

Bath & North East Somerset Council  
Request for Information

**Requested information**

*I am writing to you under the freedom of information act 2000 to request information from the council.*

*I am writing to find out what is the average waiting time for a resident calling your council's main office.*

*Specifically, the amount of time between them calling the number and speaking with the next available agent.*

*I would also like to know how many calls the offices receive per week.*

*If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in section 12, please provide advice and assistance, under section 16 obligations of the act, as to how I can refine my request.*

*If you have any questions about my request please do not hesitate to contact me on the details provided below, I will be happy to clarify what I am asking for:*

**Response**

Please find information attached. We have checked and we can only do monthly figures.

**Queue Group Performance  
by Month**

Council Connect

4/1/2017 - 3/31/2018 - 00:00 - 24:00

Created on 4/4/2018 10:11:43 AM

Activity period	ACD calls handled	Average speed of answer (hh:mm:ss)
Apr-17	8861	00:01:41
May-17	12130	00:01:22
Jun-17	10613	00:01:28
Jul-17	8781	00:01:32
Aug-17	9011	00:02:19
Sep-17	9846	00:01:12
Oct-17	12389	00:01:26
Nov-17	18539	00:02:03

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Dec-17	8910	00:01:17
Jan-18	11183	00:03:22
Feb-18	9192	00:02:51
Mar-18	8745	00:02:38
<b>Totals</b>	<b>128200</b>	<b>00:01:56</b>