

Face to Face

| Classification Group | Number Of Enquiries 2016-2017 | Number Of Enquiries 2015-2016 |
|-----------------------------|-------------------------------|-------------------------------|
| Antisocial Behaviour | 186 | 137 |
| Benefits | 7600 | 11588 |
| Blue Badge | 1544 | 1039 |
| Bookings | 1724 | 1622 |
| Business Rates | 22 | 12 |
| Criminal Justice | 3925 | 3560 |
| | | |
| Community Housing | 9470 | 8631 |
| Council Tax | 7734 | 7023 |
| Education | 378 | 299 |
| General Enq. | 13390 | 13721 |
| Homeless | 5585 | 4627 |
| Landlord Registration | 40 | 48 |
| | | |
| Licensing | 972 | 1147 |
| Registration | 2768 | 2459 |
| Rent | 4429 | 4023 |
| Social Work | 573 | 452 |
| Scottish Welfare Fund | 4474 | 3434 |
| | | |
| Universal Credit | 873 | 2 |
| Welfare Rights | 652 | 481 |
| Payments | 92792 | 59399 |
| TOTAL (inc Payments) | 92792 | 59399 |

Telephone

| Netcall Lines | Calls Offered | |
|-------------------------|---------------|---------------|
| | 2016 - 2017 | 2015 - 2016 |
| Access Adult | 30897 | 29899 |
| Access Children | 7581 | 7369 |
| Access Emergency | 92 | 107 |
| Antisocial Behaviour | 1521 | 1587 |
| Council Tax | 27593 | 27644 |
| | | |
| ELC Incoming | 56 | 49 |
| ELC Out of Hours | 7697 | 7451 |
| Emergency Planning | 210 | 211 |
| Environment Line | 12428 | 13660 |
| | | |
| Payments | 11492 | 12260 |
| Private Sector Housing | 1340 | 1012 |
| Property Repairs | 52092 | 51606 |
| Public Information Line | 698 | 452 |
| Response | 1839 | 1850 |
| Special Uplift | 8518 | 8060 |
| | | |
| Waste Services | 7045 | 11627 |
| Total | 171099 | 174844 |

Web

| Web | 2016 - 2017 | 2015 - 2016 |
|--|-------------|-------------|
| Anti-Social Behaviour | 351 | 300 |
| LC_Dog Fouling Witnessed_ELC | 164 | 167 |
| LC_Fly Tipping_ELC | 295 | 263 |
| Emergency Bridge Fault_ELC | 0 | 3 |
| Emergency Street Lighting Fault_ELC | 5 | 16 |
| Feedback - Corp2 - Other_ELC | 2 | 10 |
| Feedback - Online - Comment_ELC | 54 | 48 |
| Feedback - Online - Complaint_ELC | 175 | 182 |
| Feedback - Online - Compliment_ELC | 7 | 13 |
| SW_Self Selection EForm_ELC | 29 | 20 |
| Bridge Repair_ELC | 11 | 5 |
| Emergency Pothole/Road Repair_ELC | 11 | 4 |
| Emergency Public Utility Works_ELC | 0 | 3 |
| Emergency Sign Repair_ELC | 0 | 1 |
| Emergency Signal Repair_ELC (not in use) | 0 | 1 |
| Emergency Street Lighting Fault_ELC | 5 | 1 |
| Winter Weather and Flooding_ELC | 46 | 55 |
| Pothole/Road Repairs_ELC | 680 | 758 |
| Public Utlity Works_ELC | 18 | 14 |
| Signal Repair_ELC | 42 | 91 |
| Street Lighting Repair_ELC | 3542 | 2715 |
| Total | 5437 | 4670 |