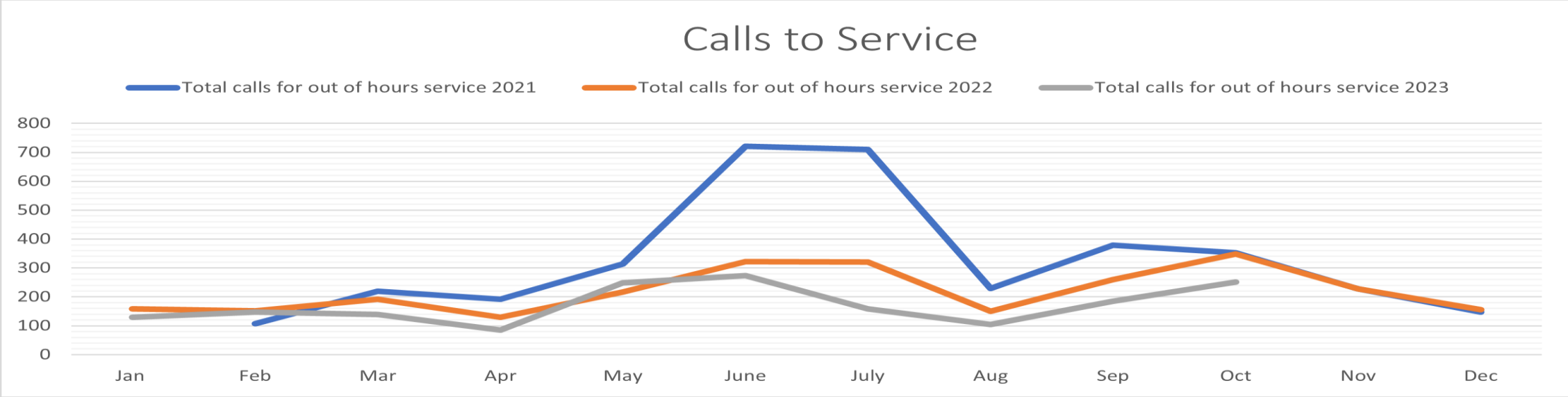


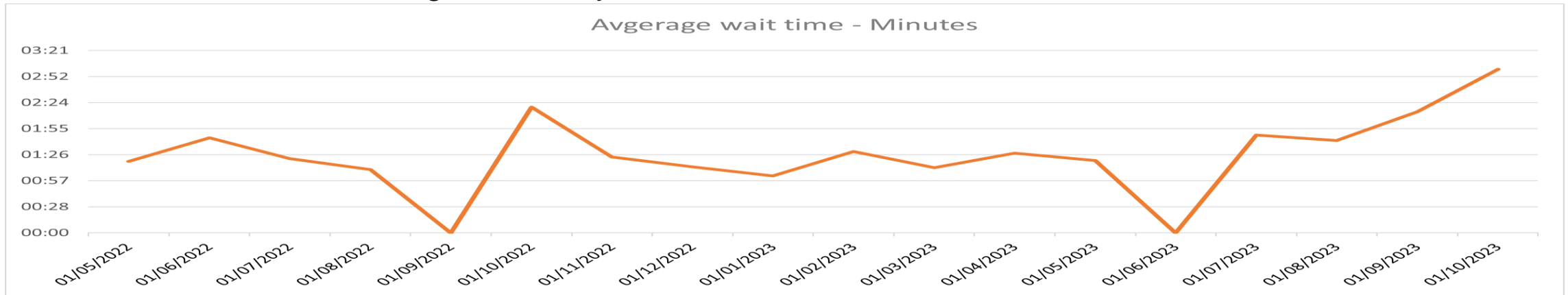
# Calls to Service

Calls to service are any noise complaint that has been logged with the out of hours team.



## Call wait times – City wide – Average Minutes

Call wait times are an average of the city-wide noise nuisance call wait times due to technical limitations.



It is to be noted that over the weekend of the 27<sup>th</sup> October 2023 service standards regarding call wait times were not able to be sustained due to staff shortages caused by illness. An internal investigation



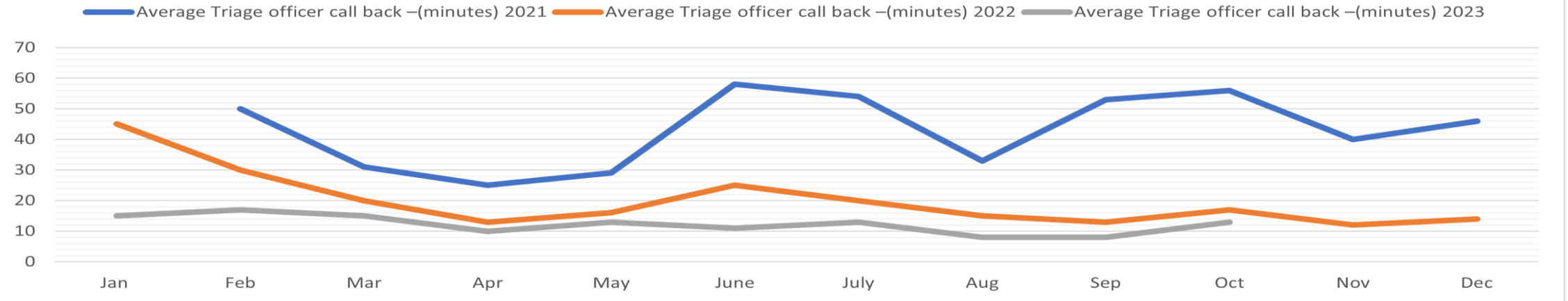
has concluded resulting in measures being implemented to mitigate for future risk. Measures include additional from internal partner services and renewed contingency planning.

## **Triage – Call back time**

Triage call back time is the time that it takes between a customer logging a noise complaint with the out of hours team and the time that a triage officer will call the customer to triage the complaint and allocate response officers.



## Triage - Call back times

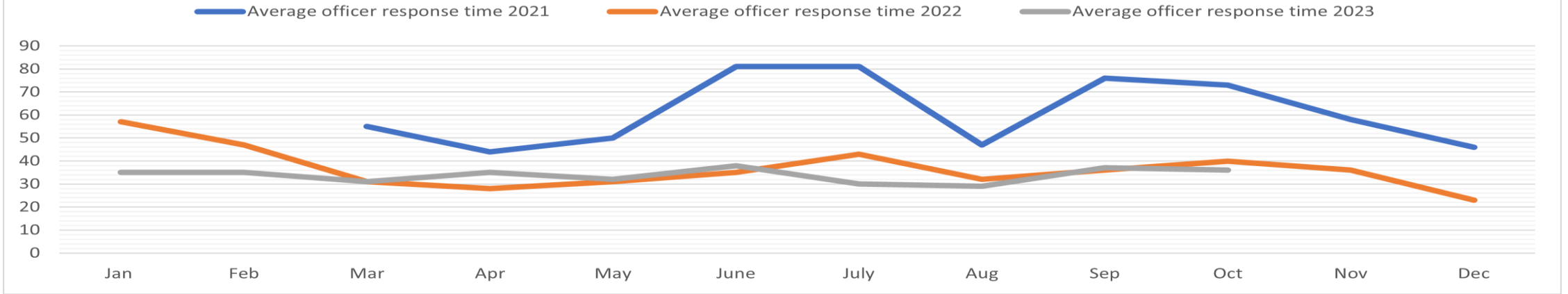


## Response Times - Time to doorstep

Response times are the time it takes between a customer logging a complaint with the out of hours team and the time that response officer arrive on site to investigate the complaint.



# Response Times - Call to Door



# Community Engagement

Community engagement is undertaken by the Community Coordinator, Leeds Anti-Social Behaviour Officers, and partnership colleagues. This engagement is intended to be educational with the overall aim of prevention.

