

Is voicemail active?

Row Labels	Yes	Redirect to help desk	No	Sample size
Adult Social Care and Public Health	92%	0%	8%	12
Business Operations	63%	38%	0%	8
Childrens, Schools and Families	100%	0%	0%	10
Communications	100%	0%	0%	5
Community Partnerships Team	80%	0%	20%	5
Cultural Services	80%	0%	20%	10
Finance	90%	0%	10%	11
Highways	91%	0%	9%	10
HR & Org Dev	60%	0%	40%	10
Information Management and Technology	100%	0%	0%	4
Legal and Democratic Services	100%	0%	0%	12
Procurement and Commissioning	100%	0%	0%	6
Property	100%	0%	0%	6
Schools and Learning	83%	0%	17%	4
Trading Standards	100%	0%	0%	6
Grand Total	89%	3%	8%	119

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Is voicemail up to date?

Row Labels	Yes	Redirect to help desk	Unknown	Expired message	No voicemail	Sample size
Adult Social Care and Public Health	50%	0%	33%	8%	8%	12
Business Operations	0%	38%	50%	13%	0%	8
Childrens, Schools and Families	50%	0%	50%	0%	0%	10
Communications	10%	0%	90%	0%	0%	5
Community Partnerships Team	60%	0%	20%	0%	20%	5
Cultural Services	20%	0%	60%	0%	20%	10
Finance	0%	0%	90%	0%	10%	11
Highways	27%	0%	64%	0%	9%	10
HR & Org Dev	50%	0%	10%	0%	40%	10
Information Management and Technology	0%	0%	100%	0%	0%	4
Legal and Democratic Services	0%	0%	75%	25%	0%	12
Procurement and Commissioning	8%	0%	83%	8%	0%	6
Property	0%	0%	100%	0%	0%	6
Schools and Learning	83%	0%	0%	0%	17%	4
Trading Standards	50%	0%	50%	0%	0%	6
Grand Total	25%	3%	61%	3%	8%	119

Does voicemail indicate 'in office' or 'on leave'?

Row Labels	Yes	Redirect to help desk	No	No voicemail	Sample size
Adult Social Care and Public Health	25%	0%	67%	8%	12
Business Operations	13%	38%	50%	0%	8
Childrens, Schools and Families	17%	0%	83%	0%	10
Communications	10%	0%	90%	0%	5
Community Partnerships Team	20%	0%	60%	20%	5
Cultural Services	0%	0%	80%	20%	10
Finance	10%	0%	80%	10%	11
Highways	9%	0%	82%	9%	10
HR & Org Dev	0%	0%	60%	40%	10
Information Management and Technology	0%	0%	100%	0%	4
Legal and Democratic Services	25%	0%	75%	0%	12
Procurement and Commissioning	8%	0%	92%	0%	6
Property	0%	0%	100%	0%	6
Schools and Learning	50%	0%	33%	17%	4
Trading Standards	0%	0%	100%	0%	6
Grand Total	12%	3%	77%	8%	119

If stated on leave, is alternate contact provided?

(actual numbers have been used opposed to % as sample size is lower due to low number of 'on leave' messages)

Row Labels	Yes	No	n/a	No voicemail
Adult Social Care and Public Health	1	1	9	1
Business Operations	1	3	4	
Childrens, Schools and Families	2		4	
Communications	2	1	7	
Community Partnerships Team	1		3	1
Cultural Services			4	1
Finance	1		8	1
Highways	1	1	8	1
HR & Org Dev			6	4
Information Management and Technology			10	
Legal and Democratic Services		1	3	
Procurement and Commissioning	1	6	5	
Property			6	
Schools and Learning	1		4	1
Trading Standards			4	
Grand Total	11	13	85	10