

**BURNTWOOD TOWN COUNCIL**

**ANALYSIS OF VISITORS TO BTC OFFICE AND INCOMING TELEPHONE CALLS  
23 APRIL - 23 JULY 2013 INCLUSIVE**

DATE	TIME		VISITORS	TELEPHONE CALLS	REASON FOR VISIT/ CALL	
	Within normal hours* = A	Outside normal hours# = B			BTC	OTHER (LDC, etc)
23/04/13	A			5	4	1 (LDC)
	A		2			2 (LDC)
24/04/13	A			5	4	1 (LDC)
25/04/13	A			9	8	1 (CAB)
	A		2		2	
26/06/13	A			8	8	
	A		5		2	3 (LDC)
29/06/13	A			6	5	1 (LDC)
	A		5		1	1 (Mental Health issues)
						1 (Shortest Fun Run)
						1 (Teenage Cancer Charity)
						1 (removal of furniture)
30/04/13	A			5	5	
	A		1			1 (Water rates)
	B			1	1	
01/05/13	A			10	7	1 (LDC)
						2 (SCC)
	A		6		3	3 (LDC)
02/05/13	A			4	3	1 (LDC)
	A		4		3	1 (LDC)
	B			2	2	
03/05/13	A			4	4	
	A		4		2	2 (LDC)
07/05/13	A			7	7	
	A		5		4	1 (LDC)
08/05/13	A			10	10	
	A		6		1	3 (LDC)
						1 (Prince's Trust)
						1 (CAB)
	B			2	1	1 (LDC)
09/05/13	A			10	9	1 (SCC)
	A		4			3 (LDC)
						1 (DWP)
	B			1	1	
10/05/13	A			7	6	1 (skip companies info)
	A		3		2	1 (LDC)
	B			1	1	
13/05/13	A			8	8	
	A		3		2	1 (LDC)
	B			3	3	

DATE	TIME		VISITORS	TELEPHONE CALLS	REASON FOR VISIT/ CALL	
	Within normal hours* = A	Outside normal hours# = B			BTC	OTHER (LDC, etc)
14/05/13	A			3	2	1 (Library)
	B			3	3	
15/05/13	A			2	1	1 (LDC)
	A		1			1 (LDC)
	B			2		
16/05/13	A			6	3	1 (Library)
						2 (LDC)
	A		5		3	1 (SCC)
						1 (LDC)
17/05/13	A			9	9	
	A		3		3	
20/05/13	A			7	7	
	A		10		9	1 (LDC)
	B			1	1	
21/05/13	A			4	4	
	A		6		6	
	B			1	1	
22/05/13	A			4	3	1 (LDC)
	A		9		6	3 (LDC)
	B			2	2	
23/05/13	A			1	1	
24/05/13	A			11	11	
	A		7		4	1 (Pathway)
						1 (directions)
						1 (SCC)
28/05/13	A			4	4	
	A		6		6	
29/05/13	A			8	8	
	A		6		4	1 (LDC)
						1 (delivery for Unit 6)
	B			2	2	
30/05/13	A			5	4	1 (Leisure Centre)
			7		6	1 (SCC)
31/05/13	A			8	7	1 (LDC)
	A		8		7	1 (LDC)
	B			3	3	
03/06/13	A			12	10	1 (grass cutting)
						1 (LDC)
	A		3			2 (LDC)
						1 (CAB)
04/06/13	A			6	5	1 (LDC)
	A		5		4	1 (LDC)
	B			3	3	
05/06/13	A			6	5	1 (St Anne's churchyard)

DATE	TIME		VISITORS	TELEPHONE CALLS	REASON FOR VISIT/ CALL	
	Within normal hours* = A	Outside normal hours# = B			BTC	OTHER (LDC, etc)
06/06/13	A			4	4	
	B			1	1	
	B	1			1	
07/06/13	A			7	4	1 (Land behind Ryecroft shops) 1 (LDC)
	A			3		2 (LDC) 1 (MP's contact details)
	B			1	1	
10/06/13	A			3	3	
	A	3			2	1 (CAB)
11/06/13	A			4	2	1 (Markets) 1 (LDC)
	A	3			1	1 (SCAMP) 1 (LDC)
12/06/13	A			7	6	1 (LDC)
	A	6			4	1 (LDC) 1 (SCAMP)
	B			1	1	
13/06/13	A			11	10	1 (Recycling)
	A	2			1	1 (Directions)
14/06/13	A			8	7	1 (LDC)
	A	2				1 (Water rates) 1 (LDC)
17/06/13	A			4	3	1 (SCC)
	A	2			1	1 (LDC)
	B			1	1	
18/06/13	A			4	4	
	A	4				2 (LDC) 1 (MP details) 1 (Police query)
19/06/13	A			6	5	1 (Bee hives)
	A	1			1	
20/06/13	A			6	3	3 (Wasps/Bees)
	A	2			2	
21/06/13	A			2	2	
	A	7			3	1 (Bromford Living) 3 (LDC)
24/06/13	A			3	2	1 (LDC)
	A	5			5	
25/06/13	A			7	7	
	A	1			1	
26/06/13				1	1	
	A	5			2	2 (LDC) 1 (re Morrisons traffic island)
	B			3	3	
	<b>TIME</b>					<b>REASON FOR VISIT/</b>

DATE	Within normal hours* = A	VISITORS	TELEPHONE CALLS	CALL	
	Outside normal hours# = B			BTC	OTHER (LDC, etc)
27/06/13	A		7	7	
	A	4		2	1 (Burntwood Town FC) 1 (Social Services)
	B		3	3	
28/06/13	A		6	2	1 (land at Mowbray Croft) 1 (Bees) 1 (Police re Eastwood Ave) 1 (LDC)
	A	5		4	1 (LDC)
01/07/13	A		5	5	
	A	7		4	3 (LDC)
	B		4	4	
02/07/13	A		7	7	
	A	2			2 (LDC)
03/07/13	A		1	1	
	A	1			1 (Water rates)
	B		1	1	
04/07/13	B		2	2	1 (LDC)
05/07/13	A		4	3	1 (LDC)
	A	2		1	1 (LDC)
08/07/13	A		15	13	1 (Library) 1 (Leisure Centre)
	A	2			2 (LDC)
09/07/13	A		6	5	1 (tel. no. request)
	A	2		2	
10/07/13	A		2	1	1 (LDC)
	A	1			1 (LDC)
	B		1	1	
11/07/13	A	1		1	
	A		3	2	1 (Library)
	B		2	1	1 (Library)
12/07/13	A		9	8	1 (Burial Ground by M6 Toll)
	A	1		1	
15/07/13	A		3	3	
	A	3			3 (LDC)
	B		2	1	1 (CCDC)
16/07/13	A		2	2	
17/07/13	A		3	2	1 (Library)
	A	1			1 (LDC)
18/07/13	A		8	7	1 (LDC)
	B	1		1	
19/07/13	A		19	18	1 (SCC)
	A	1			1 (LDC)
	B		4	4	
DATE	TIME	VISITORS	TELEPHONE CALLS	REASON FOR VISIT/ CALL	
	Within normal hours* = A				

	Outside normal hours <sup>#</sup> = B			BTC	OTHER (LDC, etc)
22/07/13	A		2	2	
	A	4		2	2 (LDC)
	B		1	1	
23/07/13	A		4	3	1 (LDC)
	A	3		3	
<b>TOTALS:</b>		<b>211</b>	<b>437</b>	<b>500</b>	<b>148</b>

**LEGEND:**

\*Normal hours = 9.30 a.m. - 3.00 p.m. Monday - Friday (office open to the public)

#Outside normal hours = 8.15 - 9.00 a.m. and 3.00 p.m. - 4.45 p.m. Monday - Thursday (4.00 p.m. Friday)

= Visitors to the office

= Visitors and incoming telephone calls outside 9.30 a.m. - 3.00 p.m. Monday - Friday