Appendix A – No. of Enquiries & Cost per Enquiry

Statistical Summary Comparison - 2015/16 & 2016/17

Whitnash - 2015/16

	Workload					Resource			
	Enquiry Total	Enquiry/Week	Enquiry/Day	Average No. of staff on duty	Enquiry/Person /Day	Total days per year	Cost per staff	Cost/ Person/day	Overall cost per transaction
Total	2716	52	35	2	18	78	£27775	£356	£19.77
WDC only	760	15	10	2	5	As above	As above	As above	£71.00
WCC only	1586	31	21	2	11	As above	As above	As above	£32.00
WDC %									

Whitnash - 2016/17

	Workload					Resource			
	Enquiry Total	Enquiry/Week	Enquiry/Day	Average No. of staff on duty	Enquiry/Person /Day	Total days per year	Cost per staff	Cost/ Person/day	Overall cost per transaction
Total	2806	54	36	2	18	78	£27775	£356	£19.77
WDC only	1012	19	12	2	6	As above	As above	As above	£59.00
WCC only	1781	34	23	2	12	As above	As above	As above	£30.00
WDC %									

Lillington – 2015/16

	Workload					Resource			
	Enquiry Total	Enquiry/Week	Enquiry/Day	Average No. of staff on duty	Enquiry/Person /Day	Total days per year	Cost per staff	Cost/ Person/day	Overall cost per transaction
Total	5472	105	70	2	35	78	£27775	£356	£10.17
WDC only	1632	31	21	2	10	As above	As above	As above	£36.00
WCC only	3794	73	49	2	25	As above	As above	As above	£14.00
WDC %									

Lillington – 2016/17

	Workload					Resource			
	Enquiry Total	Enquiry/Week	Enquiry/Day	Average No. of staff on duty	Enquiry/Person /Day	Total days per year	Cost per staff	Cost/ Person/day	Overall cost per transaction
Total	7081	136	91	2	46	78	£27775	£356	£7.73
WDC only	2491	48	32	2	16	As above	As above	As above	£22.00
WCC only	4590	88	88	2	58	As above	As above	As above	£6.00
WDC %									