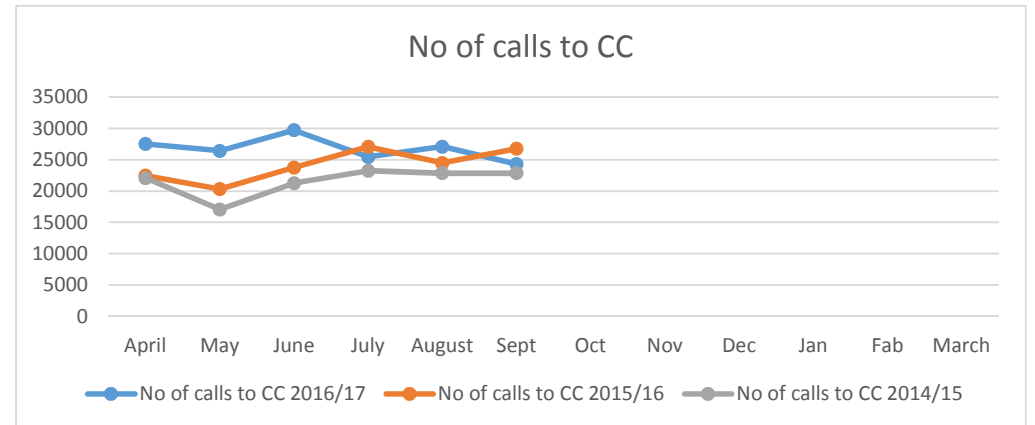
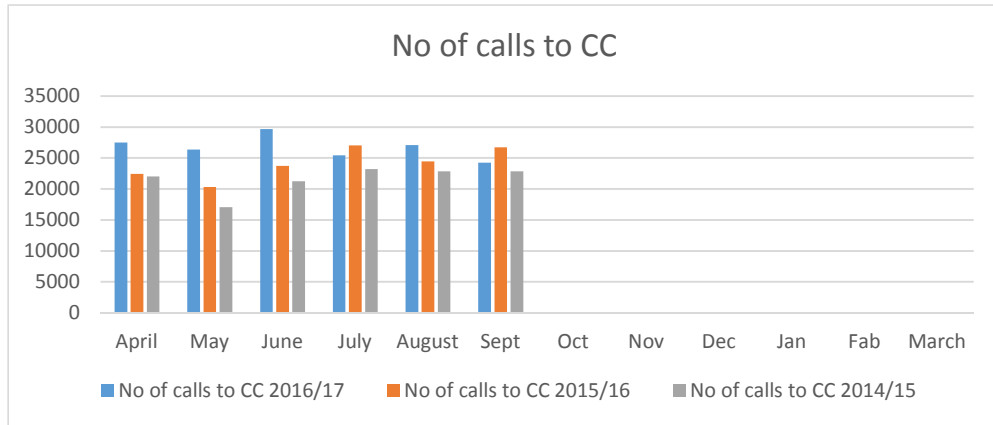
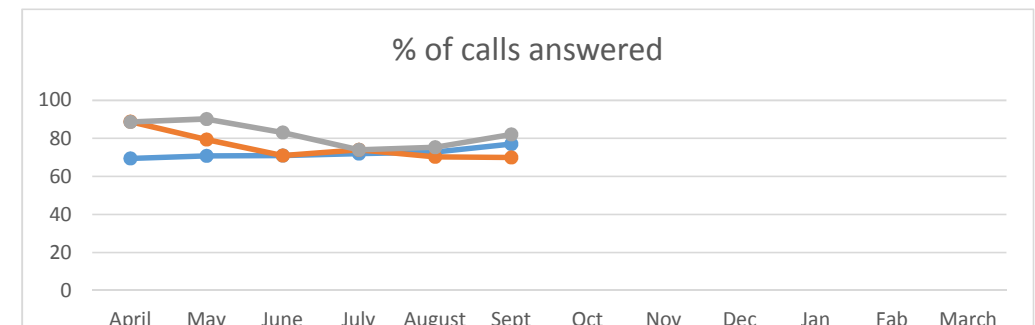
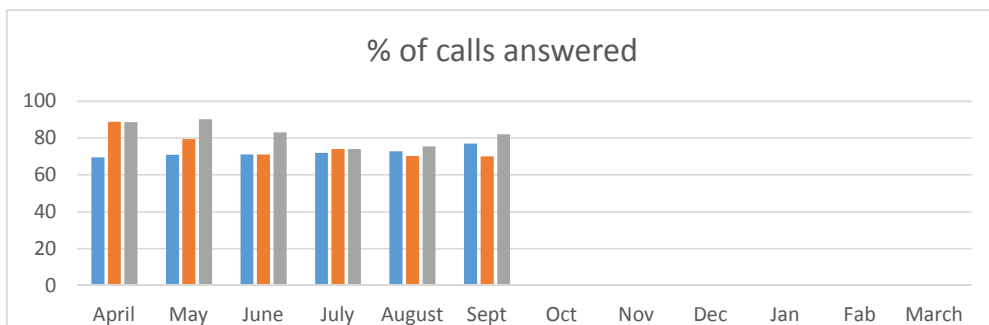


	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
No of calls to CC 2016/17	27501	26390	29694	25420	27072	24274						
No of calls to CC 2015/16	22436	20309	23744	27049	24461	26723						
No of calls to CC 2014/15	22050	17060	21250	23239	22841	22863						



	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
Calls answered 2016/17	69.5	70.8	71	71.9	72.8	77						
Calls answered 2015/16	88.8	79.4	71	74	70.2	70						
Calls answered 2014/15	88.6	90.2	83	74	75.3	82						

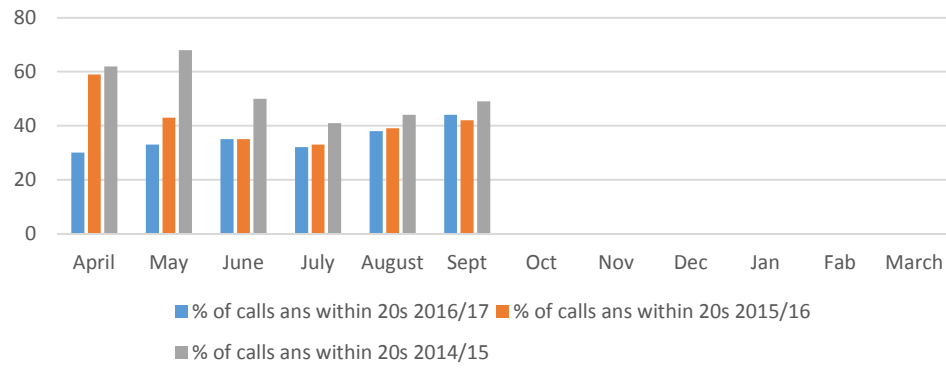


■ Calls answered 2016/17 ■ Calls answered 2015/16 ■ Calls answered 2014/15

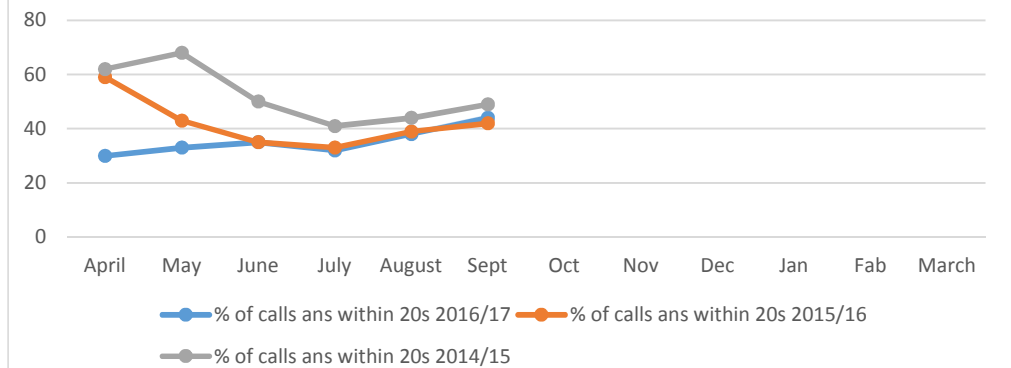
	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
% of calls ans within 20s 2016/17		30	33	35	32	38	44					
% of calls ans within 20s 2015/16		59	43	35	33	39	42					
% of calls ans within 20s 2014/15		62	68	50	41	44	49					

● Calls answered 2016/17 ● Calls answered 2015/16 ● Calls answered 2014/15

% of calls answered within 20 seconds

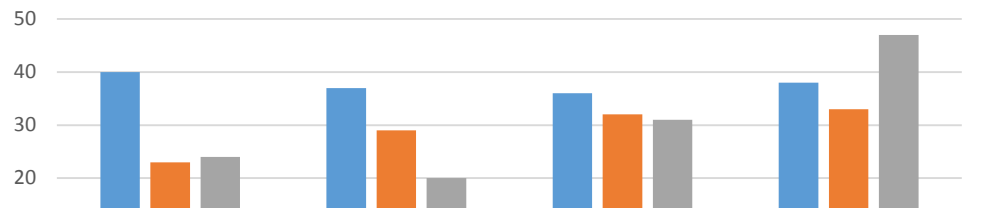


% of calls answered within 20 seconds



	April	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
% of calls answered after 7min 2016/17		40	37	36	38	35	26					
% of calls answered after 7min 2015/16		23	29	32	33	28	26					
% of calls answered after 7min 2014/15		24	20	31	47	45	39					

% of calls answered after 7 mins



% of calls answered after 7 mins

