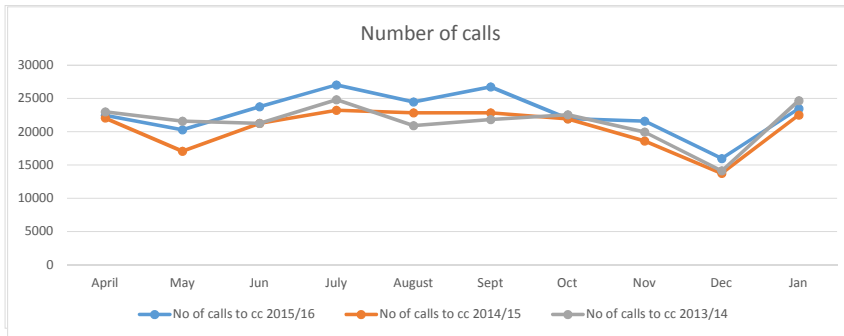
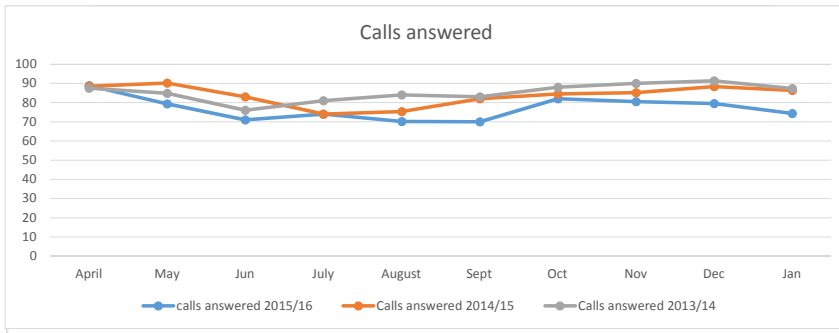


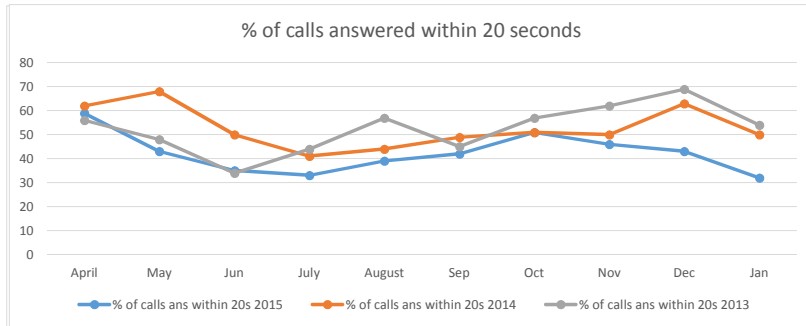
	April	May	Jun	July	August	Sept	Oct	Nov	Dec	Jan
No of calls to cc 2015/16	22436	20309	23744	27049	24461	26723	21995	21586	15961	23488
No of calls to cc 2014/15	22050	17060	21250	23239	22841	22863	21949	18630	13736	22501
No of calls to cc 2013/14	22978	21615	21242	24827	20915	21848	22549	19943	14109	24658



	April	May	Jun	July	August	Sept	Oct	Nov	Dec	Jan
calls answered 2015/16	88.8	79.4	71	74	70.2	70	82.1	80.5	79.5	74.4
Calls answered 2014/15	88.6	90.2	83	74	75.3	82	84.6	85.2	88.4	86.3
Calls answered 2013/14	87.6	84.9	76	81	84	83	88	90	91.4	87.4



	April	May	Jun	July	August	Sept	Oct	Nov	Dec	Jan
% of calls ans within 20s 2015	59	43	35	33	39	42	51	46	43	32
% of calls ans within 20s 2014	62	68	50	41	44	49	51	50	63	50
% of calls ans within 20s 2013	56	48	34	44	57	45	57	62	69	54



	April	May	Jun	July	August	Sept	Oct	Nov	Dec	Jan
% of calls answered after 7min 2015	23	29	32	33	28	26	26	27	30	33
% of calls answered after 7min 2014	24	20	31	47	45	39	36	30	23	20
% of calls answered after 7min 2013	28	33	39	33	25	34	28	25	21	29

