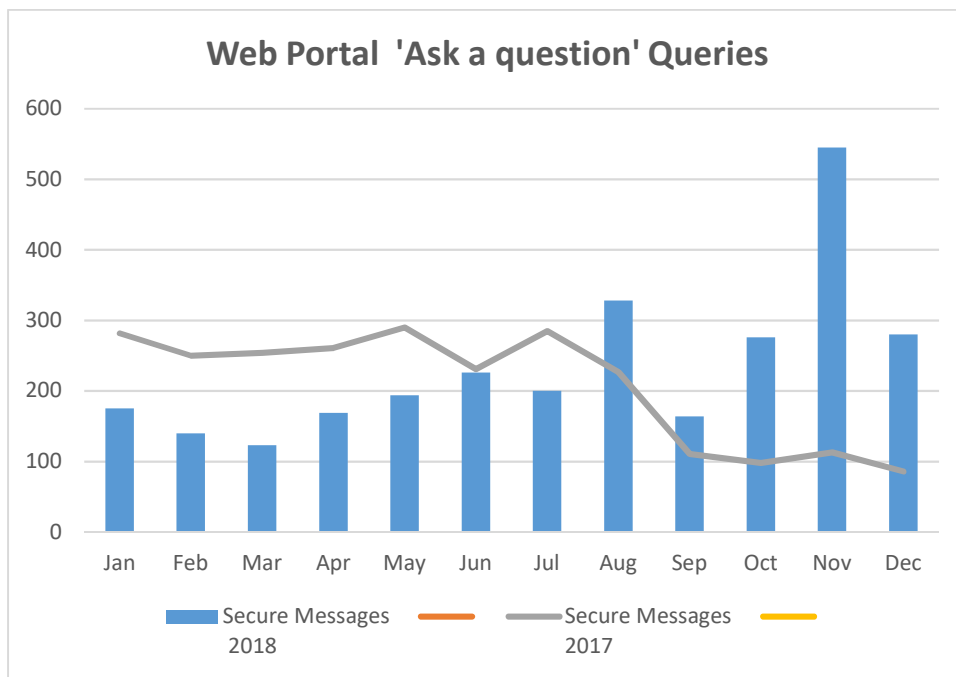


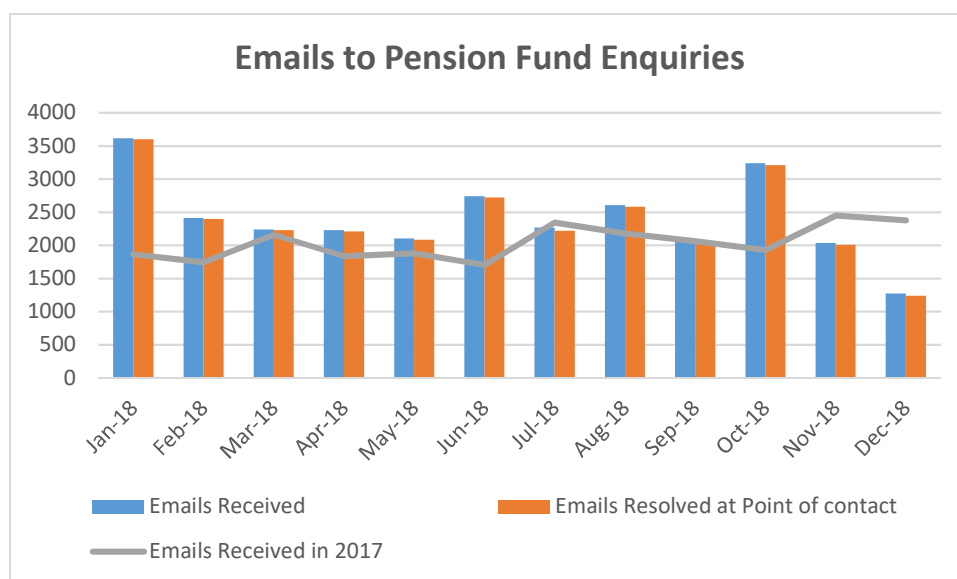
	October	November	December
Calls Offered	9513	7476	4431
Calls Answered	6206	6171	4071
Calls Offered over same period in 2017	6963	6572	4853
Answer Rate (Target 85%)	65.24%	82.54%	91.88%



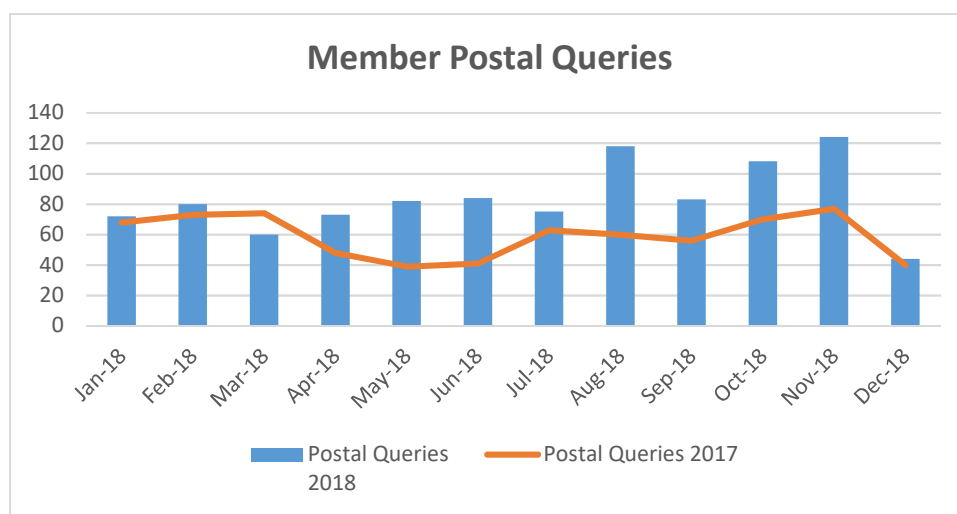
'Ask a question' Queries Received

'Ask a question' Queries Received 2017

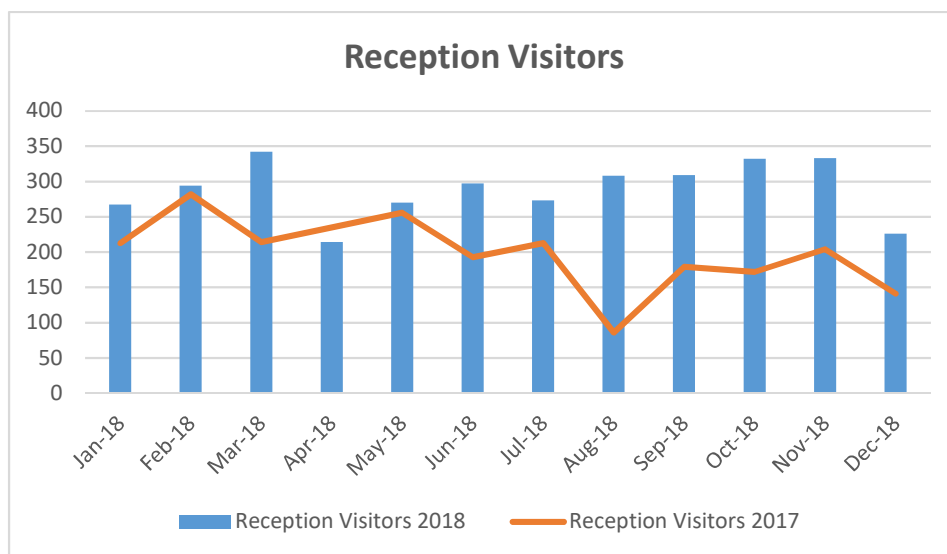
October	276	98
November	545	113
December	280	86



	October	November	December
Emails Received	3238	2033	1273
Emails Resolved at Point of contact	3209	2005	1237
Emails Received in 2017	1927	2450	2378
% of emails resolved at point of contact	99.10%	98.62%	97%



	Member Postal Queries	Member Postal Queries 2017
October	108	70
November	124	77
December	44	40



	October	November	December
Visitors to Reception 2017	296	254	243
Visitors to Reception 2018	332	333	226