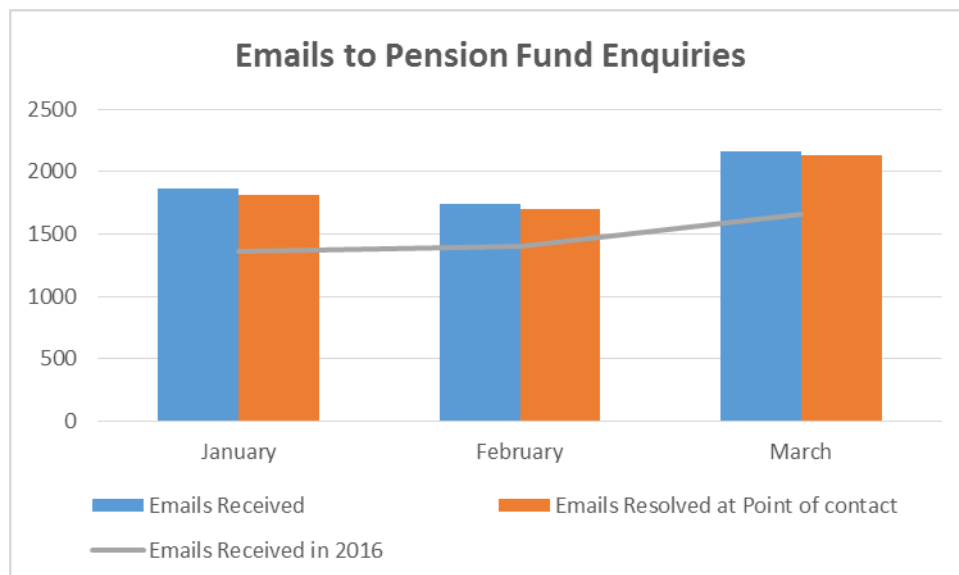
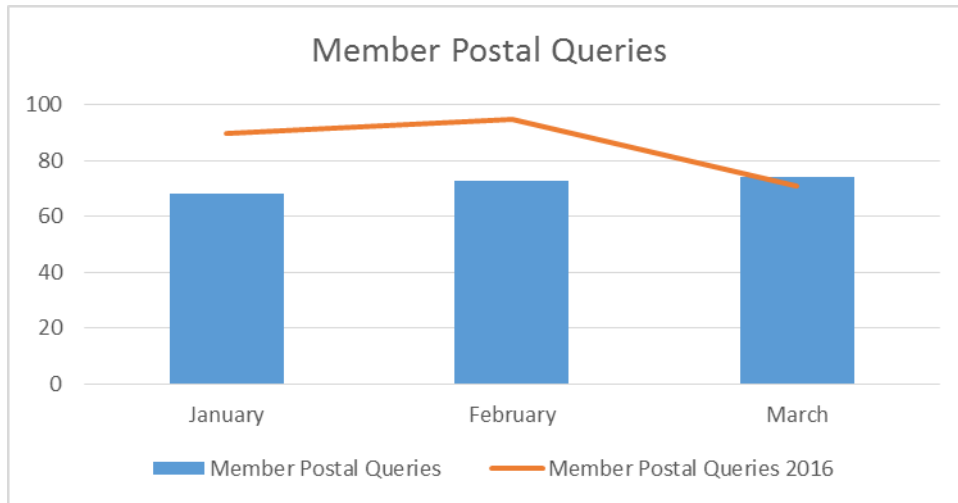


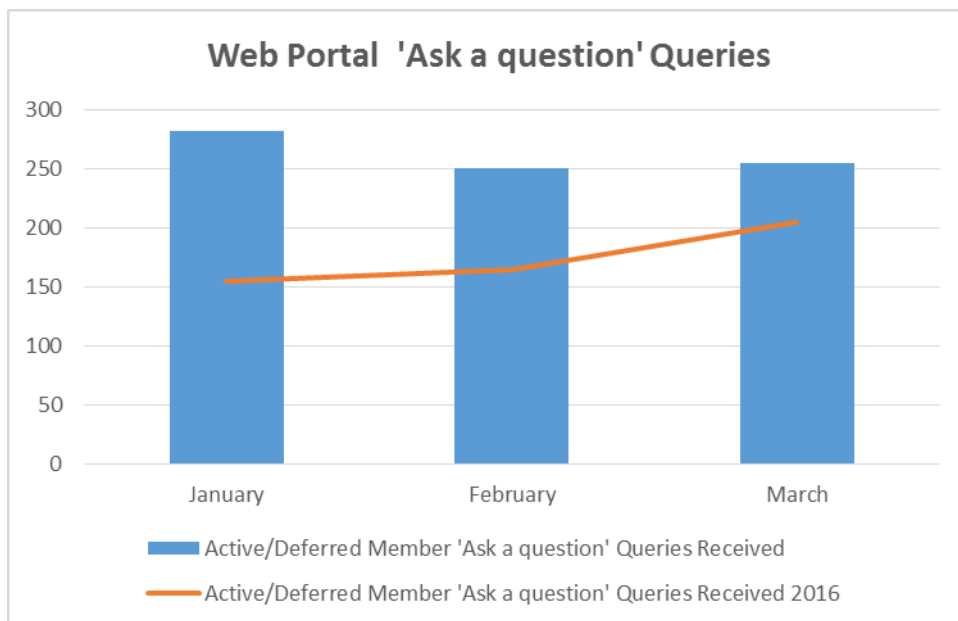
	January	February	March
Calls Offered	6885	6728	7476
Calls Answered	6109	5755	6519
Calls Offered over same period in 2016	5579	5641	6125
Answer Rate (target 85%)	91.80%	91.80%	87.20%



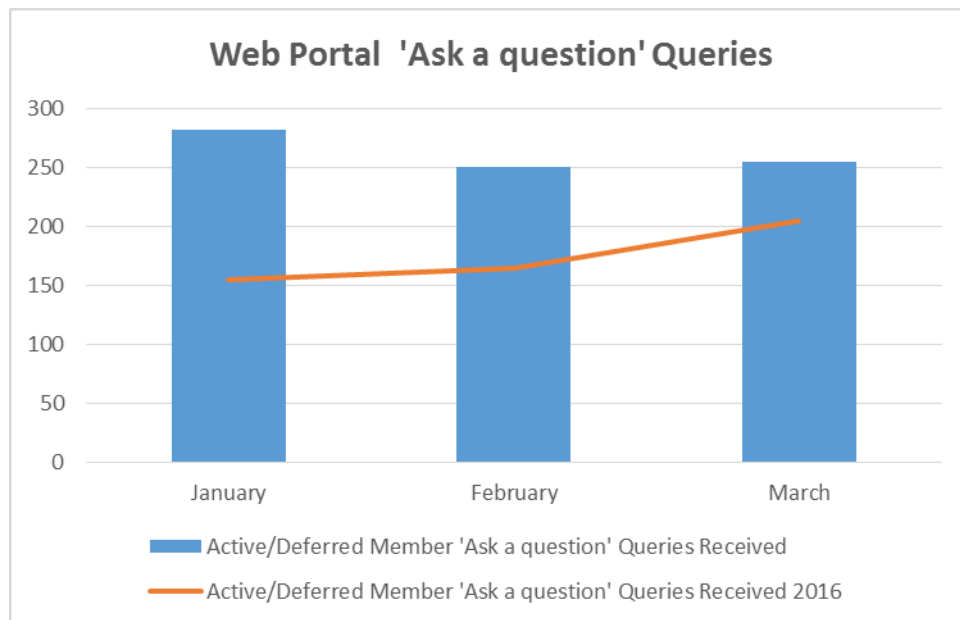
	January	February	March
Emails Received	1864	1746	2161
Emails Resolved at Point of contact	1810	1700	2134
Emails Received over same period in 2016	1359	1402	1660
% of emails resolved at point of contact	97.10%	97.36%	98.70%



	Member Postal Queries	Member Postal Queries 2016
January	68	90
February	73	95
March	74	71



	Active/Deferred Member 'Ask a question' Queries Received	Active/Deferred Member 'Ask a question' Queries Received 2016
January	282	154
February	250	164
March	254	205



	January	February	March
Visitors to Reception 2017	177	179	160
Visitors to Reception 2016	213	282	214