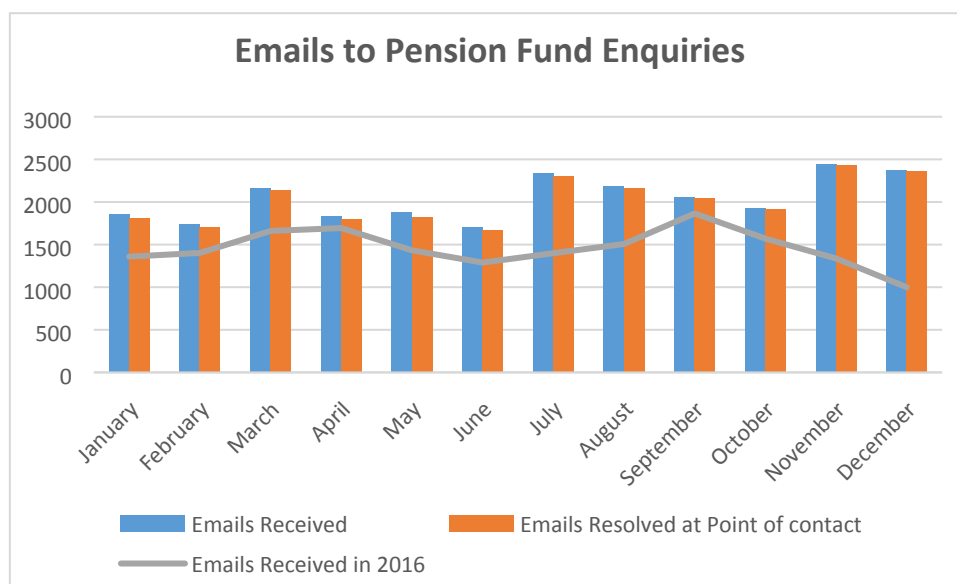
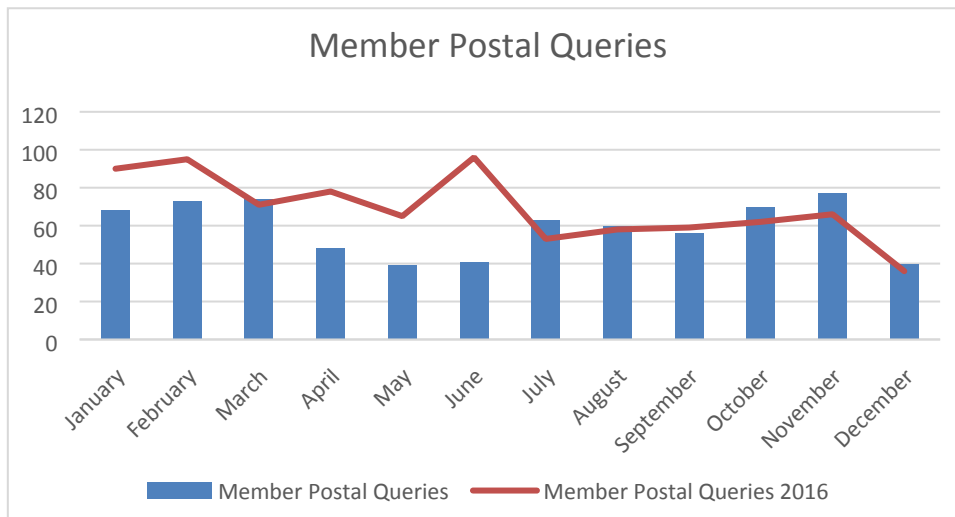


	October	November	December
Calls Offered	6963	6572	4853
Calls Answered	6326	5927	4714
Calls Offered over same period in 2016	6069	5910	3961
Answer Rate % (Target 85%)	90.85	90.19	97.14

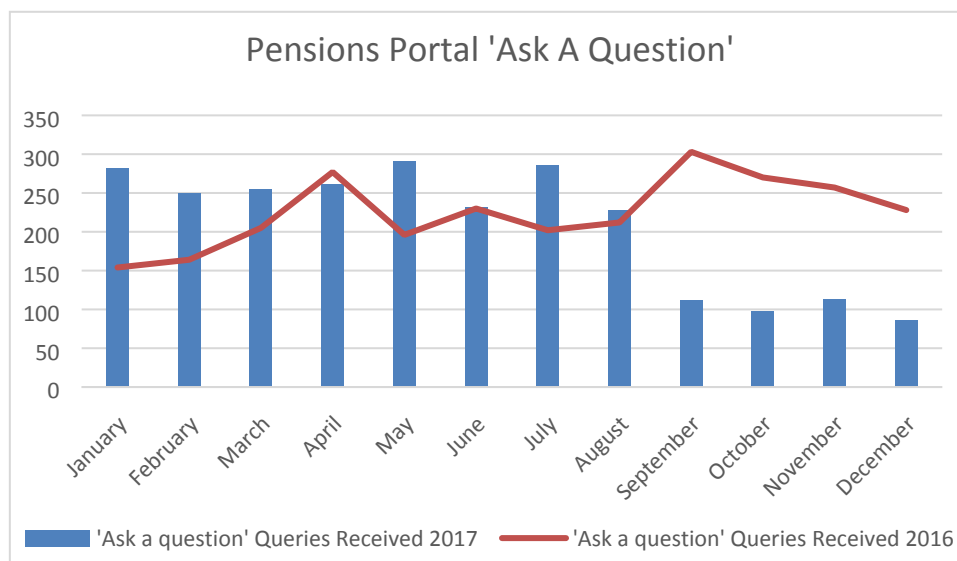


	October	November	December
Emails Received	1927	2450	2378
Emails Resolved at Point of contact	1919	2439	2363
Emails Received over same period in 2016	1570	1337	999
% of emails resolved at point of contact	99.58	99.55	99.36



**Member Postal Queries 2017    Member Postal Queries 2016**

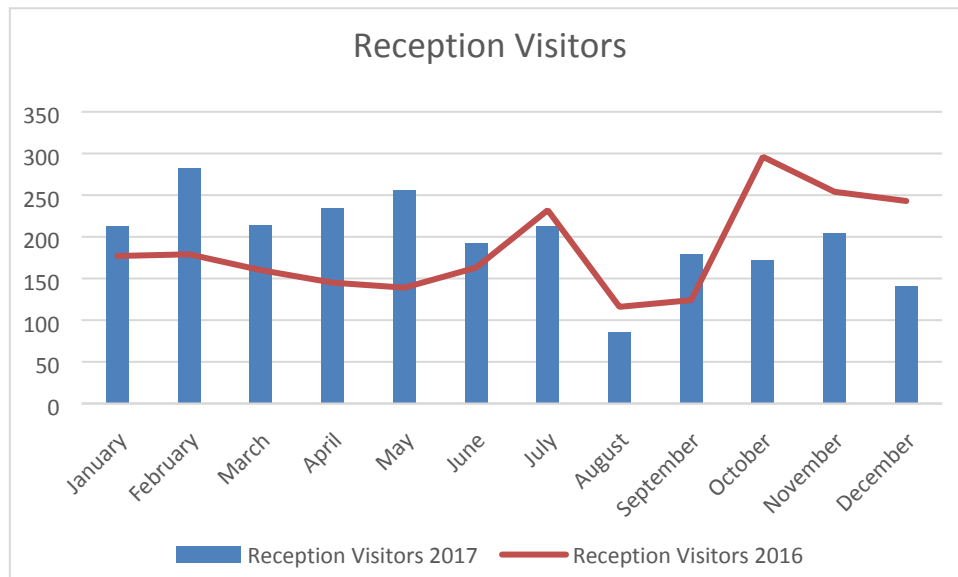
<b>October</b>	70	62
<b>November</b>	77	66
<b>December</b>	40	36



**Member 'Ask a question' Queries Received 2017**

**Member 'Ask a question' Queries Received 2016**

<b>October</b>	98	270
<b>November</b>	113	257
<b>December</b>	86	228



	October	November	December
Visitors to Reception 2017	172	204	141
Visitors to Reception 2016	296	254	243