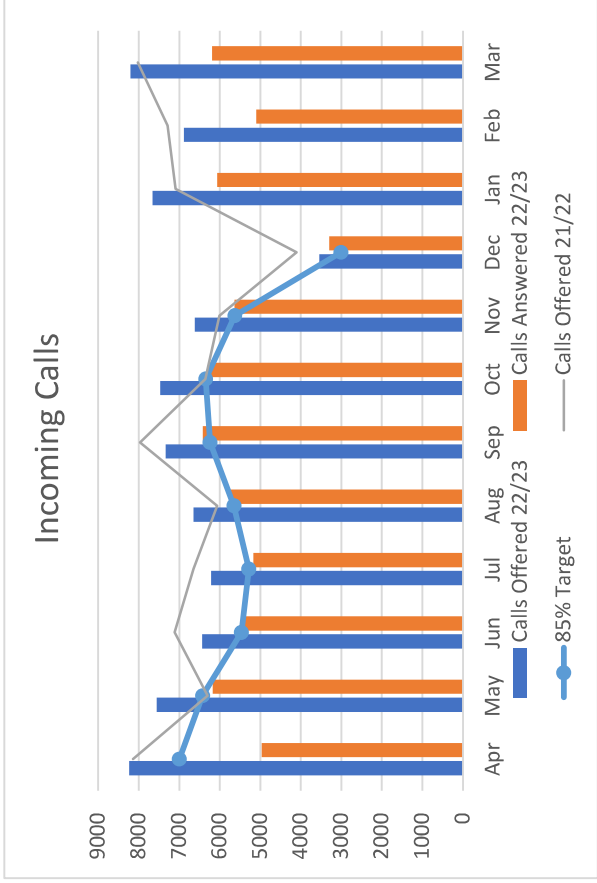


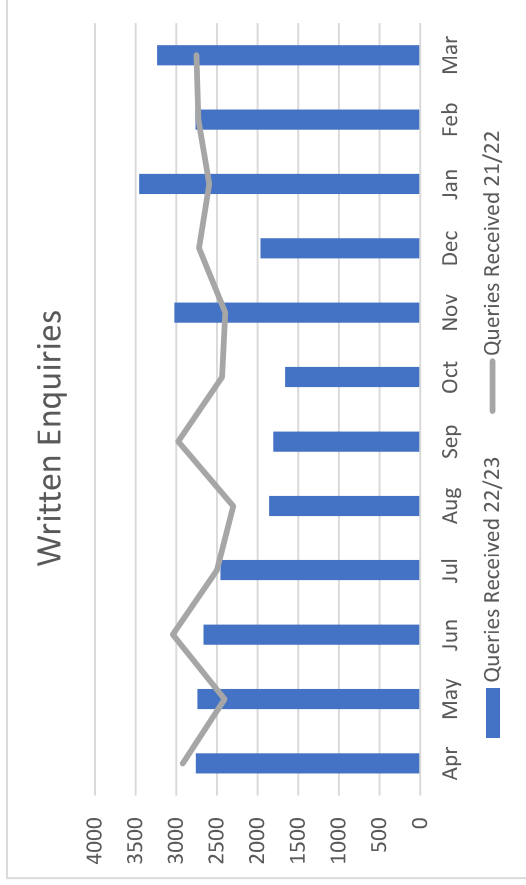
### Appendix D: Customer Services Statistics



Calls Offered 22/23  
 Calls Answered 22/23  
 Calls Offered 21/22  
 Answer Rate (Target 85%)  
 Percentage increase

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2022/23
Calls Offered 22/23	8231	7560	6432	6217	6647	7338	7465	6619	3540	7661	6882	8202	82794
Calls Answered 22/23	4968	6171	5419	5166	5743	6414	6236	5635	3294	6064	5098	6193	66401
Calls Offered 21/22	8142	6299	7114	6643	6063	7968	6355	6009	4102	7094	7293	8027	81109
Answer Rate (Target 85%)	60.36%	81.63%	84.25%	83.09%	86.40%	87.41%	83.54%	85.13%	93.05%	79.15%	74.08%	75.51%	81.13%
Percentage increase	1.09%	20.02%	-9.59%	-6.41%	9.63%	-7.91%	17.47%	10.15%	-13.70%	7.99%	-5.64%	2.18%	2.11%

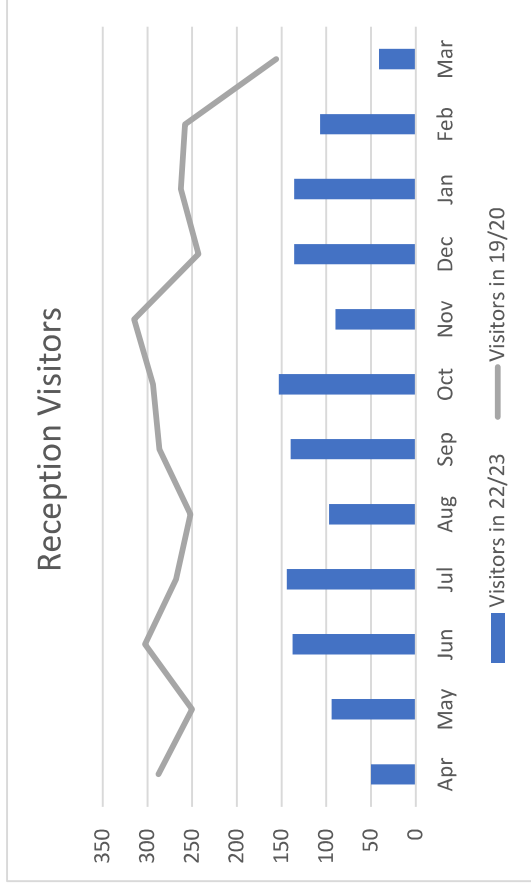
### Appendix D: Customer Services Statistics



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2022/23
Queries Received 22/23	2761	2741	2665	2460	1860	1807	1662	3023	1967	3456	2765	3237	30404
Queries Received 21/22	2921	2406	3043	2502	2299	2980	2437	2400	2722	2597	2731	2754	31792
Percentage difference	-5.48%	13.92%	-12.42%	-1.68%	-19.10%	-39.36%	-31.80%	25.96%	-27.74%	33.08%	1.24%	17.54%	-3.82%

Queries Received 22/23  
 Queries Received 21/22  
 Percentage difference

### Appendix D: Customer Services Statistics



Visitors in 22/23  
Visitors in 19/20

Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	2022/23
50	94	138	144	97	140	153	90	136	136	107	41	1326
288	250	303	268	252	287	294	315	243	263	258	156	3177