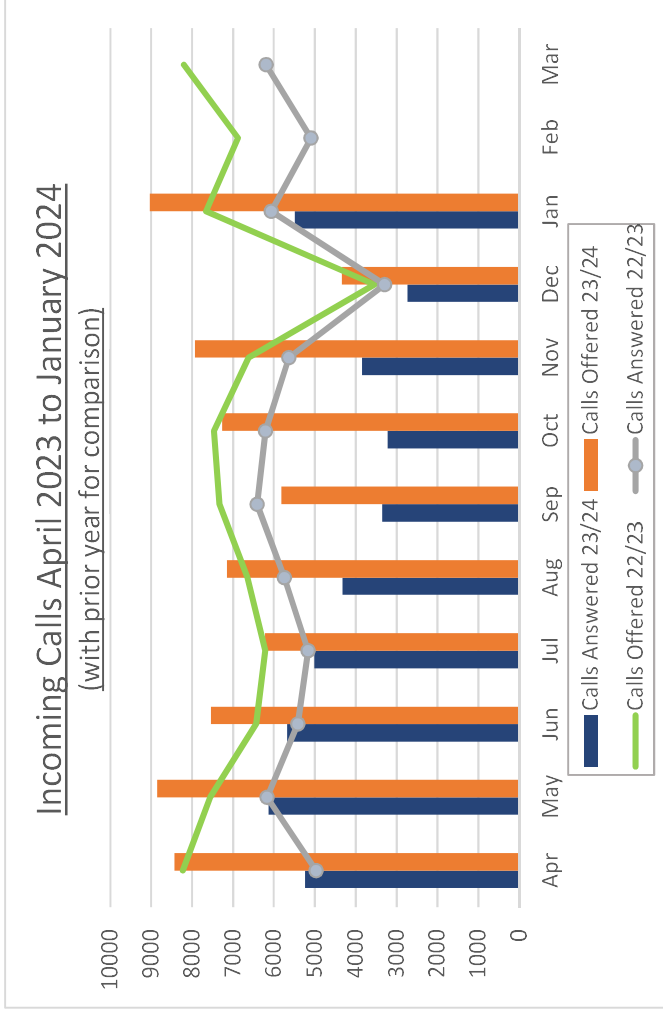


Appendix B: Customer Services Statistics



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Calls Offered 23/24	8427	8854	7537	6215	7143	5819	7262	7931	4338	9031
Calls Answered 23/24	5234	6130	5674	5012	4319	3346	3216	3842	2733	5490
Calls Offered 22/23	8231	7560	6432	6217	6647	7338	7465	6619	3540	7661
Calls Answered 22/23	4968	6171	5419	5166	5743	6414	6206	5635	3294	6064
Answer Rate	62.11%	69.23%	75.28%	80.64%	60.46%	57.50%	44.29%	48.44%	63.00%	60.80%

Notes

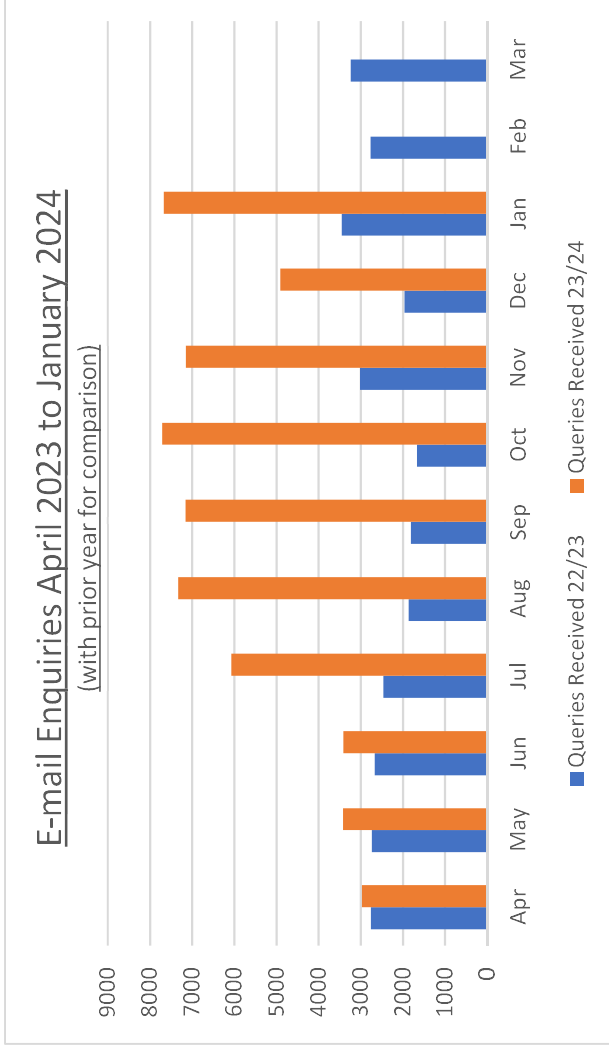
Customer call centre opening times were extended from 4 hours per day to 5 hours per day with effect from 2 January 2024

Calls answered during January 2024 have now returned to levels pre-go live

The target answer rate remains 85%

Call lengths average c8 minutes during January 2024, versus c6 minutes for the same period last year

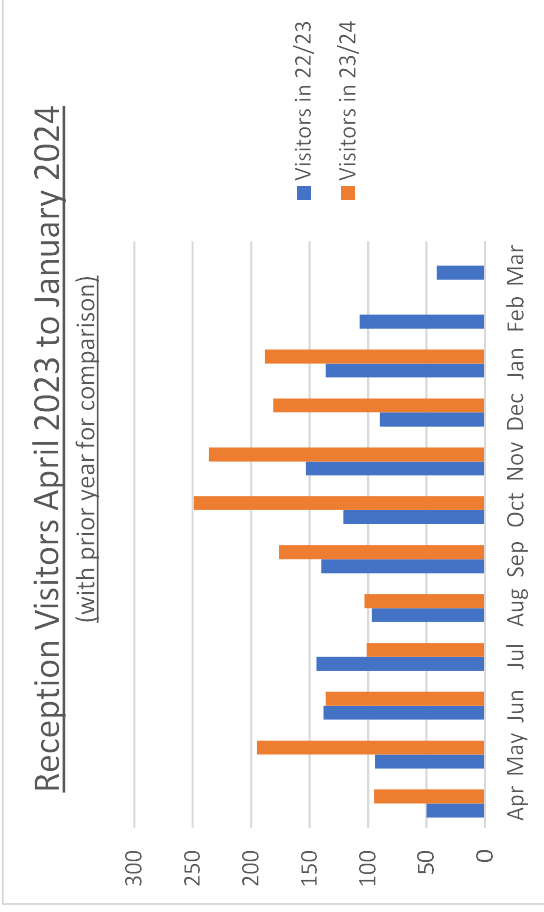
Appendix B: Customer Services Statistics



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Queries Received 23/24	2980	3420	3412	6067	7327	7154	7707	7144	4910	7669
Queries Received 22/23	2761	2741	2665	2460	1860	1807	1662	3023	1967	3456

Queries Received 23/24
Queries Received 22/23

Appendix B: Customer Services Statistics



Visitors in 23/24

Visitors in 22/23

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Visitors in 23/24	95	195	136	101	103	176	249	236	181	188
Visitors in 22/23	50	94	138	144	97	140	121	153	90	136