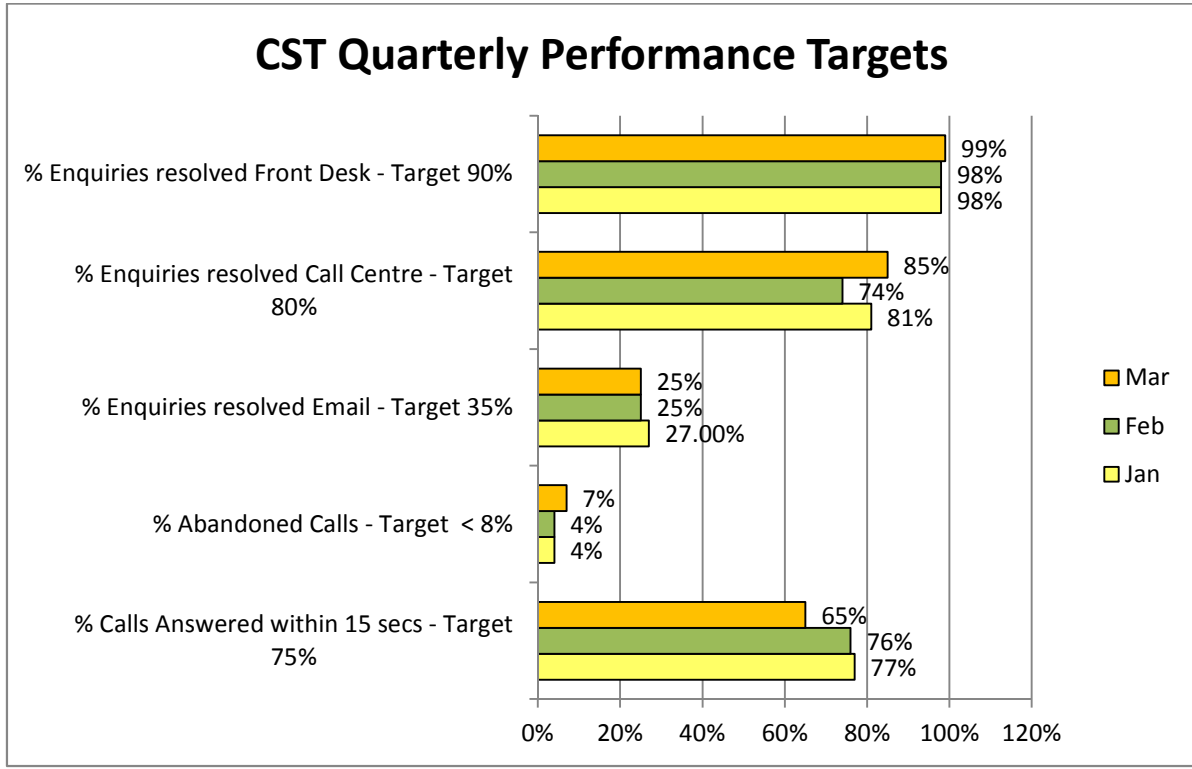
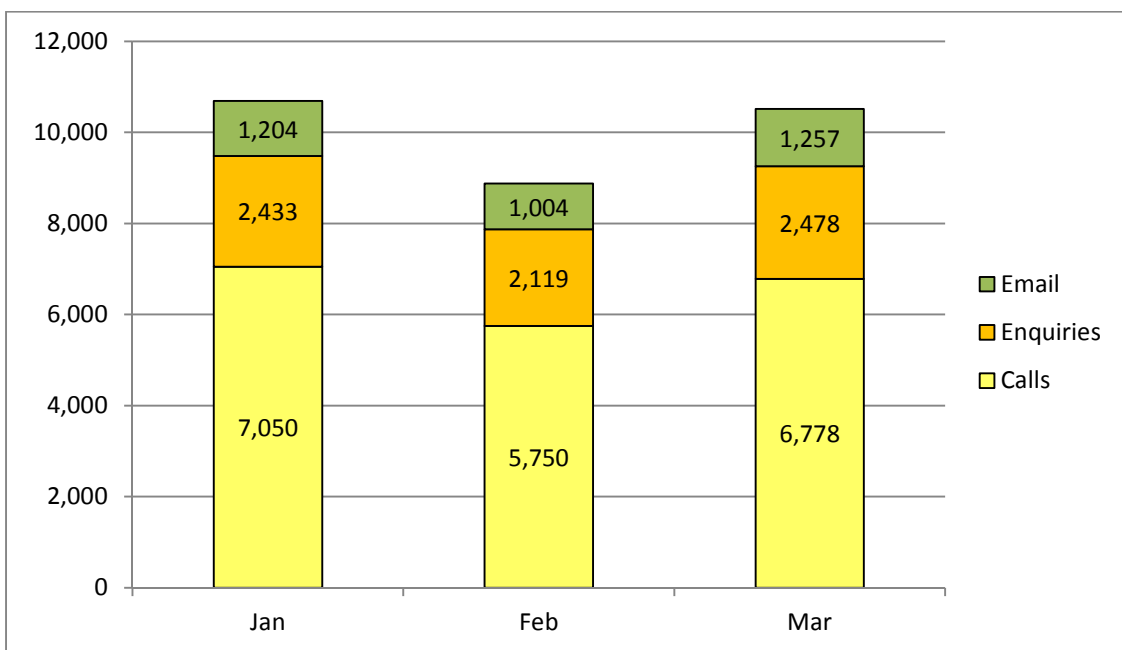


CST Quarter 4 Performance



Volumes

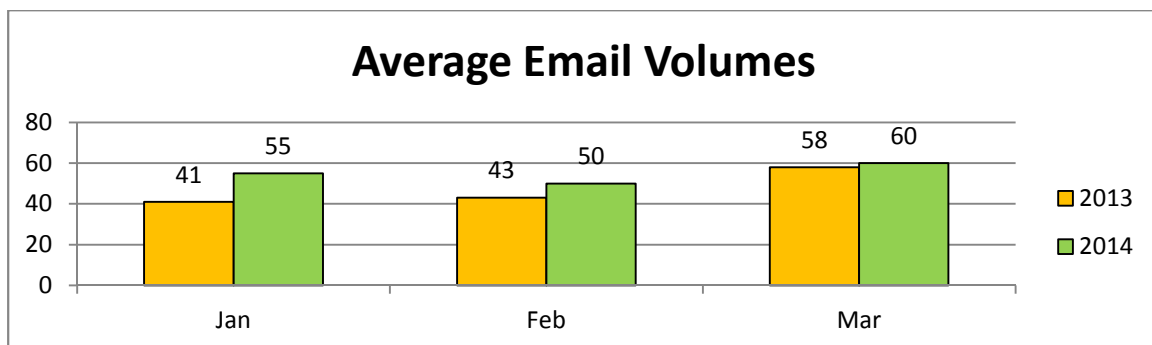
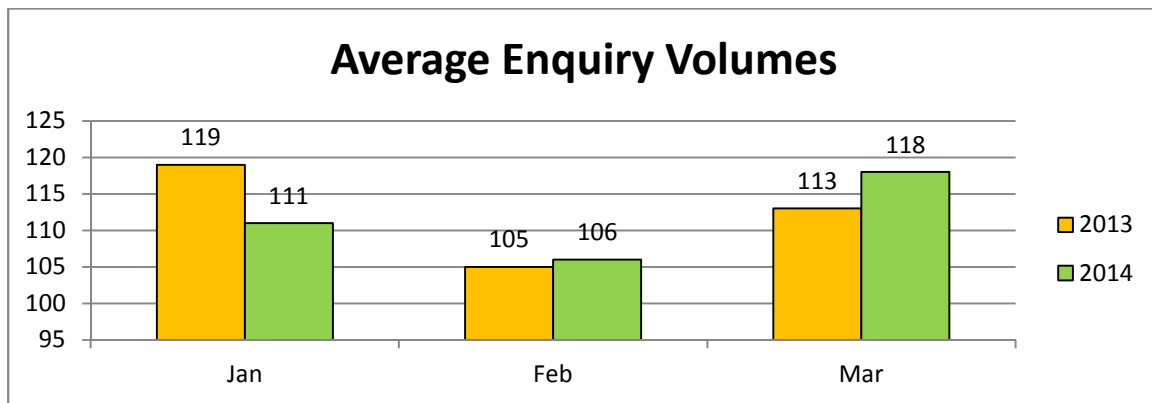
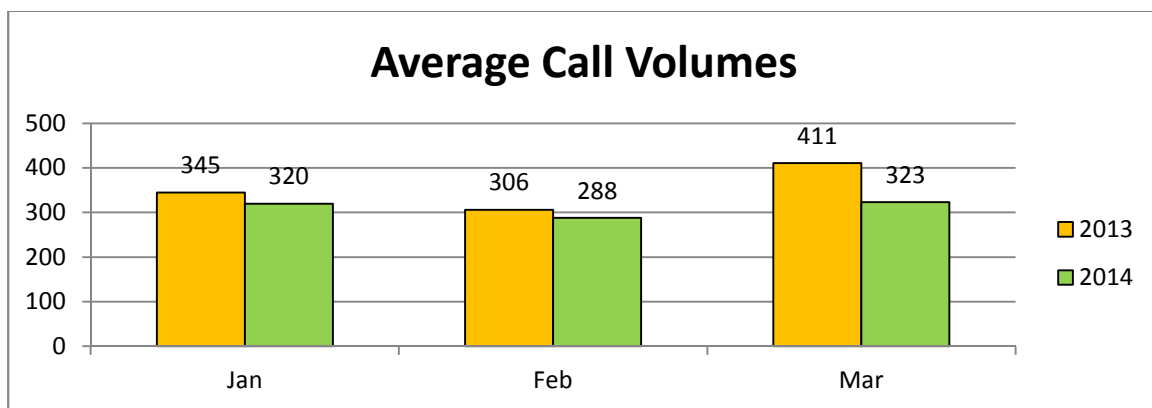


Volumes – Daily Average

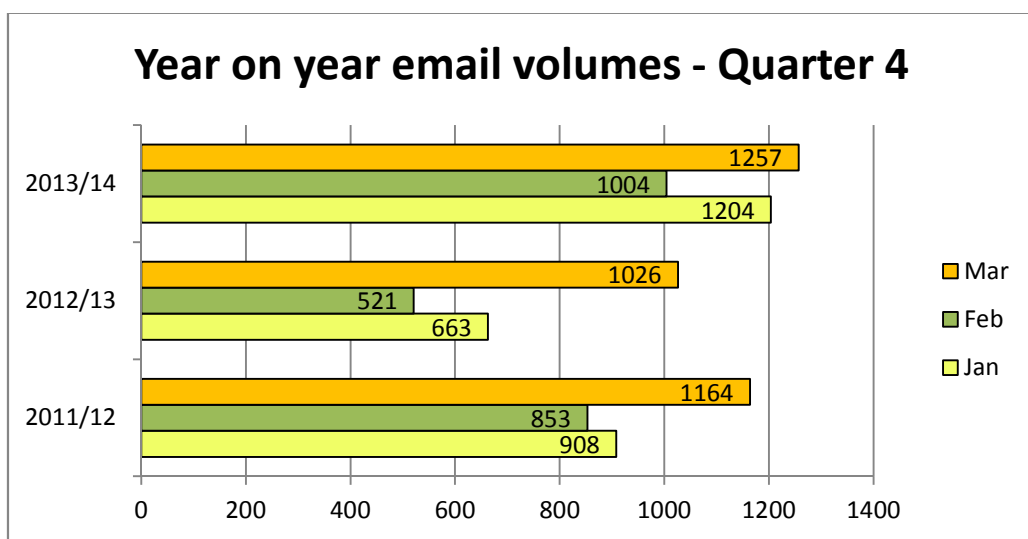
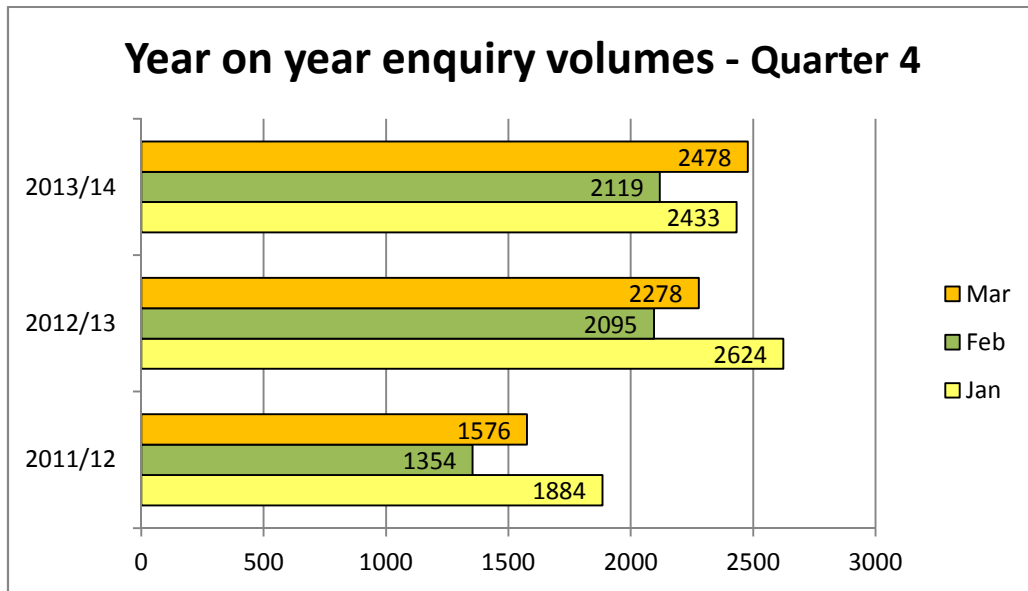
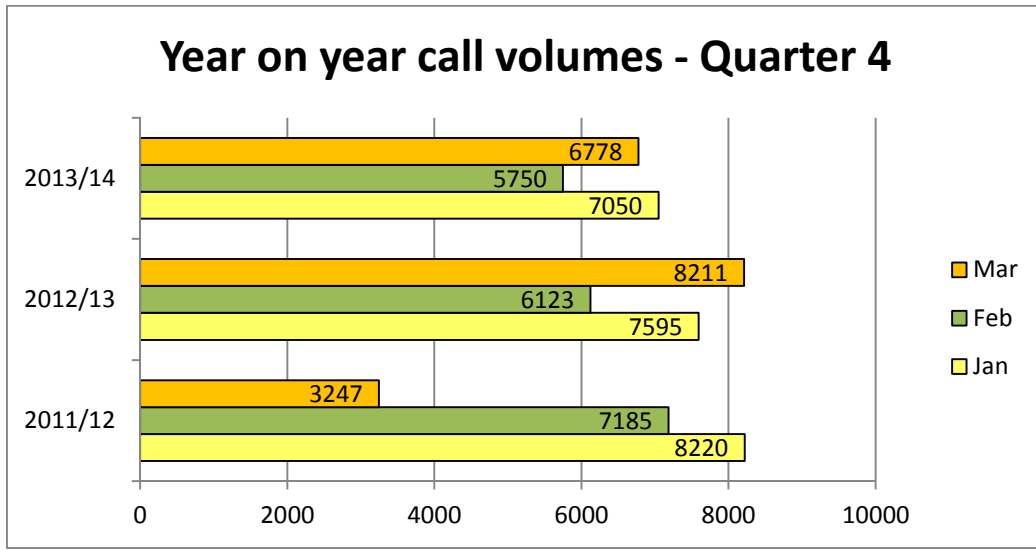
Compared to the same time last year (see below) call volumes have dropped by 10%, but there has been an increase in the amount of both enquiries and emails received on a daily basis. In comparison with last quarter, there has been a small increase in both call (7%) and enquiry (4%) volumes. Email numbers have stayed roughly the same throughout this year.

Volumes – Daily Average comparison

The charts below show a comparison of the daily average volumes with the same period last year.









Year on Year Volumes – Q4 2013/14



GovMetric Q4 2013/14

GovMetric Summary

				Overall Rating
Face to Face				 Good
No. of respondents	480	56	78	
%age of respondents	78%	9%	13%	
Telephone				Overall Rating
No. of respondents	749	17	1	 Good
%age of respondents	98%	2%	0%	
Web				Overall Rating
No. of respondents	58	7	34	 Average
%age of respondents	59%	7%	34%	

Of the respondents who left feedback on the website, 7 left comments:

- 5 related to information either being difficult to find or missing.
- 1 reported getting errors when accessing the site.
- 1 was feedback on the Digital Rutland section of the site.

This feedback has been followed up with the relevant departments so the website can be improved where applicable.