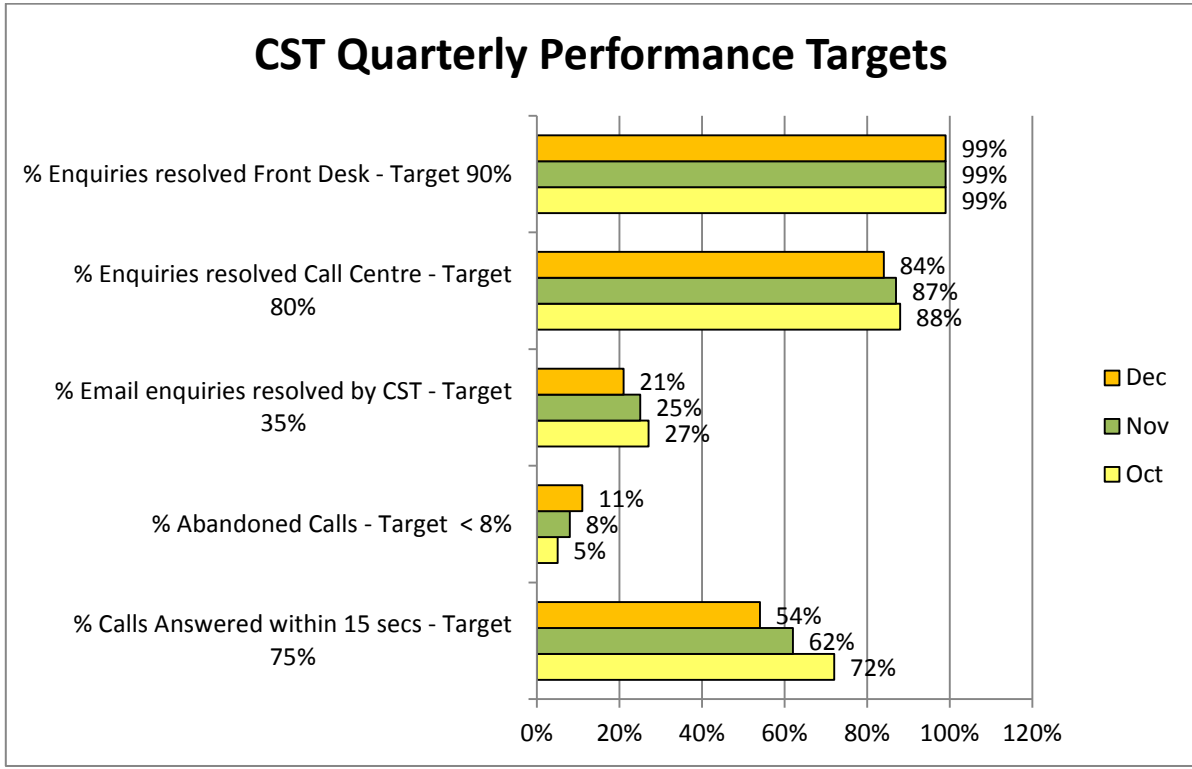
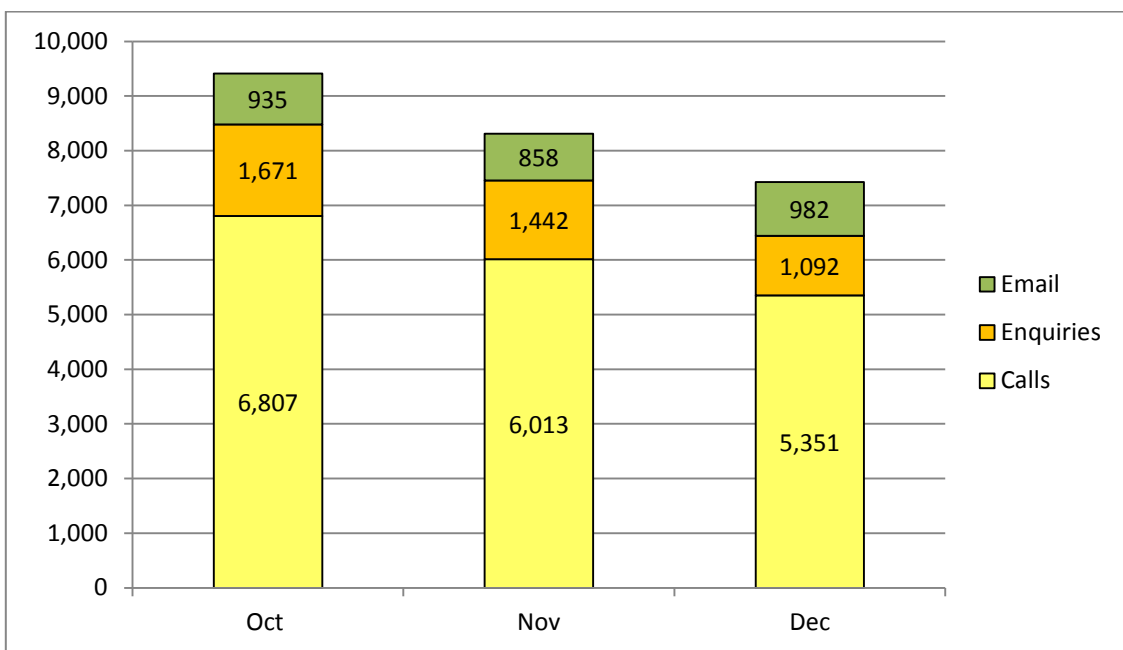


CST Quarter 3 Performance



Volumes

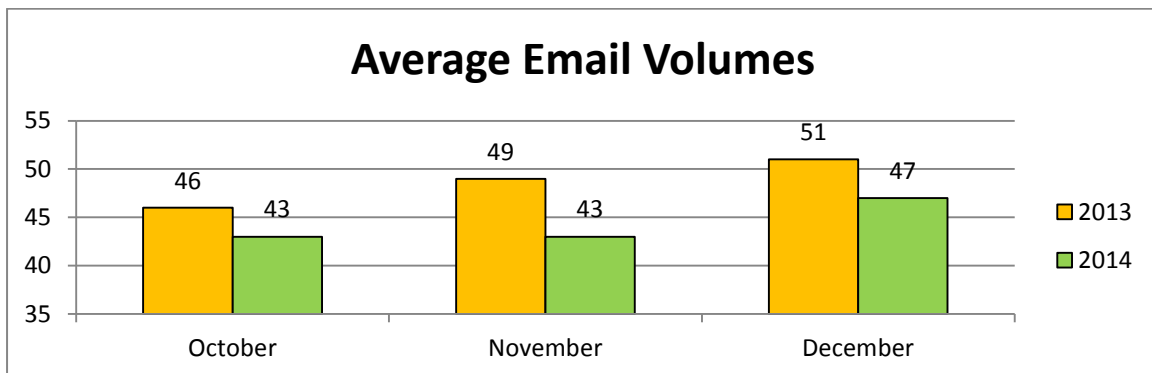
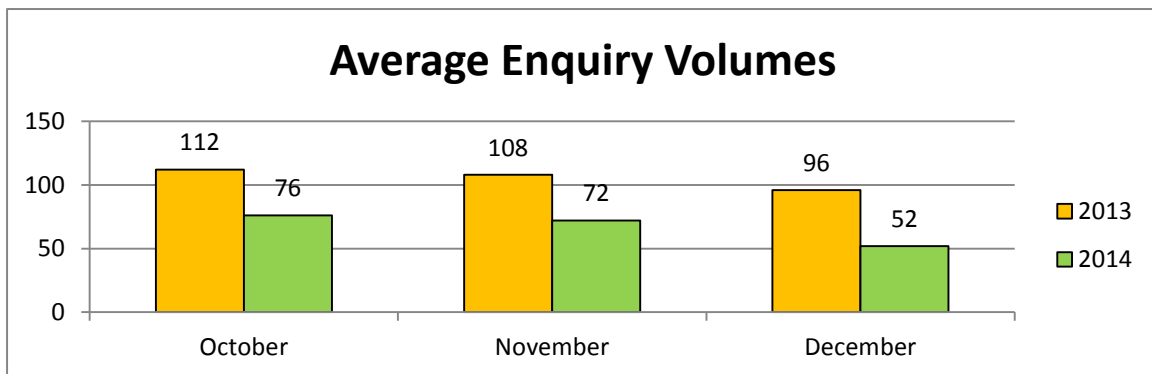
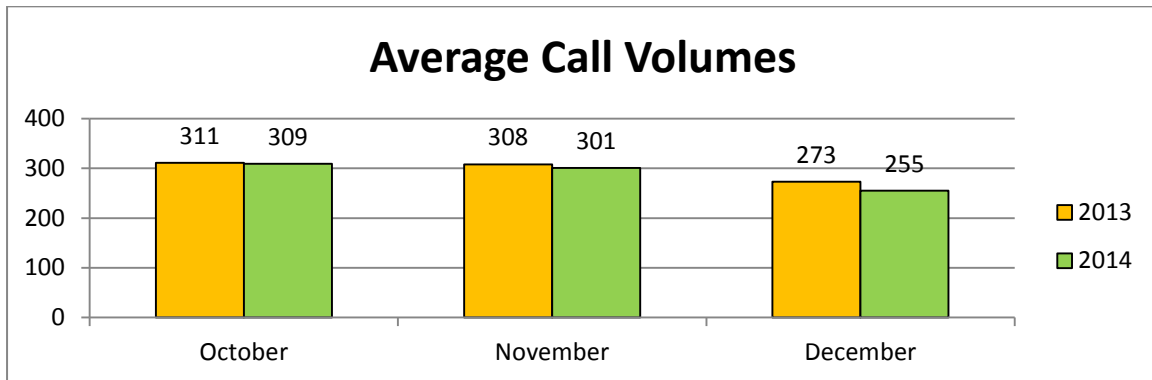


Volumes – Daily Average

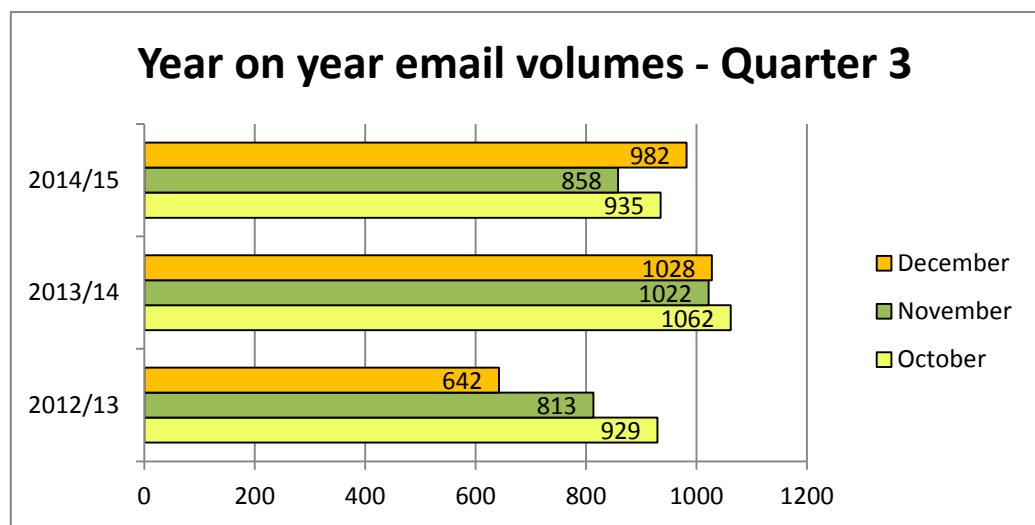
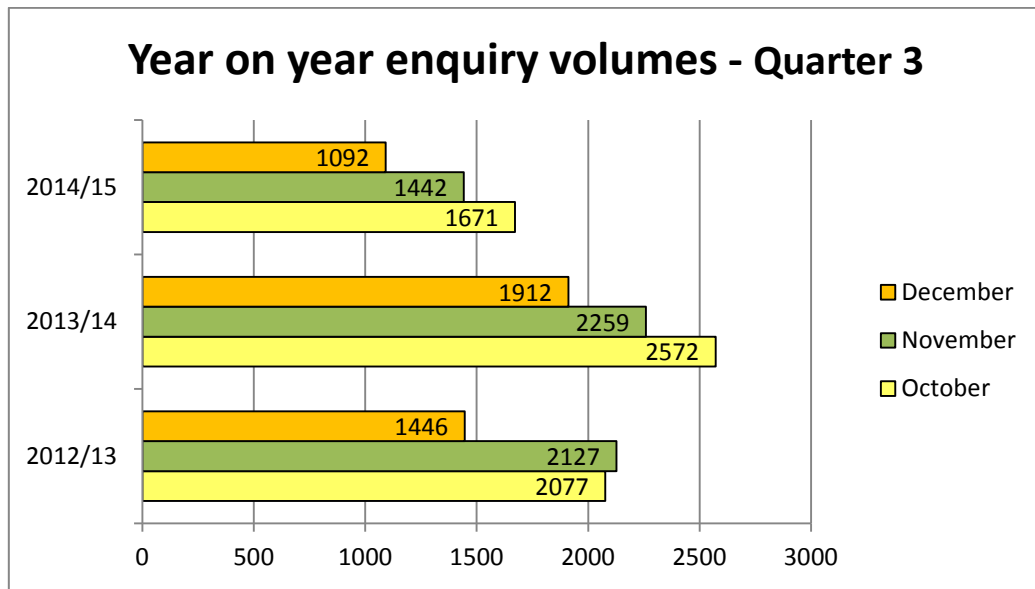
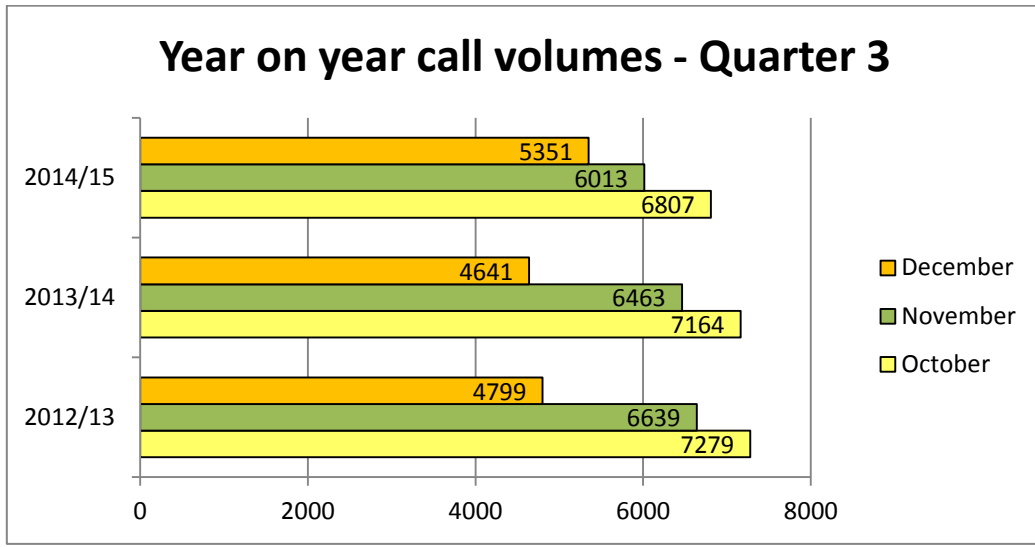
Compared to the same time last year (see below) call and email volumes have remained fairly static. Enquiry numbers have decreased significantly when compared to the same period last year, with December alone showing a 45% decrease.

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 – Q3 2014/15



GovMetric Q3 2014/15

GovMetric Summary

				Overall Rating
Face to Face				 Good
No. of respondents	377	40	67	
%age of respondents	78%	8%	14%	
Telephone				Overall Rating
No. of respondents	151	5	1	 Good
%age of respondents	97%	3%	1%	
Web				Overall Rating
No. of respondents	204	25	78	 Average
%age of respondents	66%	8%	25%	

Of the respondents who left feedback on the website, 32 left comments:

- 8 related to roads and transport, and reported difficulty in finding information about road closures or information being out of date.
- 3 were positive feedback on the adult safeguarding section, stating that it was easy to read and gave good information..
- 13 were related to general information on the website, highlighting areas where the information was out of date or where it wasn't relevant and where links didn't work.
- 1 was positive feedback on the Admissions section, that the process is nice and simple.
- 2 were positive feedback about the Libraries and Museums section.
- 2 were positive feedback about the Registrars section and how easy to find information was.
- 3 were positive feedback on the waste and recycling section and how the information was useful and also helped someone with a school PowerPoint on reuse!

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