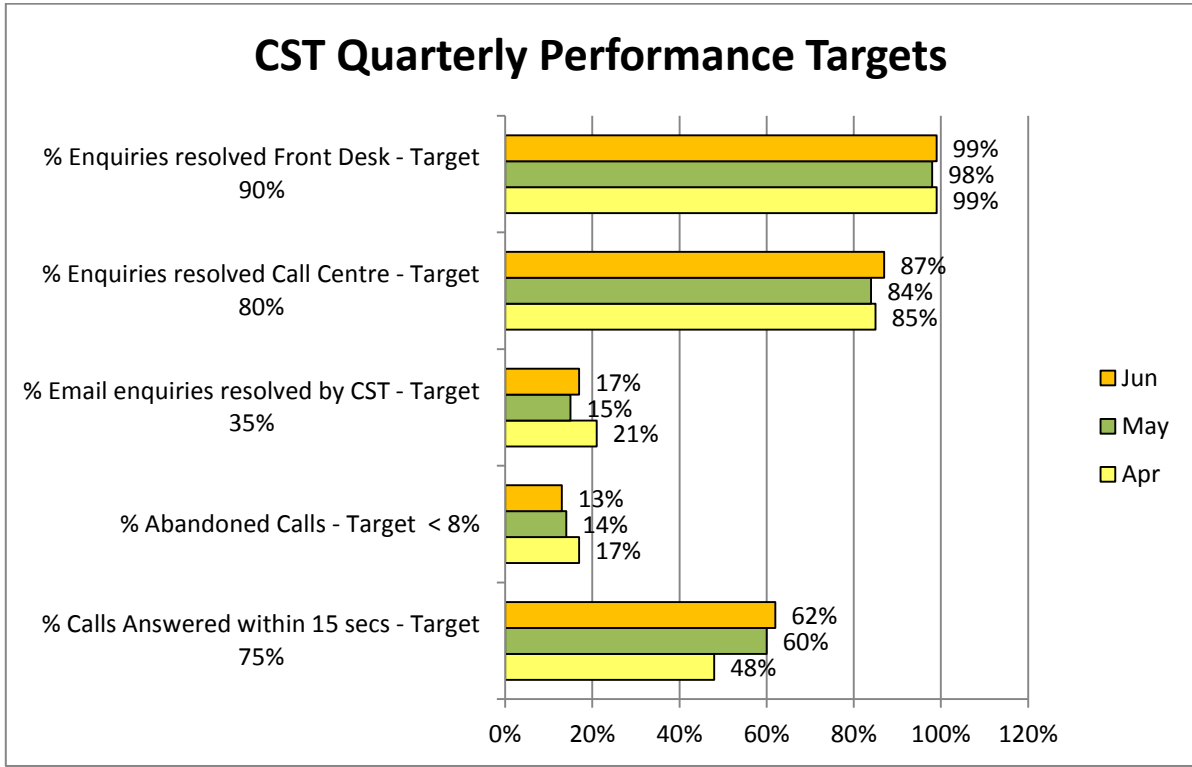
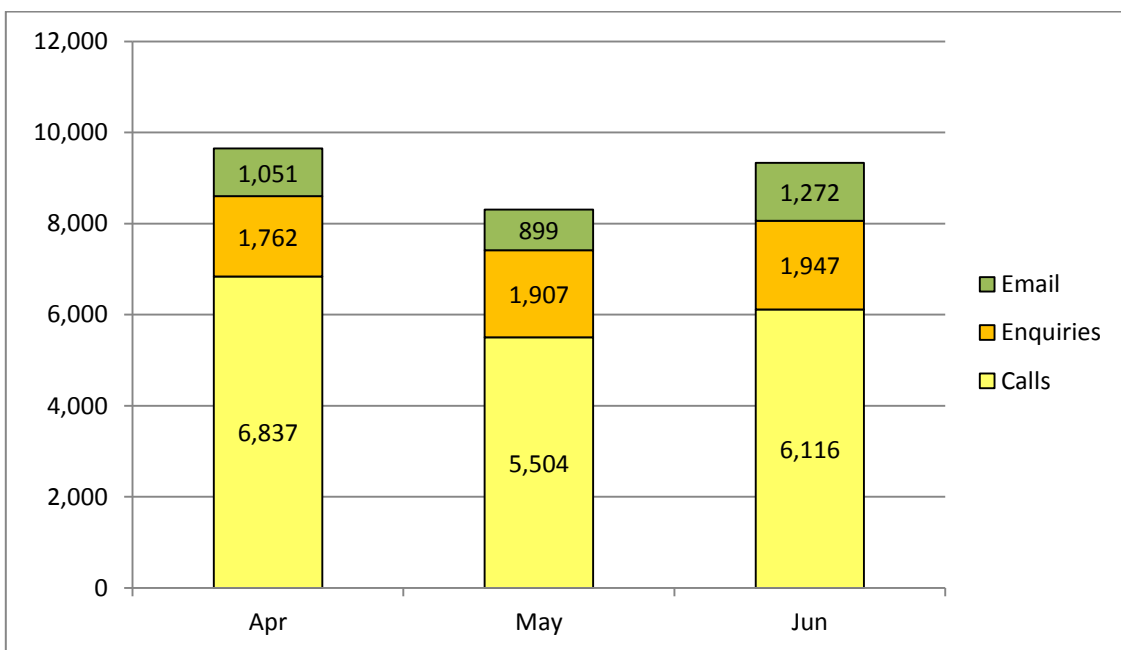


CST Quarter 1 Performance



Volumes

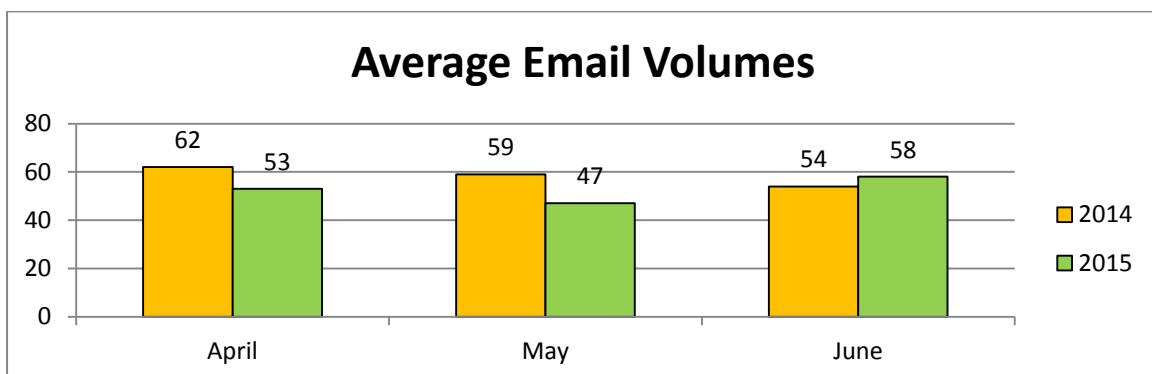
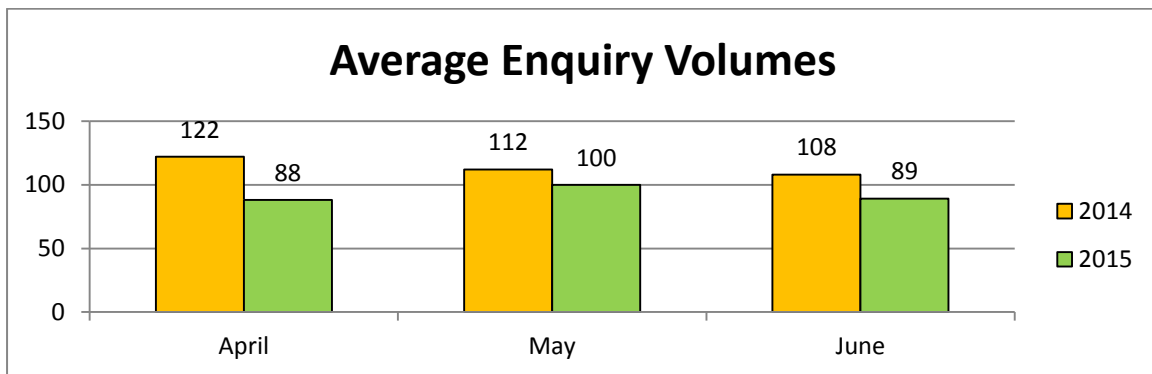
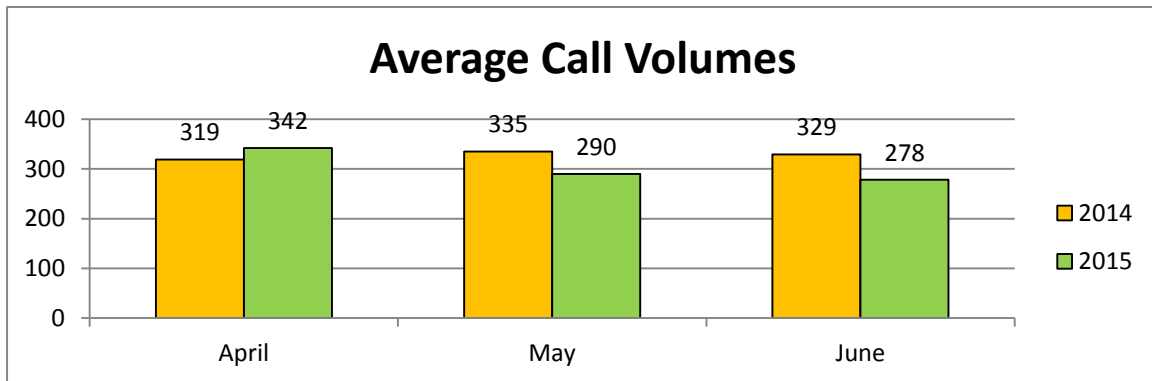


Volumes – Daily Average

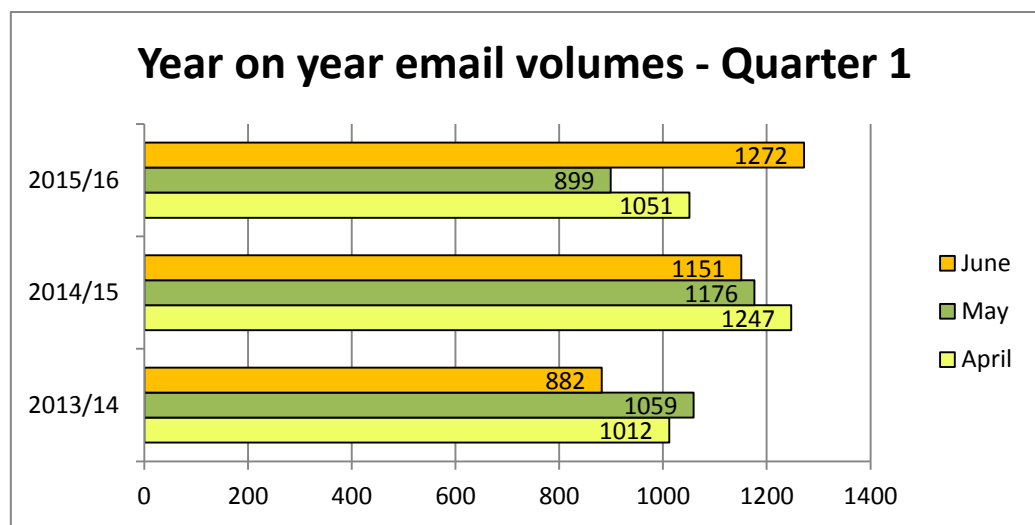
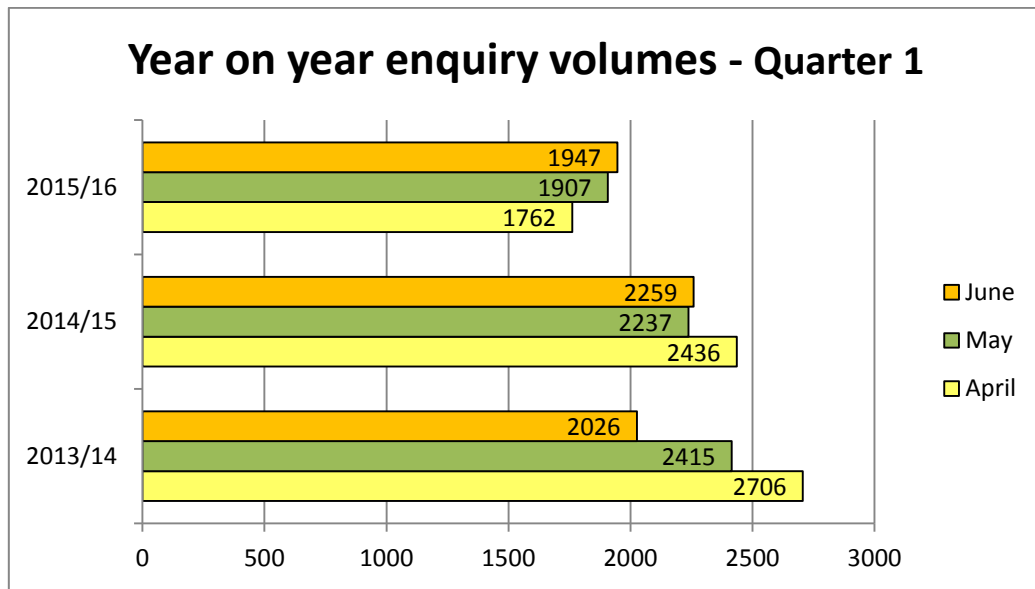
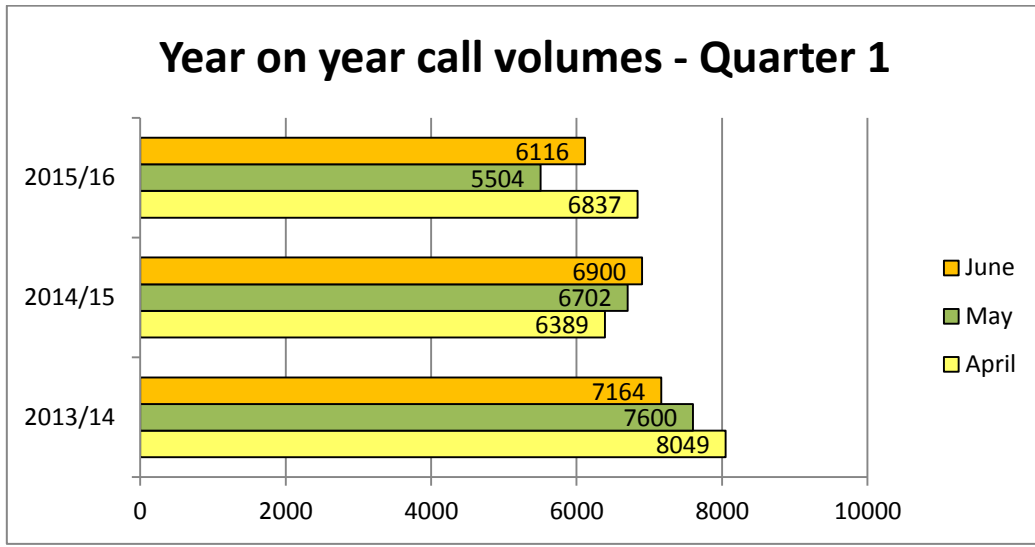
Compared to the same time last year (see below) there has been a general reduction in volume across all areas throughout Quarter 1.

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 – Q1 2015/16







GovMetric Q1 2015/16

GovMetric Summary

Face to Face				Overall Rating
No. of respondents	363	60	75	 Good
%age of respondents	73%	12%	15%	

Telephone	This process is under review as the time taken to assist a customer to leave feedback is affecting the advisors' ability to process calls quickly. The new Customer Service Manager is reviewing Govmetric to establish a better way of providing this service to our customers without compromising our service overall.		
No. of respondents			
%age of respondents			

Web				Overall Rating
No. of respondents	85	25	74	 Average
%age of respondents	46%	14%	40%	

Of the respondents who left feedback on the website, 22 left comments:

- 15 were related to the layout and content of the site and mentioned missing links, pages being out of date or difficulty finding information
- 5 were feedback on the Libraries service, and difficulties with renewing books online.
- 2 were positive feedback on the waste and recycling section and the information that's available there.