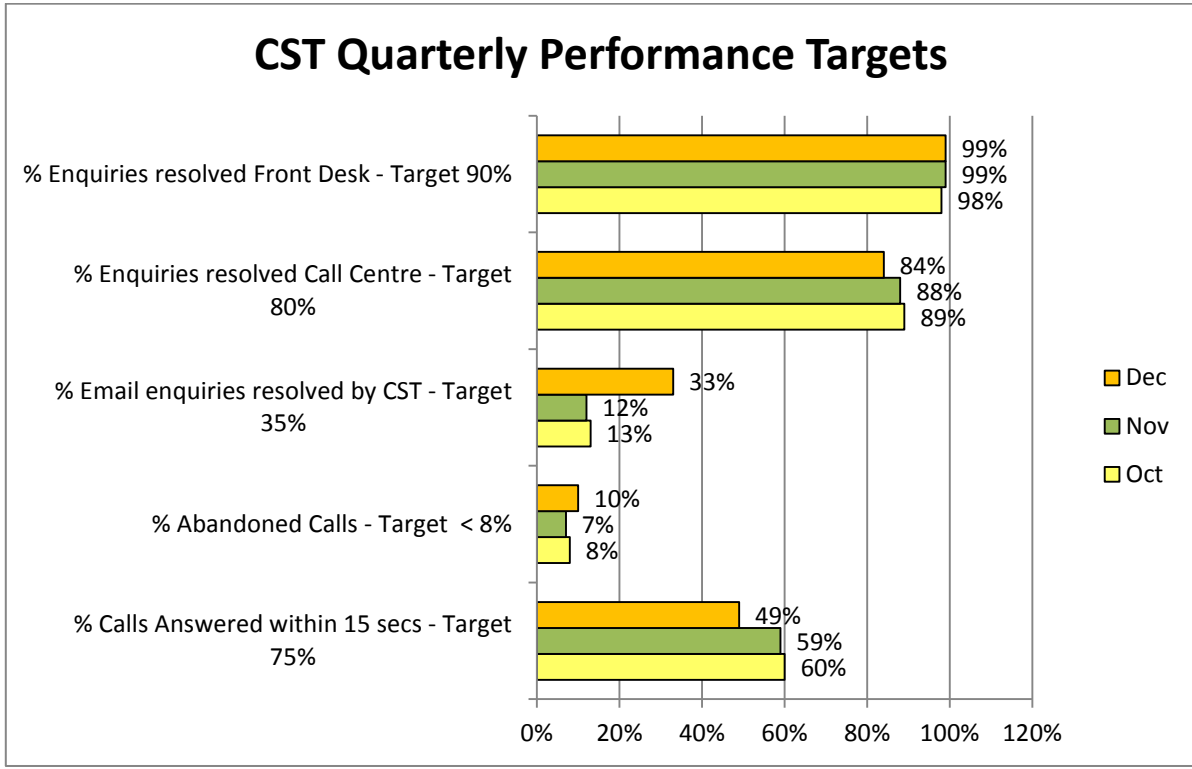
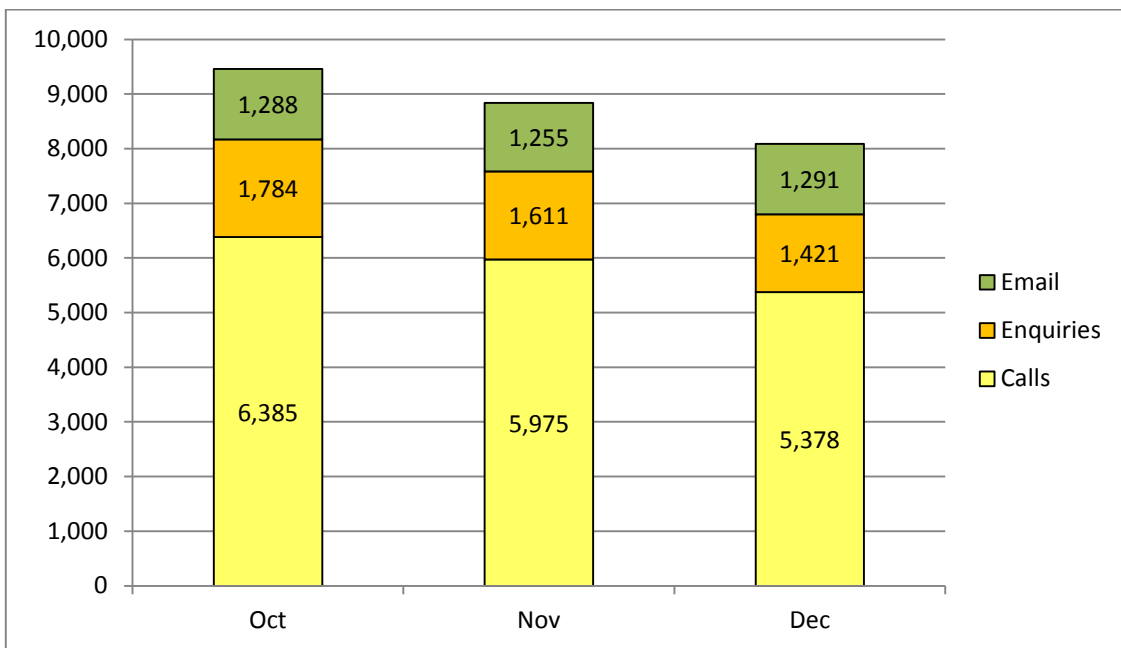


CST Quarter 3 Performance



Volumes

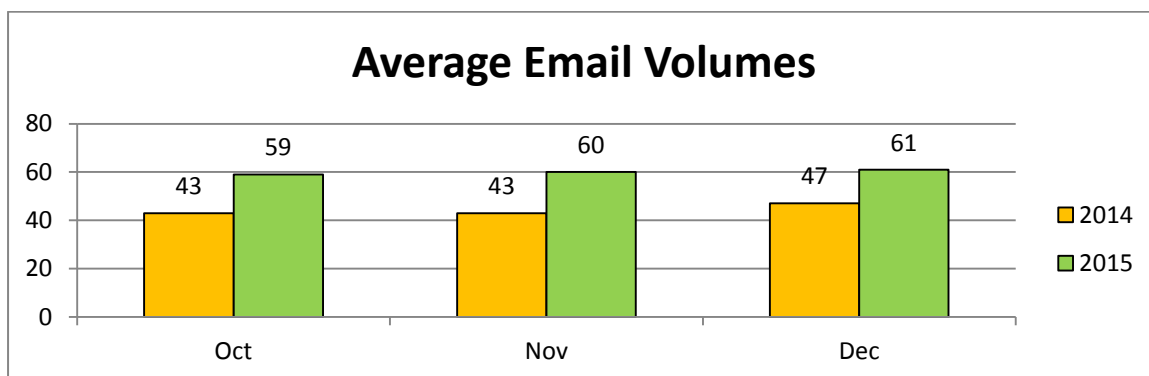
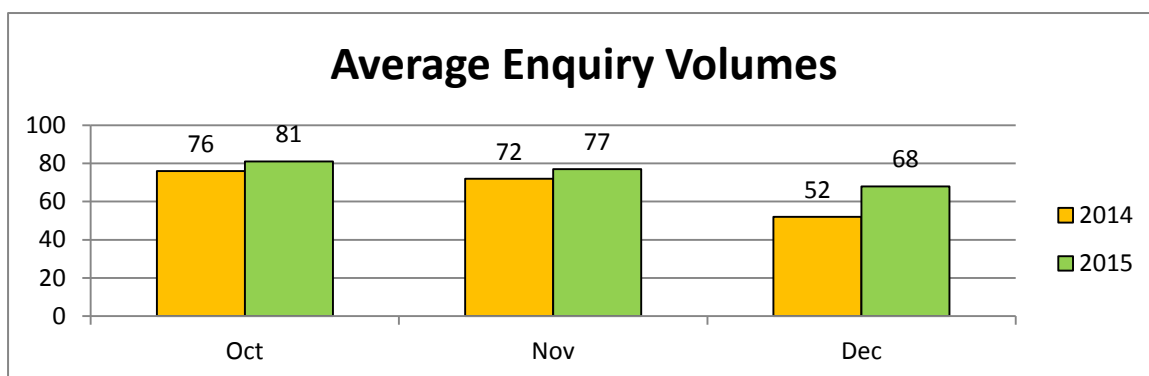
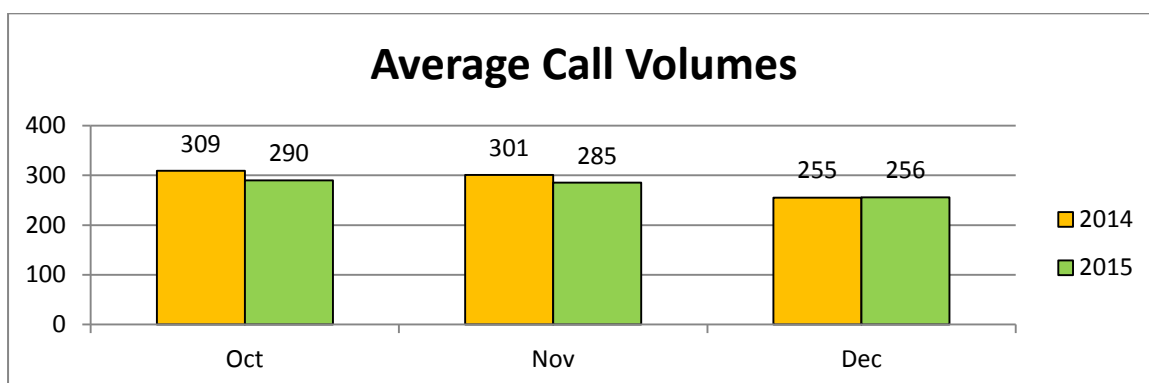


Volumes – Daily Average

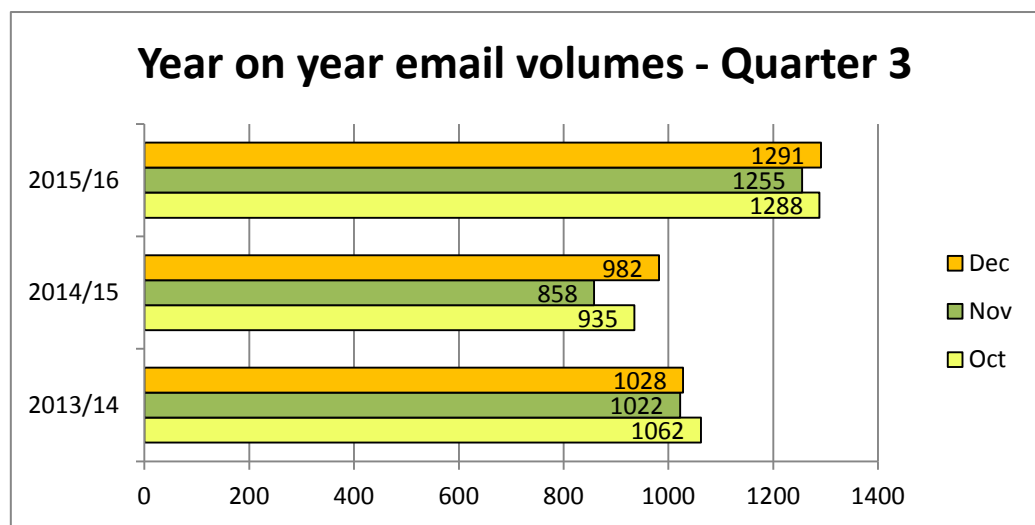
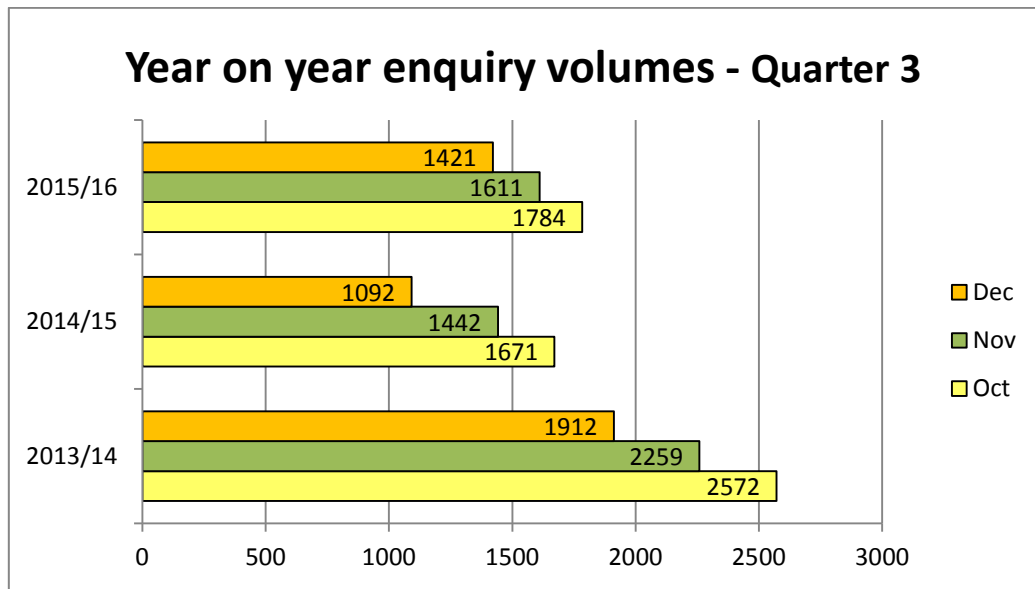
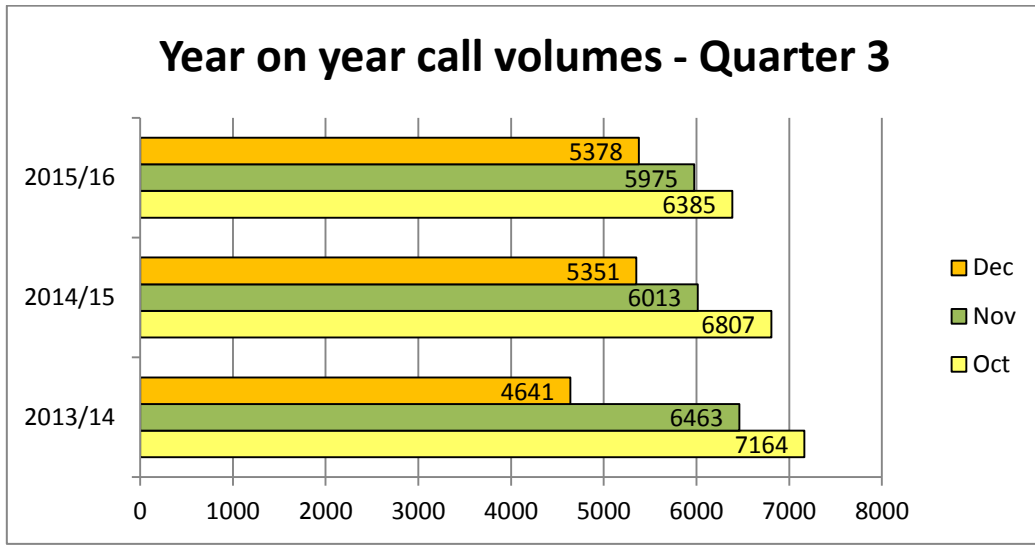
Compared to the same time last year (see below) there has been a small reduction in call volumes throughout Quarter 3, with enquiries and email volumes both increasing.

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 2015/16







GovMetric Q2 2015/16

GovMetric Summary

				Overall Rating
Face to Face				 Good
No. of respondents	375	34	63	
%age of respondents	70%	7%	13%	

Telephone	
No. of respondents	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.
%age of respondents	

				Overall Rating
Web				 Average
No. of respondents	73	24	73	
%age of respondents	43%	14%	43%	