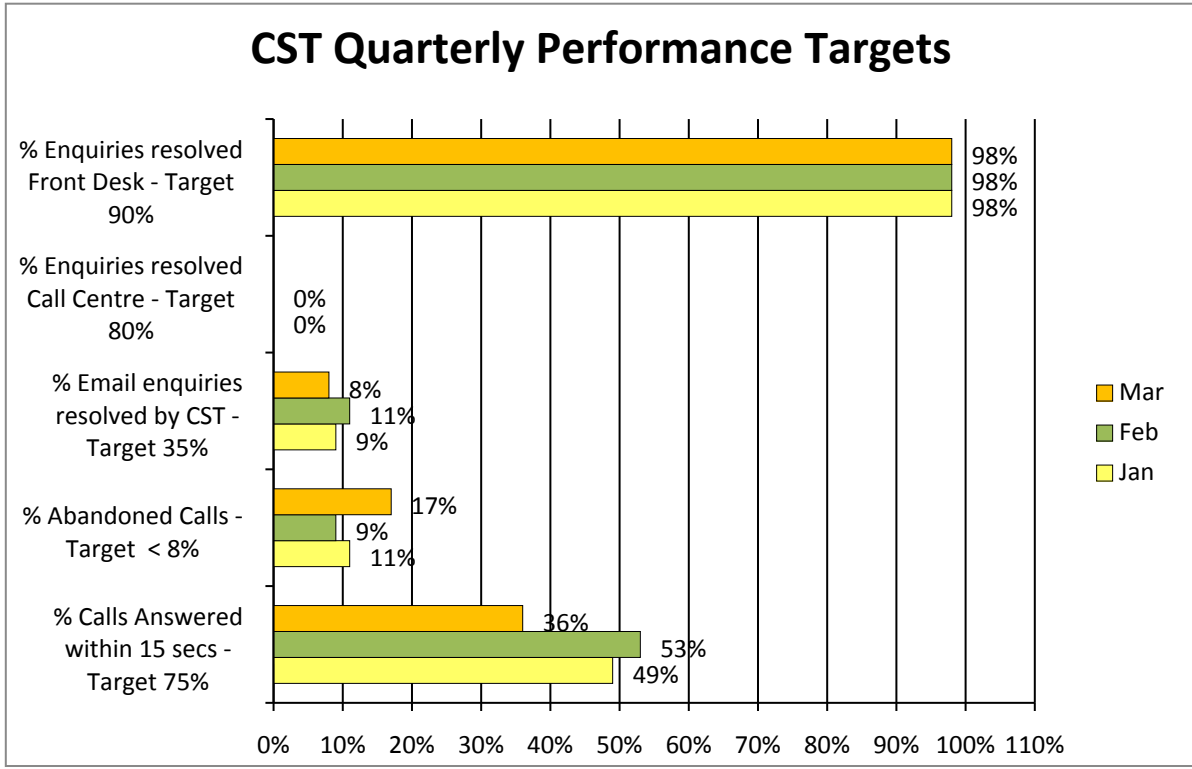
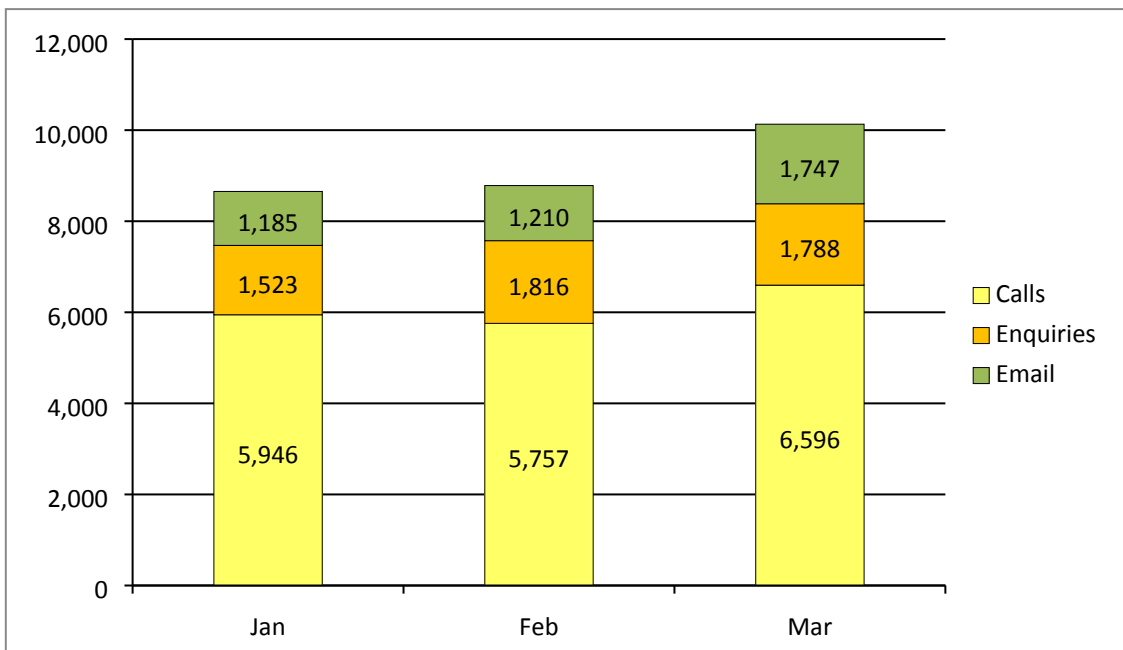


CST Quarter 4 Performance



Volumes

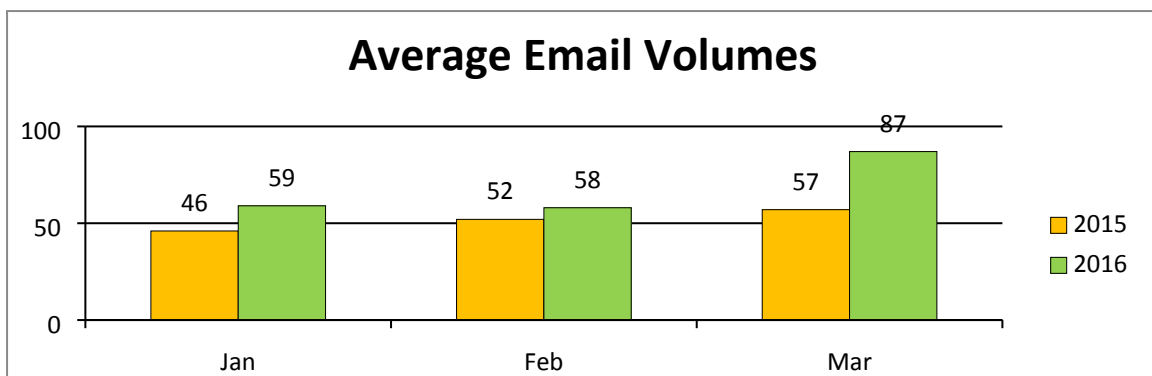
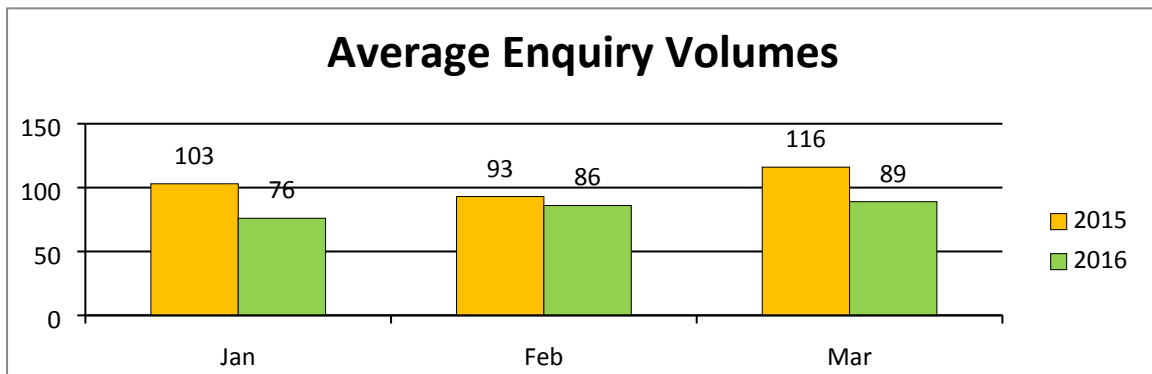
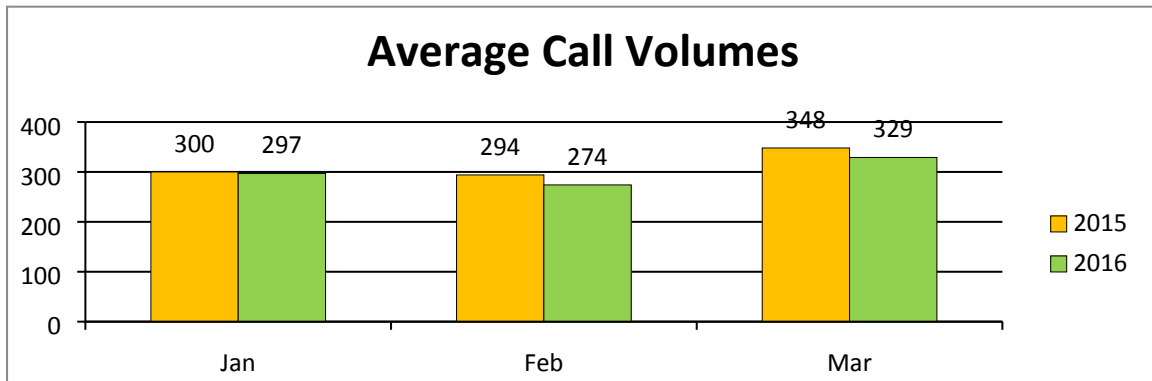


Volumes – Daily Average

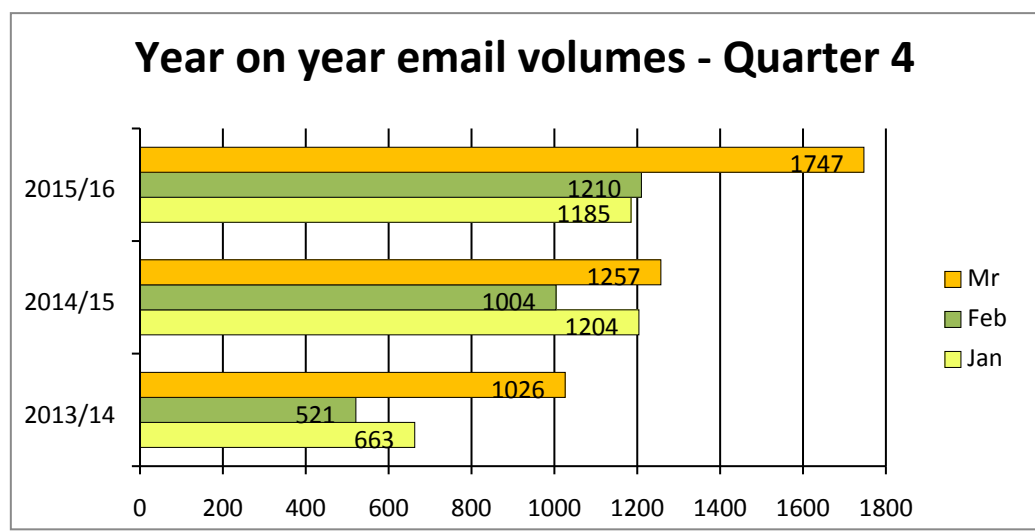
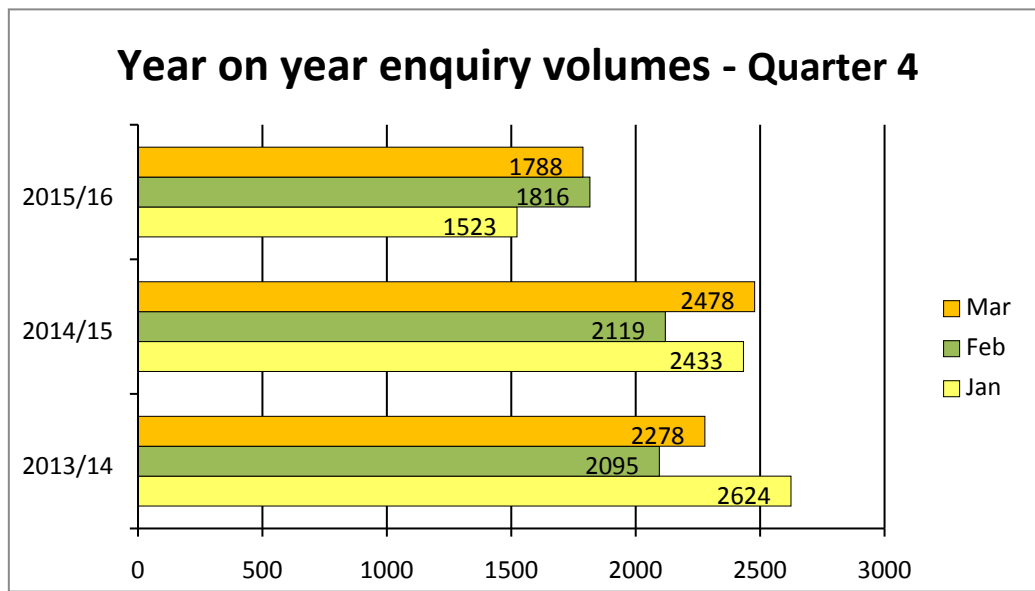
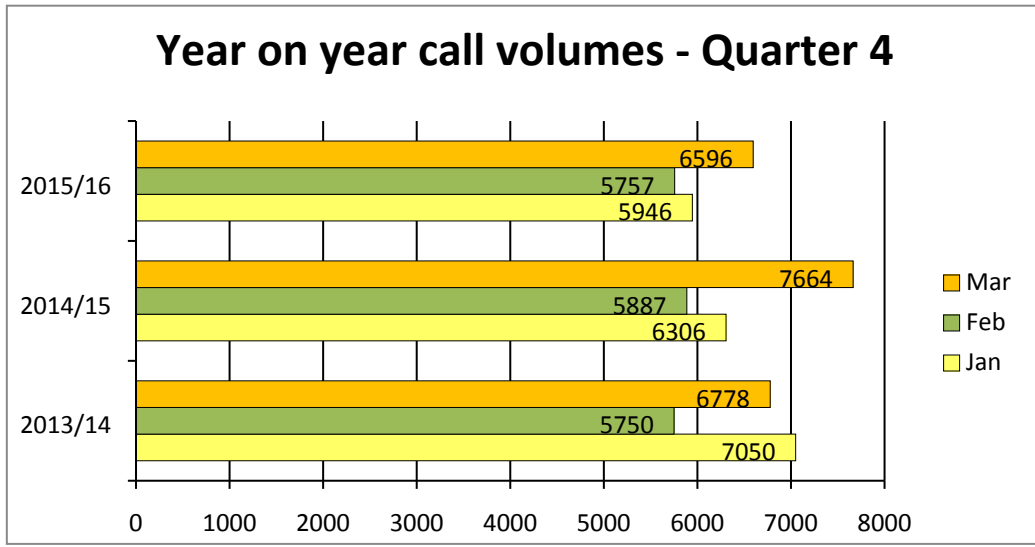
Compared to the same time last year (see below) there has been a reduction in call and enquiry volumes throughout Quarter 4, with email volumes increasing, especially in March where 87 emails on average were received daily, compared to 57 during the same month last year.

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 2015/16







GovMetric Q4 2015/16

GovMetric Summary

Face to Face				Overall Rating
No. of respondents	379	32	39	 Good
%age of respondents	84%	7%	9%	

Telephone
No. of respondents
%age 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.

Web				Overall Rating
No. of respondents	91	18	95	 Average
%age of respondents	45%	9%	47%	