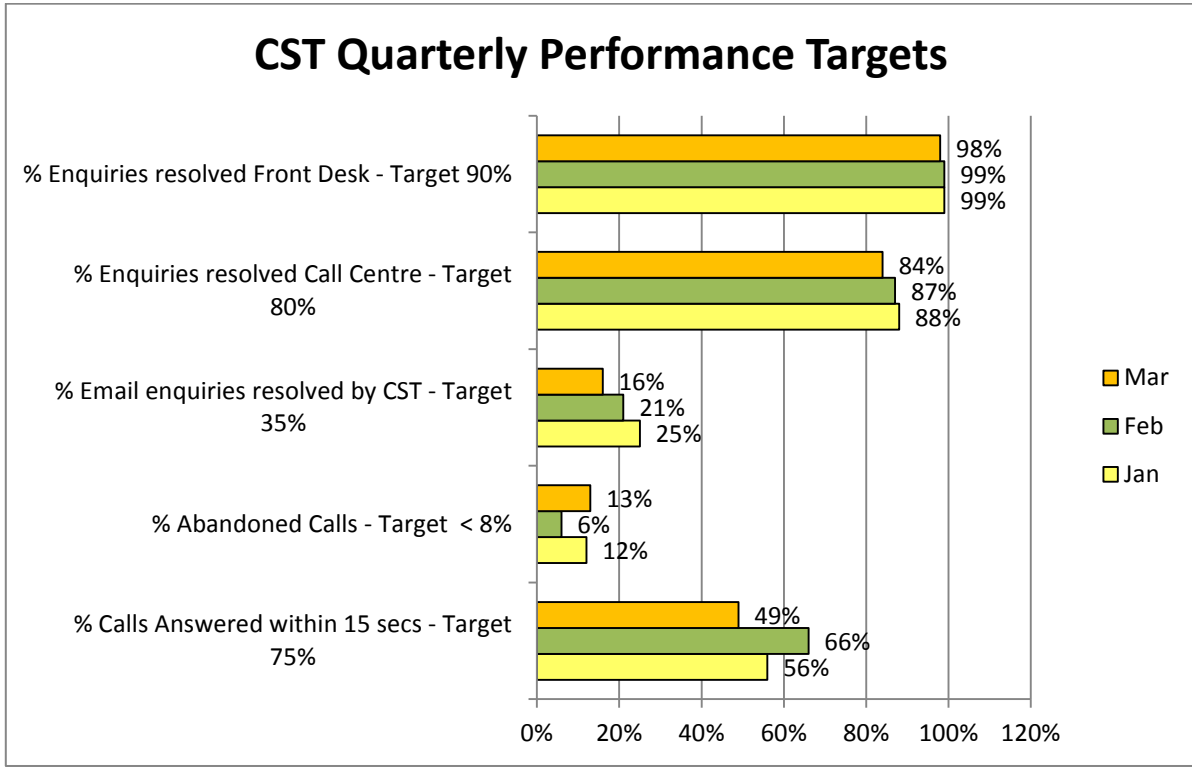
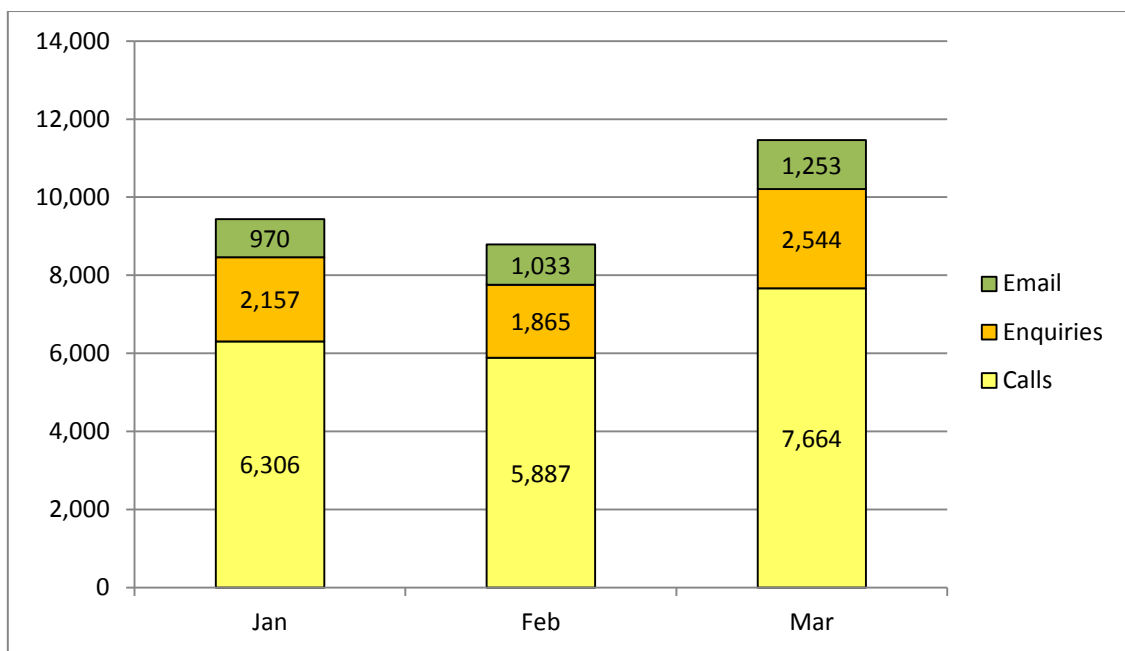


### CST Quarter 4 Performance



### Volumes

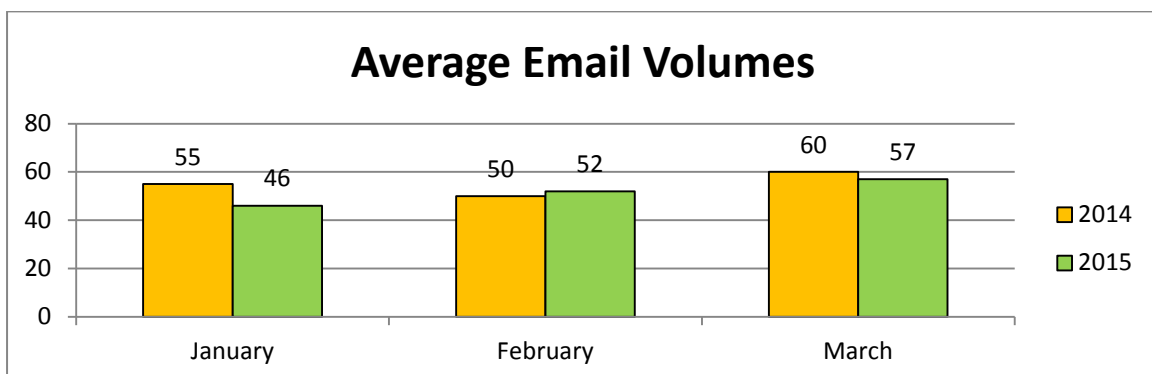
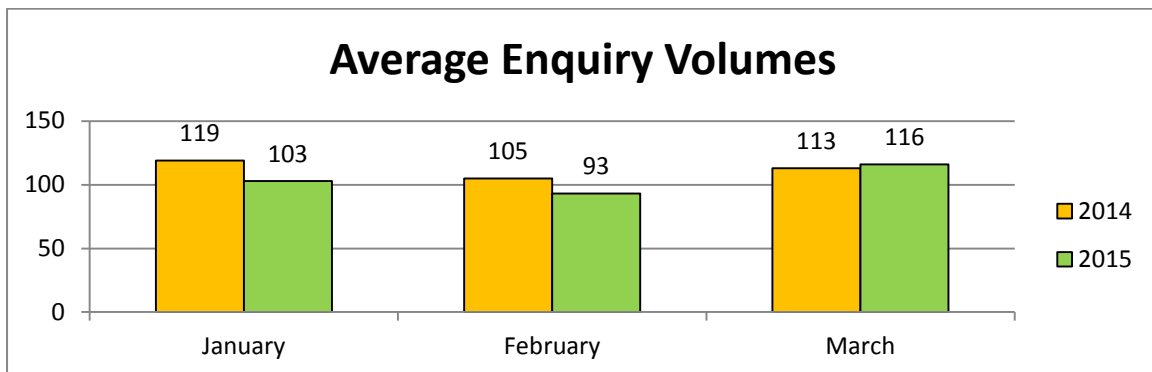
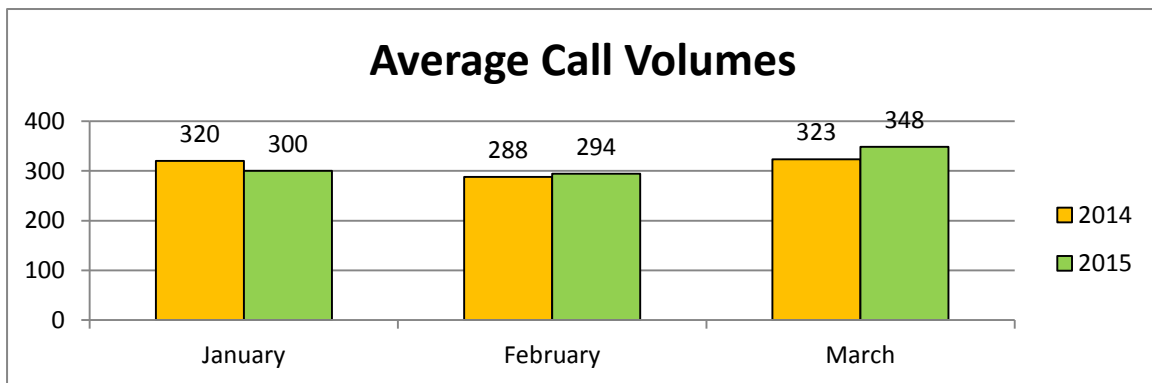


## Volumes – Daily Average

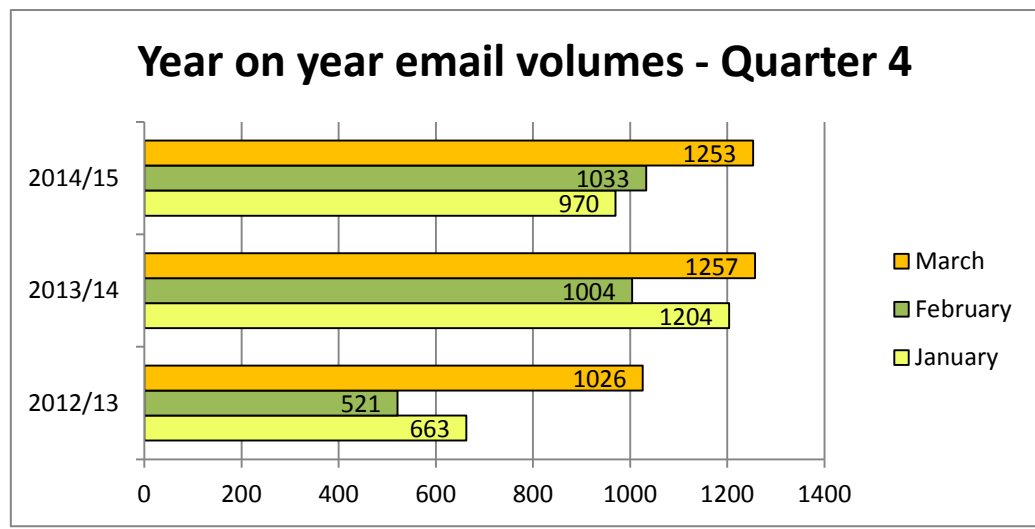
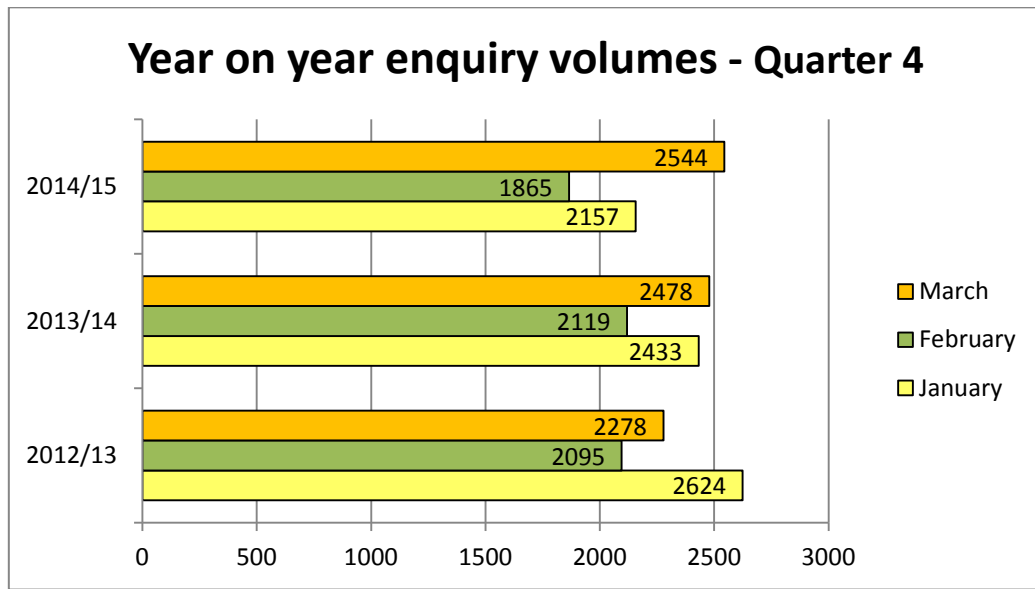
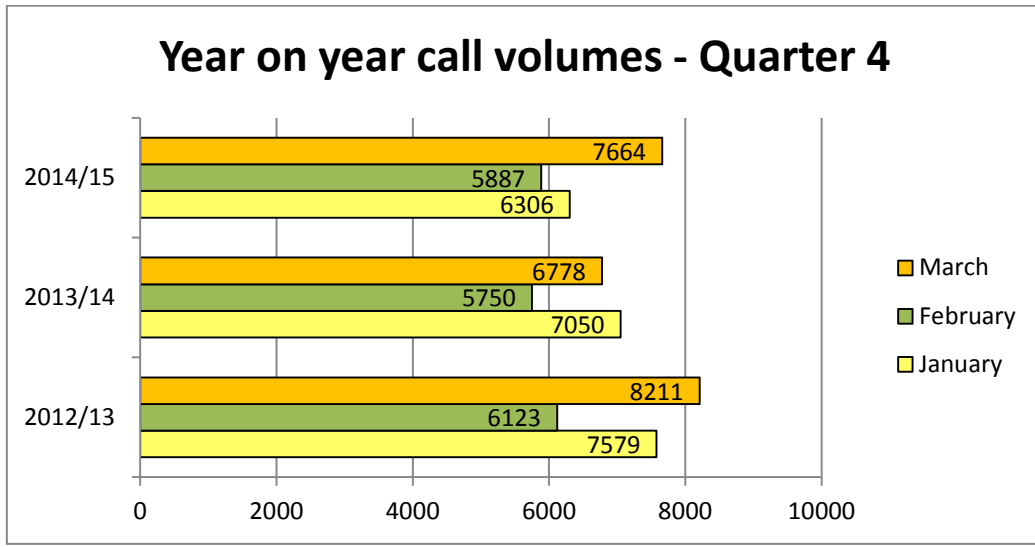
Compared to the same time last year (see below) volumes have remained fairly static, although there was a drop across all three types of contact in January.

## 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 Q4 2014/15

### GovMetric Summary

<b>Face to Face</b>				Overall Rating
No. of respondents	398	67	91	 Good
%age of respondents	72%	12%	16%	

### Telephone

No. of respondents	Due to pressures and other resource issues within the team this information has not been recorded during Quarter 4.		
%age of respondents			

<b>Web</b>				Overall Rating
No. of respondents	115	28	73	 Average
%age of respondents	53%	13%	34%	

Of the respondents who left comments with their feedback, the main themes were:

- A number of comments related to general information on the website, highlighting areas where the information was out of date or where it wasn't relevant and where links didn't work.
- A number of comments mentioning the lack of contact details and email addresses for various sections of the website.
- Positive feedback on the Admissions section, that the process is nice and simple.
- Positive feedback on tourism and local information on things to do in the County making a number of peoples visits to the area much easier.
- Positive feedback about the Libraries and Museums section.

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