

Calls Received - monthly	2012/13															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
999s	10530	11751	11635	11846	12274	11525	11286	11082	11339	11032	9695	10581	10621	12116	12027	13719
101s	39110	44341	40926	44616	43096	40237	41137	39346	34523	39158	36403	38974	39849	41306	40984	46167

Calls Abandoned - monthly	2012/13															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
999s	108	84	103	124	147	212	101	66	132	198	85	124	296	537	290	347
101s	1134	1565	1634	1599	1841	2585	1772	1612	1594	1450	840	1366	2024	1806	2541	3997

% answered	2012/13															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
999s within 10 sec	91	90	90	93	90	87	91	91	88	91	93	91	82	76	81	81
101s within 30 sec	92	90	88	91	88	82	87	85	84	89	93	90	86	86	79	73

Average time to answer in seconds	2012/13															
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
999s	7	7	6	5	5	7	6	6	7	6	5	6	9	10	9	9
101s	13	14	16	13	16	23	18	19	22	17	12	16	22	20	29	38

2013/14								2014/15												
Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
12195	11657	11891	10915	11341	10257	10285	10507	10227	11090	10994	12144	11086	10458	10924	10684	9947	9344	8565	9985	9854
41117	39744	43383	39565	35846	39108	37639	40182	38281	40466	41016	45280	38727	38943	38899	36316	32683	34419	32585	37558	32758

2013/14								2014/15												
Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
263	246	95	97	130	128	180	113	88	150	134	332	233	143	67	46	78	48	75	126	111
2384	2292	1940	1429	1415	1222	1386	1238	1472	1717	1408	1962	1210	1565	1209	1067	824	1238	866	1825	1114

2013/14								2014/15												
Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
87	88	92	91	90	90	88	92	92	89	91	86	88	88	92	93	93	93	94	89	91
80	78	82	86	84	89	88	88	85	83	85	82	87	82	85	86	89	88	90	79	83

2013/14								2014/15												
Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
7	7	5	6	6	6	7	5	5	6	6	7	7	6	5	5	5	5	4	6	6
28	27	22	17	21	15	16	16	20	21	18	22	16	22	18	17	15	17	13	25	22

2015/16											2016/17									
May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
10434	10786	11997	11455	10328	11527	11060	11372	10469	9437	10195	10288	11618	11573	12506	11882	11911	12148	11207	11591	10098
35941	39195	41484	37693	36253	37646	36728	34558	35138	34097	35175	34307	38007	39440	42038	40229	40473	38186	36095	33578	34102

2015/16											2016/17									
May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
89	181	133	130	183	270	195	121	85	42	52	93	73	82	93	42	85	52	107	99	85
1060	2109	1359	1272	1977	2297	1827	1604	1903	1928	1211	969	1322	876	951	1104	1791	1202	2268	1811	1775

2015/16											2016/17									
May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
92	86	88	89	85	85	86	90	95	94	93	93	93	94	95	95	91	94	91	92	92
87	79	85	86	80	76	79	80	78	77	87	89	89	92	91	90	84	87	79	80	81

2015/16											2016/17									
May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
5	7	6	6	8	7	7	6	4	5	5	5	5	4	4	4	6	4	6	5	5
17	25	18	18	23	30	24	24	28	30	17	15	16	11	12	13	22	17	30	27	27

		2017/18								
Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10784	12279	12655	13634	14880	15275	13779	13500	14009	13149	14468
33713	40932	35137	38129	39242	38678	34748	33717	35179	33899	29585

		2017/18								
Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
244	263	429	376	683	733	694	535	360	393	725
3589	4017	4198	4027	6528	5817	6059	6006	4163	4358	5807

		2017/18								
Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
81	80	78	80	70	71	70	73	79	78	76
65	67	62	63	50	51	50	45	60	56	52

		2017/18								
Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
10	10	11	10	14	14	14	14	11	11	13
53	49	61	55	84	80	84	96	66	72	87