

Appendix 2

2018			
	Calls Presented to CS	ASA (Monthly Average)	Emails Received/Responded to
Jan	4533	not available	2528
Feb	7269	not available	1575
March	7326	not available	1537
April	6020	not available	1475
May	6317	not available	1601
June	6423	not available	1920
July	6805	00:04:01	2539
August	5684	00:01:59	1926
September	5769	00:02:17	1804
October	6902	00:01:39	1561
November	6204	00:01:59	1617
December	5038	00:01:39	not available
Total	74290	00:02:16	20083
2019			
	Calls Presented to CS	ASA (Monthly Average)	Emails Received/Responded to
Jan	6660	00:01:37	2242
Feb	5639	00:01:38	1786
March	6510	00:01:26	1746
April	5996	00:04:12	2343
May	5927	00:04:16	2316
June	5268	00:04:04	2212
July	6314	00:05:17	2963
August	4703	00:04:15	2922
September	5635	00:03:50	2615
October	unavailable	00:03:39	2246
November	6322	00:03:46	3981
December	7000	00:06:25	5382
Total	65974	00:03:42	32754
2020			
	Calls Presented to CS	ASA (Monthly Average)	Emails Received/Responded to

Jan	7471	00:06:30	6176
Feb	6621	00:02:02	2777
March	6167	00:01:12	2757
April	4940	00:00:17	3121
May	5148	00:00:44	3329
June	6222	00:00:44	3171
July	7111	00:00:49	2781
August	6682	00:01:19	3044
September	6411	00:00:49	2822
October	5136	00:00:33	2421
November	5084	00:00:29	1981
December	4364	00:00:45	1945
Total	71357	00:01:21	36325