

Title	Enfield (North) I calls - 12 Months									
	01-Apr-18	01-May-18	01-Jun-18	01-Jul-18	01-Aug-18	01-Sep-18	01-Oct-18	01-Nov-18	01-Dec-18	01-Jan-19
Total Calls Previous Year	1,446	1,500	1,576	1,481	1,439	1,409	1,497			
Total Calls Current Year	1,298	1,369	1,472	1,532	1,391	1,315	1,340			
Calls In Target Previous Year	1,187	1,231	1,291	1,173	1,187	1,182	1,223			
Calls In Target Current Year	1,098	1,164	1,257	1,263	1,167	1,085	1,104			
% Calls In Target Previous Year	82.10%	82.10%	81.90%	79.20%	82.50%	83.90%	81.70%			
% Calls In Target Current Year	84.60%	85.00%	85.40%	82.40%	83.90%	82.50%	82.40%			
% Difference	2.50%	3.00%	3.50%	3.20%	1.40%	-1.40%	0.70%			

Title	Enfield (North) S calls - 12 Months									
	01-Apr-18	01-May-18	01-Jun-18	01-Jul-18	01-Aug-18	01-Sep-18	01-Oct-18	01-Nov-18	01-Dec-18	01-Jan-19
Total Calls Previous Year	2,085	2,215	2,269	2,361	2,176	2,002	2,143			
Total Calls Current Year	1,881	2,001	1,959	1,988	1,810	1,650	1,704			
Calls In Target Previous Year	1,632	1,729	1,779	1,776	1,758	1,669	1,776			
Calls In Target Current Year	1,699	1,746	1,632	1,682	1,576	1,380	1,396			
% Calls In Target Previous Year	78.30%	78.10%	78.40%	75.20%	80.80%	83.40%	82.90%			
% Calls In Target Current Year	90.30%	87.30%	83.30%	84.60%	87.10%	83.60%	81.90%			
% Difference	12.10%	9.20%	4.90%	9.40%	6.30%	0.30%	-0.90%			

01-Nov-18	01-Dec-18	01-Jan-19	01-Feb-19	01-Mar-19	Total
1,309	1,372	1,276	1,189	1,306	16,800
1,324	1,314	1,270	1,234	1,318	16,177
1,081	1,152	1,098	978	1,091	13,874
1,116	1,135	1,112	1,043	1,076	13,620
82.60%	84.00%	86.10%	82.30%	83.50%	82.60%
84.30%	86.40%	87.60%	84.50%	81.60%	84.20%
1.70%	2.40%	1.50%	2.30%	-1.90%	1.60%

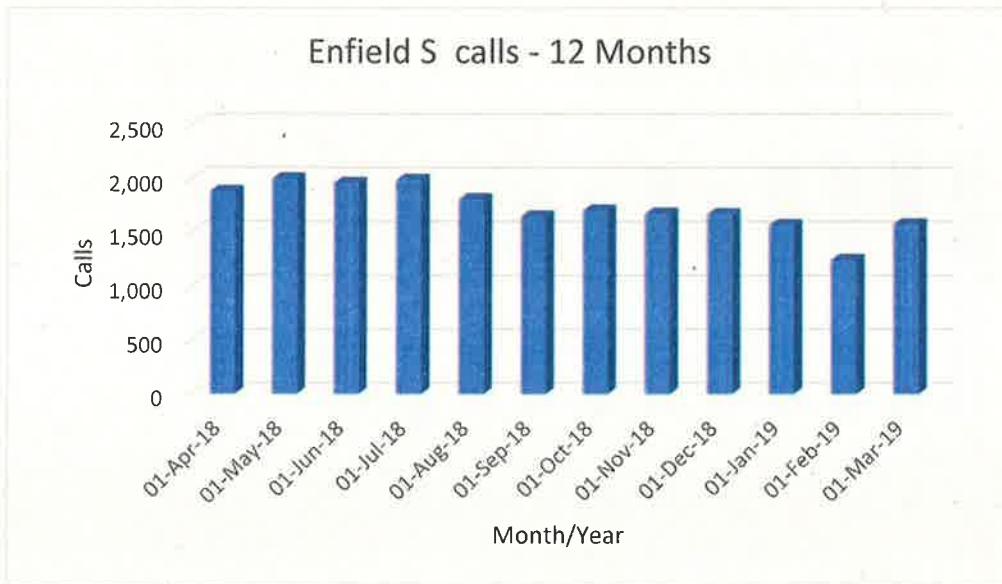
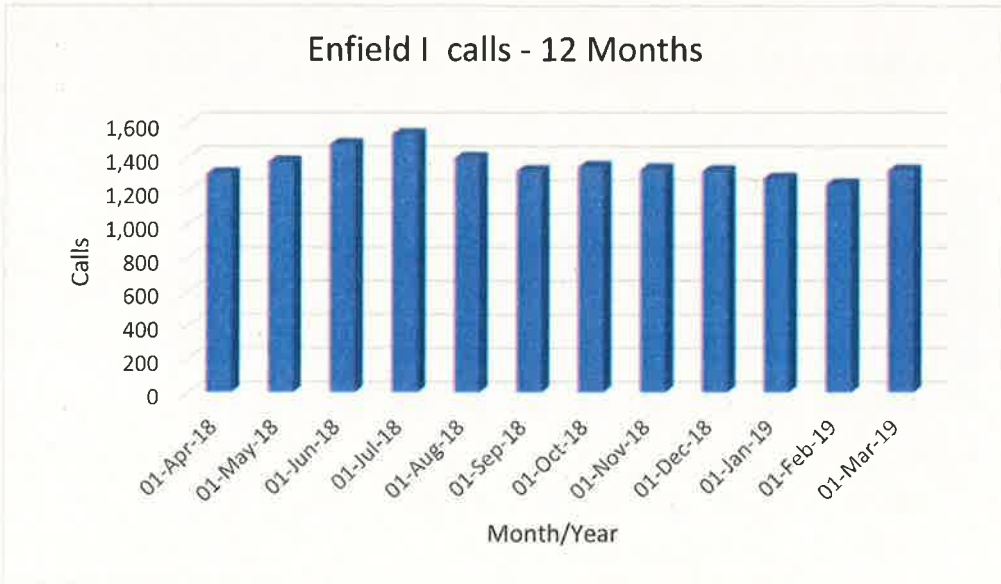
01-Nov-18	01-Dec-18	01-Jan-19	01-Feb-19	01-Mar-19	Total
1,954	1,862	1,971	1,718	1,852	24,608
1,675	1,672	1,568	1,245	1,577	20,730
1,575	1,570	1,722	1,457	1,613	20,056
1,399	1,434	1,363	1,002	1,237	17,546
80.60%	84.30%	87.40%	84.80%	87.10%	81.50%
83.50%	85.80%	86.90%	80.50%	78.40%	84.60%
2.90%	1.40%	-0.40%	-4.30%	-8.70%	3.10%

MPS (All BCU) I calls - 12 Months							
Title	01-Apr-18	01-May-18	01-Jun-18	01-Jul-18	01-Aug-18	01-Sep-18	01-Oct-18
Total Calls Previous Year	39,020	41,905	42,177	42,985	39,782	37,859	38,672
Total Calls Current Year	34,424	37,548	37,577	40,779	37,420	34,453	35,130
Calls In Target Previous Year	33,418	34,969	34,483	35,260	33,834	32,380	33,638
Calls In Target Current Year	30,303	32,666	32,106	34,281	32,333	29,556	30,107
% Calls In Target Previous Year	85.60%	83.40%	81.80%	82.00%	85.00%	85.50%	87.00%
% Calls In Target Current Year	88.00%	87.00%	85.40%	84.10%	86.40%	85.80%	85.70%
% Difference	2.40%	3.50%	3.70%	2.00%	1.40%	0.30%	-1.30%

MPS (All BCU) S calls - 12 Months							
Title	01-Apr-18	01-May-18	01-Jun-18	01-Jul-18	01-Aug-18	01-Sep-18	01-Oct-18
Total Calls Previous Year	54,014	55,774	53,843	56,787	55,540	49,710	52,624
Total Calls Current Year	45,089	47,650	46,454	46,561	44,647	41,923	42,638
Calls In Target Previous Year	41,876	42,424	39,145	41,618	43,729	39,774	43,135
Calls In Target Current Year	37,585	39,061	36,778	35,492	35,861	33,408	33,985
% Calls In Target Previous Year	77.50%	76.10%	72.70%	73.30%	78.70%	80.00%	82.00%
% Calls In Target Current Year	83.40%	82.00%	79.20%	76.20%	80.30%	79.70%	79.70%
% Difference	5.80%	5.90%	6.50%	2.90%	1.60%	-0.30%	-2.30%

01-Nov-18	01-Dec-18	01-Jan-19	01-Feb-19	01-Mar-19	Total
35,550	35,366	34,429	31,182	34,338	453,265
33,592	34,708	32,465	30,878	34,990	423,964
31,050	31,151	30,775	27,457	29,733	388,148
28,623	29,803	28,053	26,298	29,843	363,972
87.30%	88.10%	89.40%	88.10%	86.60%	85.60%
85.20%	85.90%	86.40%	85.20%	85.30%	85.80%
-2.10%	-2.20%	-3.00%	-2.90%	-1.30%	0.20%

01-Nov-18	01-Dec-18	01-Jan-19	01-Feb-19	01-Mar-19	Total
47,882	47,355	48,082	42,338	45,819	609,768
40,584	39,860	38,798	35,643	39,504	509,351
39,492	40,192	41,193	35,637	37,807	486,022
32,318	31,894	31,249	27,494	30,027	405,152
82.50%	84.90%	85.70%	84.20%	82.50%	79.70%
79.60%	80.00%	80.50%	77.10%	76.00%	79.50%
-2.80%	-4.90%	-5.10%	-7.00%	-6.50%	-0.20%



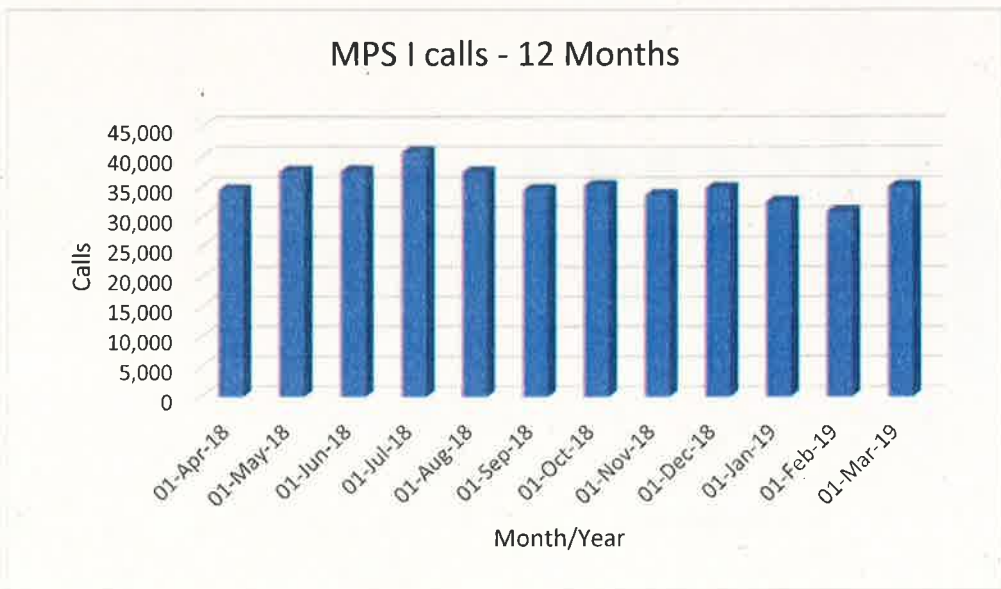
Title	01-Apr-18	01-May-18	01-Jun-18	01-Jul-18	01-Aug-18	01-Sep-18
Enfield I calls	1,298	1,369	1,472	1,532	1,391	1,315

Title	01-Apr-18	01-May-18	01-Jun-18	01-Jul-18	01-Aug-18	01-Sep-18
MPS (ALL BCU) I Calls	34,424	37,548	37,577	40,779	37,420	34,453

Title	01-Apr-18	01-May-18	01-Jun-18	01-Jul-18	01-Aug-18	01-Sep-18
Enfield - S Calls	1,881	2,001	1,959	1,988	1,810	1,650

Title	01-Apr-18	01-May-18	01-Jun-18	01-Jul-18	01-Aug-18	01-Sep-18
MPS (ALL BCU) S Calls	45,089	47,650	46,454	46,561	44,647	41,923

Graph Analysis



01-Oct-18	01-Nov-18	01-Dec-18	01-Jan-19	01-Feb-19	01-Mar-19
1,340	1,324	1,314	1,270	1,234	1,318

01-Oct-18	01-Nov-18	01-Dec-18	01-Jan-19	01-Feb-19	01-Mar-19
35,130	33,592	34,708	32,465	30,878	34,990

01-Oct-18	01-Nov-18	01-Dec-18	01-Jan-19	01-Feb-19	01-Mar-19
1,704	1,675	1,672	1,568	1,245	1,577

01-Oct-18	01-Nov-18	01-Dec-18	01-Jan-19	01-Feb-19	01-Mar-19
42,638	40,584	39,860	38,798	35,643	39,504