2024/2025	Calls Offered	Average Talk Time																						
Service		April	ril May		June		July		August		S	eptember	(	October	November		December		January		February		March	
CC_Business_Growth	46	00:05:28	39	00:05:31	27	00:05:08	38	00:04:52	40	00:03:12	26	00:04:48	34	00:06:13	42	00:04:36	23	00:05:12	39	00:06:05	34	00:04:30	40	00:04:44
CC_Childrens	2,386	00:06:19	2,307	00:06:04	2,045	00:06:17	2,449	00:05:52	1,927	00:05:59	2,606	00:06:09	2,577	00:06:27	2,377	00:06:29	1,921	00:06:07	2,562	00:06:29	2,189	00:05:49	1,704	00:05:45
CC_Environment	1,781	00:06:44	1,829	00:06:37	1,495	00:06:23	1,507	00:05:57	1,443	00:06:33	1,427	00:05:25	1,346	00:06:02	1,564	00:05:26	1,245	00:06:09	1,199	00:06:24	1,298	00:05:45	1,646	00:05:39
CC_Feedback	1,123	00:07:59	1,449	00:06:47	1,333	00:07:13	1,313	00:06:56	1,140	00:07:37	977	00:07:20	1,089	00:07:30	1,041	00:07:49	859	00:07:35	1,178	00:06:56	935	00:07:02	730	00:06:12
CC_Highways	602	00:07:40	598	00:07:43	592	00:07:25	591	00:07:08	528	00:07:05	597	00:06:49	630	00:06:59	594	00:06:16	514	00:06:17	655	00:06:48	566	00:06:21	393	00:06:30
CC_ICON_01215693679	2,956	00:07:25	2,435	00:06:17	1,848	00:06:32	1,910	00:06:23	1,834	00:06:16	1,927	00:05:44	1,695	00:06:24	1,369	00:06:22	1,161	00:06:02	2,687	00:06:19	3,020	00:06:29	2,916	00:06:33
CC_Registrars	786	00:05:47	757	00:05:14	589	00:05:33	761	00:05:11	628	00:05:14	601	00:04:30	715	00:04:53	663	00:05:01	661	00:04:57	903	00:05:17	762	00:05:11	584	00:04:57
CC_Regulatory_Services	246	00:09:09	255	00:08:06	323	00:09:09	351	00:07:40	319	00:09:02	296	00:07:40	271	00:07:57	248	00:07:29	229	00:06:49	278	00:07:33	231	00:07:58	223	00:07:11
SH_Inform_ASB_New	311	00:10:02	390	00:08:33	423	00:09:11	443	00:09:33	375	00:08:36	358	00:08:31	324	00:08:38	319	00:07:48	256	00:09:47	338	00:08:32	347	00:08:44	249	00:08:50
SH_Inform_Hsg_New	3,237	00:07:03	2,613	00:07:03	2,441	00:07:19	2,648	00:06:46	2,681	00:06:39	2,687	00:06:46	2,960	00:06:45	2,803	00:06:26	1,934	00:06:23	3,111	00:06:27	2,676	00:06:32	2,174	00:06:22
SH_Inform_Lettings_New	3,159	00:08:50	2,993	00:08:16	2,470	00:08:23	2,797	80:80:00	2,458	00:08:10	2,394	00:08:12	2,577	00:08:08	2,306	00:07:55	1,920	00:07:31	3,279	00:08:03	2,811	00:07:58	2,010	00:07:29
SH_Inform_Rents_New	1,217	00:06:02	932	00:06:10	710	00:06:26	829	00:06:02	834	00:05:26	792	00:05:32	867	00:05:36	803	00:05:34	685	00:05:35	1,003	00:05:41	826	00:05:48	765	00:05:15
SH_Inform_Repairs_New	17,445	00:07:13	14,603	00:06:39	13,038	00:06:41	14,566	00:06:31	13,417	00:06:33	15,181	00:06:35	16,111	00:06:57	16,800	00:06:36	14,729	00:06:21	19,101	00:06:44	15,839	00:06:15	11,764	00:05:53
SH_Repairs_One	5	00:01:24	2	00:01:44		00:00:00		00:00:00	1	00:01:42		00:00:00	1	00:01:14		00:00:00		00:00:00	1	00:00:41		00:00:00	2	00:00:00
SH_Safeguarding	14	00:06:38	12	00:08:08	16	00:08:11	6	00:06:25	8	00:05:44	9	00:04:51	9	00:03:42	8	00:02:43	6	00:05:13	4	00:00:50	7	00:06:16	2	00:06:10
Totals/Average	35,314	0:06:55	31,214	0:06:35	27,350	0:07:08	30,209	0:06:14	27,633	0:06:15	29,878	0:06:21	31,206	0:06:14	30,937	0:06:11	26,143	0:06:26	36,338	0:05:55	31,541	0:06:28	25,202	0:05:50

2023/2024	Calls Offered	Average Talk Time																						
Service	April			May		June		July		August		September		October	November		December		January		February		March	
CC_Business_Growth		00:00:00	2	00:00:00		00:00:00	4	00:00:00	8	00:00:06	10	00:08:04	26	00:06:00	32	00:06:06	38	00:04:39	42	00:05:01	27	00:04:39	35	00:05:40
CC_Childrens	1,700	00:07:13	2,312	00:07:12	2,510	00:06:41	2,380	00:06:11	2,049	00:06:11	2,338	00:06:26	2,293	00:06:13	2,331	00:06:18	1,709	00:06:18	2,267	00:06:34	2,054	00:06:44	2,134	00:06:46
CC_Environment	1,676	00:07:12	1,869	00:07:08	3,424	00:06:15	1,617	00:06:37	1,416	00:07:01	1,351	00:06:38	1,177	00:06:31	1,086	00:06:34	887	00:06:26	1,227	00:07:23	1,131	00:06:52	1,464	00:06:35
CC_Feedback	969	00:07:28	1,277	00:07:44	1,287	00:07:47	740	00:08:58	719	00:08:16	625	00:09:37	668	00:08:50	745	00:09:58	594	00:08:21	904	00:08:46	4,037	00:05:12	1,069	00:07:09
CC_Highways	518	00:07:42	560	00:08:31	791	00:07:51	637	00:07:30	598	00:06:57	674	00:07:31	673	00:07:04	593	00:07:36	403	00:06:36	631	00:07:32	562	00:07:40	496	00:07:54
CC_ICON_01215693679	3,407	00:07:55	2,906	00:07:38	2,495	00:06:55	2,097	00:07:06	2,228	00:07:29	1,946	00:07:40	1,767	00:07:07	1,396	00:06:47	1,026	00:06:50	2,930	00:07:20	2,917	00:07:25	3,615	00:07:17
CC_Registrars	589	00:05:58	603	00:05:28	713	00:05:39	757	00:05:24	728	00:05:14	686	00:05:22	771	00:05:31	618	00:05:26	455	00:05:15	716	00:05:37	646	00:05:47	690	00:05:39
CC_Regulatory_Services	225	00:07:59	231	00:07:33	311	00:08:45	343	00:08:29	390	00:08:02	306	00:08:26	242	00:07:58	250	00:08:49	138	00:08:38	234	00:09:39	222	00:09:31	189	00:07:51
SH_Inform_ASB_New	238	00:09:40	280	00:08:45	431	00:09:56	359	00:10:07	397	00:09:06	347	00:10:12	336	00:09:00	301	00:09:11	201	00:08:31	327	00:08:35	283	00:09:14	273	00:09:09
SH_Inform_Hsg_New	2,178	00:07:19	2,002	00:07:35	2,825	00:07:22	2,514	00:07:22	2,695	00:07:10	2,603	00:07:35	2,726	00:07:24	2,767	00:07:32	1,727	00:06:41	3,068	00:07:08	2,636	00:07:34	2,681	00:07:13
SH_Inform_Lettings_New	2,220	00:09:04	2,283	00:08:51	2,775	00:08:48	2,800	00:08:33	2,805	00:08:17	3,011	00:08:47	3,237	00:08:12	2,962	00:08:38	1,652	00:08:28	3,233	00:08:52	2,970	00:08:51	2,722	00:08:45
SH_Inform_Rents_New	1,034	00:06:13	786	00:06:25	1,031	00:06:41	941	00:06:26	936	00:06:32	869	00:06:42	910	00:06:15	907	00:06:03	672	00:05:59	1,026	00:06:16	802	00:06:26	956	00:05:58
SH_Inform_Repairs_New	14,323	00:07:55	14,675	00:07:38	14,695	00:07:13	13,066	00:06:39	13,817	00:06:54	14,362	00:07:24	15,880	00:07:12	16,710	00:07:37	12,309	00:06:57	18,805	00:07:09	14,860	00:07:31	16,189	00:06:59
SH_Repairs_One	3	00:04:24	3	00:01:18	4	00:16:57		00:00:00		00:00:00		00:00:00	2	00:00:00	2	00:00:00	2	00:04:54	1	00:02:59	1	00:00:00	3	00:01:12
SH_Safeguarding	14	00:04:23	12	00:07:26	9	00:06:17	4	00:07:17	21	00:03:55	15	00:05:27	8	00:06:30	10	00:05:42	4	00:07:23	9	00:06:22	3	00:06:52	6	00:05:11
Totals/Average	29,094	0:07:10	29,801	0:07:05	33,301	0:08:05	28,259	0:06:26	28,807	0:06:05	29,143	0:07:34	30,716	0:06:39	30,710	0:06:49	21,817	0:06:48	35,420	0:07:01	33,151	0:06:41	32,522	0:06:37

2022/2023	Calls Offered	Average Talk Time																						
Service	April		May		June		July		August		September		October		November		December		January		February		March	
CC_Business_Growth		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00	6	00:00:00
CC_Childrens	1,990	00:05:52	2,652	00:06:16	2,473	00:05:59	2,462	00:05:55	2,027	00:05:56	2,464	00:06:41	2,245	00:07:35	2,388	00:07:55	1,572	00:07:27	2,242	00:07:25	2,046	00:07:23	2,289	00:07:16
CC_Environment	1,442	00:06:17	1,610	00:06:11	1,453	00:06:36	1,700	00:05:57	1,688	00:06:49	1,370	00:06:49	1,174	00:07:32	1,277	00:06:53	957	00:06:29	1,247	00:06:51	2,944	00:06:24	3,888	00:06:10
CC_Feedback	530	00:07:30	701	00:07:15	792	00:06:57	724	00:07:09	720	00:07:57	599	00:07:20	558	00:08:51	686	00:08:38	497	00:08:04	639	00:08:01	640	00:07:40	837	00:08:29
CC_Highways	564	00:06:52	731	00:06:52	628	00:07:05	698	00:06:38	699	00:07:13	576	00:07:39	615	00:08:22	691	00:07:18	384	00:07:09	642	00:07:08	624	00:07:24	624	00:08:09
CC_ICON_01215693679	1,619	00:06:44	1,788	00:06:17	1,552	00:06:48	1,694	00:06:25	1,983	00:06:43	2,021	00:07:13	1,858	00:07:47	1,829	00:07:16	949	00:07:13	1,600	00:06:55	1,492	00:07:28	6,693	00:08:00
CC_Registrars	763	00:04:54	799	00:04:57	773	00:05:03	768	00:05:05	776	00:05:38	691	00:05:37	712	00:06:12	769	00:05:44	510	00:05:26	920	00:05:17	650	00:05:35	797	00:05:57
CC_Regulatory_Services	170	00:07:16	221	00:07:16	251	00:07:02	242	00:06:37	246	00:07:25	211	00:08:09	226	00:09:12	260	00:07:34	203	00:07:22	346	00:06:25	271	00:06:36	287	00:07:50
SH_Inform_ASB_New	282	00:08:47	406	00:07:53	433	00:09:03	390	00:08:19	460	00:08:15	342	00:08:14	275	00:09:42	278	00:10:26	157	00:10:48	295	00:09:28	271	00:08:28	318	00:09:49
SH_Inform_Hsg_New	2,605	00:05:59	2,368	00:06:33	2,306	00:06:33	2,292	00:06:11	2,079	00:06:52	2,083	00:07:00	2,195	00:07:10	2,269	00:07:30	1,368	00:08:02	2,699	00:07:36	2,225	00:07:20	2,610	00:07:35
SH_Inform_Lettings_New	2,620	00:07:23	2,846	00:07:48	2,905	00:07:34	2,938	00:07:39	3,013	00:07:43	2,775	00:08:14	2,620	00:08:43	2,594	00:08:43	1,461	00:08:20	2,852	00:08:16	2,636	00:08:31	2,907	00:08:49
SH_Inform_Rents_New	1,358	00:06:07	1,048	00:06:35	762	00:06:12	830	00:06:42	810	00:07:06	733	00:07:33	713	00:07:58	641	00:07:30	434	00:07:22	700	00:07:04	799	00:07:06	908	00:07:08
SH_Inform_Repairs_New	13,527	00:06:45	13,713	00:07:03	13,328	00:06:48	12,688	00:06:48	13,006	00:07:40	14,901	00:07:56	15,864	00:08:24	18,054	00:08:21	16,376	00:07:46	16,757	00:08:04	13,813	00:07:59	17,628	00:08:19
SH_Repairs_One	6	00:02:00	1	00:00:40	3	00:04:55		00:00:00	2	00:00:40	2	00:01:10	5	00:00:00		00:00:00		00:00:00	4	00:08:10	2	00:00:58	3	00:00:55
SH_Safeguarding	7	00:01:11	6	00:01:42	5	00:04:18	6	00:08:00	7	00:01:54	8	00:06:47	11	00:11:03	7	00:10:51	8	00:07:39	6	00:02:32	9	00:05:03	7	00:06:42
Totals/Average	27,483	0:05:58	28,890	0:05:57	27,664	0:06:30	27,432	0:06:15	27,516	0:06:17	28,776	0:06:53	29.071	0:07:45	31,743	0:08:03	24,876	0:07:37	30,949	0:07:05	28,422	0:06:42	39.802	0:06:44

2021/2022	Calls Offered	Average Talk Time	Calls Offered A	Average Talk Time																				
Service		April	May		June		July		August		Se	ptember		October		November	December		January		February		March	
CC_Business_Growth		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00		00:00:00
CC_Childrens	2,051	00:06:22	2,214	00:06:55	2,084	00:06:53	1,892	00:06:58	1,460	00:06:41	2,002	00:06:49	1,911	00:06:43	2,251	00:06:50	1,892	00:06:00	2,132	00:05:55	2,058	00:06:13	2,509	00:06:16
CC_Environment	2,163	00:06:52	1,669	00:07:03	2,127	00:07:16	1,968	00:07:37	1,795	00:07:12	2,233	00:06:45	1,612	00:06:35	1,614	00:06:21	946	00:06:17	1,170	00:06:15	1,100	00:06:32	1,537	00:06:20
CC_Feedback	781	00:07:48	649	00:09:13	919	00:08:46	992	00:09:30	733	00:09:40	829	00:09:52	643	00:08:53	773	00:07:06	556	00:07:05	671	00:07:25	615	00:07:18	757	00:07:05
CC_Highways	589	00:07:10	593	00:07:11	770	00:07:23	733	00:07:51	612	00:07:24	769	00:07:07	637	00:06:44	625	00:06:35	418	00:06:14	614	00:06:08	624	00:06:59	652	00:07:15
CC_ICON_01215693679	1,550	00:07:23	1,793	00:07:01	2,038	00:07:25	1,938	00:07:54	2,017	00:08:06	1,785	00:08:11	1,311	00:07:46	1,314	00:07:30	894	00:06:52	1,398	00:06:43	1,340	00:06:48	1,665	00:06:53
CC_Registrars	758	00:05:11	780	00:05:12	1,012	00:05:59	886	00:05:53	863	00:06:22	924	00:05:33	593	00:05:30	751	00:05:18	671	00:05:04	878	00:04:51	774	00:05:20	756	00:05:07
CC_Regulatory_Services	189	00:07:57	229	00:08:07	258	00:08:18	249	00:09:31	206	00:09:55	243	00:08:25	176	00:08:42	204	00:07:26	130	00:06:41	206	00:06:24	181	00:07:01	227	00:07:09
SH_Inform_ASB_New	327	00:09:25	268	00:08:31	408	00:09:24	449	00:09:23	369	00:09:59	391	00:08:42	330	00:08:11	300	00:08:10	183	00:08:55	256	00:07:50	261	00:07:43	349	00:07:21
SH_Inform_Hsg_New	1,625	00:06:32	1,318	00:06:35	1,898	00:07:10	1,804	00:07:08	1,522	00:07:17	1,679	00:07:21	1,416	00:06:50	1,499	00:06:58	1,326	00:06:06	2,064	00:06:52	2,292	00:06:17	2,794	00:06:14
SH_Inform_Lettings_New	2,924	00:07:28	2,691	00:07:51	3,116	00:07:54	3,176	00:08:18	2,755	00:08:10	3,269	00:08:16	2,583	00:07:44	2,808	00:07:51	1,718	00:07:33	2,898	00:07:34	2,688	00:07:37	3,032	00:07:26
SH_Inform_Rents_New	1,289	00:06:00	955	00:06:07	901	00:06:51	1,033	00:06:39	812	00:06:53	785	00:06:45	849	00:06:24	871	00:06:30	624	00:05:58	1,133	00:05:51	1,031	00:05:39	1,286	00:06:11
SH_Inform_Repairs_New	16,651	00:06:08	17,669	00:07:27	19,680	00:08:21	19,566	00:08:45	17,407	00:08:47	19,655	00:08:58	17,001	00:08:18	19,026	00:08:03	14,210	00:06:57	17,650	00:06:30	14,987	00:06:36	16,148	00:06:38
SH_Repairs_One	5	00:01:01	5	00:01:26	3	00:00:28	5	00:00:56	3	00:00:00	7	00:01:34	6	00:00:44		00:00:00	2	00:00:27	2	00:00:36	4	00:01:38		00:00:00
SH_Safeguarding	7	00:01:41	10	00:04:04	18	00:05:41	11	00:03:14	8	00:16:04	11	00:08:18	2	00:00:19	3	00:31:00	7	00:06:21	6	00:00:17	4	00:03:10	9	00:07:03
Totals/Average	30,909	0:06:13	30,843	0:06:37	35,232	0:06:59	34,702	0:07:07	30,562	0:08:02	34,582	0:07:20	29,070	0:06:23	32,039	0:08:54	23,577	0:06:11	31,078	0:05:39	27,959	0:06:04	31,721	0:06:41