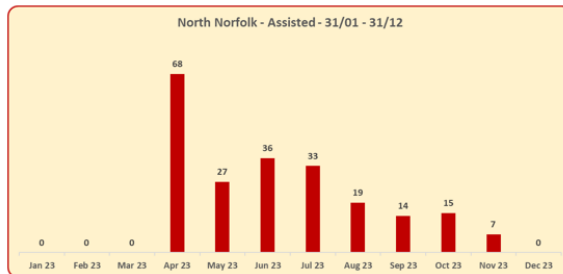
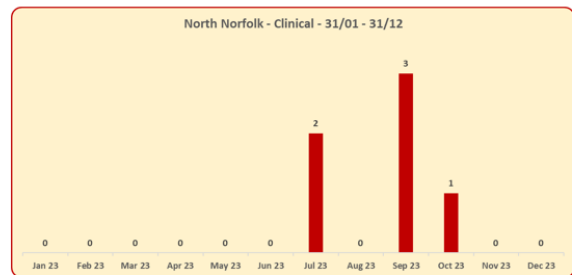
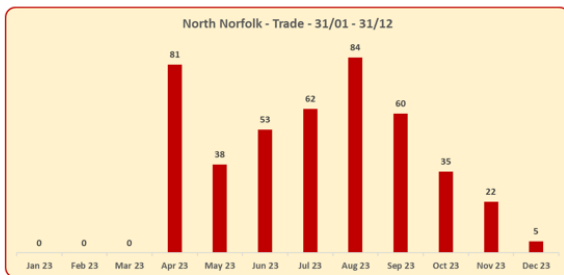
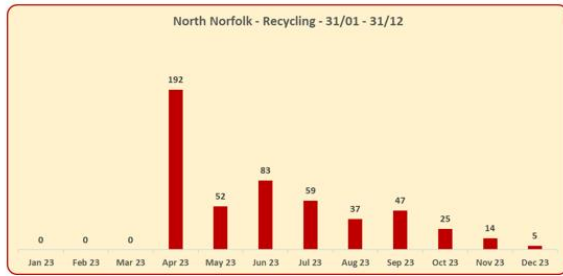
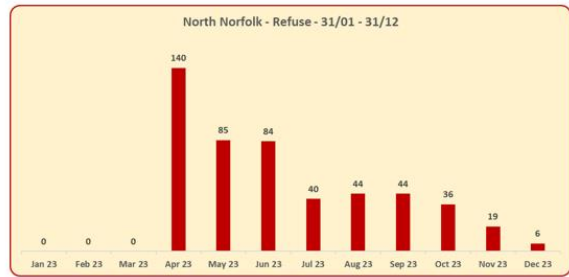
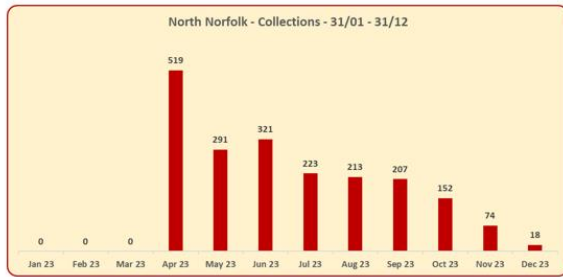
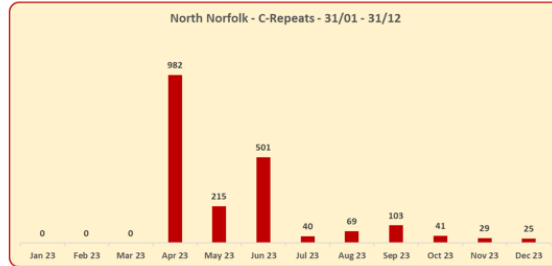
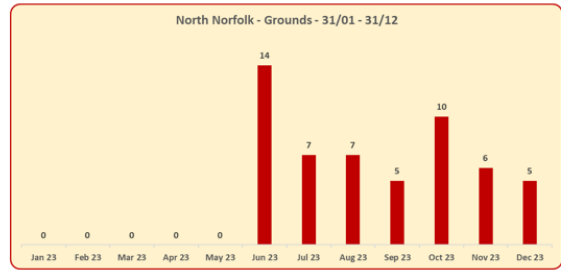
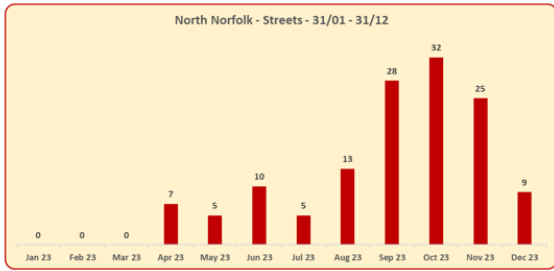


Appendix 1

KPI Performance – North Norfolk





Appendix 2

Customer Care Centre Stats

	Calls p/d	Abandoned Calls	Ave. Call Time	Average Speed to Answer	SLA
Last 12 Months	172	4%	5:05	0:23	80%
September	167	1%	4:20	0:10	93%
October	137	1%	4:05	0:09	95%
November	98	0.4%	4:04	0:08	97%
December	90	0.4%	4:15	0:07	99%