

Annex A

Chart I

Combined (CDC & WODC) CRM Data showing shift from phones to digital

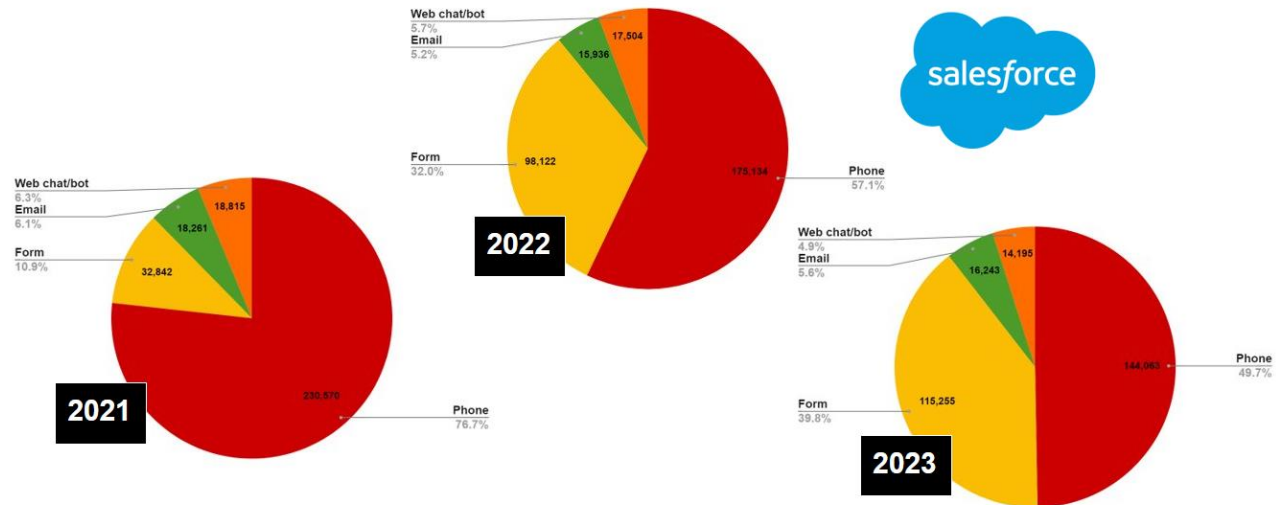


Chart 2

Showing drop in volumes between 2022/23 and 2023/24

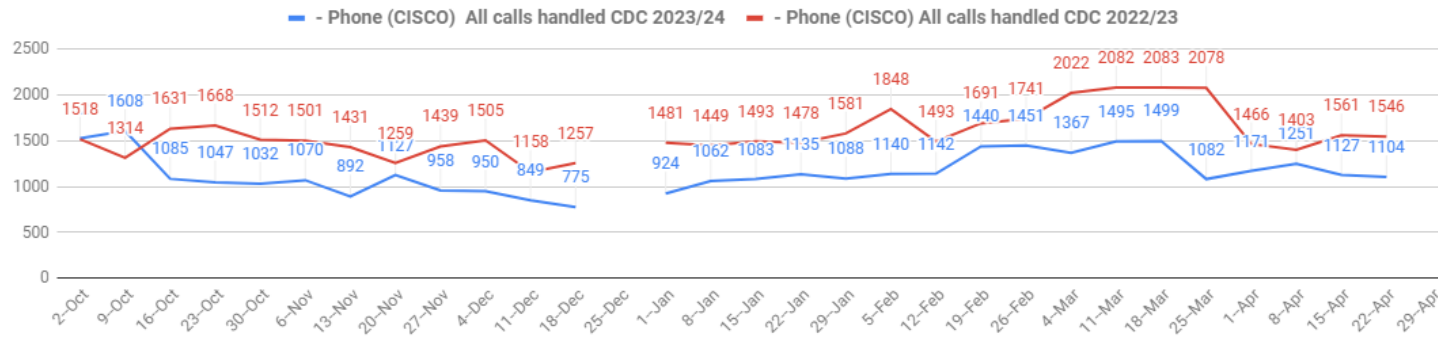


Chart 2(a)

Showing year on year drop in calls

Cotswold Year on Year - Calls Presented

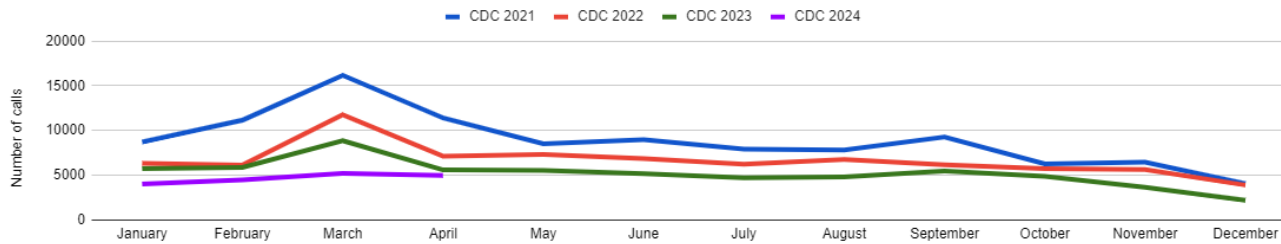


Chart 3

Showing waiting times significantly decreasing and spiking due to garden waste and year end

Cotswold - Calls abandoned (Main line)

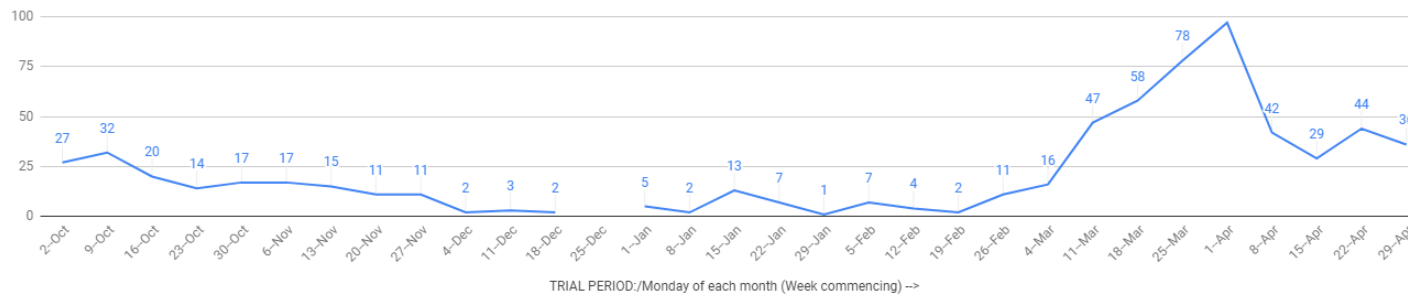


Chart 4

Showing call abandoned rate dropping to single figures and increasing due to increased call volumes due to garden waste and year end

Cotswold - Average speed to answer (Main line)

