

## CUSTOMER SERVICES STATS

April 2009 - March 2018

	April	May	June	July	August	September	October	November	December	January	February	March	YEAR END
<b>TELEPHONES</b>													
Telephone Calls - Switchboard 2019 - 2020	3091	3157	2782	3004	2667								14701
Telephone Calls - Switchboard 2018 - 2019	2562	2506	2617	2725	2559	2156	2931	2940	1887	3356	2973	3064	32276
Telephone Calls - Switchboard 2017 - 2018	2001	2415	2641	2484	2697	2379	2654	2666	1890	2958	2310	2986	30081
Telephone Calls - Switchboard 2016 - 2017	2130	2056	2231	1983	2053	1948	1784	1815	1487	1922	1857	2546	23812
Telephone Calls - Switchboard 2015 - 2016	2196	2401	2288	2288	1965	2104	2139	1961	1681	2093	1874	2116	25106
Telephone Calls - Switchboard 2014 - 2015	2312	2245	2579	2674	2152	2401	2298	2064	1783	2112	2083	2039	26742
Telephone Calls - Switchboard 2013 - 2014	3079	2671	2623	3009	2917	2698	2693	2209	2137	2627	2446	2291	31400
Telephone Calls - Switchboard 2012 - 2013	7977	8434	7570	8562	8081	7710	8331	2054	1915	3822	3197	3541	71194
Telephone calls - Switchboard 2011 - 2012	8853	9306	9511	9102	9467	8460	8176	8517	6784	9542	8391	8893	105002
Telephone Calls - Switchboard 2010 - 2011	11751	10289	11534	13773	10232	9922	9137	9653	14266	9673	9160	10915	130305
Telephone Calls - Switchboard 2009 - 2010	12403	11613	11581	12603	11476	13287	13184	12394	10044	12856	11192	14165	146798
<b>E-Mails to Customer Services</b>													
E-Mails to Customer Services 2019 - 2020	1385	1451	1232	1549	1491								7108
E-Mails to Customer Services 2018 - 2019	857	844	943	1046	839	800	1311	1370	952	1522	1230	1565	13279
E-Mails to Customer Services 2017 - 2018	834	741	900	841	781	704	810	924	672	885	861	1021	9974
E-Mails to Customer Services 2016 - 2017	758	725	797	704	808	751	763	915	677	874	896	1094	9762
E-Mails to Customer Services 2015 - 2016	480	505	569	563	544	609	654	581	678	741	885	7463	
E-Mails to Customer Services 2014 - 2015	468	520	556	558	505	669	484	415	422	554	499	623	6273
E-Mails to Customer Services 2013 - 2014	511	519	504	476	448	473	415	391	363	482	449	573	5604
E-Mails to Customer Services 2012 - 2013	414	440	362	403	349	354	383	334	267	411	411	538	4666
E-Mails to Customer Services 2011 - 2012	329	363	319	NO DATA	269	346	385	373	264	341	341	532	3862
E-Mails to Customer Services 2010 - 2011	378	421	356	298	388	275	327	385	411	331	328	450	4348
E-Mails to Customer Services 2009 - 2010	292	259	214	297	266	252	252	295	253	312	277	384	3353
<b>Texting the Council</b>													
Texting the Council 2019 - 2020	5	2	3	4	0								
Texting the Council 2018 - 2019	0	0	0	0	0	0	10	6	3	0	0	2	23
Texting the Council 2017 - 2018	0	0	0	0	0	0	0	0	0	0	0	0	0
Texting the Council 2016 - 2017	0	0	0	0	0	0	0	0	0	0	0	0	0
Texting the Council 2015 - 2016	0	0	0	0	0	0	0	0	0	0	0	0	0
Texting the Council 2014 - 2015	15	5	10	10	4	14	9	7	18	14	0	0	106
Texting the Council 2013 - 2014	9	8	17	6	7	14	13	14	13	5	9	14	129
Texting the Council 2012 - 2013	0	3	4	5	3	5	0	1	1	2	0	2	26
Texting the Council 2011 - 2012	0	0	0	0	0	0	0	0	5	0	1	2	8
Texting the Council 2010 - 2010	0	0	0	0	0	0	0	0	0	1	0	2	3
Texting the Council 2009 - 2010	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>VISITORS</b>													
<b>One Stop Shop Visitors - Worksop</b>													
One Stop Shop Visitors - Worksop 2019 - 2020	1402	1050	965	1274	1050								5741
One Stop Shop visitors - Worksop 2018 - 2019	1024	754	1905	1595	1348	1213	1211	1256	684	1050	1094	1383	14517
One Stop Shop Visitors - Worksop 2017 - 2018	1066	1372	1236	1050	640	997	1163	1339	714	788	973	1000	12338
One Stop Shop Visitors - Worksop 2016 - 2017	1635	1300	1656	1074	911	1469	1332	1088	783	983	788	2932	15951
One Stop Shop Visitors - Worksop 2015 - 2016	1746	1766	1933	1666	1336	1588	2039	1588	1088	1521	2045	1898	20214
One Stop Shop Visitors - Worksop 2014 - 2015	3092	2638	2837	2796	2057	2360	1481	918	753	2412	1760	1661	24765
One Stop Shop Visitors - Worksop 2013 - 2014	2000	2013	2020	2106	2173	3012	2430	2316	1621	1566	3670	3110	28037
One Stop Shop Visitors - Worksop 2012 - 2013	2867	2992	2970	2932	2724	2857	3514	3223	1608	2995	2431	2325	33438
One Stop Shop Visitors - Worksop 2011 - 2012	1970	2219	3726	4301	3596	3830	3134	3118	2404	2572	2788	3177	36835
One Stop Shop Visitors - Worksop 2010 - 2011	1702	1351	1961	2579	2757	2054	2672	2706	1502	2600	3237	3586	28707
One Stop Shop Visitors - Worksop 2009 - 2010	2322	2438	2389	2743	2486	2778	2483	2320	1844	2051	2435	2737	29026
<b>One Stop Shop Visitors - Retford</b>													
One Stop Shop Visitors - Retford 2019 - 2020	1431	1357	1106	1412	1398								6704
One Stop Shop visitors - Retford 2018 - 2019	1043	1049	834	817	1236	1140	1242	1046	652	1245	1193	1444	12941
One Stop Shop Visitors - Retford 2017 - 2018	742	847	553	805	1046	917	1054	978	507	733	787	853	9822
One Stop Shop Visitors - Retford 2016 - 2017	1176	1043	1142	823	940	928	710	686	458	488	397	1101	9892
One Stop Shop Visitors - Retford 2015 - 2016	1009	831	825	676	520	714	812	992	624	973	1153	1257	10386
One Stop Shop Visitors - Retford 2014 - 2015	1648	1680	1676	1867	1617	1710	1235	1175	946	1036	1047	1338	16975
One Stop Shop Visitors - Retford 2013 - 2014	2162	1761	1723	1974	1897	1825	1944	1888	1505	1581	1682	1899	21841
One Stop Shop Visitors - Retford 2012 - 2013	1682	1739	1849	1879	1930	1762	1776	1626	1193	1582	1447	1741	20206
One Stop Shop Visitors - Retford 2011 - 2012	2065	2180	2493	2176	2385	2339	2351	2101	1606	2043	1843	1967	25549
One Stop Shop Visitors - Retford 2010 - 2011	2509	2291	2420	2501	2120	2056	2100	2004	1331	2289	2187	2857	26665
One Stop Shop Visitors - Retford 2009 - 2010	2070	2132	2143	2426	2135	2151	2426	2411	2139	2397	1840	2947	27217
<b>Harworth Visitors</b>													
Harworth Visitors 2019 - 2020	77	98	80	108	96								459
Harworth Visitors 2018 - 2019	100	104	67	77	112	109	103	89	49	86	93	86	1075
Harworth visitors 2017 - 2018	77	115	131	123	82	120	131	145	58	133	127	120	1362
Harworth Visitors 2016 - 2017	96	125	96	158	122	116	163	113	77	110	135	190	1501
Harworth Visitors 2015 - 2016	154	149	177	171	133	132	102	168	115	150	204	134	1789
Harworth Visitors 2014 - 2015	155	163	134	136	152	172	189	219	87	201	145	220	1973
Harworth Visitors 2013 - 2014	235	121	194	190	182	176	146	172	100	186	196	260	2158
Harworth Visitors 2012 - 2013	154	237	210	174	195	156	160	182	106	211	145	237	2167
Harworth Visitors 2011 - 2012	145	216	198	237	145	285	234	136	127	214	200	319	2456
Harworth visitors 2010 - 2011	168	230	257	229	202	246	214	195	102	183	176	196	2398
Harworth Visitors 2009 - 2010	372	386	324	610	235	308	315	282	215	259	257	273	3836