

## Annual Helpline Figures 14<sup>th</sup> Nov 2010 – 14<sup>th</sup> Nov 2011

14-11-10 to 30-11-10

158 Calls 652 minutes = 10 hrs 52 mins

Average 4 mins 7 secs per call

1-12-10 to 31-12-10

300 Calls 1469 minutes = 24 hrs 29 mins

Average 4 mins 53 secs per call

1-1-11 to 31-1-11

230 Calls 1101 minutes = 18 hrs 21 mins

Average 4 mins 47 secs per call

1-2-11 to 28-2-11

213 Calls 659 minutes = 10 hrs 59 mins

Average 3 mins 6 secs per call

1-3-11 to 31-3-11

313 Calls 1167 minutes = 19 hrs 27 mins

Average 3 mins 44 secs per call

1-4-11 to 30-4-11

329 calls 1314 mins = 21hrs 54 mins

Average 3 mins 59 secs per call

1-5-11 to 31-5-11

476 calls 1985 minutes = 33hrs 5 mins

Average 4 mins 10 secs per call

1-6-11 to 30-6-11

577 calls 2245 minutes = 37hrs 25 minutes

Average 3 mins 53 secs per call

1-7-11 to 31-7-11

642 calls 2625 minutes = 43hrs 45mins

Average 4 mins 5 secs per call

1-8-11 to 31-8-11

561 Calls 2101 minutes = 35 hrs 1 min

Average 3 mins 48 secs per call

1-9-11 to 30-9-11

509 calls 2316 minutes = 38hrs 36 mins

Average 4 minutes 33 seconds per call

1-10-11 to 31-10-11

423 calls totalling 1583 minutes = 26hrs 23 mins

Average 3 minutes 45 seconds per call

1-11-11 to 14-11-11

190 calls totalling 776 minutes = 12hrs 56 mins

Average 4 minutes 5 seconds per call

### Annual totals

Calls – 4921

Minutes – 19993

Hours – 332 hrs 13 minutes. Overall average call of 4 minutes 4 seconds