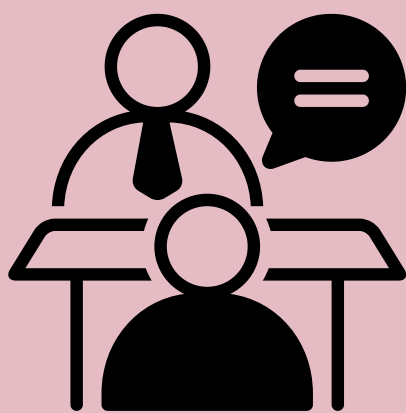


CUSTOMER SERVICES 2022

Serving People, Improving Lives.

166,644 CALLS ANSWERED

95% WITHIN TARGET TIMES



8,098 CUSTOMERS SEEN FACE TO FACE

84 OUTREACH SUPPORT SESSIONS DELIVERED IN THE BOROUGH

21,970 ONLINE AND EMAIL QUERIES HANDLED



99% OF CUSTOMERS SATISFIED WITH HOW THEIR ENQUIRIES WERE HANDLED