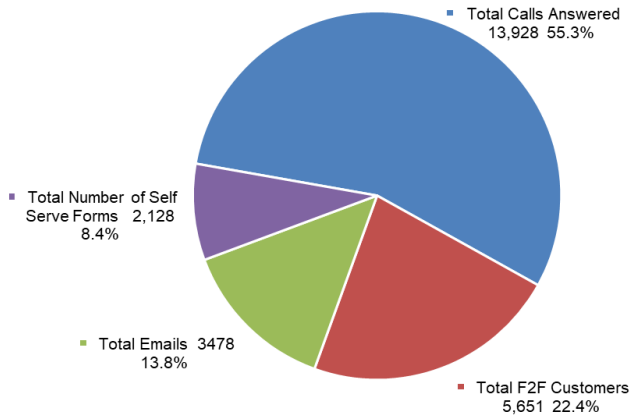
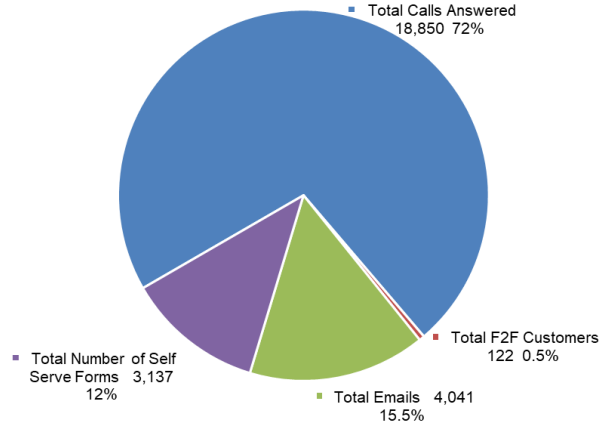


## Scrutiny Review of Digital Optimisation Progress Update November 2021 Digital Services Progress

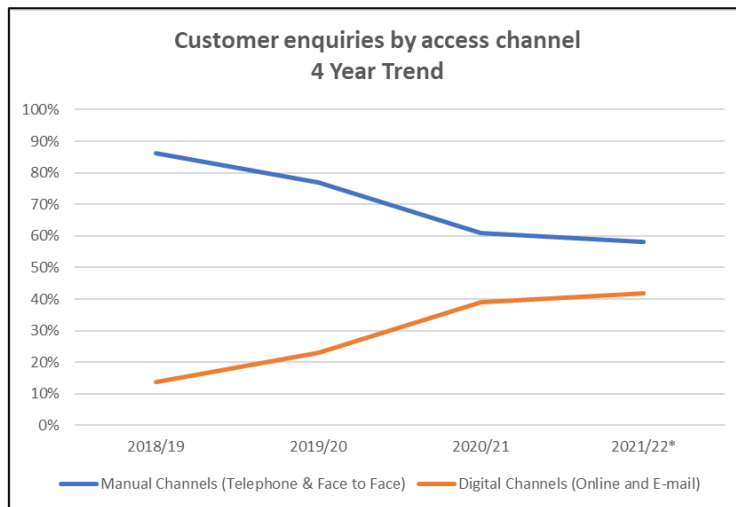
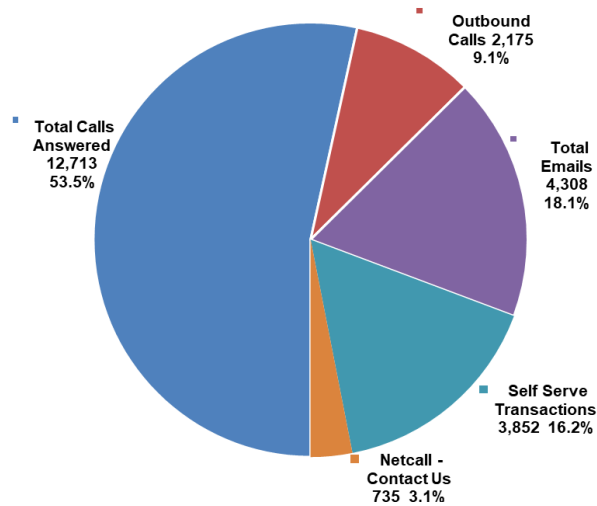
**September 2019**  
Total Contacts 25,185 Broken down by channel



**September 2020**  
Total Contacts 26,209 broken down by channel



**Customer Services Contact by Channel - September 2021**  
Total Customer Contacts - 23,783



\* 2021/22 April – October