

Otelo

Operations Report - Processing & Stock Levels

Month	Apr	May	Jun	Running Total YTD
Total Calls	4987	5460	5480	74395
Non Member Calls	371	380	333	4364
Abandoned Calls	187	236	362	3484
Total Written	2005	2414	2198	25046
Forms Issued	460	549	392	6392
Forms Returned	424	433	328	5433
PICC Cases	28	21	19	327
PCs Issued	349	450	366	4909
FDs Issued	322	422	348	4675
Closed Cases	414	452	433	6172
Number of Awards	321	364	307	3999
Avg Value of Awards	£83.06	£83.91	£99.78	£77.84

Complaints and Cases

