

1. In the period 1st March 2020 to 1st June 2020, what percentage of customer contact (via 999, 101 or online reporting) was related to coronavirus.

22,951

**NB** We do not record percentages, therefore we have provided a total figure. In addition, due to a system error we are currently unable to break this figure down into the method of contact

2. How many customer contacts (via 999, 101 or online reporting) were received in the period 1st March 2020 to 1st June 2020 and the period 1st March 2019 to 1st June 2019.

<b>Total Number of customer contact between 1.3.2019 and 1.6.2019</b>			
<b>999</b>	<b>101</b>	<b>Online Reporting</b>	<b>Total</b>
189,278	243,579	9,103	441,960
<b>Total Number of customer contact between 1.3.2020 and 1.6.2020</b>			
<b>999</b>	<b>101</b>	<b>Online Reporting</b>	<b>Total</b>
174,206	205,771	7,495	387,472

3. How many days sickness were taken by staff in the period 1st March 2020 to 1st June 2020 and the period 1st March 2019 to 1st June 2019. Please break down these figures if possible to show the number of sick days taken for a mental health problem and the number of days for a physical health problem, including those who are long term sick.

<b>1st March - 31st May</b>	<b>2019</b>	<b>2020</b>
Total No. Of Calendar Days off Sick	40,539	45,984
Long Term Sick instances	756	909
Long Term Sick Days	27,704	35,610
Calendar Days off Sick due to Psychological Disorders	12,561	12,105