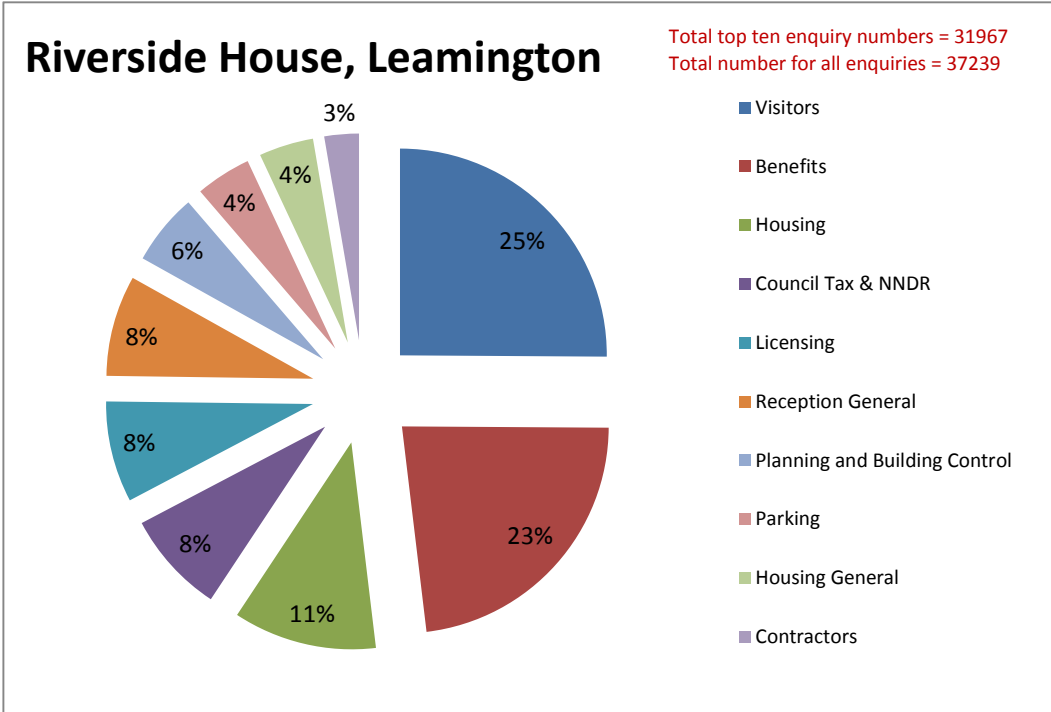
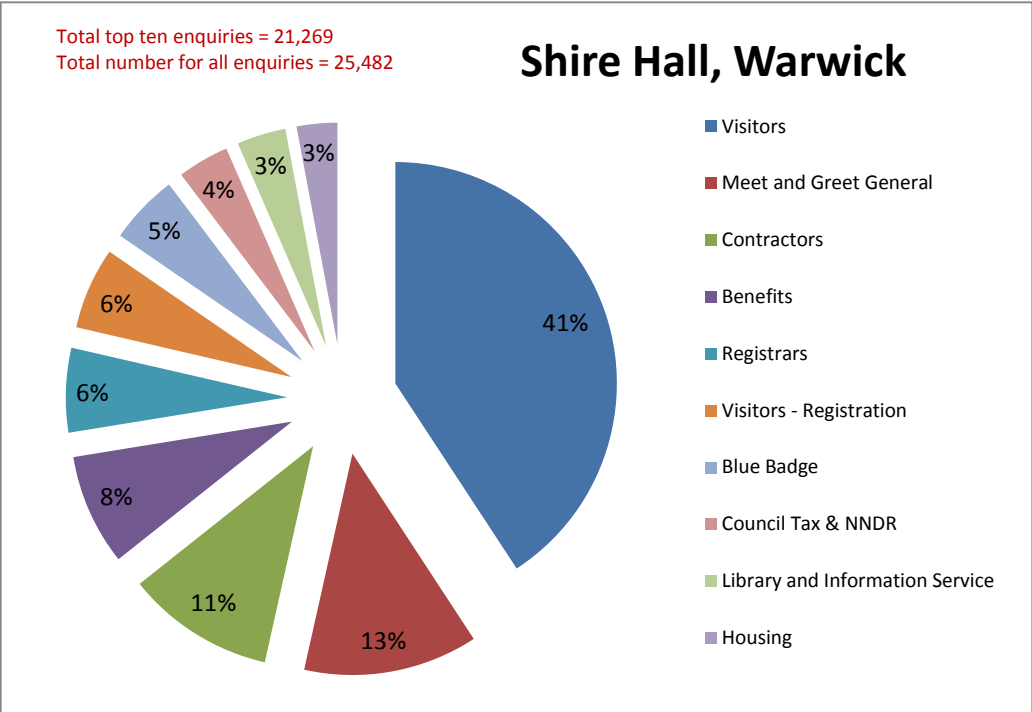


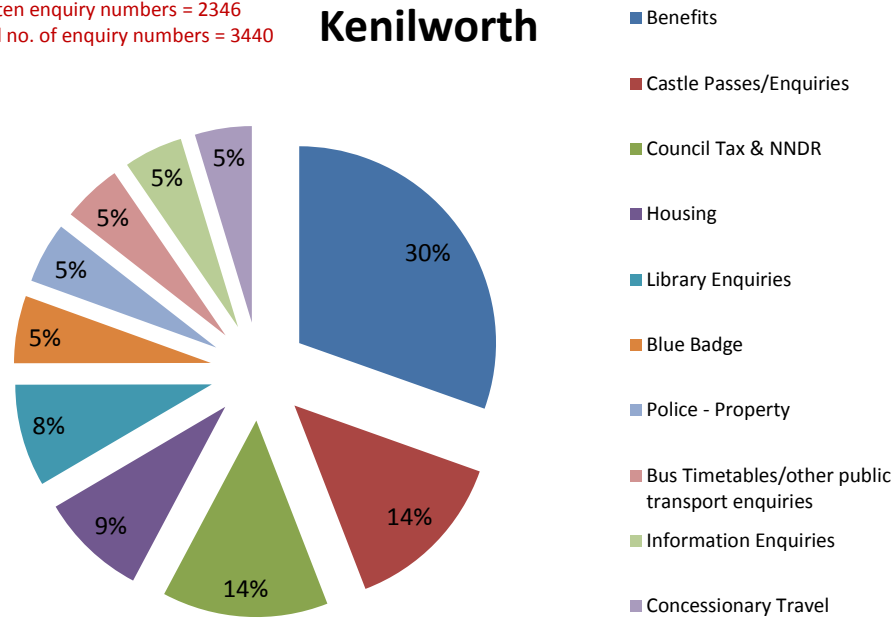
Appendix B

Top Ten Enquiry Types (as percentage of total) at OSS Sites – 2014/2015



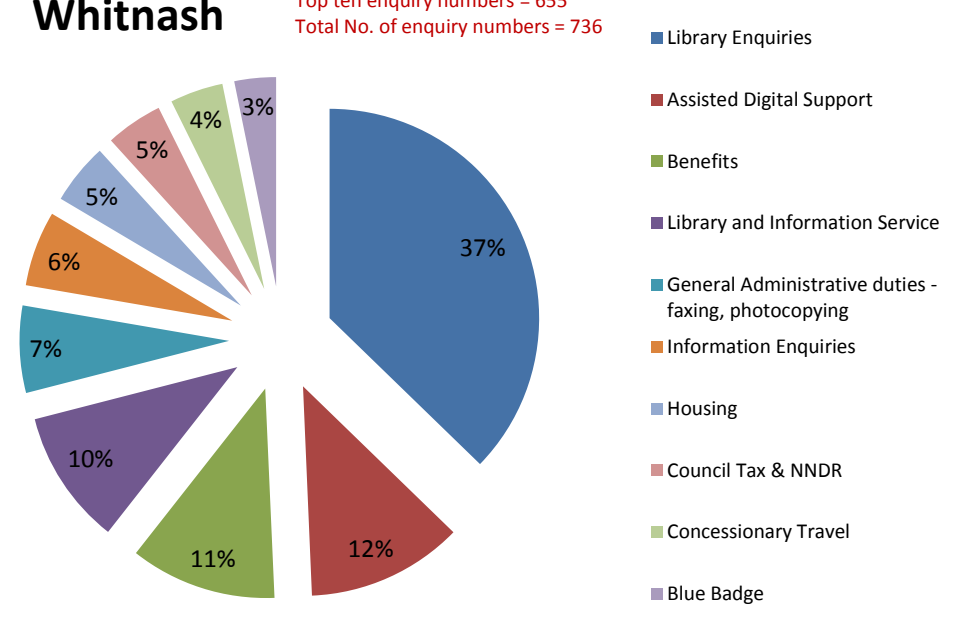
Top ten enquiry numbers = 2346
 Total no. of enquiry numbers = 3440

Kenilworth



Whitnash

Top ten enquiry numbers = 655
 Total No. of enquiry numbers = 736



Lillington

Top ten enquiry numbers = 600
 Total Enquiry No. = 648

