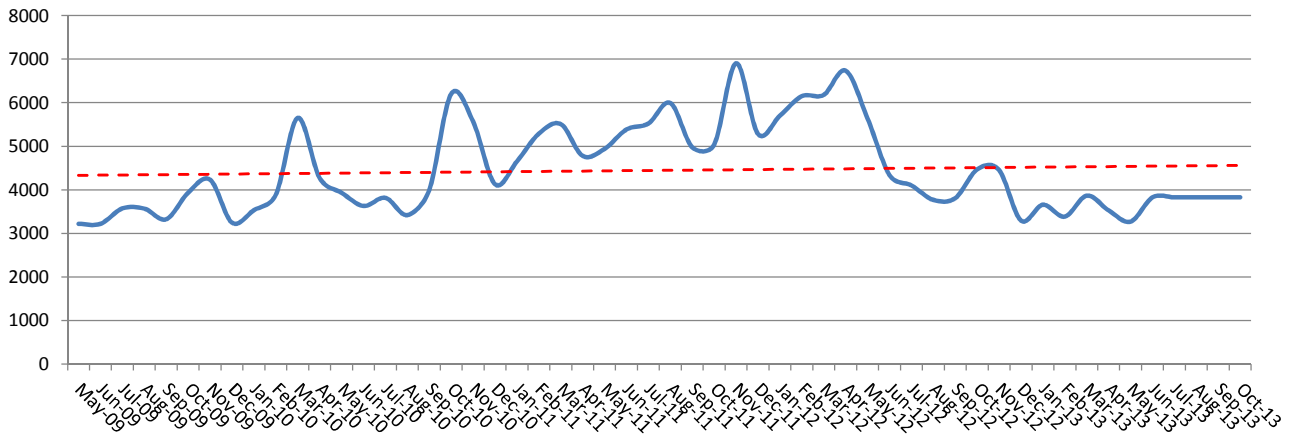


Pensions Admin Report Balanced Scorecard Appendix 3B - GRAPHS only @31st October 2013

1

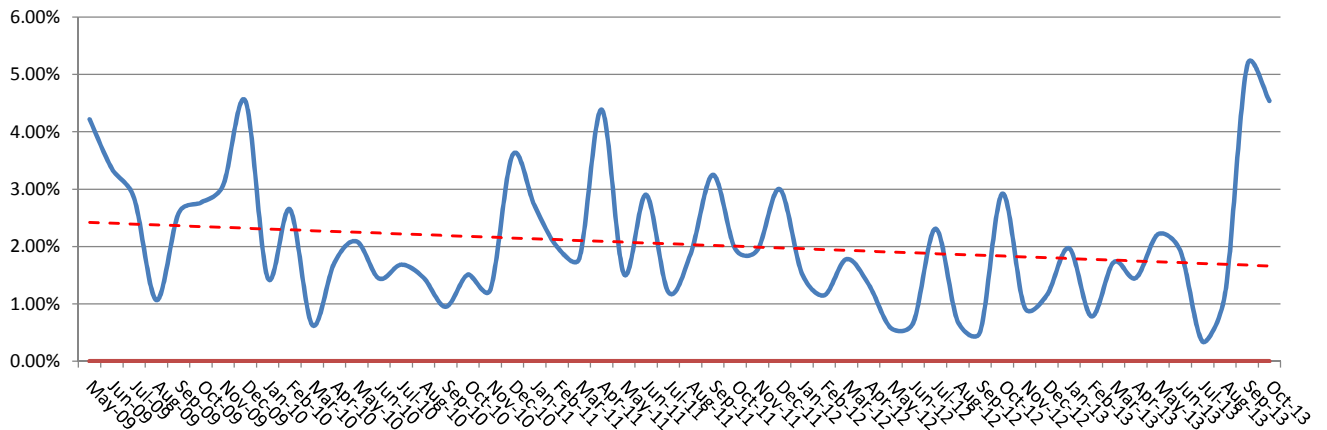
WEBSITE HITS



2

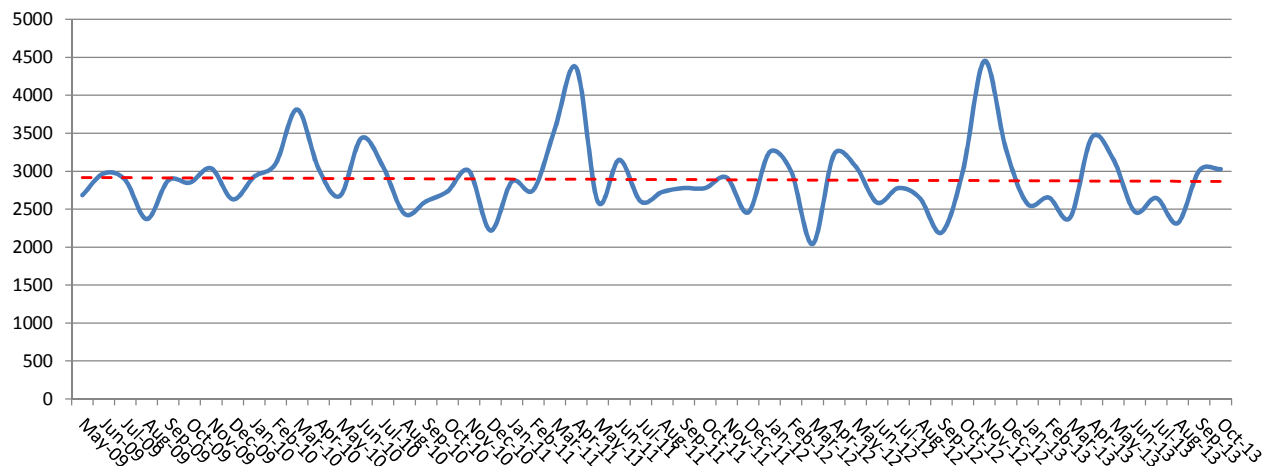
SICKNESS

— SICKNESS ST — SICKNESS LT



3

TELEPHONE CALLS RECEIVED



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