

# Customer Hub Throughput April to September 2021

# Appendix 2

## Customer Hub Throughput April 2021 - September 2021

CRM	Week to date	Elected Members Cases Active	-	Elected Members Cases Closed	-	Cases closed at Hub	5,102
CRM	Week to date	Handoff to Services	49,085	Active Handoffs	4,442	Closed Handoffs	44,643

