

Appendix 6 - Demand Data Breakdown of Complaints in Night Shift

0

Yellow denotes that 0 complaints were received in this time band

7

Red denotes that 5 + complaints were received in this time band (10 + in

		0-1am	1am-2am	2am-3am	6pm-7pm	7pm-9pm		
Apr-10	Thursday	1	2	0	0	2	2	
	Friday	7	6	2	0	4	4	
	Saturday	2	2	4	0	1	1	
	Sunday	1	2	0	1	1	1	
	Monday	2	0	1	0	2	2	
	Tuesday	3	2	1	0	1	1	
	Wednesday	2	1	1	0	2	2	
	Thursday	4	3	0	0	1	1	
	Friday	3	0	0	0	5	5	
	Saturday	5	1	0	1	3	3	
	Sunday	3	2	4	1	3	3	
	Monday	3	4	2	1	4	4	
	Tuesday	0	0	0	0	1	1	
	Wednesday	2	0	1	0	2	2	
	Thursday	2	0	1	0	0	0	
	Friday	1	0	0	0	3	3	
	Saturday	3	4	2	2	3	3	
	Sunday	8	6	3	5	5	5	
	Monday	4	1	0	2	4	4	
	Tuesday	0	0	1	1	3	3	
	Wednesday	1	0	0	1	3	3	
	Thursday	2	2	1	1	2	2	
	Friday	1	1	0	0	4	4	
	Saturday	5	2	4	2	2	2	
	Sunday	9	6	6	3	0	0	
	Monday	4	2	0	2	0	0	
	Tuesday	4	2	1	0	1	1	
	Wednesday	2	1	1	0	0	0	
	Thursday	0	3	1	0	5	5	
	Friday	4	1	1	1	1	1	
	Total		88	56	38	24	68	
	Total 0's		3	8	10	16	4	
5+		5	3	1	1	3		
May-10		0-1am	1am-2am	2am-3am	6pm-7pm	7pm-9pm		
	Saturday	6	2	4	1	3	3	
	Sunday	6	7	1	1	2	2	
	Monday	0	1	1	0	3	3	
	Tuesday	0	1	1	0	1	1	
	Wednesday	1	0	1	1	0	0	
	Thursday	0	2	0	1	4	4	
	Friday	0	1	0	0	4	4	
	Saturday	2	2	2	0	0	0	
	Sunday	3	4	1	0	0	0	
	Monday	0	0	1	1	4	4	
	Tuesday	1	0	1	0	4	4	
	Wednesday	0	0	0	1	4	4	
	Thursday	6	0	1	0	3	3	

Friday	2	2	2	0	3
Saturday	6	3	0	4	7
Sunday	4	5	2	1	0
Monday	0	0	0	1	4
Tuesday	4	1	1	1	2
Wednesday	3	0	1	0	2
Thursday	0	0	0	0	4
Friday	0	2	0	1	4
Saturday	8	4	1	4	13
Sunday	8	5	5	1	8
Monday	0	1	0	2	0
Tuesday	1	2	2	1	2
Wednesday	1	2	0	1	4
Thursday	0	1	1	0	1
Friday	1	0	1	0	2
Saturday	2	2	0	1	0
Sunday	1	3	1	0	3
Monday	2	3	3	0	6
Total	68	56	34	24	97
Total 0's	12	9	9	14	6
5+	6	3	1	0	4

Jun-10

	0-1am	1am-2am	2am-3am	6pm-7pm	7pm-9pm
Tuesday	2	0	2	0	1
Wednesday	4	0	0	3	1
Thursday	2	3	2	2	3
Friday	6	2	2	2	5
Saturday	6	3	9	4	7
Sunday	8	9	2	0	5
Monday	0	0	0	0	3
Tuesday	1	1	0	0	0
Wednesday	3	4	0	2	1
Thursday	3	2	0	4	2
Friday	4	1	1	1	3
Saturday	6	4	1	0	3
Sunday	0	0	0	1	1
Monday	2	2	0	0	3
Tuesday	1	0	1	0	1
Wednesday	0	1	0	1	3
Thursday	0	2	1	0	1
Friday	4	1	0	0	2
Saturday	3	3	2	1	2
Sunday	1	8	3	1	3
Monday	3	1	1	0	1
Tuesday	2	3	0	0	3
Wednesday	1	3	2	3	1
Thursday	4	6	1	0	3
Friday	2	1	1	3	4
Saturday	6	4	2	3	2
Sunday	6	3	2	2	7
Monday	2	1	1	1	2
Tuesday	4	1	1	2	4
Wednesday	3	3	3	0	3
Total	89	72	40	36	80
Total 0's	4	5	10	13	1
5+	6	3	1	0	4

Jul-10

	0-1am	1am-2am	2am-3am	6pm-7pm	7pm-9pm
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Thursday	3	2	0	2	1
Friday	3	1	1	2	2
Saturday	7	8	6	0	1
Sunday	12	11	5	3	2
Monday	4	1	1	2	7
Tuesday	1	0	0	1	2
Wednesday	5	2	0	2	5
Thursday	3	1	2	1	4
Friday	1	1	4	0	3
Saturday	4	7	4	2	6
Sunday	7	2	2	3	2
Monday	2	4	0	0	3
Tuesday	1	1	0	2	1
Wednesday	2	0	0	0	2
Thursday	4	0	0	1	0
Friday	0	2	0	2	3
Saturday	0	1	1	0	2
Sunday	3	6	0	1	1
Monday	2	1	0	2	5
Tuesday	4	1	2	2	1
Wednesday	1	0	0	2	3
Thursday	3	3	1	1	6
Friday	0	3	1	4	3
Saturday	5	3	1	0	1
Sunday	8	7	1	3	2
Monday	1	1	2	1	1
Tuesday	2	3	3	1	3
Wednesday	0	2	1	1	2
Thursday	4	2	0	1	1
Friday	1	0	1	2	2
Saturday	3	4	2	4	4
Total	96	80	41	48	81
Total 0's	4	5	12	6	1
5+	5	5	2	0	2
Aug-10	0-1am	1am-2am	2am-3am	6pm-7pm	7pm-9pm
Sunday	2	1	2	2	4
Monday	3	0	1	0	5
Tuesday	3	7	1	1	2
Wednesday	1	1	1	1	5
Thursday	3	0	0	0	1
Friday	3	3	1	0	0
Saturday	9	2	2	0	8
Sunday	3	3	1	3	6
Monday	0	0	1	0	0
Tuesday	2	0	0	0	1
Wednesday	1	1	3	2	3
Thursday	3	2	1	0	4
Friday	2	1	2	1	5
Saturday	1	1	3	0	2
Sunday	4	2	1	2	3
Monday	0	0	1	1	0
Tuesday	2	2	0	0	0
Wednesday	4	0	1	0	2
Thursday	0	0	1	1	2
Friday	2	3	0	0	1
Saturday	4	2	2	0	5

Sunday	5	3	2	2	1
Monday	1	0	1	1	0
Tuesday	0	2	1	2	5
Wednesday	1	0	1	0	2
Thursday	4	3	0	1	7
Friday	1	1	0	0	3
Saturday	5	0	1	1	2
Sunday	9	1	3	3	5
Monday	6	7	4	2	4
Tuesday	5	5	0	2	1
Total	89	53	38	28	89
Total 0's	4	10	6	14	5
5+	6	2	0	0	9

Sep-10

	0-1am	1am-2am	2am-3am	6pm-7pm	7pm-9pm
Wednesday	3	0	1	0	3
Thursday	3	0	2	0	2
Friday	2	1	1	0	3
Saturday	1	4	6	2	1
Sunday	6	2	2	0	0
Monday	3	0	1	2	4
Tuesday	1	1	0	0	1
Wednesday	5	0	1	0	1
Thursday	0	0	0	2	3
Friday	4	2	1	2	1
Saturday	4	3	1	0	0
Sunday	7	6	7	0	3
Monday	2	0	0	0	0
Tuesday	0	0	0	0	1
Wednesday	0	0	0	0	1
Thursday	2	0	0	1	0
Friday	2	0	1	1	1
Saturday	1	1	0	2	1
Sunday	6	1	4	2	2
Monday	3	0	0	1	0
Tuesday	1	0	0	0	3
Wednesday	3	2	0	1	3
Thursday	4	1	0	2	1
Friday	2	0	1	0	0
Saturday	7	1	1	1	1
Sunday	1	2	1	2	2
Monday	9	1	0	0	3
Tuesday	0	0	0	3	4
Wednesday	3	0	1	0	2
Thursday	0	2	0	2	2
Total	85	30	32	26	49
Total 0's	5	15	12	14	6
5+	6	1	2	0	0

Oct-10

	0-1am	1am-2am	2am-3am	6pm-7pm	7pm-9pm
Friday	0	1	1	0	2
Saturday	0	3	3	0	0
Sunday	3	3	3	0	0
Monday	2	0	0	1	1
Tuesday	6	2	1	1	1
Wednesday	0	0	1	2	3
Thursday	1	0	0	0	2
Friday	0	1	2	1	2

Saturday	1	0	1	0	3
Sunday	5	4	1	0	2
Monday	2	2	0	1	2
Tuesday	1	1	1	0	1
Wednesday	0	1	0	0	5
Thursday	2	0	1	0	3
Friday	0	1	0	0	2
Saturday	4	4	1	0	0
Sunday	7	5	5	0	1
Monday	3	1	0	0	1
Tuesday	1	0	0	1	0
Wednesday	1	1	1	0	5
Thursday	1	5	3	0	6
Friday	2	0	0	0	0
Saturday	1	2	4	0	0
Sunday	3	1	0	0	3
Monday	2	0	0	0	3
Tuesday	0	2	0	1	2
Wednesday	3	2	0	1	5
Thursday	6	0	0	1	0
Friday	2	1	1	3	0
Saturday	4	3	0	0	2
Sunday	14	8	1	1	1
Total	77	54	31	14	58
Total 0's	7	9	14	20	8
5+	5	3	1	0	4
Nov-10	0-1am	1am-2am	2am-3am	6pm-7pm	7pm-9pm
Monday	2	0	0	4	1
Tuesday	3	0	1	2	0
Wednesday	1	0	1	2	5
Thursday	4	2	1	0	4
Friday	4	2	1	0	1
Saturday	6	4	4	1	1
Sunday	6	4	6	0	1
Monday	0	0	0	1	3
Tuesday	3	0	2	0	8
Wednesday	2	4	1	1	4
Thursday	2	0	0	3	1
Friday	0	1	3	1	0
Saturday	1	2	1	0	4
Sunday	4	1	1	3	0
Monday	1	0	0	1	2
Tuesday	1	2	0	1	1
Wednesday	0	0	1	0	3
Thursday	0	0	0	0	1
Friday	0	0	0	0	1
Saturday	1	2	1	1	1
Sunday	4	2	4	3	0
Monday	4	1	2	2	3
Tuesday	0	0	0	0	3
Wednesday	4	2	0	2	0
Thursday	2	2	1	4	7
Friday	1	0	1	0	0
Saturday	3	5	5	0	0
Sunday	5	3	2	1	1
Monday	2	4	0	0	1

	Tuesday	3	4	0	0	0
	Total	69	47	39	33	57
	Total 0's	6	12	11	13	6
	5+	3	1	2	0	3
Dec-10		0-1am	1am-2am	2am-3am	6pm-7pm	7pm-9pm
	Wednesday	0	1	2	0	2
	Thursday	1	3	4	1	2
	Friday	0	1	2	0	0
	Saturday	0	7	4	1	0
	Sunday	9	1	2	1	4
	Monday	0	3	2	0	7
	Tuesday	1	0	0	0	2
	Wednesday	1	2	1	0	5
	Thursday	1	2	1	0	1
	Friday	1	4	1	0	2
	Saturday	4	6	2	2	2
	Sunday	5	7	3	0	2
	Monday	4	0	2	0	3
	Tuesday	1	1	0	1	2
	Wednesday	0	0	3	0	3
	Thursday	0	0	1	0	3
	Friday	4	2	1	2	4
	Saturday	6	1	4	1	1
	Sunday	0	6	2	0	0
	Monday	3	1	0	2	0
	Tuesday	1	2	1	1	1
	Wednesday	3	0	0	1	2
	Thursday	2	0	0	1	1
	Friday	3	3	1	0	4
	Saturday	1	0	0	1	1
	Sunday	0	0	0	0	0
	Monday	3	1	0	0	0
	Tuesday	3	0	0	1	2
	Wednesday	0	1	1	0	2
	Thursday	2	0	0	2	0
	Friday	4	2	0	0	0
	Total	63	57	40	18	58
	Total 0's	9	10	11	17	7
	5+	3	4	0	0	2
Jan-11		0-1am	1am-2am	2am-3am	6pm-7pm	7pm-9pm
	Saturday	1	0	1	0	0
	Sunday	0	0	1	1	2
	Monday	2	6	2	1	2
	Tuesday	0	0	0	1	1
	Wednesday	0	0	0	1	2
	Thursday	4	2	0	0	1
	Friday	1	2	0	1	0
	Saturday	3	3	2	1	1
	Sunday	3	4	3	0	1
	Monday	1	0	3	0	0
	Tuesday	1	2	2	1	4
	Wednesday	0	1	0	1	4
	Thursday	3	1	4	2	6
	Friday	2	1	4	0	3
	Saturday	5	1	3	0	0
	Sunday	0	0	0	0	2

Monday	0	2	2	0	0
Tuesday	1	0	0	0	4
Wednesday	4	3	0	2	2
Thursday	2	0	0	0	1
Friday	0	0	1	1	2
Saturday	3	1	4	0	2
Sunday	0	2	2	0	3
Monday	1	0	0	0	3
Tuesday	3	0	0	1	3
Wednesday	1	0	0	0	3
Thursday	3	0	1	2	2
Friday	2	0	0	0	2
Saturday	4	1	3	1	4
Sunday	5	2	2	0	0
Monday	3	0	0	2	2
Total	58	34	40	19	62
Total 0's	8	14	14	17	6
5+	2	1	0	0	1
Feb-11	0-1am	1am-2am	2am-3am	6pm-7pm	7pm-9pm
Tuesday	5	1	0	0	4
Wednesday	0	0	0	1	3
Thursday	1	1	1	0	0
Friday	0	1	1	0	2
Saturday	8	0	2	0	4
Sunday	4	4	5	0	1
Monday	2	0	0	0	0
Tuesday	4	0	0	2	1
Wednesday	2	0	0	0	1
Thursday	0	2	1	0	1
Friday	1	2	1	0	3
Saturday	3	3	1	0	2
Sunday	3	3	3	0	0
Monday	2	0	1	1	5
Tuesday	2	1	0	1	1
Wednesday	4	0	0	1	2
Thursday	1	3	0	0	1
Friday	5	1	0	0	3
Saturday	1	0	2	0	3
Sunday	4	6	9	1	0
Monday	1	1	0	0	1
Tuesday	5	3	0	0	3
Wednesday	2	2	3	1	0
Thursday	2	0	0	1	1
Friday	1	0	4	1	1
Saturday	3	2	0	0	1
Sunday	1	4	4	4	0
Monday	1	1	0	0	3
Total	68	41	38	14	47
Total 0's	3	10	14	12	6
5+	3	1	2	0	0
Mar-11	0-1am	1am-2am	2am-3am	6pm-7pm	7pm-9pm
Tuesday	0	0	2	2	0
Wednesday	3	0	0	1	1
Thursday	3	0	0	0	1
Friday	0	2	0	2	3
Saturday	4	3	2	0	1

Sunday	9	4	1	0	2
Monday	0	0	0	0	0
Tuesday	1	1	0	0	0
Wednesday	1	2	3	0	6
Thursday	1	2	0	1	5
Friday	0	0	7	1	5
Saturday	1	0	1	0	1
Sunday	5	2	2	0	1
Monday	2	1	0	0	0
Tuesday	0	0	1	5	7
Wednesday	0	0	0	0	3
Thursday	0	0	6	2	1
Friday	3	2	0	3	4
Saturday	3	3	4	2	4
Sunday	5	3	2	0	1
Monday	3	2	0	1	2
Tuesday	2	1	1	1	3
Wednesday	1	0	0	2	0
Thursday	0	0	0	1	3
Friday	0	0	2	2	1
Saturday	0	4	2	1	1
Sunday	6	0	6	0	1
Monday	2	0	0	0	0
Total	55	32	42	27	57
Total 0's	10	14	13	13	6
5+	3	0	2	1	4
Grand Total	905	612	453	311	803

NB: Data report was run 28th March 2011 therefore the last three days of M

ift 2010 2011

9pm-12am	Daytime	Total
5	10	20
5	29	53
0	13	22
6	9	20
4	11	20
4	12	23
5	15	26
4	13	25
9	6	23
4	27	41
6	17	36
2	13	29
2	14	17
3	10	18
8	11	22
5	4	13
26	31	71
6	19	52
9	10	30
4	10	19
3	12	20
5	15	28
4	14	24
16	24	55
2	29	55
3	10	21
9	14	31
2	7	13
7	11	27
4	6	18
172	426	872
1		
2		
9pm-12am	Others	Total
7	16	39
1	15	33
5	10	20
10	5	18
2	13	18
1	16	24
8	12	25
13	11	30
1	18	27
2	13	21
4	16	26
4	10	19
3	16	29

4	11	24
11	9	40
0	14	26
4	10	19
9	11	29
4	8	18
7	10	21
12	8	27
8	41	79
15	26	68
4	12	19
11	19	38
2	17	27
3	10	16
10	15	29
2	13	20
6	25	39
2	6	22
175	436	890
1		
7		
9pm-12am	Others	Total
7	12	24
2	8	18
3	15	30
7	16	40
10	24	63
9	23	56
8	15	26
7	7	16
5	13	28
4	4	19
5	7	22
5	17	36
7	31	40
6	12	25
3	14	20
9	9	23
3	5	12
7	9	23
8	18	37
4	12	32
4	12	22
5	16	29
10	15	35
8	8	30
15	17	43
14	21	52
7	29	56
11	13	31
28	17	57
10	15	37
231	434	982
0		
8		
9pm-12am	Others	Total

10	22	40
16	14	39
18	24	64
1	26	60
4	25	44
9	13	26
14	13	41
9	6	26
10	13	32
15	32	70
1	30	47
4	9	22
5	6	16
12	9	25
5	9	19
2	11	20
13	12	29
6	9	26
8	16	34
6	14	30
3	7	16
12	15	41
10	6	27
6	19	35
5	20	46
10	20	36
9	10	31
2	13	21
3	11	22
9	10	25
14	13	44
251	457	1,054
0		
12		
9pm-12am	Others	Total
3	29	43
5	13	27
4	8	26
1	9	19
8	10	22
3	11	21
8	18	47
5	10	31
4	15	20
2	5	10
2	6	18
5	4	19
10	6	27
8	18	33
5	27	44
2	10	14
4	9	17
8	20	35
3	13	20
3	4	13
6	14	33

2	23	38
3	9	15
3	5	18
1	10	15
3	15	33
9	19	33
5	14	28
15	27	63
10	34	67
4	3	20
154	418	869
0		
3		
9pm-12am	Others	Total
3	8	18
4	5	16
7	4	18
9	12	35
5	22	37
8	10	28
9	12	24
3	7	17
11	12	28
7	14	31
10	18	36
4	30	57
1	8	11
1	9	11
6	7	14
5	11	19
4	10	19
7	24	36
3	19	37
8	7	19
2	13	19
5	5	19
5	9	22
8	6	17
8	18	37
4	11	23
0	8	21
4	7	18
2	7	15
7	10	23
160	343	725
1		
2		
9pm-12am	Others	Total
5	6	15
6	22	34
3	26	38
6	7	17
5	10	26
8	7	21
5	7	15
6	10	22

11	13	29
3	25	40
4	16	27
5	6	15
2	11	19
4	6	16
8	6	17
3	9	21
4	18	40
3	20	28
2	6	10
3	7	18
2	6	23
3	15	20
1	9	17
4	7	18
9	9	23
7	5	17
4	4	19
6	10	23
3	7	17
12	14	35
7	18	50
154	342	730
0		
2		
9pm-12am	Others	Total
1	6	14
2	10	18
3	14	26
14	10	35
1	21	30
11	23	50
2	17	36
7	8	19
5	11	29
4	11	27
3	16	25
6	15	26
10	16	34
4	18	31
0	5	9
5	12	22
3	10	17
3	7	11
6	5	12
2	11	19
3	20	36
5	9	26
4	9	16
5	2	15
11	12	39
5	9	16
6	7	26
4	15	31
2	14	23

1	6	14
138	349	732
1		
4		
9pm-12am	Others	Total
5	13	23
3	2	16
6	13	22
11	20	43
3	8	28
1	13	26
10	2	15
4	6	19
4	14	23
7	8	23
5	18	39
7	13	37
10	13	32
9	5	19
1	3	10
5	11	20
14	11	38
5	11	29
3	15	26
4	8	18
5	12	23
1	10	17
3	5	12
2	9	22
0	2	5
2	3	5
3	15	22
3	5	14
2	10	16
1	7	12
3	3	12
142	288	666
1		
4		
9pm-12am	Others	Total
0	6	8
3	3	10
3	7	23
1	11	14
7	7	17
2	6	15
12	3	19
4	9	23
6	6	23
6	10	20
5	6	21
5	7	18
8	20	44
8	7	25
3	5	17
2	10	14

5	12	21
4	8	17
3	11	25
3	5	11
10	13	27
8	12	30
5	14	26
4	9	17
1	6	14
5	4	13
6	9	23
5	5	14
6	8	27
3	22	34
5	4	16
148	265	626
1		
2		
9pm-12am	Others	Total
3	10	23
3	8	15
6	12	21
0	14	18
12	17	43
3	14	31
0	12	14
5	4	16
2	18	23
1	16	21
4	6	17
10	10	29
1	8	18
3	12	24
2	6	13
3	13	23
13	12	30
1	10	20
6	6	18
3	14	37
5	11	19
2	15	28
13	8	29
5	23	32
3	5	15
4	17	27
2	12	27
3	10	18
118	323	649
2		
4		
9pm-12am	Others	Total
1	12	17
1	7	13
0	11	15
10	3	20
1	9	20

0	8	24
3	9	12
4	10	16
2	8	22
3	11	23
6	6	25
4	14	21
5	7	22
1	14	18
5	17	35
4	11	18
4	11	24
6	6	24
9	16	41
3	21	35
3	7	18
3	9	20
1	8	12
4	5	13
3	10	18
12	15	35
6	21	40
3	8	13
107	294	614
2		
2		
1,950	4,375	9,409

March are not accounted