

Annex 2 - Customer First Statistics

Target = 95%	Monitor 1 7/08	Monitor 1 for 2008/09		Change from 2007/08	Target achieved ?
		Total	% answered		

Letters dealt with within 10 days

Chief Executive's	97%	1,451	98%	improved	✓
City Strategy	97%	308	91%	declined	✗
HASS	89%	2,704	96%	improved	✓
LCCS	97%	1,623	98%	improved	✓
Neighbourhood Services	88%	77	80%	declined	✗
Resources	96%	2,210	99%	improved	✓
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	94%	8,373	94%	stable	✗

Stage 2 Complaints dealt with within 10 days Target = 95%

Chief Executive's	n/a	0	n/a	n/a	n/a
City Strategy	n/a	0	n/a	n/a	n/a
HASS	100%	3	100%	stable	✓
LCCS	n/a	0	n/a	n/a	n/a
Neighbourhood Services	n/a	1	100%	improved	n/a
Resources	100%	0	n/a	stable	n/a
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	100%	4	100%	stable	✓

Stage 3 Complaints dealt with within 10 days Target = 95%

Chief Executive's	n/a	0	n/a	n/a	n/a
City Strategy	n/a	0	n/a	n/a	n/a
HASS	100%	2	100%	stable	✓
LCCS	n/a	0	n/a	n/a	n/a
Neighbourhood Services	n/a	0	n/a	n/a	n/a
Resources	n/a	0	n/a	n/a	n/a
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	100%	2	100%	stable	✓

Target = 100%	Monitor 1 07/08	Monitor 1 for 2008/09		Change from 2007/08	Target achieved?
		Total visitors	% seen		

Visitors seen within 10 minutes

Chief Executive's	100%	749	100%	stable	✓
City Strategy	100%	8102	100%	stable	✓
HASS	96%	8,010	96%	stable	✗
LCCS	100%	12,867	100%	stable	✓
Neighbourhood Services	100%	1,488	100%	stable	✓
Resources	99%	11,631	97%	declined	✗
York Customer Centre	n/a	n/a	n/a	stable	✗
Total for Council	99%	42,847	99%	stable	✗

Those needing further help seen within 10 minutes Target = 100%

Chief Executive's	100%	436	100%	stable	✓
City Strategy	100%	1223	100%	stable	✓
HASS	91%	506	96%	improved	✗
LCCS	100%	9,675	100%	stable	✓
Neighbourhood Services	100%	894	71%	declined	✗
Resources	100%	234	100%	stable	✓
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	98%	12,968	94%	declined	✗

Phone calls answered within 20 seconds

Chief Executive's	90%	15,490	92%	improved	✓
City Strategy	96%	46,905	95%	declined	✓
HASS	95%	76,646	95%	stable	✓
LCCS	93%	61,092	93%	stable	✗
Neighbourhood Services	82%	37,389	87%	improved	✗
Resources	97%	58,766	98%	improved	✓
York Customer Centre	85%	93,626	94%	improved	✗
Total for Council	91%	389,914	93%	improved	✗