

## Customer First statistics for Monitor 1 – 2006/07

## Annex 5

Letters dealt with within 10 days	2005/06	1st monitor 2006/07		Change from 2005/06	On target?	
		Total rec'd	% answered			
Target = 95%						
CEx	98%	1,254	99%	stable	✓	
City Strategy	95%	481	92%	declining	✗	
Housing and Adult Social Care	91%	590	98%	improving	✓	
Learning Culture & Childrens' Services	98%	2,678	97%	stable	✓	
Neighbourhood Services	86%	53	91%	improving	✗	
Resources	87%	4,540	95%	improving	✓	
Total for Council	94%	9,596	96%	improving	✓	
Stage 2 Complaints dealt with within 10 days <i>Target = 95%</i>	2005/06	1st monitor 2006/07		Change from 2005/06	On target?	
		Total rec'd	% answered			
CEx	100%	0	n/a	n/a	n/a	
City Strategy	50%	1	100%	improving	✓	
Housing and Adult Social Care	59%	11	82%	improving	✗	
Learning Culture & Childrens' Services	93%	5	100%	improving	✓	
Neighbourhood Services	n/a	0	n/a	n/a	n/a	
Resources	100%	3	100%	stable	✓	
Total for Council	76%	20	90%	improving	✗	
Stage 3 Complaints dealt with within 10 days <i>Target = 95%</i>	2005/06	1st monitor 2006/07		Change from 2005/06	On target?	
		Total rec'd	% answered			
CEx	0%	0	n/a	n/a	n/a	
City Strategy	100%	1	0%	declining	✗	
Housing and Adult Social Care	26%	5	20%	declining	✗	
Learning Culture & Childrens' Services	n/a	0	n/a	n/a	n/a	
Neighbourhood Services	n/a	0	n/a	n/a	n/a	
Resources	100%	1	100%	stable	✓	
Total for Council	40%	7	29%	declining	✗	
Visitors seen within 10 minutes	2005/06	1st monitor 2006/07		Change from 2005/06	On target?	
		Total visitors	% seen			
<i>Target = 100%</i>						
CEx	100%	1,061	100%	stable	✓	
City Strategy	100%	9,079	100%	stable	✓	
Housing and Adult Social Care	97%	7,173	96%	stable	✗	
Learning Culture & Childrens' Services	100%	11,503	100%	stable	✓	
Neighbourhood Services	n/a	0	n/a	n/a	n/a	
Resources	99%	16,853	99%	stable	✗	
Total for Council	99%	45,669	99%	stable	✗	
Those needing further help seen within 10 minutes <i>Target = 100%</i>	2005/06	1st monitor 2006/07		Change from 2005/06	On target?	
		Total visitors	% seen			
CEx	99%	745	100%	stable	✓	
City Strategy	100%	1,240	100%	stable	✓	
Housing and Adult Social Care	88%	1,021	79%	declining	✗	
Learning Culture & Childrens' Services	100%	4,492	100%	stable	✓	
Neighbourhood Services	n/a	0	n/a	n/a	n/a	
Resources	100%	654	100%	stable	✓	
Total for Council	97%	8,152	97%	stable	✗	
Phone calls answered within 20 seconds	2005/06	1st monitor 2006/07		Change from 2005/06	On target?	
		Total rec'd	% answered			
<i>Target = 95%</i>						
CEx	97%	12,600	96%	stable	✓	
City Strategy	93%	38,615	92%	stable	✗	
Housing and Adult Social Care	91%	68,836	90%	stable	✗	
Learning Culture & Childrens' Services	95%	56,260	94%	stable	✗	
Neighbourhood Services	80%	30,351	85%	improving	✗	
Resources	91%	173,340	82%	declining	✗	
Total for Council	93%	380,002	89%	declining	✗	