

**CUSTOMER FIRST AND STAFF STATISTICS APRIL 2005 to MARCH 2006**

	% of letters answered in <10 days	% Visitors seen within 10 minutes	Stage 2 & 3 complaints answered < 10 days	Sickness absence days lost per FTE**	% phone calls answered < 20 secs	Invoices processed < 30 days	Staff vacancies	% staff having appraisals
<b>Target &gt;&gt;&gt;&gt;</b>	<b>95%</b>	<b>100%</b>	<b>95%</b>	<b>11.5 days</b> (full year target)	<b>95%</b>	<b>100%</b>		
<b>Overall</b>								
<b>Directorate 05/06</b> (2004/5 figs )	<b>88.77%</b> 68.16%	<b>99.40%</b> 94.29%	<b>100%</b> 100%	<b>9.46 days (4.15%)</b> 11.94 days	<b>94.32%</b> 93.91%	<b>97.40%</b> 94.00%	<b>11.5</b>	<b>67%</b> 49%
<b>Audit and Risk Management</b>	100%	100%	100%	10.46 days (4.59%)	98.90%	93.42%	1	90%
<b>Business Management.</b>	100%	n/a	n/a	4.25 days (1.86%)	99.54%	98.50%	nil	100%
<b>I.T. &amp; T.</b>	100%	n/a	n/a	6.61 days (2.9%)	95.94%	98.67%	nil	96%
<b>Property Services</b>	n/a	n/a	n/a	8.71 days (3.82%)	94.12%	96.67%	3	52%
<b>Public Services</b>	85.34%	99.38%	100%	12.98 days (5.69%)	85.60%	95.08%	2	49%
<b>Financial Services</b>	100.00%	100.00%	n/a	7.34 days (3.22%)	96.56%	90.30%	5.5	78%
<b>Director's office</b>	n/a	n/a	n/a	5.75 days	95.89%	n/a	nil	0%

\*\* Full Time Equivalent