

Customer First indicator results

Annex 3

Letters dealt with within 10 days Target = 95%	Result for 2006/07	Result for 2007/08		Change from 2006/07	Target achieved?
		Total rec'd	% answered		
Chief Executive's	97%	4,081	98%	improved	✓
City Strategy	93%	1,111	97%	improved	✓
HASS	93%	9,923	96%	improved	✓
LCCS	98%	6,749	97%	declined	✓
Neighbourhood Services	92%	400	71%	declined	✗
Resources	100%	10,343	97%	declined	✓
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	95%	32,607	97%	declined	✓

Stage 2 Complaints dealt with within 10 days Target = 95%	Result for 2006/07	Result for 2007/08		Change from 2006/07	Target achieved?
		Total rec'd	% answered		
Chief Executive's	n/a	0	n/a	n/a	n/a
City Strategy	75%	1	100%	improved	✓
HASS	74%	47	72%	declined	✗
LCCS	100%	9	100%	stable	✓
Neighbourhood Services	n/a	2	100%	stable	✓
Resources	100%	5	80%	declined	✗
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	83%	64	78%	improved	✗

Stage 3 Complaints dealt with within 10 days Target = 95%	Result for 2006/07	Result for 2007/08		Change from 2006/07	Target achieved?
		Total rec'd	% answered		
Chief Executive's	n/a	0	n/a	n/a	n/a
City Strategy	17%	4	75%	improved	✗
HASS	50%	24	67%	improved	✗
LCCS	n/a	0	n/a	n/a	n/a
Neighbourhood Services	n/a	1	100%	stable	
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	50%	29	69%	improved	✗

Visitors seen within 10 minutes Target = 100%	Result for 2006/07	Result for 2007/08		Change from 2006/07	Target achieved?
		Total visitors	% seen		
Chief Executive's	100%	2,048	100%	stable	✓
City Strategy	100%	33666	100%	stable	✓
HASS	96%	25,557	96%	stable	✗
LCCS	100%	47,845	100%	stable	✓
Neighbourhood Services	100%	5,950	100%	declined	✗
Resources	99%	41,435	99%	stable	✗
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	99%	156,501	99%	stable	✗

Those needing further help seen within 10 minutes Target = 100%	Result for 2006/07	Result for 2007/08		Change from 2006/07	Target achieved?
		Total visitors	% seen		
Chief Executive's	100%	1,649	100%	stable	✓
City Strategy	100%	5124	100%	stable	✓
HASS	87%	2,718	94%	improved	✗
LCCS	100%	27,499	100%	stable	✓
Neighbourhood Services	100%	3,570	71%	declined	✗
Resources	100%	1,378	100%	stable	✓
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	98%	41,938	97%	improved	✗