

Customer First indicator results

Annex 5

| Letters dealt with within 10 days Target = 95% | Monitor 1 for '2006/07 | Monitor 1 for 2007/08 | | Change from 2006/07 | Target achieved? |
|---|------------------------|-----------------------|------------|---------------------|------------------|
| | | Total rec'd | % answered | | |
| Chief Executive's | 99% | 1,267 | 97% | declined | ✓ |
| City Strategy | 92% | 295 | 97% | improved | ✓ |
| HASS | 98% | 1,570 | 89% | declined | * |
| LCCS | 97% | 2,316 | 97% | stable | ✓ |
| Neighbourhood Services | 91% | 171 | 88% | declined | * |
| Resources | 95% | 2,974 | 96% | improved | ✓ |
| York Customer Centre | n/a | n/a | n/a | n/a | n/a |
| Total for Council | 96% | 8,593 | 94% | declined | * |

| Stage 2 Complaints dealt with within 10 days Target = 95% | Monitor 1 for '2006/07 | Monitor 1 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 | 100% | 0 | n/a | n/a | n/a |
| HASS | 82% | 9 | 100% | improved | ✓ |
| LCCS | 100% | 0 | n/a | n/a | n/a |
| Neighbourhood Services | n/a | 0 | n/a | n/a | n/a |
| Resources | 100% | 2 | 100% | stable | ✓ |
| York Customer Centre | n/a | n/a | n/a | n/a | n/a |
| Total for Council | 90% | 11 | 100% | improved | ✓ |

| Stage 3 Complaints dealt with within 10 days Target = 95% | Monitor 1 for '2006/07 | Monitor 1 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 | 0% | 0 | n/a | n/a | n/a |
| HASS | 20% | 7 | 100% | improved | ✓ |
| LCCS | n/a | 0 | n/a | n/a | n/a |
| Neighbourhood Services | n/a | 0 | n/a | n/a | n/a |
| Resources | 100% | 0 | n/a | n/a | n/a |
| York Customer Centre | n/a | n/a | n/a | n/a | n/a |
| Total for Council | 29% | 7 | 100% | improved | ✓ |

| Visitors seen within 10 minutes Target = 100% | Monitor 1 for '2006/07 | Monitor 1 for 2007/08 | | Change from 2006/07 | Target achieved? |
|--|------------------------|-----------------------|--------|---------------------|------------------|
| | | Total visitors | % seen | | |
| Chief Executive's | 100% | 969 | 100% | stable | ✓ |
| City Strategy | 100% | 9151 | 100% | stable | ✓ |
| HASS | 96% | 6,679 | 96% | stable | * |
| LCCS | 100% | 9,727 | 100% | stable | ✓ |
| Neighbourhood Services | n/a | 1,008 | 100% | stable | ✓ |
| Resources | 99% | 12,844 | 99% | stable | * |
| York Customer Centre | n/a | n/a | n/a | stable | * |
| Total for Council | 99% | 40,378 | 99% | stable | * |

| Those needing further help seen within 10 minutes Target = 100% | Monitor 1 for '2006/07 | Monitor 1 for 2007/08 | | Change from 2006/07 | Target achieved? |
|--|------------------------|-----------------------|--------|---------------------|------------------|
| | | Total visitors | % seen | | |
| Chief Executive's | 100% | 758 | 100% | stable | ✓ |
| City Strategy | 100% | 1479 | 100% | stable | ✓ |
| HASS | 79% | 623 | 91% | improved | * |
| LCCS | 100% | 2,189 | 100% | stable | ✓ |
| Neighbourhood Services | n/a | 1,008 | 100% | stable | ✓ |
| Resources | 100% | 157 | 100% | stable | ✓ |
| York Customer Centre | n/a | n/a | n/a | n/a | n/a |
| Total for Council | 97% | 6,214 | 98% | improved | * |