

Customer First 2007/08 Monitor 2

Annex 4

(Totals for April to end of Sept 07)

Letters dealt with within 10 days <i>Target = 95%</i>	Monitor 2 for 2006/07	Monitor 2 for 2007/08		Change from 2006/07	Target achieved?
		Total rec'd	% answered		
Chief Executive's	97%	2,476	97%	stable	✓
City Strategy	94%	522	98%	improved	✓
HASS	84%	3,633	94%	improved	*
LCCS	96%	3,808	97%	declined	✓
Neighbourhood Services	84%	235	86%	improved	*
Resources	98%	5,332	92%	declined	✓
Total for Council	94%	16,006	94%	declined	*

Stage 2 Complaints dealt with within 10 days <i>Target = 95%</i>	Monitor 2 for 2006/07	Monitor 2 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	80%	0	n/a	n/a	n/a
HASS	73%	28	79%	improved	*
LCCS	100%	3	100%	n/a	✓
Neighbourhood Services	n/a	1	100%	improved	✓
Resources	100%	4	100%	n/a	✓
Total for Council	76%	36	95%	improved	✓

Stage 3 Complaints dealt with within 10 days <i>Target = 95%</i>	Monitor 2 for 2006/07	Monitor 2 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%	2	100%	improved	✓
HASS	100%	14	86%	declined	*
LCCS	100%	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
Total for Council	43%	16	93%	improved	*

Visitors seen within 10 minutes <i>Target = 100%</i>	Monitor 2 for 2006/07	Monitor 2 for 2007/08		Change from 2006/07	Target achieved?
		Total visitors	% seen		
Chief Executive's	100%	1,764	100%	n/a	✓
City Strategy	100%	18127	100%	n/a	✓
HASS	95%	13,126	95%	stable	*
LCCS	100%	19,403	100%	n/a	✓
Neighbourhood Services	100%	1,677	100%	n/a	✓
Resources	99%	20,449	99%	stable	*
Total for Council	99%	74,546	99%	stable	*

Those needing further help seen within 10 minutes <i>Target = 100%</i>	Monitor 2 for 2006/07	Monitor 2 for 2007/08		Change from 2006/07	Target achieved?
		Total visitors	% seen		
Chief Executive's	100%	1,420	100%	n/a	✓
City Strategy	100%	2851	100%	n/a	✓
HASS	80%	1,068	93%	improved	*
LCCS	100%	5,377	100%	n/a	✓
Neighbourhood Services	100%	1,677	100%	n/a	✓
Resources	100%	729	100%	n/a	✓
Total for Council	97%	13,122	99%	improved	*

Phone calls answered within 20 seconds <i>Target = 95%</i>	Monitor 2 for 2006/07	Monitor 2 for 2007/08		Change from 2006/07	Target achieved?
		Total rec'd	% answered		
Chief Executive's	96%	31,483	92%	declined	*
City Strategy	93%	92,636	95%	improved	✓
HASS	90%	147,768	94%	improved	*
LCCS	93%	110,696	93%	stable	*
Neighbourhood Services	82%	59,121	83%	improved	*
Resources	84%	143,250	97%	improved	✓
York Customer Centre	n/a	199,653	82%	n/a	*
Total for Council	93%	784,607	91%	declined	*