

Annex 5

Letters dealt with within 10 days Target = 95%	2005/06	2nd monitor 2006/07		Change from 2005/06	On target?
		Total rec'd	% answered		
CEx	98%	1,175	97%	stable	✓
City Strategy	95%	455	94%	stable	✗
Housing and Adult Social Care	91%	1,601	84%	declining	✗
Learning Culture & Children's Services	98%	2,269	96%	stable	✓
Neighbourhood Services	86%	55	84%	stable	✗
Resources	87%	4,019	98%	improving	✓
Total for Council	94%	9,574	95%	stable	✓

Stage 2 Complaints dealt with within 10 days Target = 95%	2005/06	2nd 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%	5	80%	improving	✗
Housing and Adult Social Care	59%	11	73%	improving	✗
Learning Culture & Children's Services	93%	3	100%	improving	✓
Neighbourhood Services	n/a	0	n/a	n/a	n/a
Resources	100%	1	100%	stable	✓
Total for Council	76%	20	80%	improving	✗

Stage 3 Complaints dealt with within 10 days Target = 95%	2005/06	2nd 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%	4	0%	declining	✗
Housing and Adult Social Care	26%	2	100%	improving	✓
Learning Culture & Children's Services	n/a	1	100%	n/a	✓
Neighbourhood Services	n/a	0	n/a	n/a	n/a
Resources	100%	0	n/a	n/a	n/a
Total for Council	40%	7	43%	improving	✗

Visitors seen within 10 minutes Target = 100%	2005/06	2nd monitor 2006/07		Change from 2005/06	On target?
		Total visitors	% seen		
CEx	100%	681	100%	stable	✓
City Strategy	100%	8,979	100%	stable	✓
Housing and Adult Social Care	97%	6,020	95%	stable	✗
Learning Culture & Children's Services	100%	8,080	100%	stable	✓
Neighbourhood Services	n/a	37	100%	n/a	✓
Resources	99%	12,036	99%	stable	✗
Total for Council	99%	35,833	99%	stable	✗

Those needing further help seen within 10 minutes Target = 100%	2005/06	2nd monitor 2006/07		Change from 2005/06	On target?
		Total visitors	% seen		
CEx	99%	552	100%	improving	✓
City Strategy	100%	1,091	100%	stable	✓
Housing and Adult Social Care	88%	1,023	80%	stable	✗
Learning Culture & Children's Services	100%	5,461	100%	stable	✓
Neighbourhood Services	n/a	30	100%	n/a	✓
Resources	100%	450	100%	stable	✓
Total for Council	97%	8,607	98%	stable	✗

Phone calls answered within 20 seconds Target = 95%	2005/06	2nd monitor 2006/07		Change from 2005/06	On target?
		Total rec'd	% answered		
CEx	97%	12,925	96%	stable	✓
City Strategy	93%	46,247	93%	stable	✗
Housing and Adult Social Care	91%	80,181	90%	stable	✗
Learning Culture & Children's Services	95%	57,016	93%	stable	✗
Neighbourhood Services	80%	36,331	82%	improving	✗
Resources	91%	278,304	84%	improving	✗
Total for Council	93%	511,004	87%	declining	✗