## **Customer First indicator results**

## Annex 5

		Monitor 1 for 2007/08		Change	Target
Letters dealt with within 10 days	Monitor 1 for '2006/07	WOTHER THE	01 2007/00	from	achieved?
Target = 95%		Total rec'd	% answered	2006/07	
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	<b>√</b>
Neighbourhood Services	91%	171	88%	declined	×
Resources	95%	2,974	96%	improved	<b>√</b>
York Customer Centre	n/a	n/a	n/a	n/a	n/a
Total for Council	96%	8,593	94%	declined	×
		Monitor 1 fo	or 2007/09	Change	Target
Stage 2 Complaints dealt with within 10 day	Monitor 1 for '2006/07	IVIOTITOT T I	01 2007/06	from	achieved?
Target = 95%		Total rec'd	% answered	2006/07	acilieveu:
Chief Executive's	n/a	0	n/a	n/a	n/a
City Strategy		0	n/a	n/a	n/a
HASS	100% 82%	9	n/a 1009/		n/a ✓
LCCS	<del></del>	0	100%	improved n/a	
	100%		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	✓
	Monitor 1 for '2006/07	Monitor 1 fo	or 2007/08	Change	Target
Stage 3 Complaints dealt with within 10 day	/S			from	achieved?
Target = 95%		Total rec'd	% answered	2006/07	
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	√
Visitore agen within 10 minutes	Monitor 1 for '2006/07	Monitor 1 fo	or 2007/08	Change	Target
Visitors seen within 10 minutes				from	achieved?
Target = 100%		Total visitors	% seen	2006/07	
Chief Executive's	100%	969	100%	stable	<b>√</b>
City Strategy	100%	9151	100%	stable	· ·
HASS	96%	6,679	96%	stable	*
LCCS	100%	9,727	100%	stable	<b>~</b>
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	×
	Monitor 1 for '2006/07	Monitor 1 fo	or 2007/08	Change	Target
Those needing further help seen within 10				from	achieved?
minutes Target = 100%		Total visitors	% seen	2006/07	
Chief Executive's	100%	758	100%	stable	<b>√</b>
City Strategy	100%	1479	100%	stable	<b>√</b>
HASS	79%	623	91%	improved	×
ΠΑ <sub>Ο</sub> Ο		2,189	100%	stable	<b>√</b>
	1000/		100/0	SIADIE	1
LCCS	100%	-		ctable	1
LCCS Neighbourhood Services	n/a	1,008	100%	stable	√ √
LCCS Neighbourhood Services Resources	n/a 100%	1,008 157	100% 100%	stable	<b>√</b>
Neighbourhood Services Resources York Customer Centre Total for Council	n/a	1,008	100%		