

Year Summary 2017/18

Performance Summary Qrt 1 (April- June 2017)

Details	Total	Within Target response time	% performance
Total Service Requests Received in Qrt 1	550		
1 Day response service requests	6	6	100%
3 Day response service requests	264	253	96%
5 Day response service requests	6	6	100%
10 Day response service requests	71	71	100%
Customer feedback Response	88% of the customers surveyed reported that their complaint had been solved or improved.		

Performance Summary Qrt 2 (July - Sept 2017)

Details	Total	Within Target response time	% performance
Total Service Requests Received in Qrt 2	503		
1 Day response service requests	8	8	100%
3 Day response service requests	228	209	92 %
5 Day response service requests	8	8	100 %
10 Day response service requests	56	56	100 %
Customer feedback Response	93% of the customers surveyed reported that their complaint had been solved or improved.		

Performance Summary Qrt 3 (Oct - Dec 2017)

Details	Total	Within Target response time	% performance
Total Service Requests Received in Qrt 3	438		
1 Day response service requests	6	6	100%
3 Day response service requests	158	150	95%
5 Day response service requests	7	7	100%
10 Day response service requests	40	39	97%
Customer feedback Response	100% of the customers surveyed reported that their complaint had been solved or improved.		

Performance Summary Qrt 4 (Jan-March 2018)

Details	Total	Within Target response time	% performance
Total Service Requests Received in Qrt 4	402		
1 Day response service requests	8	8	100%
3 Day response service requests	150	150	100%
5 Day response service requests	7	7	100%
10 Day response service requests	61	60	98%
Customer feedback Response	86% of the customers surveyed reported that their complaint had been solved or improved.		