

Web Summary 2018/19

Performance Summary Qrt 2 (July - Sept 2018)

Details	Total	Within Target response time	% performance
Total Service Requests Received in Qrt 2	719		
1 Day response service requests	14	14	100 %
3 Day response service requests	372	343	92 %
5 Day response service requests	8	8	100 %
10 Day response service requests	83	82	99 %
Customer feedback Response	75% of the customers surveyed reported that their complaint had been solved or improved.		