

Web Summary 2018/19

Performance Summary Qrt 3 (Oct - Dec 2018)

Details	Total	Within Target response time	% performance
Total Service Requests Received in Qrt 3	428		
1 Day response service requests	5	5	100 %
3 Day response service requests	160	152	95 %
5 Day response service requests	6	6	100 %
10 Day response service requests	46	46	100 %
Customer feedback Response	75% of the customers surveyed reported that their complaint had been solved or improved.		