**Yearly Summary 2014- 2016**

**Performance Summary Qrt 1 (April- June 2014)**

|  |  |  |  |
| --- | --- | --- | --- |
| Details | Total  | Within Target response time | % performance |
| Total Service Requests Received in Qrt 1 | 408 |  |  |
| 1 Day response service requests | 4 | 4 | 100% |
| 3 Day response service requests | 196 | 186 | 95% |
| 5 Day response service requests | 9 | 9 | 100% |
| 10 Day response service requests | 56 | 55 | 98% |
| Customer feedback Response | 81% of the customers surveyed reported that their complaint had been solved or improved. |

**Performance Summary Qrt 2 (July - Sept 2014)**

|  |  |  |  |
| --- | --- | --- | --- |
| Details | Total  | Within Target response time | % performance |
| Total Service Requests Received in Qrt 2 | 456 |  |  |
| 1 Day response service requests | 14 | 13 | 93% |
| 3 Day response service requests | 198 | 185 | 93% |
| 5 Day response service requests | 9 | 9 | 100% |
| 10 Day response service requests | 112 | 109 | 97% |
| Customer feedback Response | 86% of the customers surveyed reported that their complaint had been solved or improved. |

**Performance Summary Qrt 3 ( Oct - Dec 2014)**

|  |  |  |  |
| --- | --- | --- | --- |
| Details | Total  | Within Target response time | % performance |
| Total Service Requests Received in Qrt 3 | 352 |  |  |
| 1 Day response service requests | 6 | 6 | 100% |
| 3 Day response service requests | 110 | 107 | 97% |
| 5 Day response service requests | 4 | 4 | 100% |
| 10 Day response service requests | 84 | 82 | 98% |
| Customer feedback Response | 68% of the customers surveyed reported that their complaint had been solved or improved. |

**Performance Summary Qrt 4 ( Jan-March 2015)**

|  |  |  |  |
| --- | --- | --- | --- |
| Details | Total  | Within Target response time | % performance |
| Total Service Requests Received in Qrt 4 | 378 |  |  |
| 1 Day response service requests | 8 | 8 | 100% |
| 3 Day response service requests | 118 | 110 | 93% |
| 5 Day response service requests | 8 | 8 | 100% |
| 10 Day response service requests | 77 | 76 | 99% |
| Customer feedback Response | 77% of the customers surveyed reported that their complaint had been solved or improved. |

**Performance Summary Qrt 1 (April- June 2015)**

|  |  |  |  |
| --- | --- | --- | --- |
| Details | Total  | Within Target response time | % performance |
| Total Service Requests Received in Qrt 1 | 399 |  |  |
| 1 Day response service requests | 9 | 9 | 100% |
| 3 Day response service requests | 159 | 152 | 94% |
| 5 Day response service requests | 6 | 6 | 100% |
| 10 Day response service requests | 81 | 80 | 99% |
| Customer feedback Response | 82 % of the customers surveyed reported that their complaint had been solved or improved. |

**Performance Summary Qrt 2 (July - Sept 2015)**

|  |  |  |  |
| --- | --- | --- | --- |
| Details | Total  | Within Target response time | % performance |
| Total Service Requests Received in Qrt 2 | 453 |  |  |
| 1 Day response service requests | 7 | 7 | 100% |
| 3 Day response service requests | 191 | 182 | 95% |
| 5 Day response service requests | 8 | 8 | 100% |
| 10 Day response service requests | 105 | 102 | 97% |
| Customer feedback Response | 100 % of the customers surveyed reported that their complaint had been solved or improved. |

**Performance Summary Qrt 3 ( Oct - Dec 2015)**

|  |  |  |  |
| --- | --- | --- | --- |
| Details | Total  | Within Target response time | % performance |
| Total Service Requests Received in Qrt 3 | 335 |  |  |
| 1 Day response service requests | 6 | 6 | 100% |
| 3 Day response service requests | 114 | 109 | 95.6% |
| 5 Day response service requests | 10 | 10 | 100% |
| 10 Day response service requests | 66 | 61 | 92% |
| Customer feedback Response | 60 % of the customers surveyed reported that their complaint had been solved or improved. |

**Performance Summary Qrt 4 ( Jan-March 2016)**

|  |  |  |  |
| --- | --- | --- | --- |
| Details | Total  | Within Target response time | % performance |
| Total Service Requests Received in Qrt 4 | 347 |  |  |
| 1 Day response service requests | 7 | 7 | 100% |
| 3 Day response service requests | 112 | 109 |  97.3% |
| 5 Day response service requests | 6 | 6 | 100% |
| 10 Day response service requests | 66 | 65 |  98.5% |
| Customer feedback Response | 92 % of the customers surveyed reported that their complaint had been solved or improved. |