

St. Leger Homes of Doncaster

Summary of Performance
Management Information

July 2008

West Area



St. Leger Homes
OF DONCASTER



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Graph Guide

IDEAL TREND - The text indicates what type of value is considered 'better performance'.

The full Performance Indicator Title plus Frequency type

TREND LINE - This line gives a visual representation, of where we anticipate this indicator to be further ahead in the year, using data currently inserted.

TARGET BAR - This bar gives the target for the year.

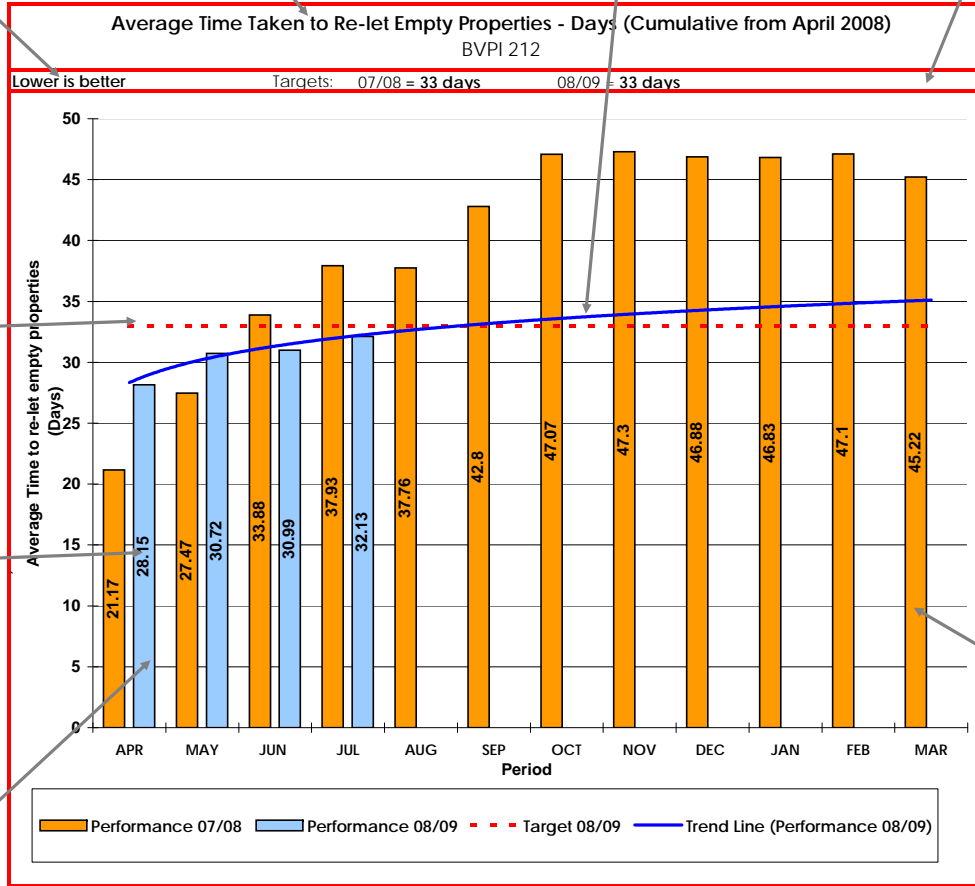
TREND ARROW - This arrow compares the performance of the indicator against the figure reported for the previous Quarter.

Red - Deteriorating
Amber - Unchanged
Green - Improving

TARGETS 08/09 - For each period during 2008/09, the target for the indicator has been shown as a red dotted line.

DATA LABELS - These identify the exact figure for the indicator per month.

PERFORMANCE BAR 08/09 - The actual performance for each period of 2008/09 is shown on the chart as a blue bar.



Borough

Direction of Travel

Deteriorating

Prediction against end of year target

Comments
Lower is better - Performance is within target.

TRAFFIC LIGHT INDICATOR - This provides an overall assessment of whether we are likely to meet our target for the year.

A blank here indicates that we have insufficient data to make a prediction.

The colour identifies our performance in relation to the Target Bar.

Red - predict will not meet target
Green - predict will meet target

PERFORMANCE BAR 07/08 - The actual performance for each period of 2007/08 is shown on the chart as an amber bar.

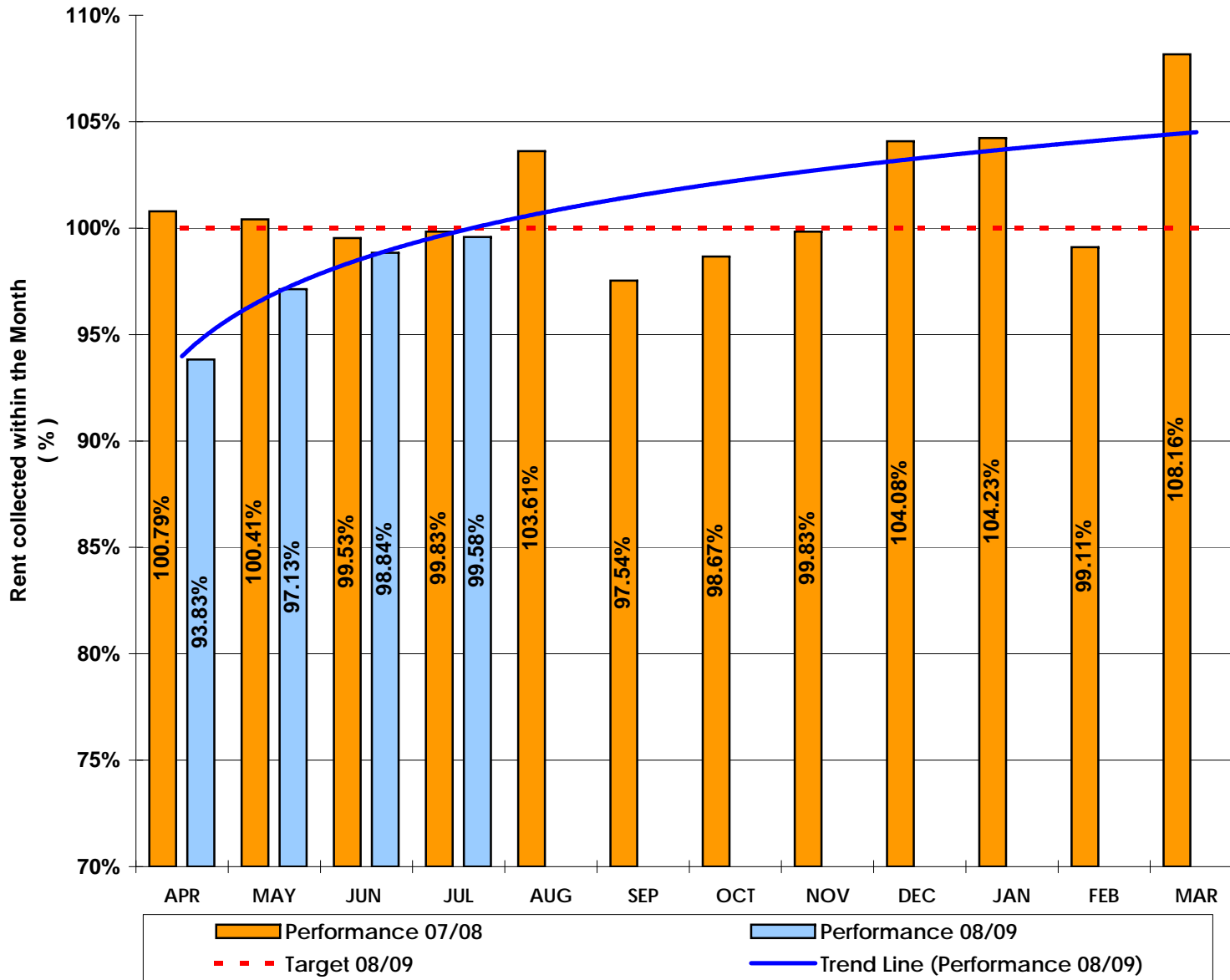
COMMENTS - This section gives you the Ideal Trend in addition to any comments regarding the performance indicator.

Percentage of Rent Collected within the Month (Monthly Performance)

Higher is better

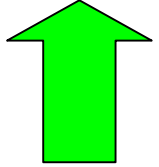
Targets: 07/08 = 100%

08/09 = 100%



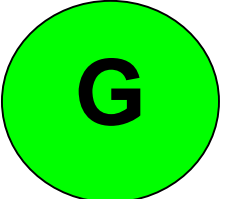
Borough

Direction of Travel
(from Quarter 1 to Quarter 2)



Improving

Prediction against end of year target



Comments

Higher is better -
Performance is improving and close to the target. This follows the seasonal trend we see every year. Strengthened management of the process and realignment of the Arrears Officers areas has been implemented. It is therefore expected that performance will continue to improve and the end of year target will be met.

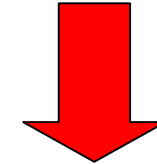
Percentage of Current Arrears Against Annual Debit - Monthly Performance

North West

Lower is better Targets: 07/08 = 1.70%

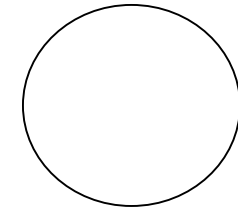
Direction of Travel

(from Quarter 1 to
Quarter 2)



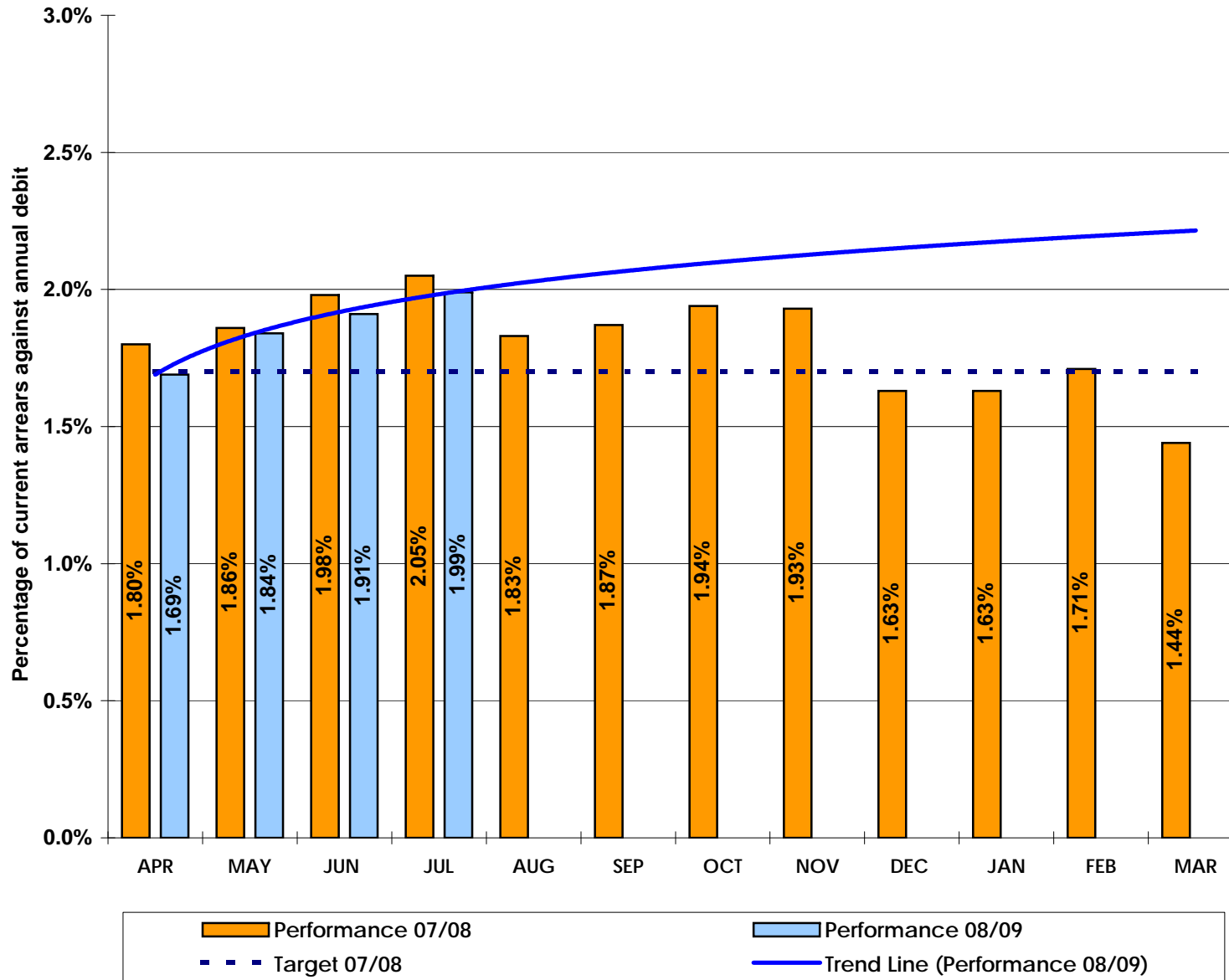
Deteriorating

**Prediction against end of
year target**



Comments

Lower is better - Although performance is deteriorating it is following the seasonal trend and is better than 2007/08. A realignment of Arrears Officers areas has taken place and in addition, management of the arrears process has been strengthened. This will lead to an improvement in performance.



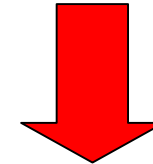
Percentage of Current Arrears Against Annual Debit - Monthly Performance

South West

Lower is better Targets: 07/08 = 1.90%

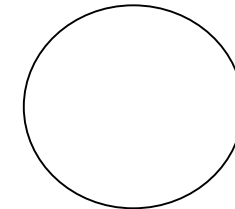
Direction of Travel

(from Quarter 1 to Quarter 2)



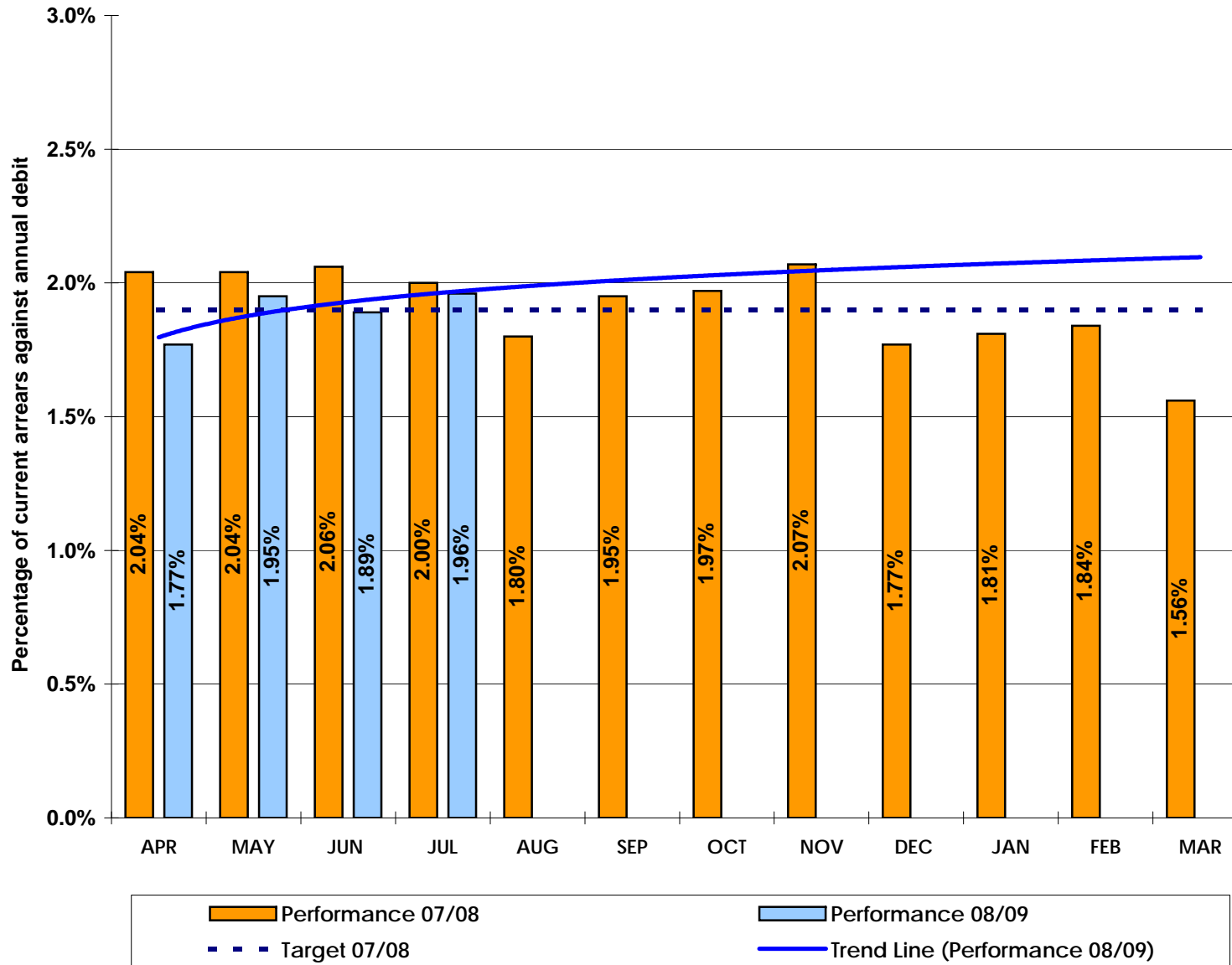
Deteriorating

Prediction against end of year target



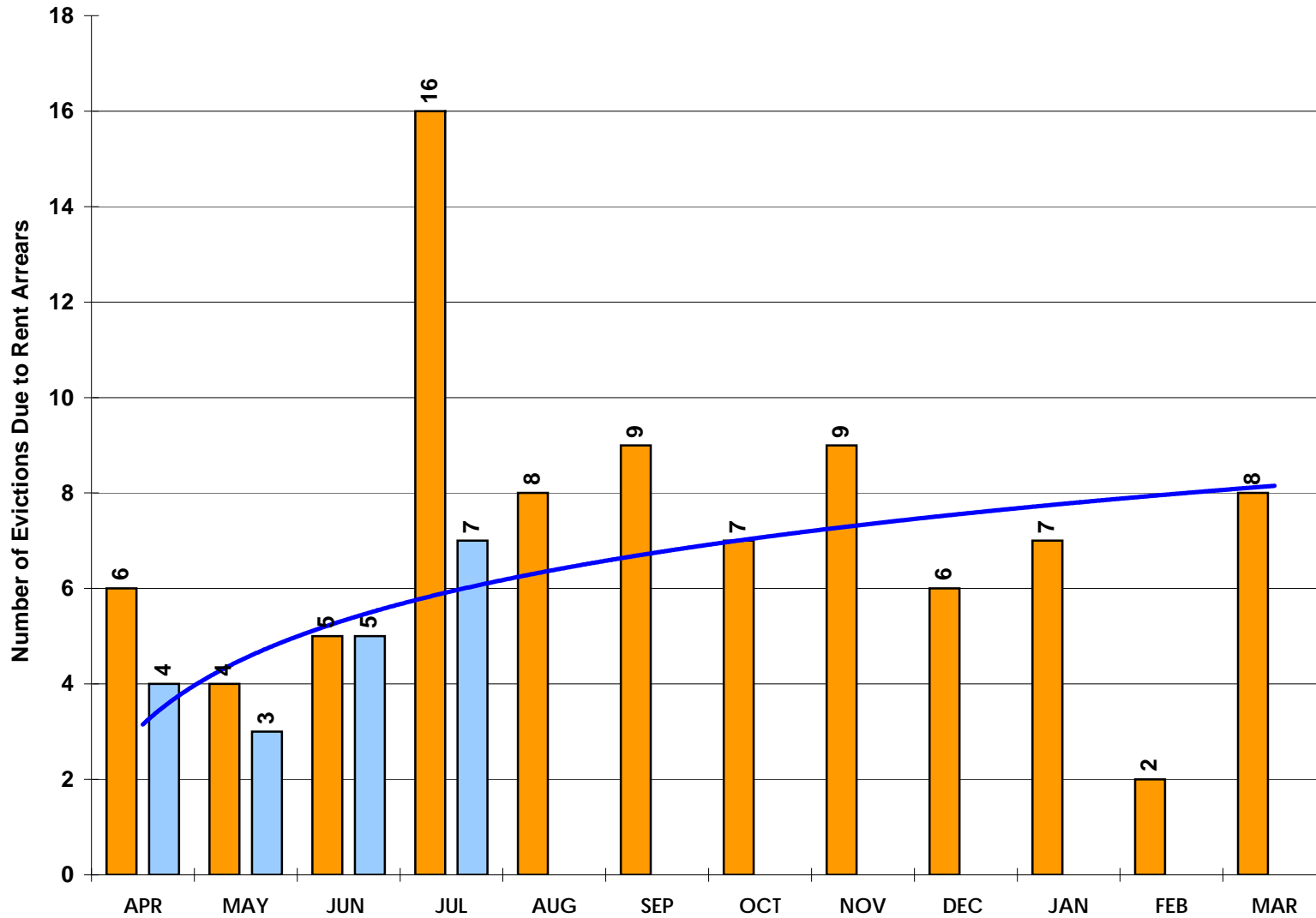
Comments

Lower is better - Although performance is deteriorating it is following the seasonal trend and is better than 2007/08. A realignment of Arrears Officers areas has taken place and in addition, management of the arrears process has been strengthened. This will lead to an improvement in performance.



Number of Evictions Due to Rent Arrears (per calendar month)

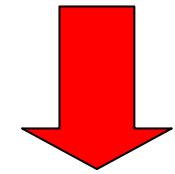
Lower is better Targets: 07/08 = 85 08/09 = 80



■ Performance 07/08
 ■ Performance 08/09
 — Trend Line (Performance 08/09)

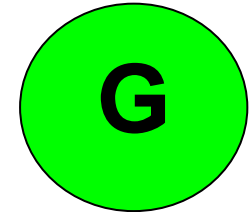
Borough

Direction of Travel
(from Quarter 1 to
Quarter 2)



Deteriorating

Prediction against end of
year target



Comments

Lower is better -
Performance during the first four months of 2008/09 is significantly better than performance for the first four months of 2007/08. The growing emphasis on preventative work at an early stage will ensure that the improvement is sustained and that the year end target is met.

Average Time Taken to Re-let Empty Properties - Days (Cumulative from April 08)

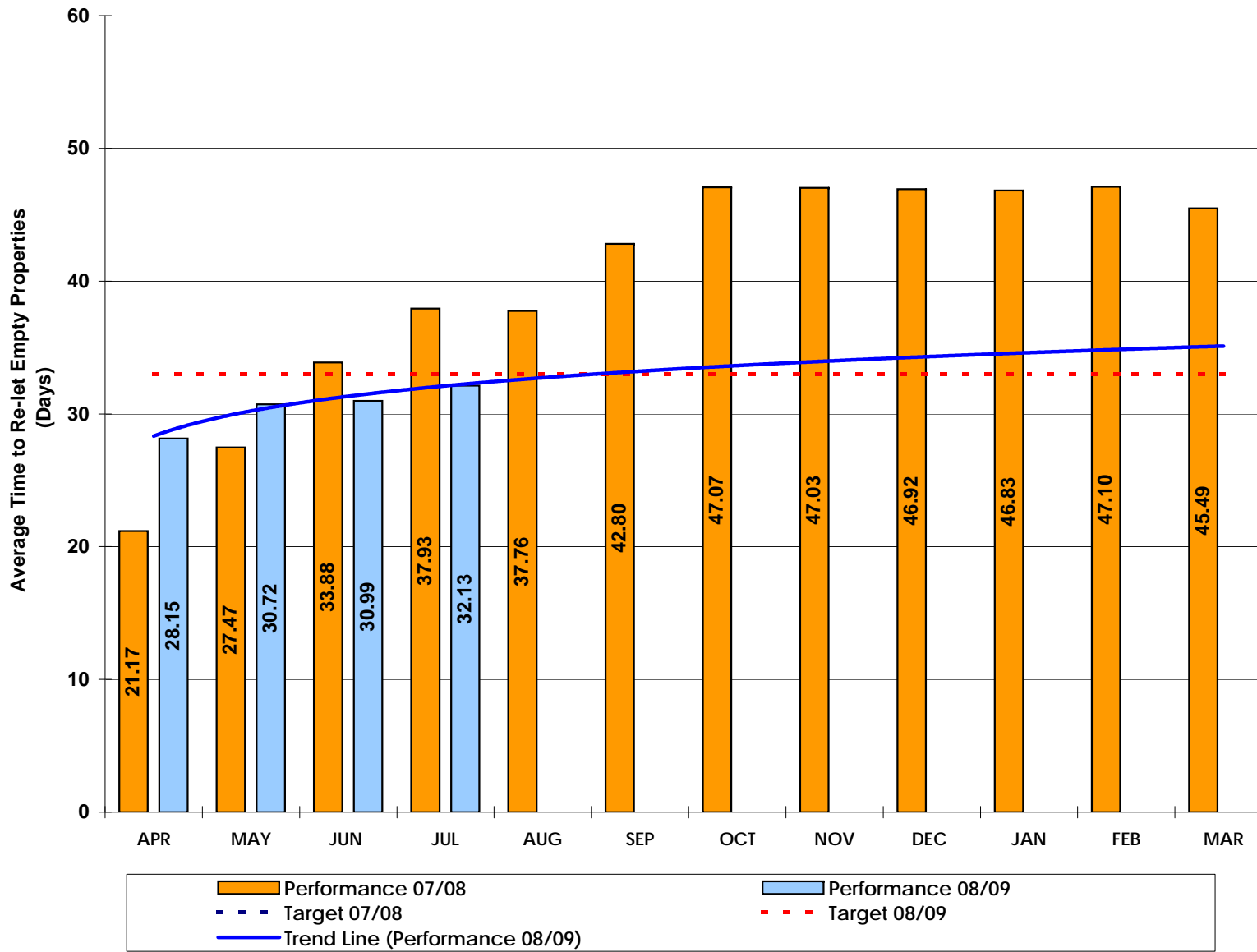
BVPI 212

Lower is better

Targets:

07/08 = 33 days

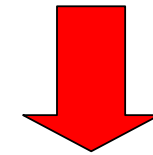
08/09 = 33 days



Borough

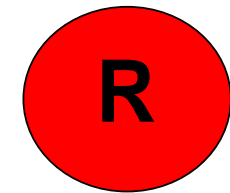
Direction of Travel

(from Quarter 1 to Quarter 2)



Deteriorating

Prediction against end of year target



Comments

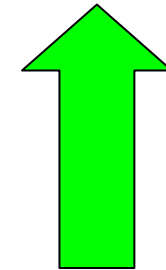
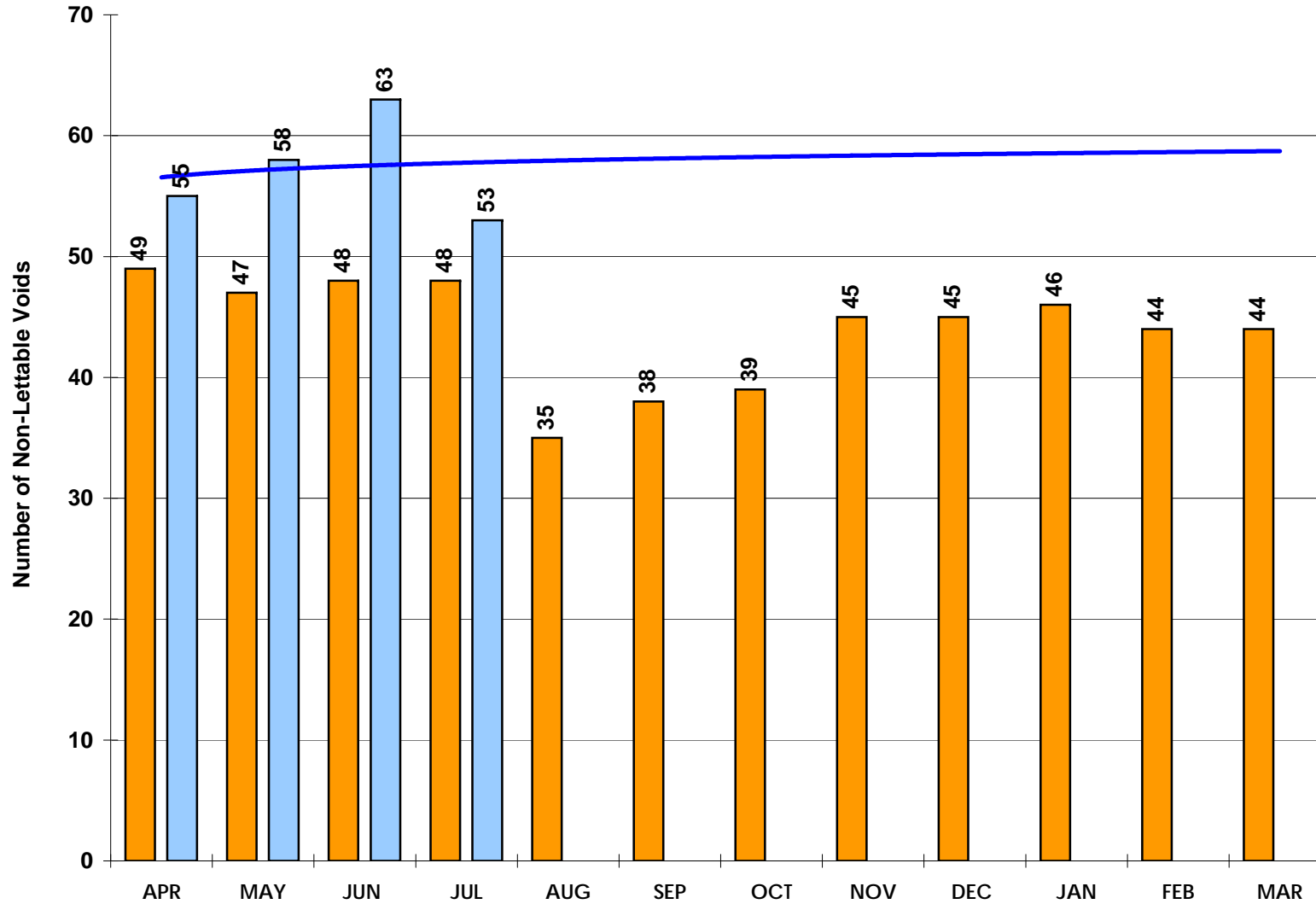
Lower is better - Performance is within target and is significantly improved upon the same period in 2007/08. A revised way of advertising has positively impacted on performance. However, a more robust approach towards assessing owner-occupier applicants and the temporary suspension of works has had a detrimental effect that will reflect in the August/September performance figures. Thereafter, performance will improve due to the positive changes in the bidding process and the target will thereafter continue to be met. The Area Board receives a report of allocations made and this includes an analysis of those where relet days are in excess of two months. In addition, internal meetings are held monthly to review performance and identify opportunities for improvement.

Number of Non-Lettable Voids (Per Calendar Month)

North West

Lower is better

Direction of Travel
(from Quarter 1 to
Quarter 2)



Improving

Comments

Lower is better - The number of non-lettable voids has reduced to 53 which represents 1.16% of the North West area housing stock.

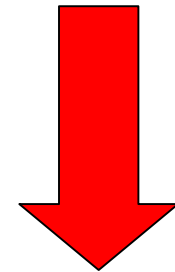
Performance 07/08
 Performance 08/09
 Trend Line (Performance 08/09)

Number of Non-Lettable Voids (Per Calendar Month)

South West

Lower is better

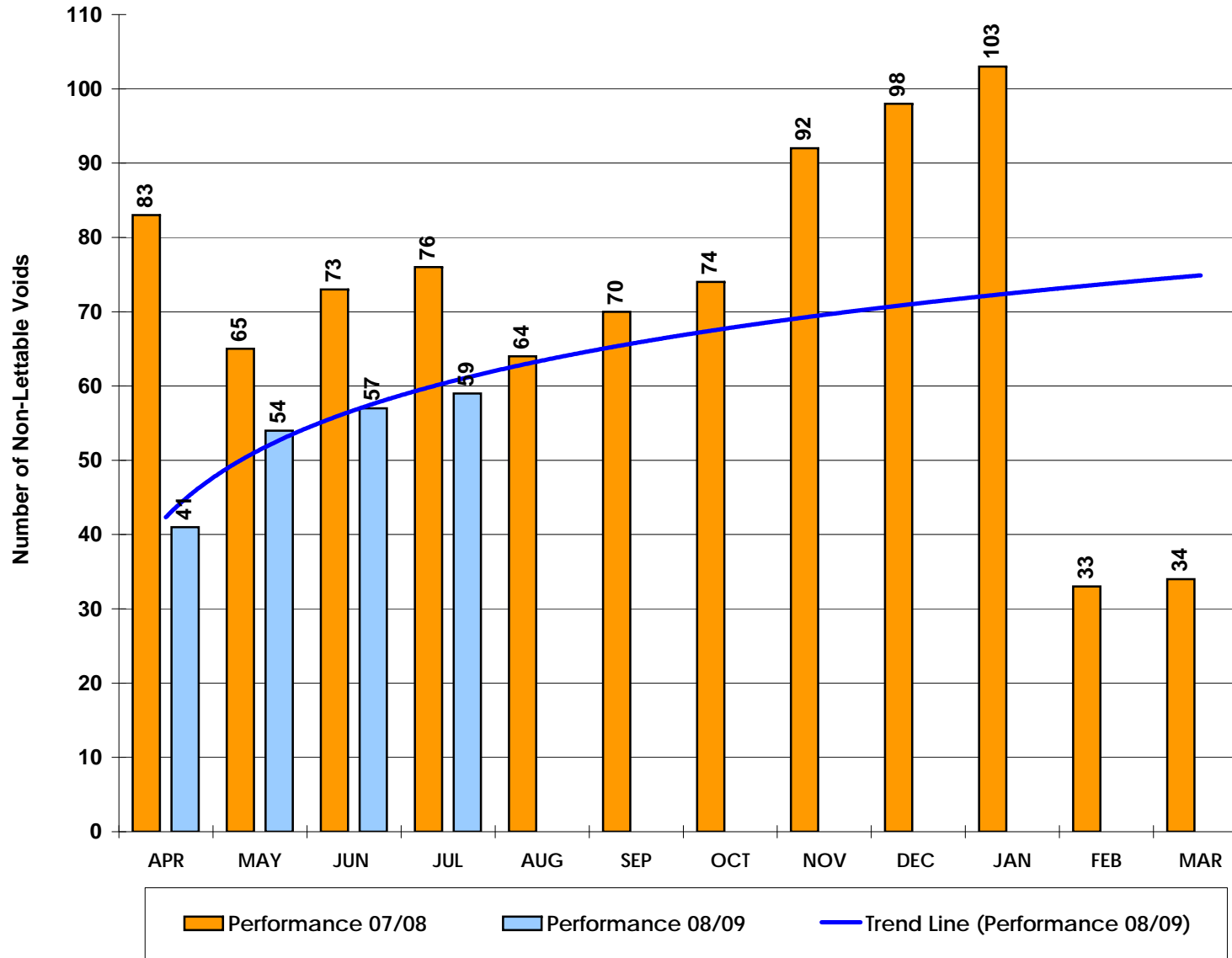
Direction of Travel
(from Quarter 1 to Quarter 2)



Deteriorating

Comments

Lower is better - The number of non-lettable voids has increased from 57 June to 59 in July. This is due to the acquisition of properties under the Pathfinder Scheme. 59 properties represents 0.92% of the South West area housing stock.



% of Urgent Repairs Completed within Government Time Limits (Orders < than £250) - All Contractors

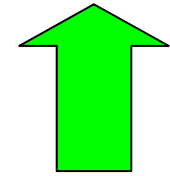
North West

Higher is better

Targets: 07/08 = 97% (Borough)

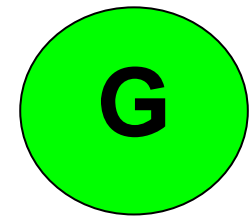
08/09 = 98% (Borough)

Direction of Travel
(from Quarter 1 to
Quarter 2)



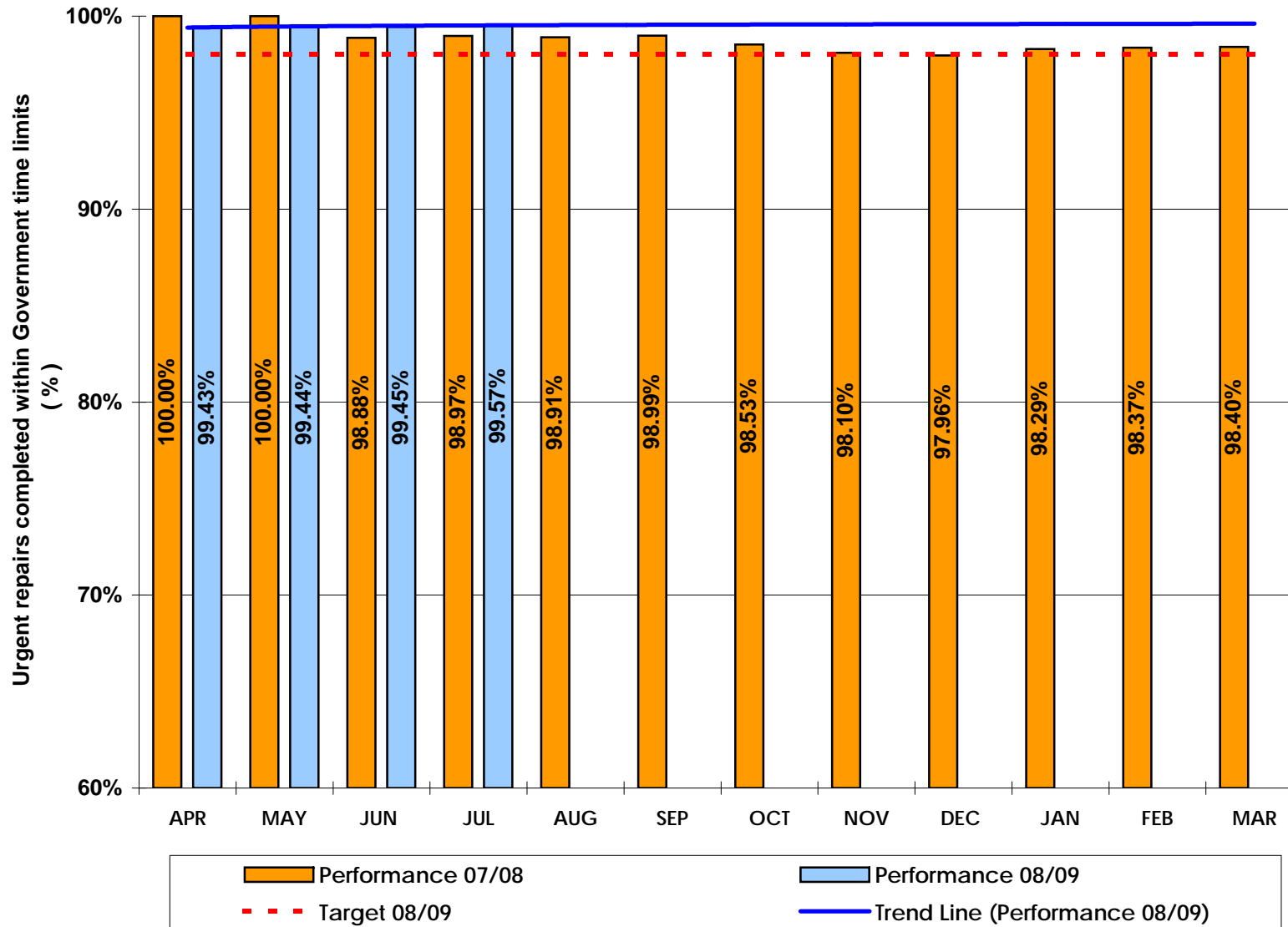
Improving

Prediction against end of
year target



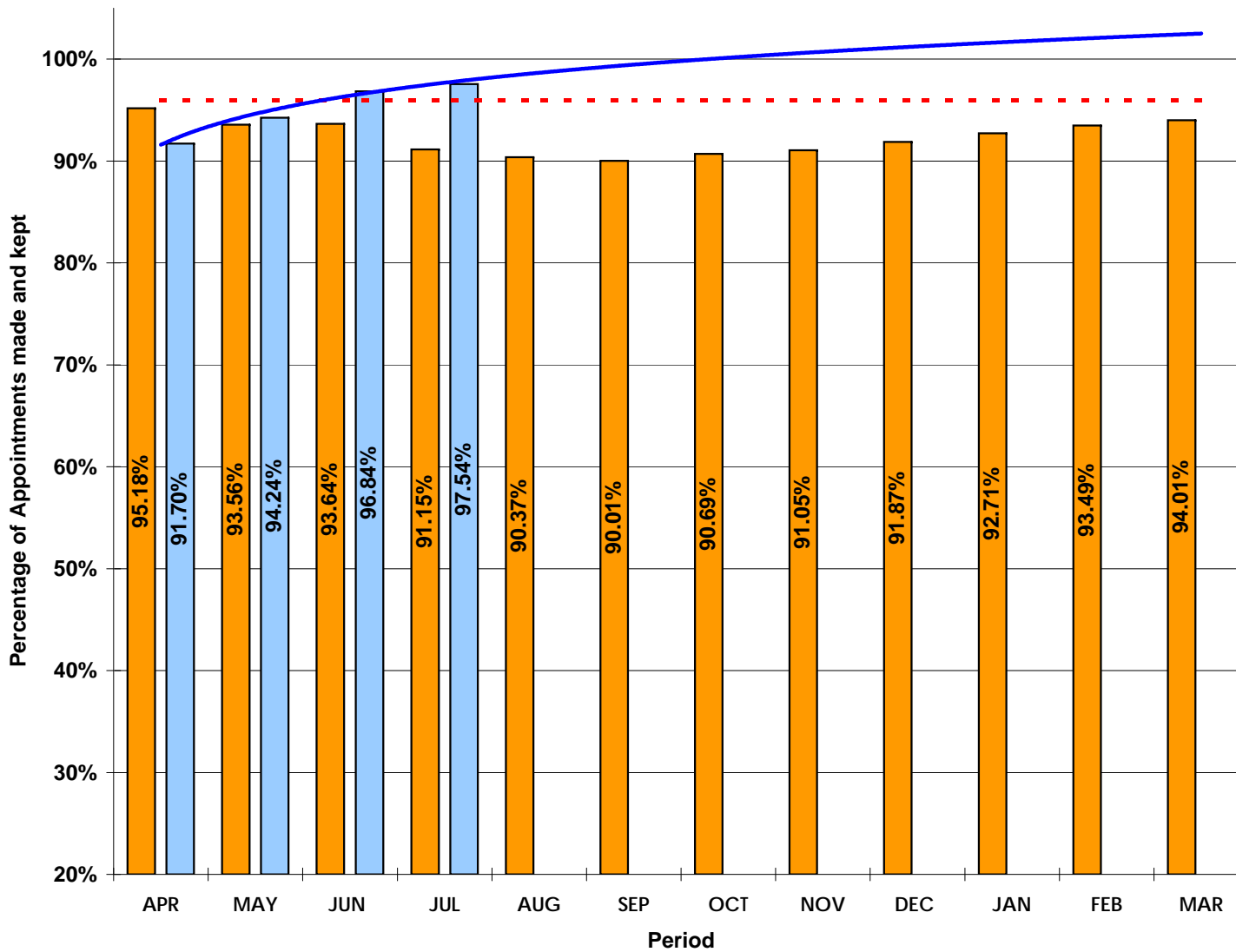
Comments

Higher is better -
Performance continues to
be within target.



% of Appointments Made and Kept

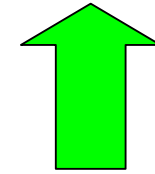
Higher is better Targets: 07/08 = 96% (Borough) 08/09 = 96% (Borough)



█ Performance 07/08
 █ Performance 08/09
 - - - Target 08/09
 — Trend Line (Performance 08/09)

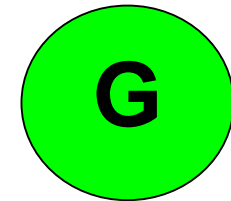
North West

Direction of Travel
(from Quarter 1 to
Quarter 2)



Improving

Prediction against end of
year target



Comments

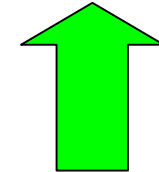
Higher is better -
Performance has improved for the last four months due to implementation of OPTI-TIME.

% of Appointments Made and Kept

South West

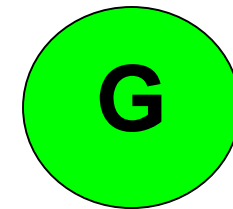
Higher is better Targets: 07/08 = 96% (Borough) 08/09 = 96% (Borough)

Direction of Travel
(from Quarter 1 to Quarter 2)



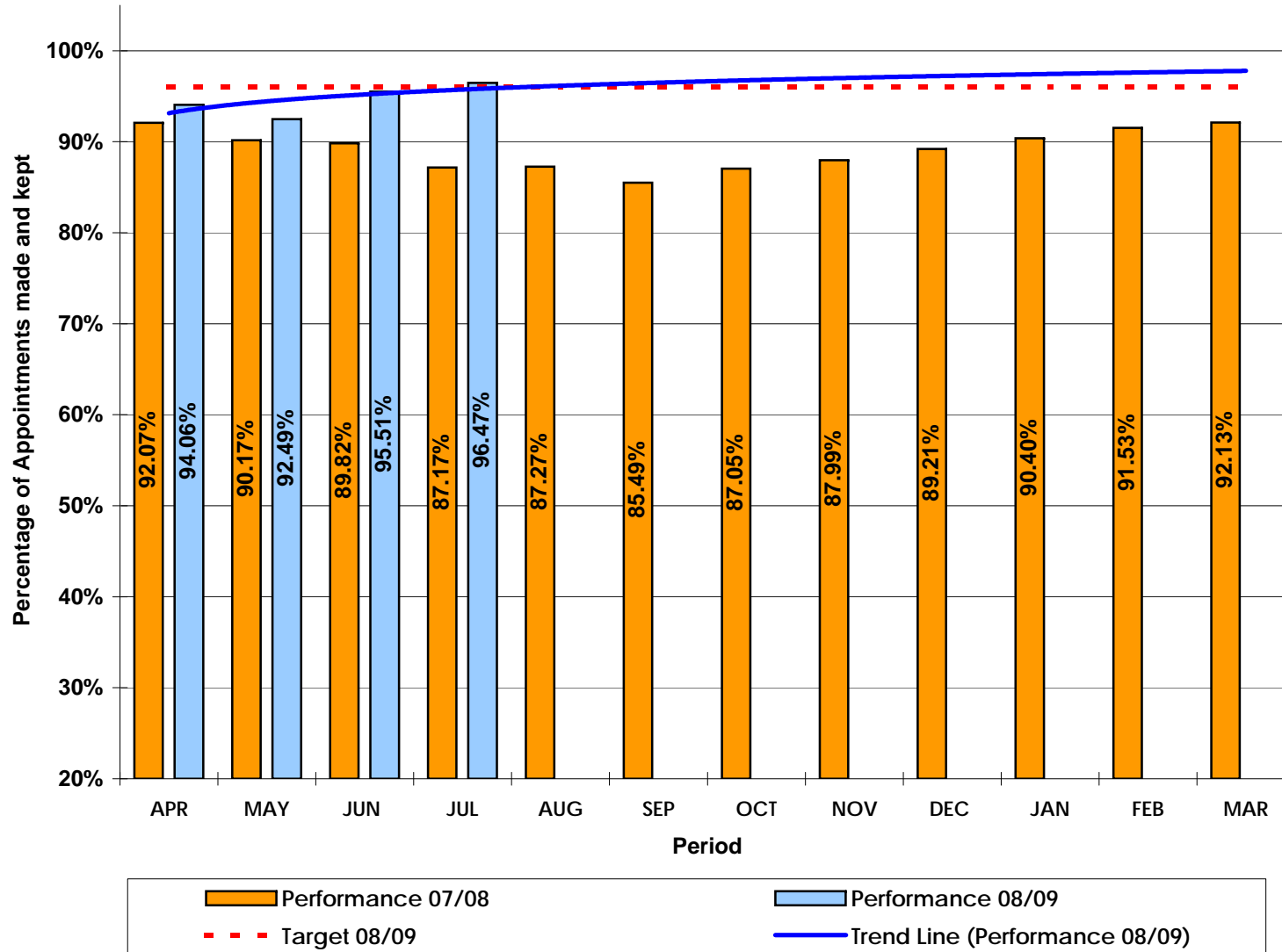
Improving

Prediction against end of year target



Comments

Higher is better -
Performance has improved due to introduction of OPTI-TIME and is now above target.



Average Time Taken to Complete Non-Urgent Repairs - All Contractors

North West

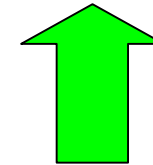
Lower is better

Targets: 07/08 = 13 Days (Borough)

08/09 = 9 Days (Borough)

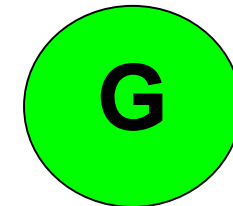
Direction of Travel

(from Quarter 1 to Quarter 2)



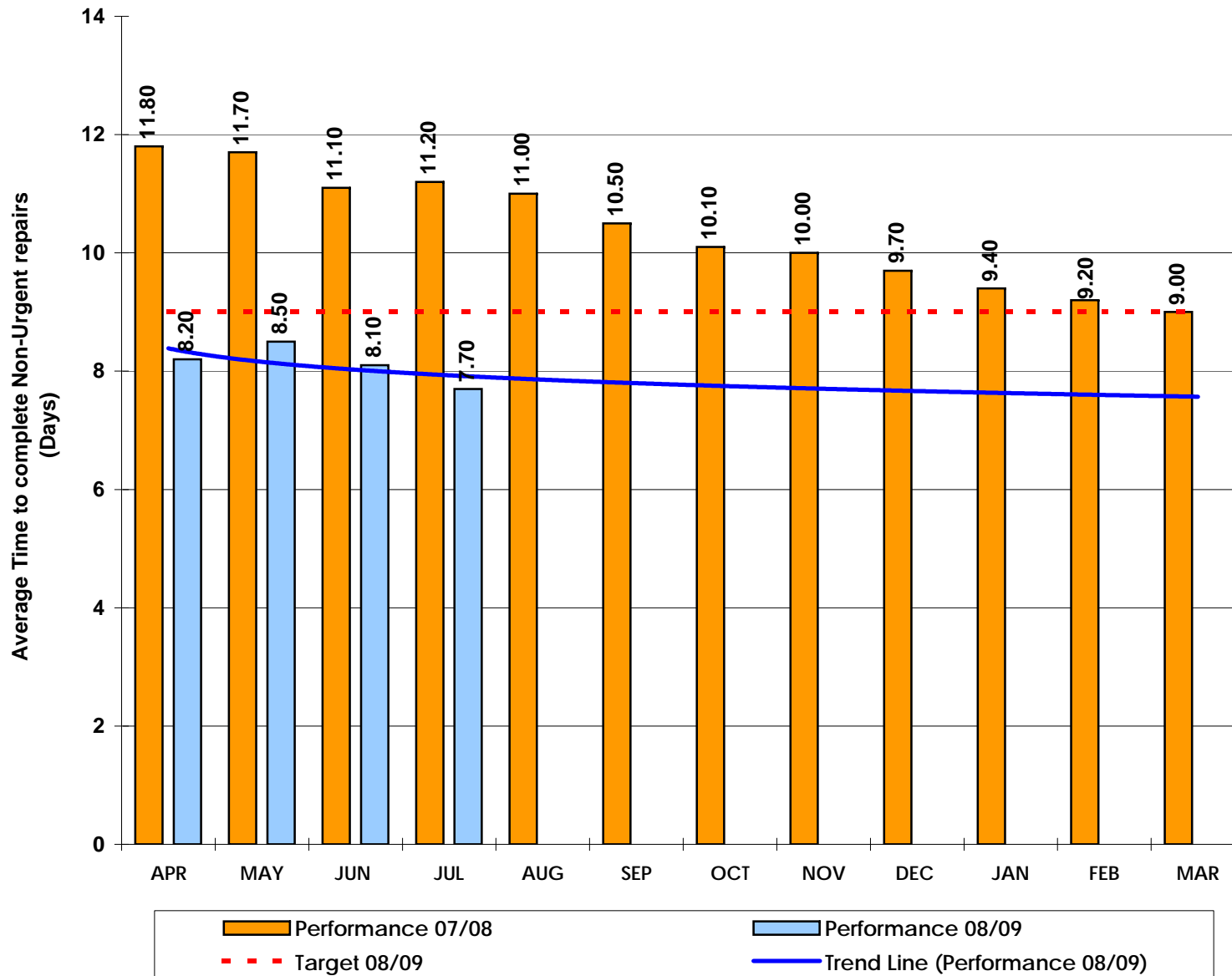
Improving

Prediction against end of year target



Comments

Lower is better -
Performance continues to be within target.



Average Time Taken to Complete Non-Urgent Repairs - All Contractors

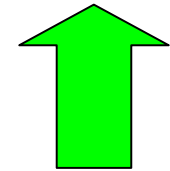
South West

Lower is better

Targets: 07/08 = 13 Days (Borough)

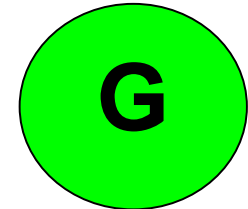
08/09 = 10 Days

Direction of Travel
(from Quarter 1 to Quarter 2)



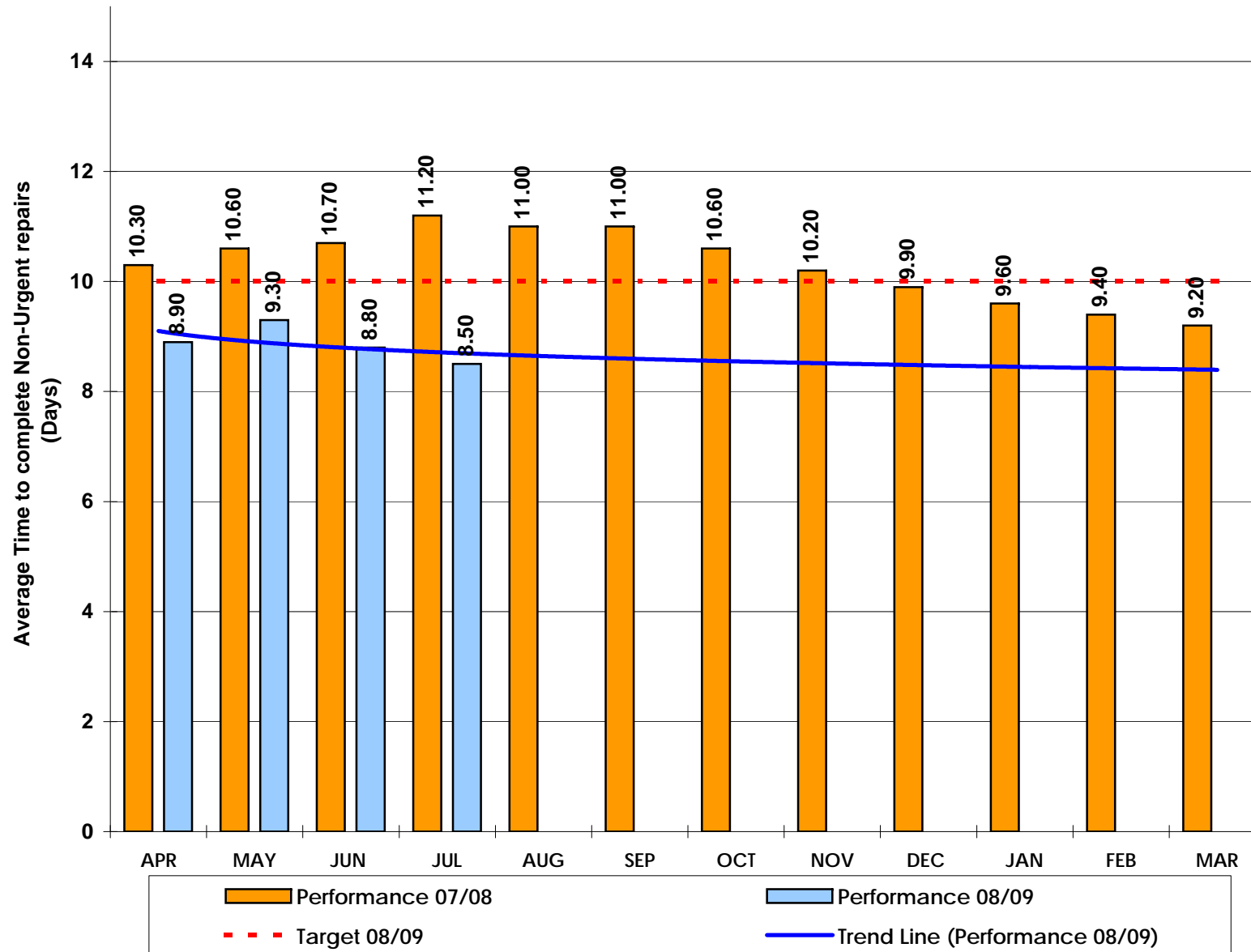
Improving

Prediction against end of year target



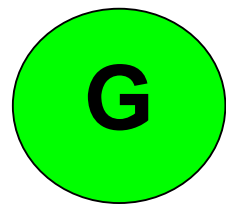
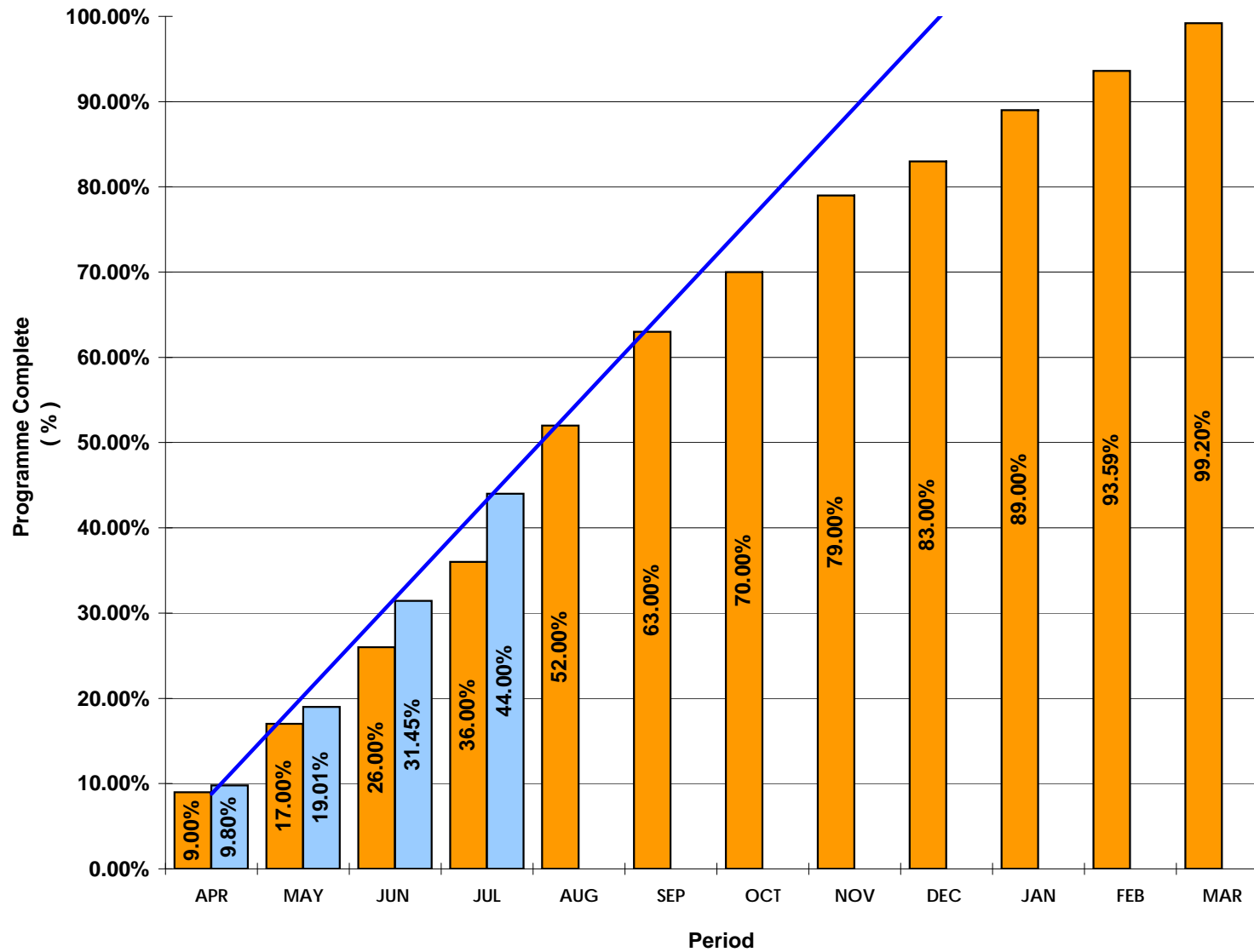
Comments

Lower is better -
Performance continues to be within target.



Gas Servicing - % of Annual Programme Complete (Monthly Cumulative)

On Target is Better Targets: 07/08 = 100.00% 08/09 = 100.00%



Borough
Direction of Travel
Prediction against end of year target

Comments
On Target is Better - The programme is on target for completion in time scale.

Gas Servicing - Outstanding > 12 Months (Per Calendar Month)

North West

Lower is better

Target: 0

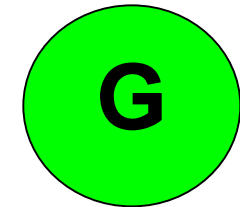
Direction of Travel

(from Quarter 1 to Quarter 2)



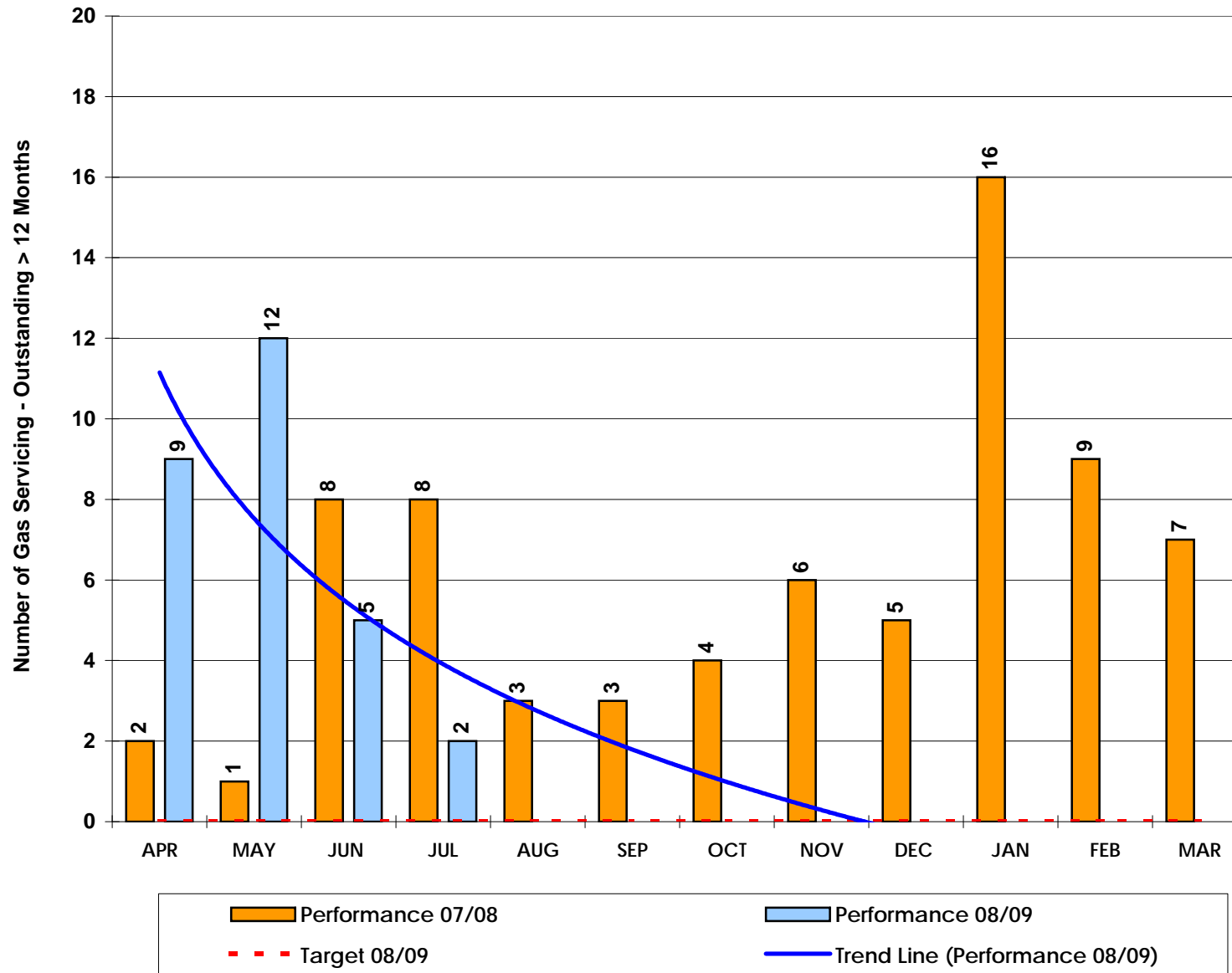
Improving

Prediction against end of year target



Comments

Lower is better - The figure has further improved within this cycle. Additional enforcement actions of "Warranted Entries" have been implemented though the judicial system. This process was held in abeyance due to the asbestos concerns but with the lift of this embargo, actions have now recommenced.



Gas Servicing - Outstanding > 12 Months (Per Calendar Month)

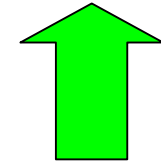
South West

Lower is better

Target: 0

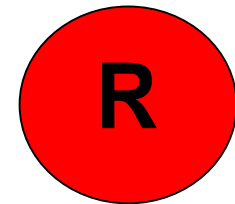
Direction of Travel

(from Quarter 1 to Quarter 2)



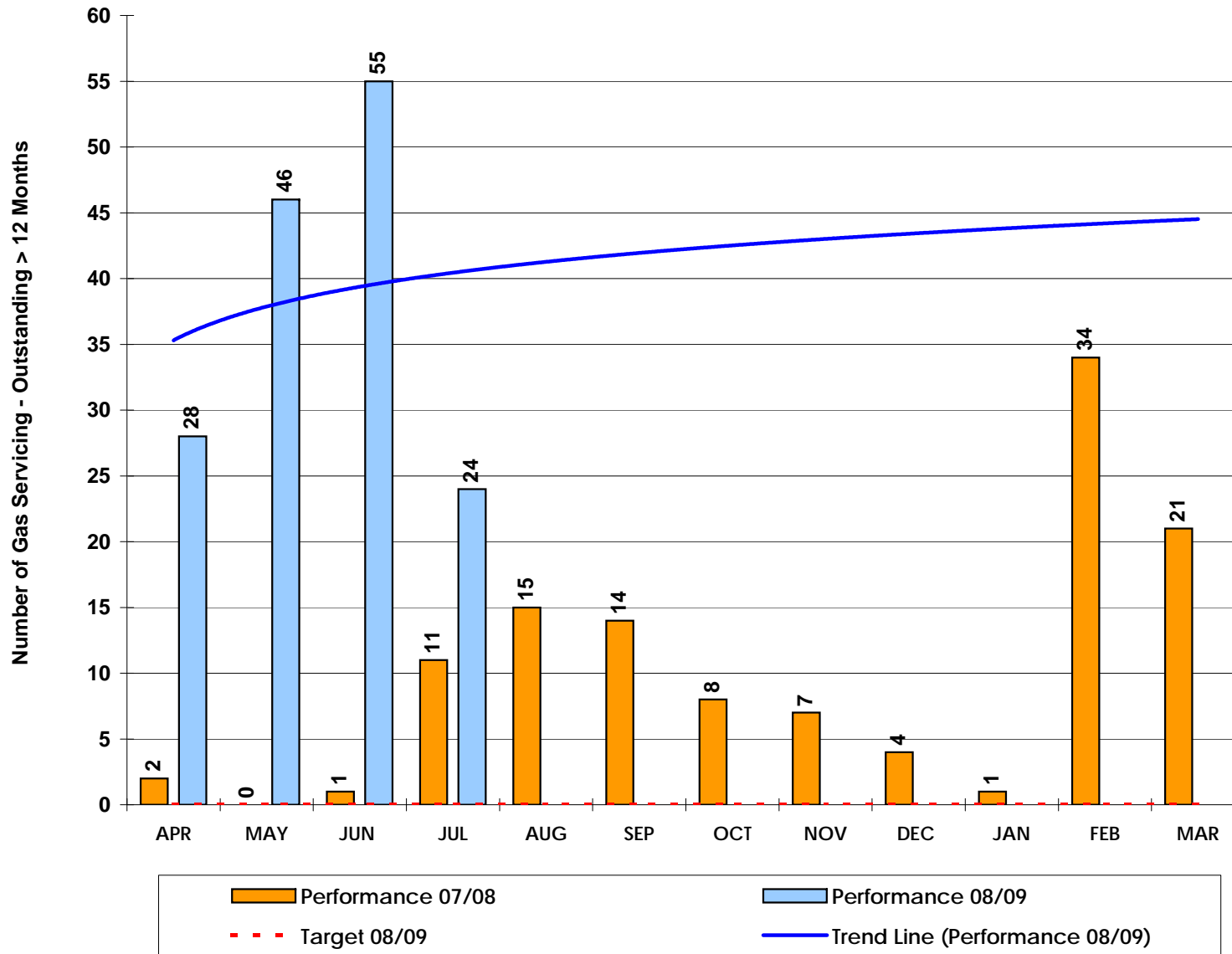
Improving

Prediction against end of year target



Comments

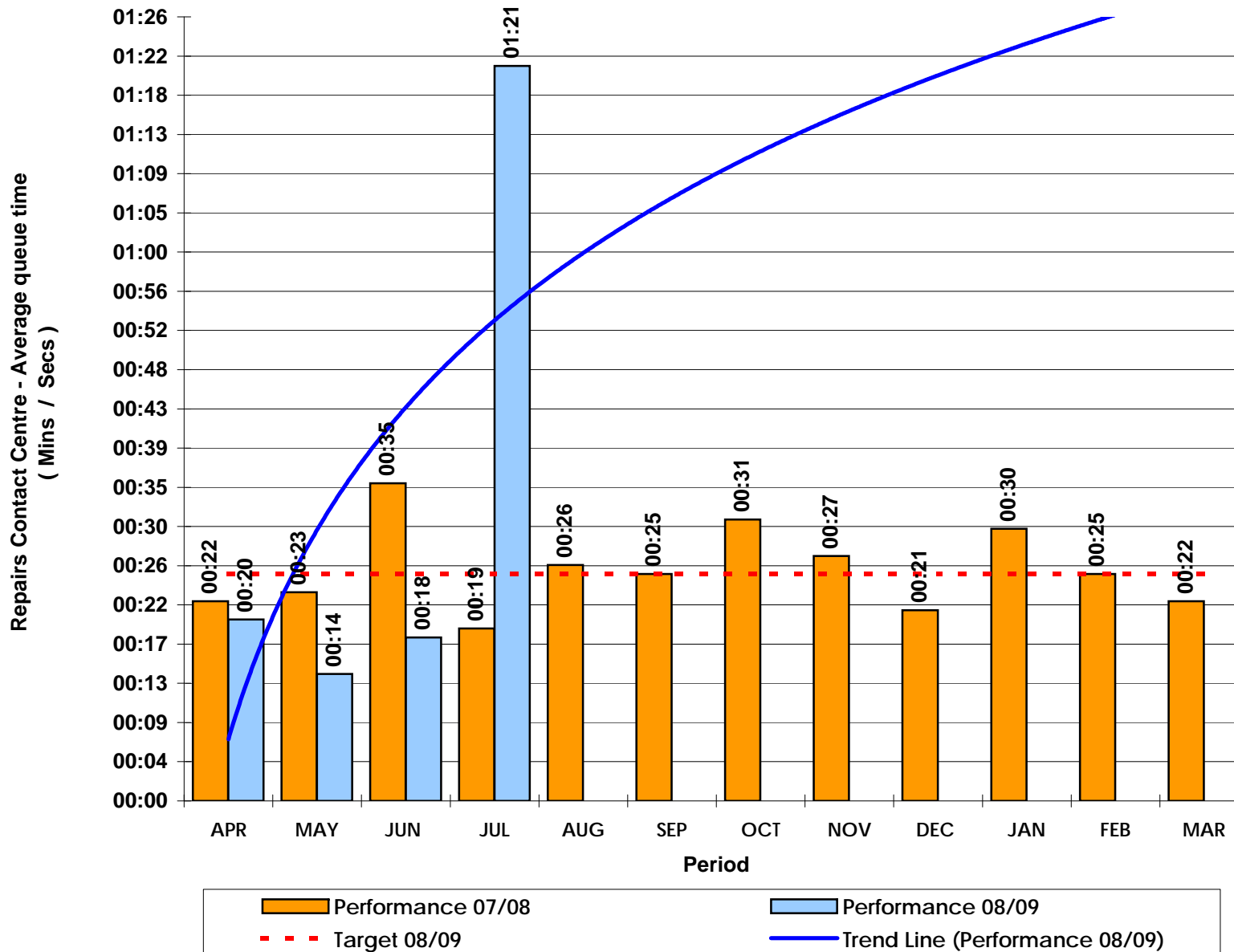
Lower is better - The figure has further improved within this cycle. Additional enforcement actions of "Warranted Entries" have been implemented though the judicial system. This process was held in abeyance due to the asbestos concerns but with the lift of this embargo, actions have now recommenced.



Repairs Contact Centre - Average Queue Time (Per Calendar Month)

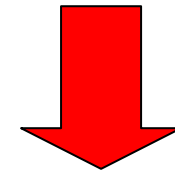
Lower is better

Target: **25 secs**



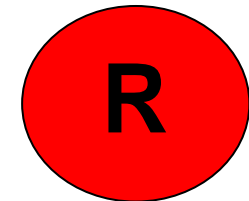
Borough

Direction of Travel
(from Quarter 1 to Quarter 2)



Deteriorating

Prediction against end of year target



Comments

Lower is better - The increase in average queue time for July is due to a fault on the exchange on 7th and 8th July. During this time, customers were able to access the queue via the freephone system but our agents were unable to pick up the calls. This resulted in an average wait of 21 minutes 11 secs and 2 mins 8 secs respectively. Taking these two periods out of the equation then the performance would be 21 seconds which is within target.

Created by: Performance Team
Created on: 08/08/08

Repairs Contact Centre - % of Abandoned Calls (Per Calendar Month)

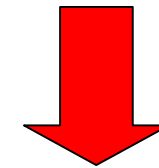
Borough

Lower is better

Target: Less than 2%

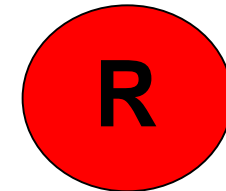
Direction of Travel

(from Quarter 1 to Quarter 2)



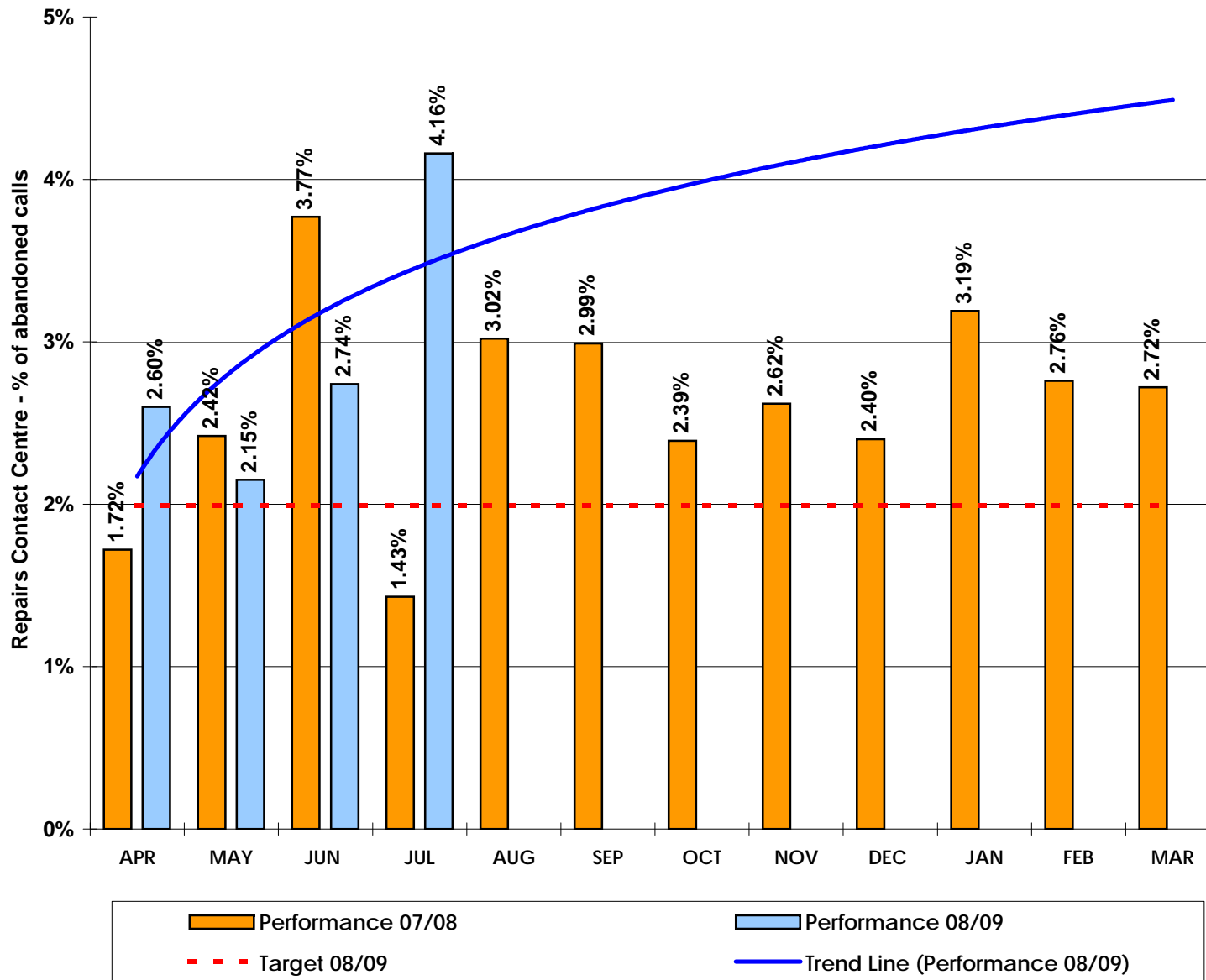
Deteriorating

Prediction against end of year target



Comments

Lower is better - The increase in percentage of abandoned calls for July is due to a fault on the exchange on 7th and 8th July. This has had a detrimental impact on service and performance as callers could only report repairs through a single line. Taking these two days out of the equation, July's performance would be 2.69% which is a marginal improvement on the figure reported for June.



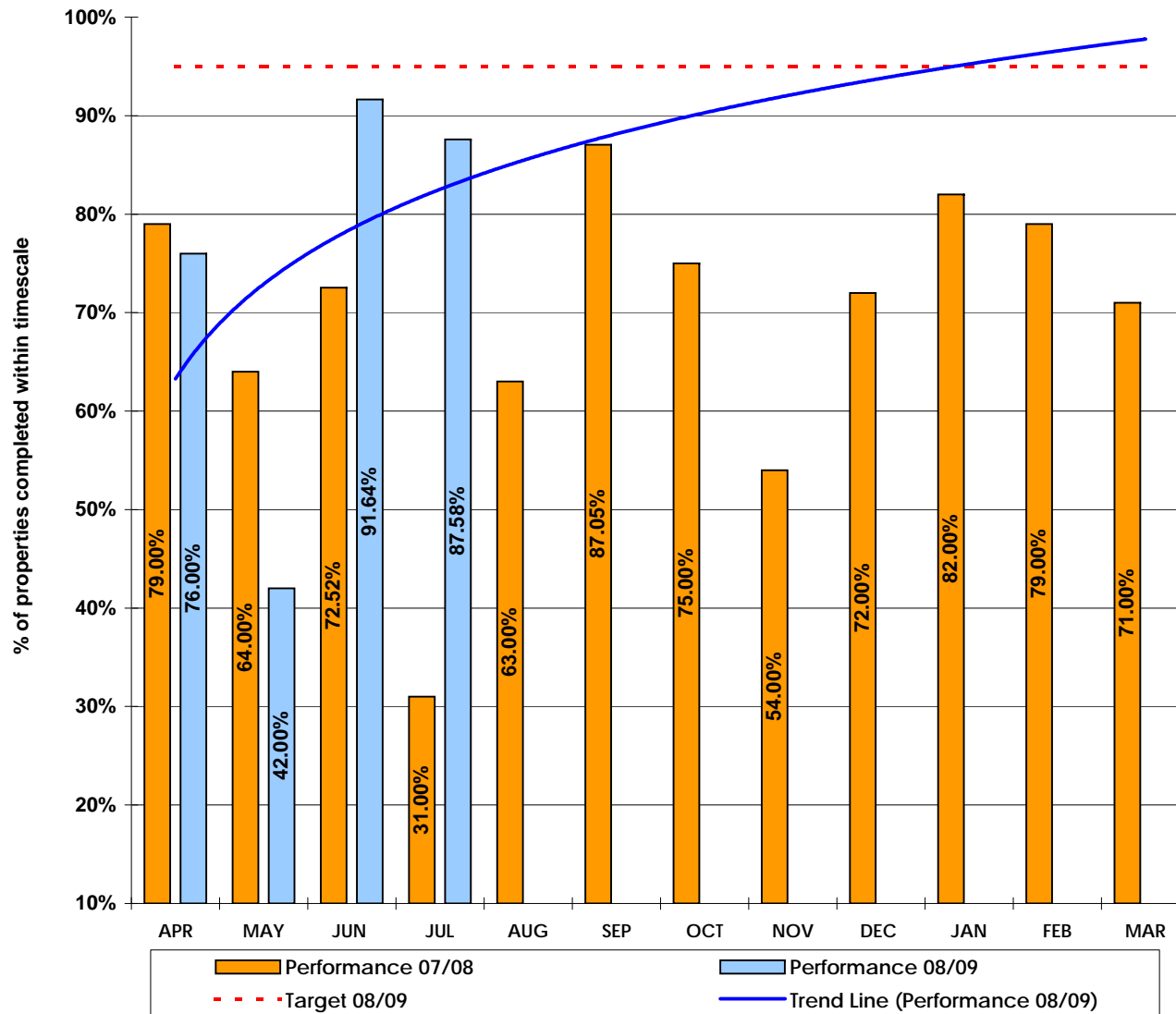
Capital Programme - Percentage of Properties Completed within Timescale (Monthly)

Higher is better

Targets:

07/08 = 95%

08/09 = 95%



Borough

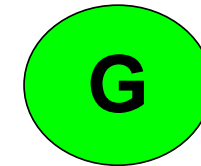
Direction of Travel

(from Quarter 1 to Quarter 2)



Improving

Prediction against end of year target



Comments

Higher is better - Improvement for June in handover following commencement of main 2008-09 programme, this is a consequence of process review of handover process and all site based staff and Project Managers having procedures for time in property extension emphasised to them.

Under achievement against target for June is consequence of delayed handover to properties at Toll Bar following late delivery of goods by supply chain. Under achievement in performance for July is result of properties being rejected at handover due to quality and late delivery of goods by supply chain on Dunscroft District Heating scheme. Given the suspension of works on all decent homes contracts for the period 22nd July to 8th August 2008, it is anticipated that Customer Satisfaction will reduce in coming few months due to delays in completion of work and inconvenience to tenants during works and re-scheduling of works to properties not in possession at time of suspension.

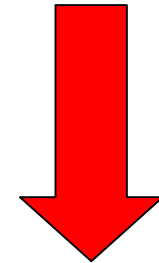
Additional Clerk of Works and Project Managers are currently being recruited to resource a more intensive inspection regime whereby all properties inspected every day and 100% inspections at handover stage. This will ensure more robust site management, with an emphasis on quality, safety and tenant satisfaction.

Number of Complaints Received (Monthly Performance)

North West

Lower is better

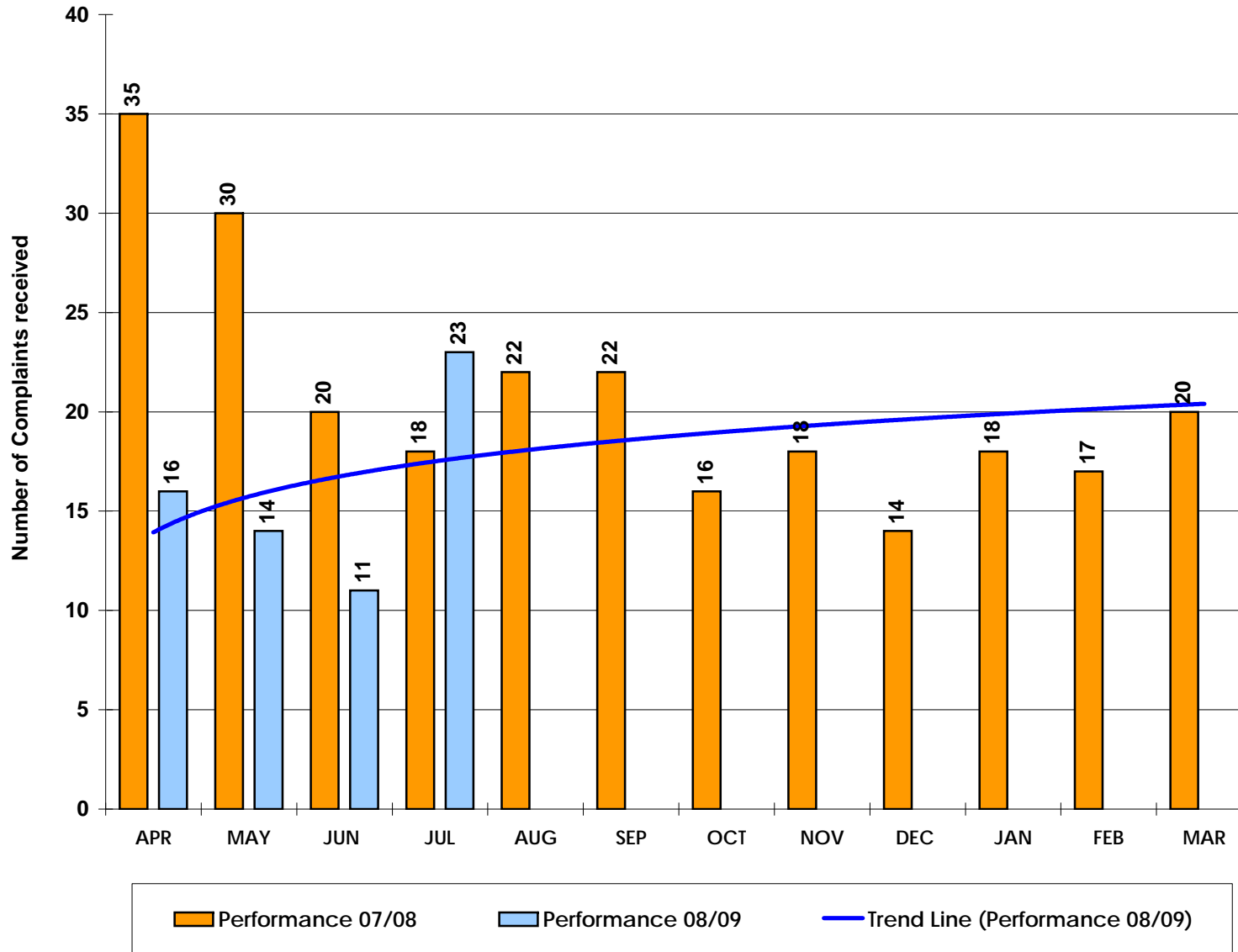
Direction of Travel
(from Quarter 1 to
Quarter 2)



Deteriorating

Comments

Lower is better - There has been a slight increase in the number of complaints received. A high proportion of complaints were centred on the repairs service in terms of either the repair not being completed or the standard of the repair. These issues are now being investigated by the service manager.



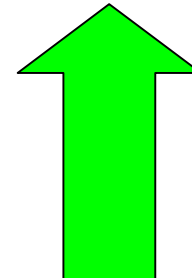
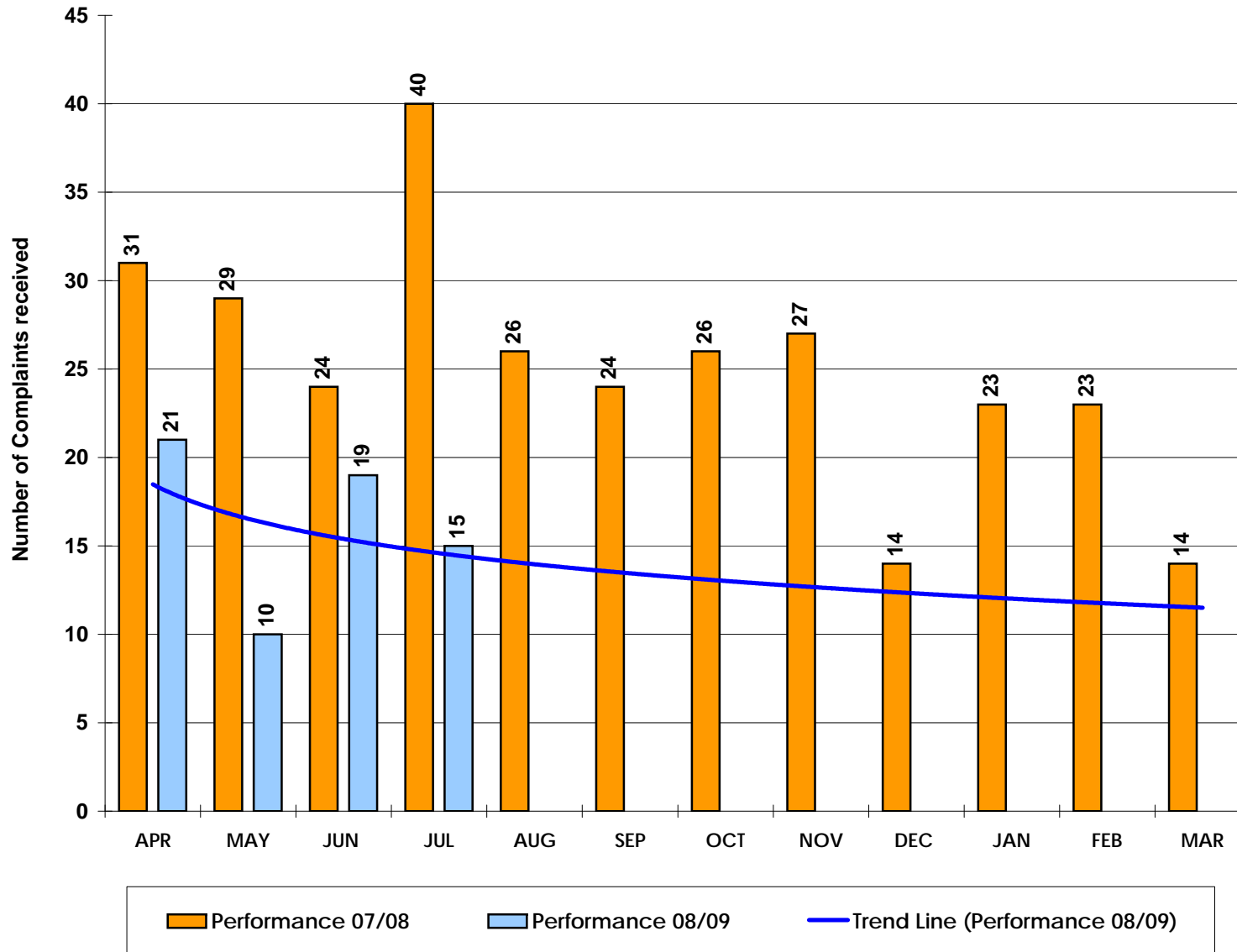
Number of Complaints Received (Monthly Performance)

South West

Lower is better

Direction of Travel

(from Quarter 1 to Quarter 2)



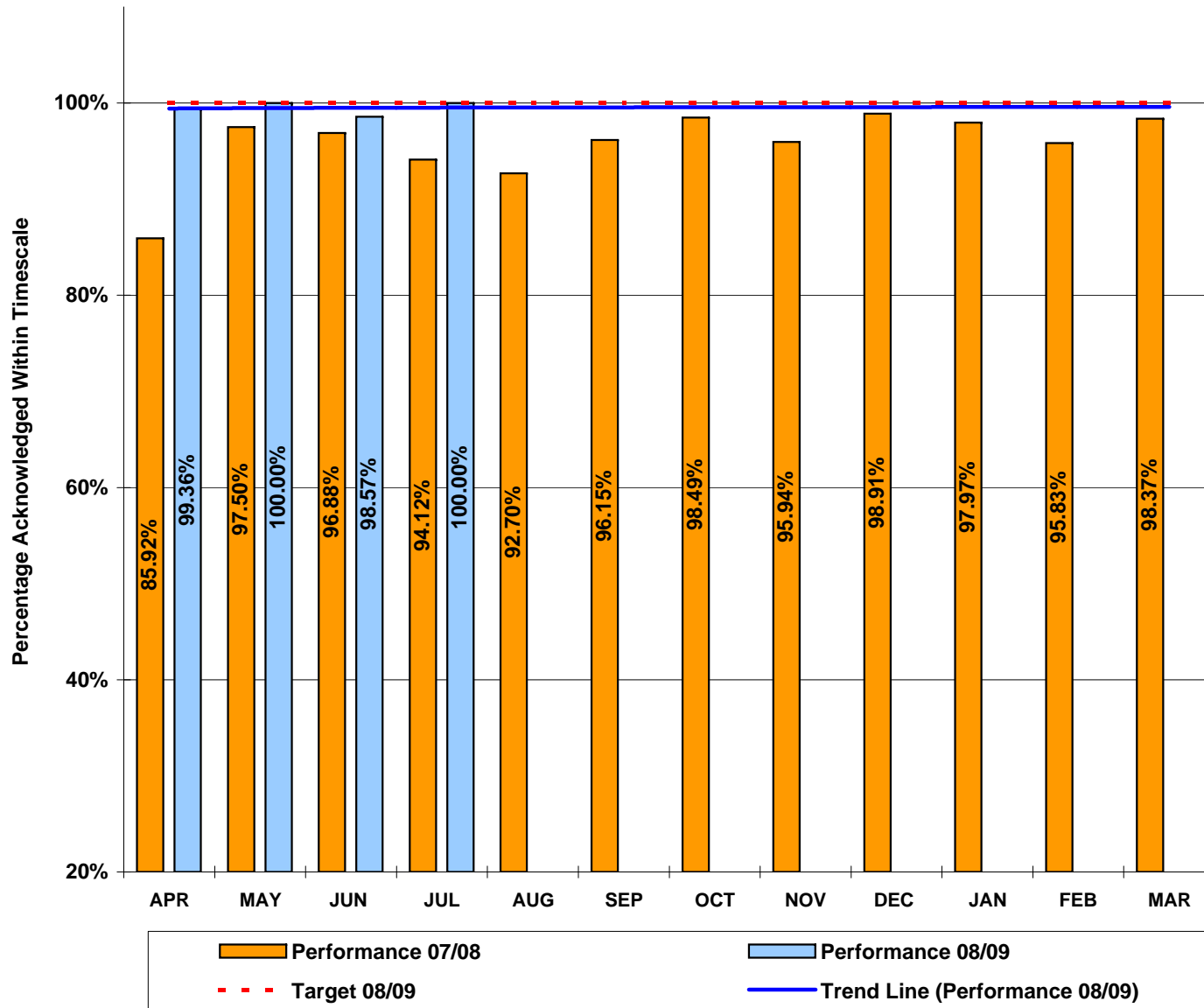
Improving

Comments

Lower is better - There has been a small decrease in the number of complaints in July when compared to June, and considerably less than the same period last year (07/08). Of the complaints received, these focused on the repairs service in terms of either the repair not being completed or the standard of the repair. These issues are now being investigated by the service manager.

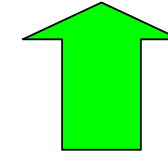
Percentage of Complaints Acknowledged Within Timescale (5 Working Days) (Monthly)

Higher is better Targets: 5 days = 07/08 = 80% 08/09 = 100%



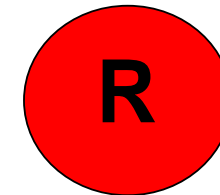
Borough

Direction of Travel
(from Quarter 1 to Quarter 2)



Improving

Prediction against end of year target

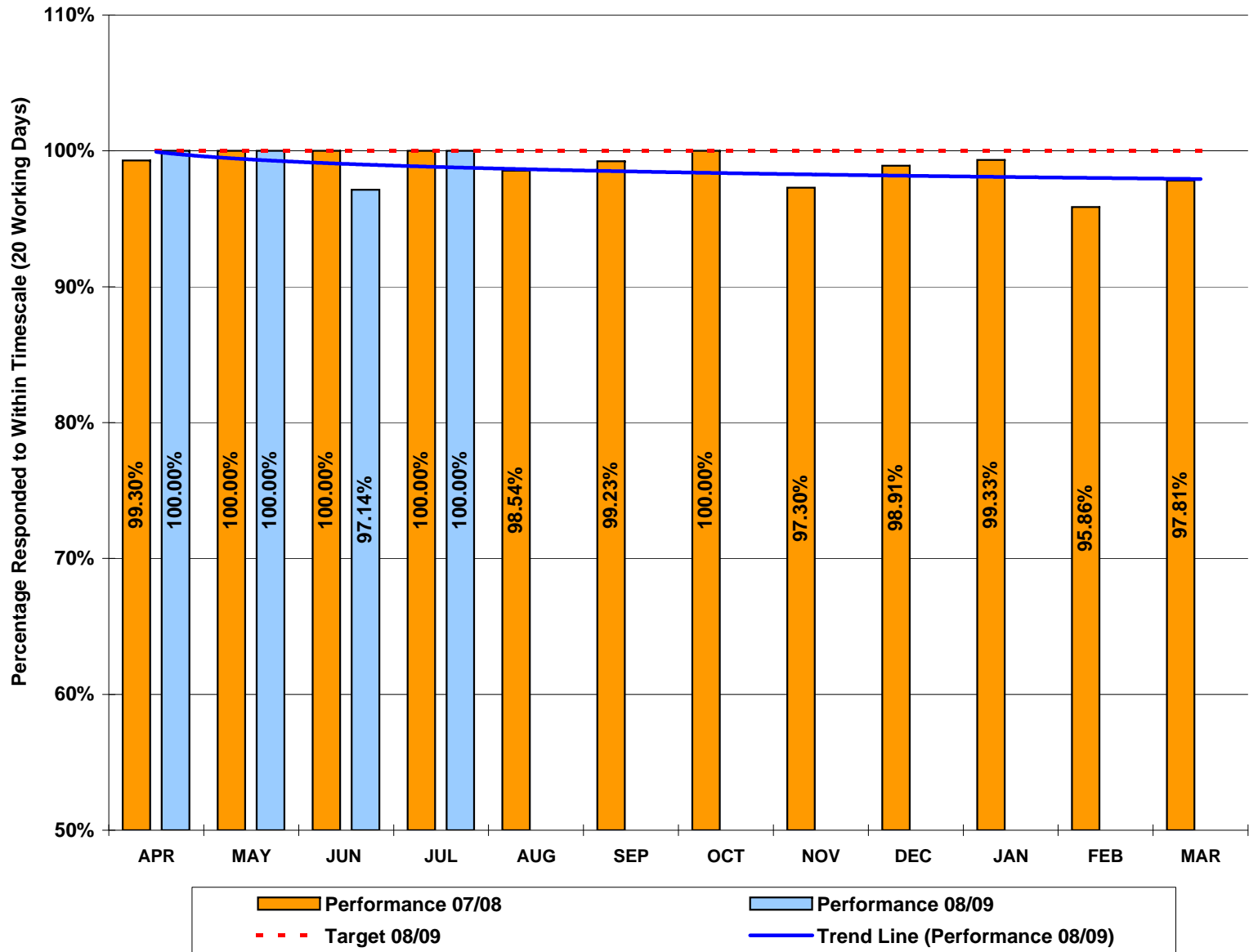


Comments

Higher is better - All complaints have been acknowledged within 5 working days and therefore performance is on target at 100%.

Percentage of Complaints Responded to Within Timescale (20 Working Days) (Monthly)

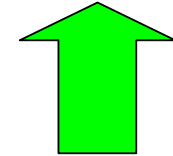
Higher is better Targets: 20 days = 07/08 = 100% 08/09 = 100%



Borough

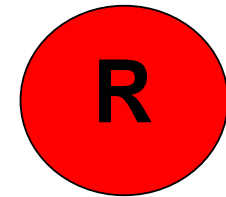
Direction of Travel

(from Quarter 1 to Quarter 2)



Improving

Prediction against end of year target



Comments

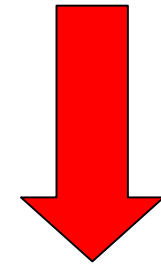
Higher is better - All complaints have been responded to within 20 working days and therefore performance is on target at 100%.

Number of Compliments Received (Monthly Performance)

North West

Higher is better

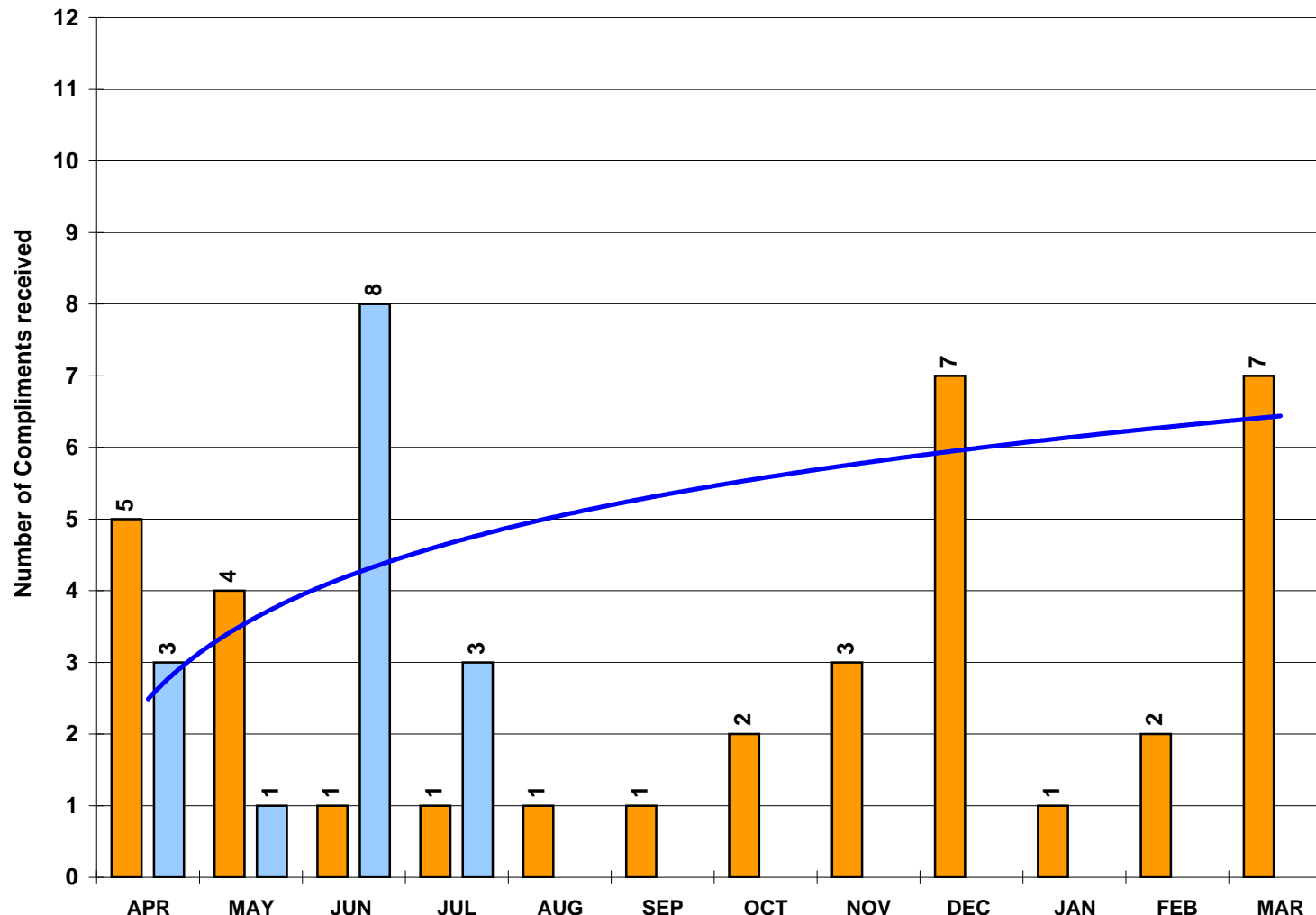
Direction of Travel
(from Quarter 1 to
Quarter 2)



Deteriorating

Comments

Higher is better - The number of compliments received in July is slightly higher than in the previous year (07/08).



Performance 07/08

Performance 08/09

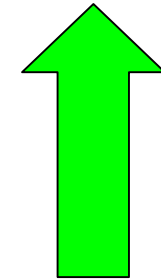
Trend Line (Performance 08/09)

Number of Compliments Received (Monthly Performance)

South West

Higher is better

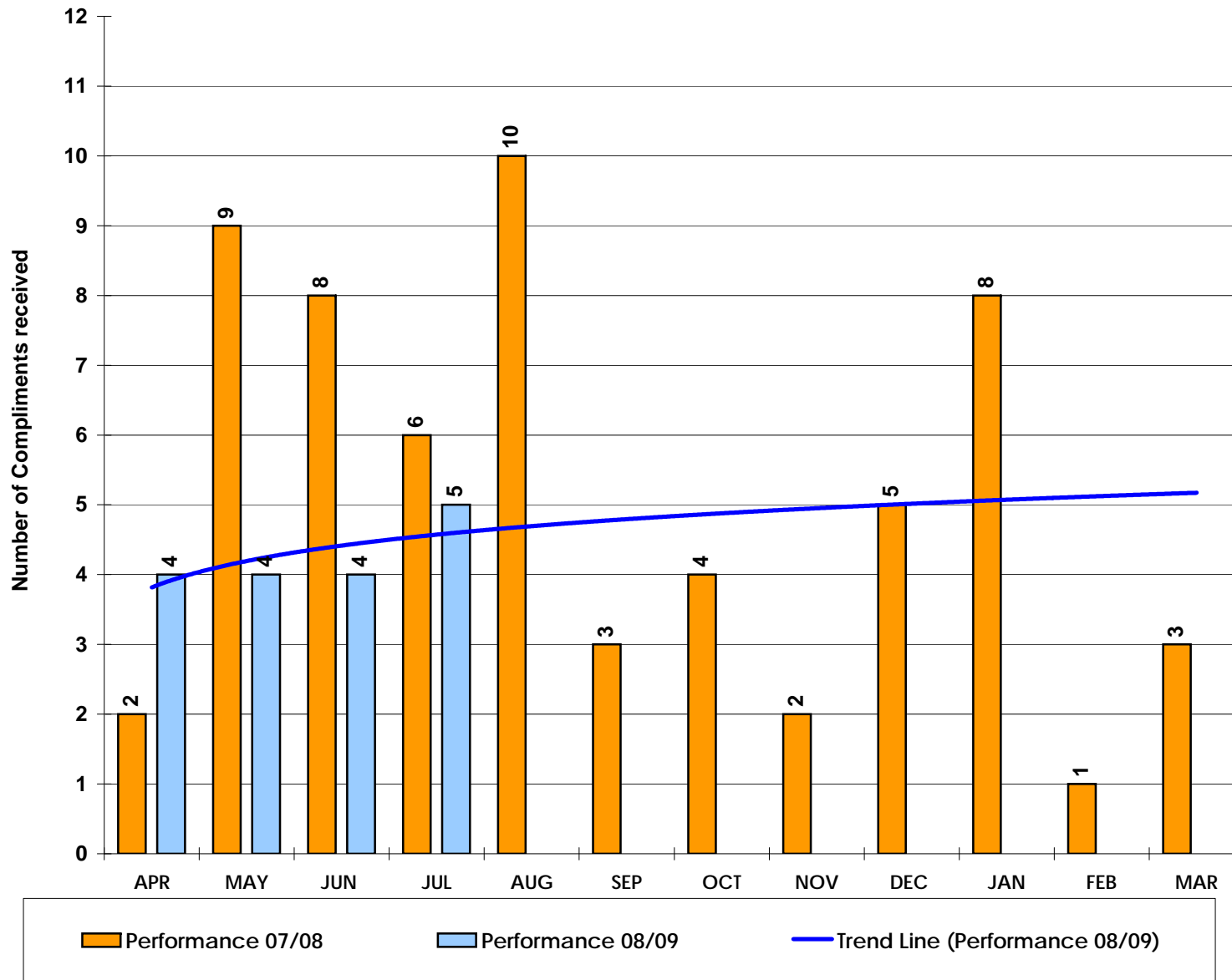
Direction of Travel
(from Quarter 1 to
Quarter 2)



Improving

Comments

Higher is better - The number of compliments received in July is consistent with that of June.



% of Rent Collected against monthly debit

Monthly (per calendar month)

%

Period	BOROUGH			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	100.79%	93.83%	100.00%	100.00%
MAY	100.41%	97.13%	100.00%	100.00%
JUN	99.53%	98.84%	100.00%	100.00%
JUL	99.83%	99.58%	100.00%	100.00%
AUG	103.61%		100.00%	100.00%
SEP	97.54%		100.00%	100.00%
OCT	98.67%		100.00%	100.00%
NOV	99.83%		100.00%	100.00%
DEC	104.08%		100.00%	100.00%
JAN	104.23%		100.00%	100.00%
FEB	99.11%		100.00%	100.00%
MAR	108.16%		100.00%	100.00%

% of current arrears against annual debit

Monthly

GNPI 29

%

Period	NORTH WEST				SOUTH WEST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	1.80%	1.69%	1.70%		2.04%	1.77%	1.90%	
MAY	1.86%	1.84%	1.70%		2.04%	1.95%	1.90%	
JUN	1.98%	1.91%	1.70%		2.06%	1.89%	1.90%	
JUL	2.05%	1.99%	1.70%		2.00%	1.96%	1.90%	
AUG	1.83%		1.70%		1.80%		1.90%	
SEP	1.87%		1.70%		1.95%		1.90%	
OCT	1.94%		1.70%		1.97%		1.90%	
NOV	1.93%		1.70%		2.07%		1.90%	
DEC	1.63%		1.70%		1.77%		1.90%	
JAN	1.63%		1.70%		1.81%		1.90%	
FEB	1.71%		1.70%		1.84%		1.90%	
MAR	1.44%		1.70%		1.56%		1.90%	

THESE FIGURES WILL NEED TO BE CHECKED EACH MONTH FOR PREVIOUS MONTH

Number of Non-Lettable Voids
Monthly

NO.

Period	NORTH WEST				SOUTH WEST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	49	55			83	41		
MAY	47	58			65	54		
JUN	48	63			73	57		
JUL	48	53			76	59		
AUG	35				64			
SEP	38				70			
OCT	39				74			
NOV	45				92			
DEC	45				98			
JAN	46				103			
FEB	44				33			
MAR	44				34			

% of urgent repairs completed within Government time limits (orders < than £250)- All Contractors

Monthly Cumulative

%

Period	NORTH WEST				SOUTH WEST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	100.00%	99.43%	97.00%	98.00%	100.00%	99.32%	97.00%	98.00%
MAY	100.00%	99.44%	97.00%	98.00%	99.45%	99.45%	97.00%	98.00%
JUN	98.88%	99.45%	97.00%	98.00%	99.09%	99.49%	97.00%	98.00%
JUL	98.97%	99.57%	97.00%	98.00%	98.96%	99.58%	97.00%	98.00%
AUG	98.91%		97.00%	98.00%	99.13%		97.00%	98.00%
SEP	98.99%		97.00%	98.00%	99.18%		97.00%	98.00%
OCT	98.53%		97.00%	98.00%	98.82%		97.00%	98.00%
NOV	98.10%		97.00%	98.00%	97.89%		97.00%	98.00%

DEC	97.96%		97.00%	98.00%	98.10%		97.00%	98.00%
JAN	98.29%		97.00%	98.00%	98.35%		97.00%	98.00%
FEB	98.37%		97.00%	98.00%	98.52%		97.00%	98.00%
MAR	98.40%		97.00%	98.00%	98.43%		97.00%	98.00%

% of appointments made and kept

Monthly Cumulative

%

Period	NORTH WEST				SOUTH WEST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	95.18%	91.70%	96.00%	96.00%	92.07%	94.06%	96.00%	96.00%
MAY	93.56%	94.24%	96.00%	96.00%	90.17%	92.49%	96.00%	96.00%
JUN	93.64%	96.84%	96.00%	96.00%	89.82%	95.51%	96.00%	96.00%
JUL	91.15%	97.54%	96.00%	96.00%	87.17%	96.47%	96.00%	96.00%
AUG	90.37%		96.00%	96.00%	87.27%		96.00%	96.00%
SEP	90.01%		96.00%	96.00%	85.49%		96.00%	96.00%
OCT	90.69%		96.00%	96.00%	87.05%		96.00%	96.00%
NOV	91.05%		96.00%	96.00%	87.99%		96.00%	96.00%
DEC	91.87%		96.00%	96.00%	89.21%		96.00%	96.00%
JAN	92.71%		96.00%	96.00%	90.40%		96.00%	96.00%
FEB	93.49%		96.00%	96.00%	91.53%		96.00%	96.00%
MAR	94.01%		96.00%	96.00%	92.13%		96.00%	96.00%

Average time taken to complete non-urgent repairs - All Contractors

Monthly Cumulative

DAYS

Period	NORTH WEST				SOUTH WEST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	11.80	8.20	13.00	9.00	10.30	8.90	13.00	10.00
MAY	11.70	8.50	13.00	9.00	10.60	9.30	13.00	10.00
JUN	11.10	8.10	13.00	9.00	10.70	8.80	13.00	10.00
JUL	11.20	7.70	13.00	9.00	11.20	8.50	13.00	10.00
AUG	11.00		13.00	9.00	11.00		13.00	10.00
SEP	10.50		13.00	9.00	11.00		13.00	10.00
OCT	10.10		13.00	9.00	10.60		13.00	10.00

NOV	10.00		13.00	9.00	10.20		13.00	10.00
DEC	9.70		13.00	9.00	9.90		13.00	10.00
JAN	9.40		13.00	9.00	9.60		13.00	10.00
FEB	9.20		13.00	9.00	9.40		13.00	10.00
MAR	9.00		13.00	9.00	9.20		13.00	10.00

Gas Servicing - % of Annual programme complete

Monthly (Cumulative)

%

Period	BOROUGH			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	9.00%	9.80%	28.27%	11.00%
MAY	17.00%	19.01%	28.27%	21.00%
JUN	26.00%	31.45%	28.27%	33.00%
JUL	36.00%	44.00%	59.16%	44.00%
AUG	52.00%		59.16%	54.00%
SEP	63.00%		59.16%	68.00%
OCT	70.00%		83.66%	77.00%
NOV	79.00%		83.66%	86.00%
DEC	83.00%		83.66%	91.00%
JAN	89.00%		100.00%	95.00%
FEB	93.59%		100.00%	100.00%
MAR	99.20%		100.00%	

Old Target 07/08

28.27%
28.27%
28.27%
59.16%
59.16%
59.16%
83.66%
83.66%
100.00%
100.00%
100.00%

Gas Servicing - Outstanding > 12 months

Monthly (per calendar month)

NUMBER

Period	NORTH WEST				SOUTH WEST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	2	9	0	0	2	28	0	0
MAY	1	12	0	0	0	46	0	0
JUN	8	5	0	0	1	55	0	0
JUL	8	2	0	0	11	24	0	0
AUG	3		0	0	15		0	0
SEP	3		0	0	14		0	0

OCT	4		0	0	8		0	0
NOV	6		0	0	7		0	0
DEC	5		0	0	4		0	0
JAN	16		0	0	1		0	0
FEB	9		0	0	34		0	0
MAR	7		0	0	21		0	0

Repairs Contact Centre - Average Queue Time

Monthly **MINS : SECS** to be entered as 00:00:20

BOROUGH				
Period	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	00:22	00:20	00:25	00:25
MAY	00:23	00:14	00:25	00:25
JUN	00:35	00:18	00:25	00:25
JUL	00:19	01:21	00:25	00:25
AUG	00:26		00:25	00:25
SEP	00:25		00:25	00:25
OCT	00:31		00:25	00:25
NOV	00:27		00:25	00:25
DEC	00:21		00:25	00:25
JAN	00:30		00:25	00:25
FEB	00:25		00:25	00:25
MAR	00:22		00:25	00:25

Repairs Contact Centre - % of abandoned calls (hang-ups)

Monthly %

BOROUGH				
Period	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	1.72%	2.60%	1.99%	1.99%
MAY	2.42%	2.15%	1.99%	1.99%
JUN	3.77%	2.74%	1.99%	1.99%
JUL	1.43%	4.16%	1.99%	1.99%
AUG	3.02%		1.99%	1.99%

SEP	2.99%		1.99%	1.99%
OCT	2.39%		1.99%	1.99%
NOV	2.62%		1.99%	1.99%
DEC	2.40%		1.99%	1.99%
JAN	3.19%		1.99%	1.99%
FEB	2.76%		1.99%	1.99%
MAR	2.72%		1.99%	1.99%

Decency - % of properties completed within timescale - 25 days

Monthly %

Period	BOROUGH			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	79.00%	76.00%	95.00%	95.00%
MAY	64.00%	42.00%	95.00%	95.00%
JUN	72.52%	91.64%	95.00%	95.00%
JUL	31.00%	87.58%	95.00%	95.00%
AUG	63.00%		95.00%	95.00%
SEP	87.05%		95.00%	95.00%
OCT	75.00%		95.00%	95.00%
NOV	54.00%		95.00%	95.00%
DEC	72.00%		95.00%	95.00%
JAN	82.00%		95.00%	95.00%
FEB	79.00%		95.00%	95.00%
MAR	71.00%		95.00%	95.00%

Number of Complaints received

Monthly NO.

Period	NORTH WEST				SOUTH WEST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	35	16			31	21		
MAY	30	14			29	10		
JUN	20	11			24	19		
JUL	18	23			40	15		

AUG	22			26		
SEP	22			24		
OCT	16			26		
NOV	18			27		
DEC	14			14		
JAN	18			23		
FEB	17			23		
MAR	20			14		

Percentage of Complaints acknowledged to within timescale (5 days)

Monthly %

BOROUGH				
Period	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	85.92%	99.36%	80%	100%
MAY	97.50%	100.00%	80%	100%
JUN	96.88%	98.57%	80%	100%
JUL	94.12%	100.00%	80%	100%
AUG	92.70%		80%	100%
SEP	96.15%		80%	100%
OCT	98.49%		80%	100%
NOV	95.94%		80%	100%
DEC	98.91%		80%	100%
JAN	97.97%		80%	100%
FEB	95.83%		80%	100%
MAR	98.37%		80%	100%
THESE FIGURES WILL NEED TO BE CHECKED EACH MONTH FOR PREVIOUS MONTH				

Percentage of Complaints responded to within timescale (20 days)

Monthly %

BOROUGH				
Period	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	99.30%	100.00%	100%	100%

MAY	100.00%	100.00%	100%	100%
JUN	100.00%	97.14%	100%	100%
JUL	100.00%	100.00%	100%	100%
AUG	98.54%		100%	100%
SEP	99.23%		100%	100%
OCT	100.00%		100%	100%
NOV	97.30%		100%	100%
DEC	98.91%		100%	100%
JAN	99.33%		100%	100%
FEB	95.86%		100%	100%
MAR	97.81%		100%	100%
THESE FIGURES WILL NEED TO BE CHECKED EACH MONTH FOR PREVIOUS MONTH				

Number of Compliments received
Monthly

NO.

Period	NORTH WEST				SOUTH WEST			
	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09	Performance 07/08	Performance 08/09	Target 07/08	Target 08/09
APR	5	3	45		2	4	44	
MAY	4	1	45		9	4	44	
JUN	1	8	45		8	4	44	
JUL	1	3	45		6	5	44	
AUG	1		45		10		44	
SEP	1		45		3		44	
OCT	2		45		4		44	
NOV	3		45		2		44	
DEC	7		45		5		44	
JAN	1		45		8		44	
FEB	2		45		1		44	
MAR	7		45		3		44	

DON'T FORGET TO CHANGE FOOTERS ON EACH SPREADSHEET

