

| Code   | Indicator Name  | 2017-18 Performance |                       | Quarter 1/Annually |        |        | Trend Compared to Last Month/Qtr | High/Low        | Cumulative 2018/19 |               | Traffic Light (progress towards target) |
|--|---|---------------------|-----------------------|--------------------|--------|--------|----------------------------------|-----------------|--------------------|---------------|---|
|  |   | Year end Out turn   | Annual Target 2017/18 | Apr-18             | May-18 | Jun-18 |                                  |                 | Performance YTD    | Annual Target |   |
| <b>Repairs and Investment Correspondence</b> |   |                     |                       |                    |        |        |                                  |                 |                    |               |   |
| DHSCREP*016                                  | % Stage 1 Complaints Responded in 15 working days                 | 71.97%              | 97.00%                | 83.33%             | 94.34% | 83.10% | ↓                                | Aim to Maximise | 87.50%             | 97.00%        |   |
| DHSCREP*017                                  | % of stage 2 complaints responded in 20 working days              | 55.00%              | 95.00%                | -                  | 33.33% | 50.00% | ↑                                | Aim to Maximise | 43.75%             | 95.00%        |   |
| DHSCREP*018                                  | % Councillors enquiries responded in 10 working days              | 90.24%              | 100.00%               | 100%               | 100%   | 100%   | ↓                                | Aim to Maximise | 91.46%             | 100.00%       |   |
| DHSCREP*019                                  | % of Pre-Ombudsman enquiries responded within Ombudsman deadline  | 68.97%              | 100.00%               | -                  | 50.00% | -      | —                                | Aim to Maximise | 50.00%             | 100.00%       |   |
| DHSCREP*020                                  | % of Full-Ombudsman enquiries responded within Ombudsman deadline | 100.00%             | 100.00%               | -                  | -      | -      | —                                | Aim to Maximise | 0.00%              | 100.00%       |   |
| DHSCREP-021                                  | % MP enquiries responded in 10 working days                       | 82.98%              | 100.00%               | 100%               | 97.83% | 92.31% | ↓                                | Aim to Maximise | 95.92%             | 100.00%       |   |
| DHSCREP-022                                  | % Leaders enquiries responded in 5 working day                    | 90.43%              | 100.00%               | 100%               | 90.91% | 88.89% | ↓                                | Aim to Maximise | 90.32%             | 100.00%       |   |
| DHSCREP*023                                  | % of Freedom of Information responded in 20 working days          | 69.49%              | 100.00%               | 100%               | 25.00% | 33.33% | ↑                                | Aim to Maximise | 55.56%             | 100.00%       |   |
| DHSCREP-024                                  | % of correspondence responded to within 10 days                   | 92.46%              | 100.00%               | 85.71%             | 93.75% | 92.86% | ↓                                | Aim to Maximise | 92.20%             | 100.00%       |   |

|                                   |
|-----------------------------------|
| <b>Key</b>                        |
| Greater than 5% outside of target |
| Within 0.01% variance of target   |
| Meets or exceeds target           |

ITEM NO.: 8 (Appendix B)