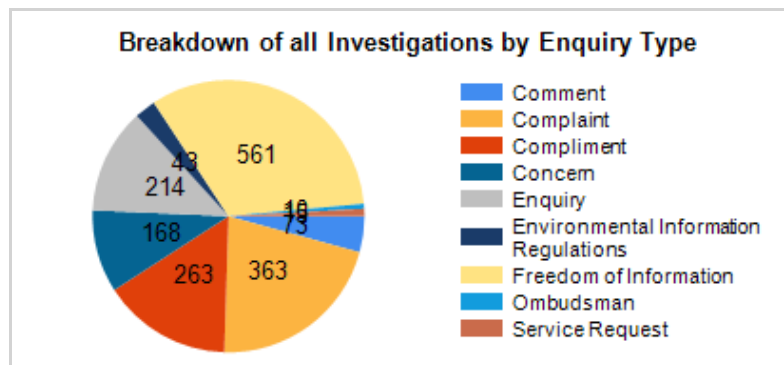


Organisation - Council

Report run at 09:21:01 on 10 April 2013

Performance Indicators

Type	2012/2013	In SLA *	YTD	In SLA *
Comment	73	73 %	73	73 %
Complaint	363	67 %	363	67 %
Compliment	263	67 %	263	67 %
Concern	168	73 %	168	73 %
Enquiry	214	72 %	214	72 %
Environmental Information Regulations	43	86 %	43	86 %
Freedom of Information	561	82 %	561	82 %
Ombudsman	10	0 %	10	0 %
Service Request	15	47 %	15	47 %
Total	1710	73 %	1710	73 %



* % of Investigations where the Case Closed Date is before the Case Due Date, or the Case Due Date has not yet passed. See column headed "Within SLA?" below.

