

Customer Enquiries	2012/13			2013/14			2014/15			increase / decrease over the 3 year period
	East	West	Total	East	West	Total	East	West	Total	
Grounds Maintenance:										
• % Customer response time - action determined within 5 working days	98.38%	97.22%	97.81%	97.09%	97.92%	97.53%	94.98%	86.75%	91.08%	6.73% -
• No. within SLA	182	175	357	167	188	355	246	203	449	
• No. of enquiries received	185	180	365	172	192	364	259	234	493	128 +
Street Cleansing: Litter& Detritus										
• % Customer response time - completed within 5 working days	95.53%	94.81%	95.26%	90.00%	93.53%	91.36%	92.67%	94.20%	93.18%	2.08% -
• No. within SLA	427	256	683	396	260	656	417	211	628	
• No. of enquiries received	447	270	717	440	278	718	450	224	674	43 -
Street Cleansing: dog fouling										
• % Customer response time - completed within 2 working days	92.68%	99.44%	95.29%	86.22%	97.77%	90.69%	92.02%	94.40%	92.84%	2.45% -
• No. within SLA	266	179	445	244	175	419	219	118	337	
• No. of enquiries received	287	180	467	283	179	462	238	125	363	104 -
Street Cleansing: Dead Animals										
• % Customer response time - completed within 2 working days	98.84%	98.73%	98.81%	95.43%	97.67%	96.17%	94.86%	96.51%	95.33%	3.48% -
• No. within SLA	171	78	249	167	84	251	203	83	286	
• No. of enquiries received	173	79	252	175	86	261	214	86	300	48 +
Street Cleansing: RTC & Spillages										
• % Customer response time - completed within 2 working days	100.00%	100.00%	100.00%	94.64%	100.00%	95.92%	98.81%	100.00%	99.15%	0.85% -
• No. within SLA	92	38	130	106	35	141	83	33	116	
• No. of enquiries received	92	38	130	112	35	147	84	33	117	13 -
Street Cleansing: Syringes										
• % Customer response time - completed within 2 working days	100.00%	100.00%	100.00%	97.22%	100.00%	98.68%	100.00%	100.00%	100.00%	0.00%
• No. within SLA	43	16	59	35	40	75	42	75	117	
• No. of enquiries received	43	16	59	36	40	76	42	75	117	58 +
* No. of enquiries Out of Hours			15			16			27	12 +
• No. of syringes collected (a large number are collected in West Park daily)			940			876			3901	2,961 +
Autumn Leafing:										
• % Customer response time - completed within 5 working days	98.67%	100.00%	99.32%	100.00%	98.51%	99.32%	95.16%	93.10%	93.96%	5.36% -
• No. within SLA	74	72	146	81	66	147	59	81	140	
• No. of enquiries received	75	72	147	81	67	148	62	87	149	2 +
Litter/Dog bin emptying:										
• % Customer response time - completed within 2 working days	97.10%	100.00%	97.73%	95.31%	91.07%	93.33%	94.94%	89.74%	93.22%	4.51% -
• No. within SLA	67	19	86	61	51	112	75	35	110	
• No. of enquiries received	69	19	88	64	56	120	79	39	118	30 +
Out of Hours emergencies:										
• % Customer response time - attended within 1 hours	100.00%			100.00%			100.00%			0.00%
• No. of enquiries received	403			409			395			8 -
Customer Enquiries										increase / decrease over the 3 year period
Fly tipping:										
• % Customer response time - removed within 5 working days	98.59%			99.68%			96.91%			1.68% -
• No. within SLA	1047			1560			2286			
• No. of enquiries received	1062			1565			2359			1,297 +
• No. of individual Fridges collected	0			435			573			573 +
• No. of individual bulky household items collected	609			838			1335			726 +
Graffiti:										
• % Customer response time - removed within 5 working days	98.10%			98.11%			95.70%			2.4% -
• No. within SLA	310			208			89			
• No. of graffiti removal	316			212			93			223 -
New/Replacement Litter/Dog Bins:										
• % Customer response time - action determined within 5 working days	96.90%			90.12%			94.44%			2.46% -
• No. within SLA	125			146			102			
• No. of enquiries received	129			162			108			21 -
Pest Control - WCC:										
• % Customer response time - PAID treated within 5 working days	95.96%			85.90%			97.52%			1.56% +
• No. within SLA	285			609			904			
• No. of enquiries received	297			709			927			630 +
• % Customer response time - FREE treated within 10 working days	95.90%			90.33%			24.27%			71.63% -
• No. within SLA	3275			1083			226			
• No. of enquiries received	3415			1199			931			2,484 -
Arboriculture - Customer Response Times:										
• % Emergency: same day response	100.00%			93.69%			94.94%			5.06% -
• No. within SLA	110			104			75			
• No. of enquiries received	110			111			79			31 -
• % Priority: action determined within 5 working days	97.62%			100.00%			98.73%			1.11% +
• No. within SLA	41			60			78			
• No. of enquiries received	42			60			79			37 +
• % Routine: action determined within 20 working days	97.15%			99.12%			99.27%			2.12% +
• No. within SLA	648			678			409			
• No. of enquiries received	667			684			412			255 -
Parks vandalism/damage/security:										
• % Customer response time - action determined within 5 working days	n/k			100.00%			97.92%			2.08% -
• No. within SLA	n/k			81			94			
• No. of enquiries received	n/k			81			96			15 +
Other customer enquiries										
• Compliments	47			48			40			7 -
• Corporate Complaints	7			15			36			29 +
• Member enquiries	39			55			131			92 +
• Other	22			16			30			8 +
• FOI	2			4			10			8 +