

Q1      Q2      Q3      Q4      Year to  
Apr-Jun Jul-Sep Oct-Dec Jan-Mar      date

<b>COMMUNITIES</b>							
<b>Customer Services</b>	Stage 1	Response req'd in this period	10	6			16
		Responded within timescale	8	6			14
		Performance (Target 90%)	80%	100%			88%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
<b>Trading Standards</b>							
	Stage 1	Response req'd in this period	2	1			3
		Responded within timescale	2	1			3
		Performance (Target 90%)	100%	100%			100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
<b>Fire &amp; Rescue</b>							
	Stage 1	Response req'd in this period	13	4			17
		Responded within timescale	13	4			17
		Performance (Target 90%)	100%	100%			100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
<b>Cultural Services</b>							
	Stage 1	Response req'd in this period	13	12			25
		Responded within timescale	13	11			24
		Performance (Target 90%)	100%	92%			96%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					
<b>Local Partnership Teams</b>							
	Stage 1	Response req'd in this period	0	0			0
		Responded within timescale	0	0			0
		Performance (Target 90%)	100%	100%			100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
<b>ENVIRONMENT &amp; INFRASTRUCTURE</b>							
<b>Surrey Highways</b>							
	Stage 1	Response req'd in this period	79	65			144
		Responded within timescale	75	64			139
		Performance (Target 90%)	95%	98%			97%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					£0
<b>Transport for Surrey</b>							
	Stage 1	Response req'd in this period	17	18			35
		Responded within timescale	17	17			34
		Performance (Target 90%)	100%	94%			97%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					
<b>Environment</b>							
	Stage 1	Response req'd in this period	9	18			27
		Responded within timescale	6	12			18
		Performance (Target 90%)	67%	67%			67%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					£0
<b>CHANGE &amp; EFFICIENCY</b>							

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<b>Finance</b>	Stage 1	Response req'd in this period	8	0			8
		Responded within timescale	6	0			6
		Performance (Target 90%)	75%	100%			75%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
<b>HR &amp; OD</b>	Stage 1	Response req'd in this period	0	0			0
		Responded within timescale	0	0			0
		Performance (Target 90%)	100%	100%			100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
<b>I.M.T.</b>	Stage 1	Response req'd in this period	0	0			0
		Responded within timescale	0	0			0
		Performance (Target 90%)	100%	100%			100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
<b>Procurement &amp; Contract</b>	Stage 1	Response req'd in this period	0	1			1
		Responded within timescale	0	1			0
		Performance (Target 90%)	100%	100%			100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
<b>Estate Planning &amp; Management</b>	Stage 1	Response req'd in this period	11	3			14
		Responded within timescale	11	2			13
		Performance (Target 90%)	100%	67%			93%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
<b>Shared Service Centre</b>	Stage 1	Response req'd in this period	3	14			17
		Responded within timescale	2	11			13
		Performance (Target 90%)	67%	79%			76%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					
<b>CHIEF EXECUTIVES</b>							
<b>Legal &amp; Democratic Services</b>	Stage 1	Response req'd in this period	3	1			4
		Responded within timescale	2	1			3
		Performance (Target 90%)	67%	100%			75%
	Stage 2-4	Complaints with CAP					
		Compensation paid					
<b>Communications</b>	Stage 1	Response req'd in this period	0	0			0
		Responded within timescale	0	0			0
		Performance (Target 90%)	100%	100%			100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					

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<b>Performance &amp; Audit</b>	Stage 1	Response req'd in this period	0	0			0
		Responded within timescale	0	0			0
		Performance (Target 90%)	100%	100%			100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					

<b>Corporate Policy</b>	Stage 1	Response req'd in this period	0	0			0
		Responded within timescale	0	0			0
		Performance (Target 90%)	100%	100%			100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					

<b>CORPORATE TOTAL</b>	Stage 1	Response req'd in this period	168	143			311
		Responded within timescale	155	130			285
		Performance (Target 90%)	92%	91%			92%

#### FAMILIES

<b>Children's</b>	Stage 1	Response req'd in this period	48	57			105
		Responded within timescale	33	50			83
		Performance (Target 90%)	69%	88%			79%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					£0

<b>Adults</b>		Response req'd in this period	38	77			115
		Responded within timescale	25	57			82
		Performance (Target 90%)	66%	74%			71%
	Stage 2-4						
		Compensation paid					£0

<b>Schools and Learning</b>	Stage 1	Response req'd in this period	8	1			9
		Responded within timescale	3	1			4
		Performance (Target 90%)	38%	100%			44%
	Stage 2-4	Complaints with CAP					0
		Compensation paid					£0

<b>Young people</b>	Stage 1	Response req'd in this period	1	0			1
		Responded within timescale	1	0			1
		Performance (Target 90%)	100%	100%			100%
	Stage 2-4	Complaints with CAP					
		Compensation paid					

<b>FAMILIES TOTAL</b>	Stage 1	Response req'd in this period	95	135			230
		Responded within timescale	62	108			170
		Performance (Target 90%)	65%	80%			74%

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<b>TOTAL ALL</b>	Stage 1	Response req'd in this period	263	278			<b>541</b>
		Responded within timescale	217	238			<b>455</b>
		Performance (Target 90%)	<b>83%</b>	<b>86%</b>			<b>84%</b>