

LBBD Member Enquiry Highlight Report: April – November 2011

LBBD CUSTOMER CORRESPONDENCE HIGHLIGHT REPORT APRIL - NOVEMBER 2011																
BOROUGHWIDE		A	M	J	J	A	S	O	N	D	J	F	M	A	Total	OPEN CASES
ME	No. Received	176	223	210	208	212	186	248	295						1758	1
	No. Responded Within	140	180	179	175	170	135	211	220						1410	
	% Within	80%	81%	85%	84%	80%	73%	85%	75%						80%	
<b>ADULT &amp; COMMUNITY SERVICES</b>		<b>A</b>	<b>M</b>	<b>J</b>	<b>J</b>	<b>A</b>	<b>S</b>	<b>O</b>	<b>N</b>	<b>D</b>	<b>J</b>	<b>F</b>	<b>M</b>	<b>A</b>	<b>Total</b>	<b>OPEN</b>
ME	No. Received	24	12	22	19	18	17	9	15						136	0
	No. Responded Within	15	7	15	13	14	8	6	9						87	
	% Within	63%	58%	68%	68%	78%	47%	67%	60%						64%	
<b>CHILDREN'S SERVICES</b>		<b>A</b>	<b>M</b>	<b>J</b>	<b>J</b>	<b>A</b>	<b>S</b>	<b>O</b>	<b>N</b>	<b>D</b>	<b>J</b>	<b>F</b>	<b>M</b>	<b>A</b>	<b>Total</b>	<b>OPEN</b>
ME	No. Received	14	16	17	18	14	10	7	12						108	0
	No. Responded Within	11	10	15	16	13	7	4	11						87	
	% Within	79%	63%	88%	89%	93%	70%	57%	92%						81%	
<b>CHIEF EXECUTIVES DIRECTORATE</b>		<b>A</b>	<b>M</b>	<b>J</b>	<b>J</b>	<b>A</b>	<b>S</b>	<b>O</b>	<b>N</b>	<b>D</b>	<b>J</b>	<b>F</b>	<b>M</b>	<b>A</b>	<b>Total</b>	<b>OPEN</b>
ME	No. Received	0	0	0	0	0	0	0	0						0	0
	No. Responded Within	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						N/A	
	% Within	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						N/A	
<b>ELEVATE SERVICES OVERALL</b>		<b>A</b>	<b>M</b>	<b>J</b>	<b>J</b>	<b>A</b>	<b>S</b>	<b>O</b>	<b>N</b>	<b>D</b>	<b>J</b>	<b>F</b>	<b>M</b>	<b>A</b>	<b>Total</b>	<b>OPEN</b>
ME	No. Received	7	2	5	6	6	4	3	1						34	0
	No. Responded Within	7	2	4	6	6	4	3	1						33	
	% Within	100%	100%	80%	100%	100%	100%	100%	100%						97%	
<b>HOUSING &amp; ENVIRONMENT</b>		<b>A</b>	<b>M</b>	<b>J</b>	<b>J</b>	<b>A</b>	<b>S</b>	<b>O</b>	<b>N</b>	<b>D</b>	<b>J</b>	<b>F</b>	<b>M</b>	<b>A</b>	<b>Total</b>	<b>OPEN</b>
ME	No. Received	126	189	162	162	168	150	226	263						1446	0
	No. Responded Within	102	157	143	137	131	111	196	196						1173	
	% Within	81%	83%	88%	85%	78%	74%	87%	75%						81%	
<b>FINANCE &amp; RESOURCES</b>		<b>A</b>	<b>M</b>	<b>J</b>	<b>J</b>	<b>A</b>	<b>S</b>	<b>O</b>	<b>N</b>	<b>D</b>	<b>J</b>	<b>F</b>	<b>M</b>	<b>A</b>	<b>Total</b>	<b>OPEN</b>
ME	No. Received	5	3	4	3	6	5	3	4						33	0
	No. Responded Within	5	3	2	3	6	5	2	3						29	
	% Within	100%	100%	50%	100%	100%	100%	67%	75%						88%	