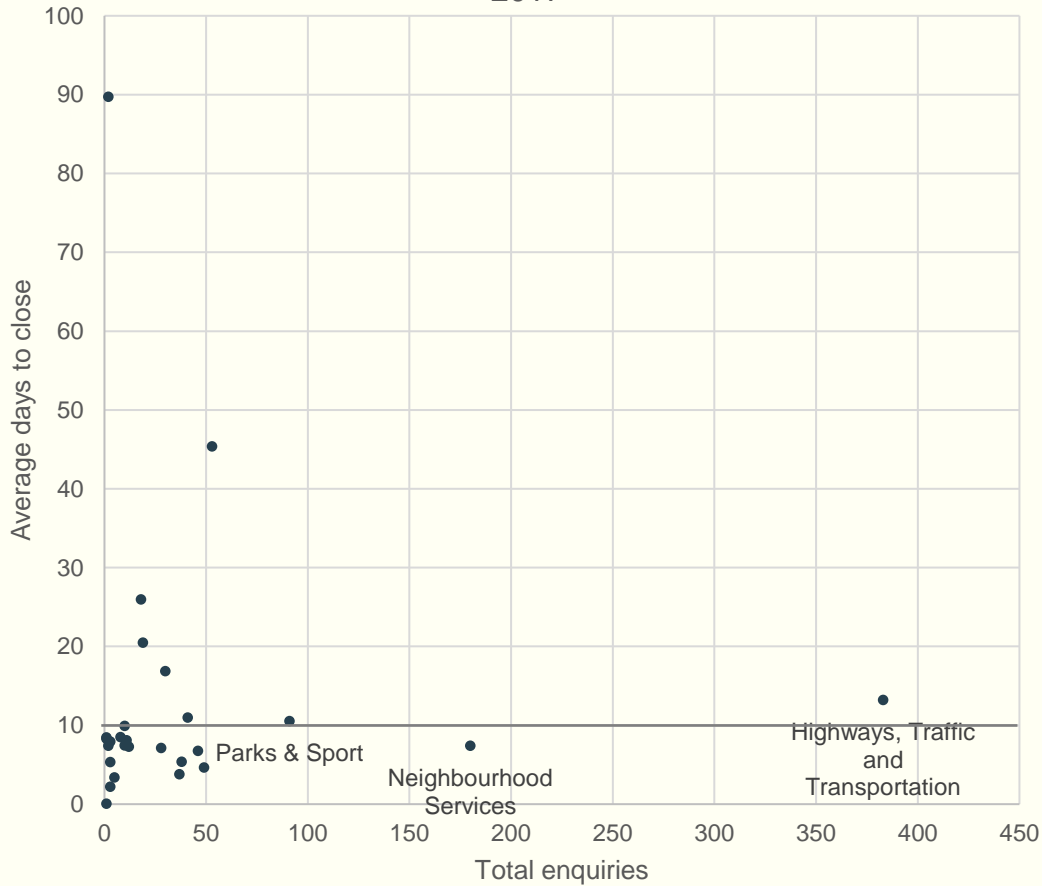
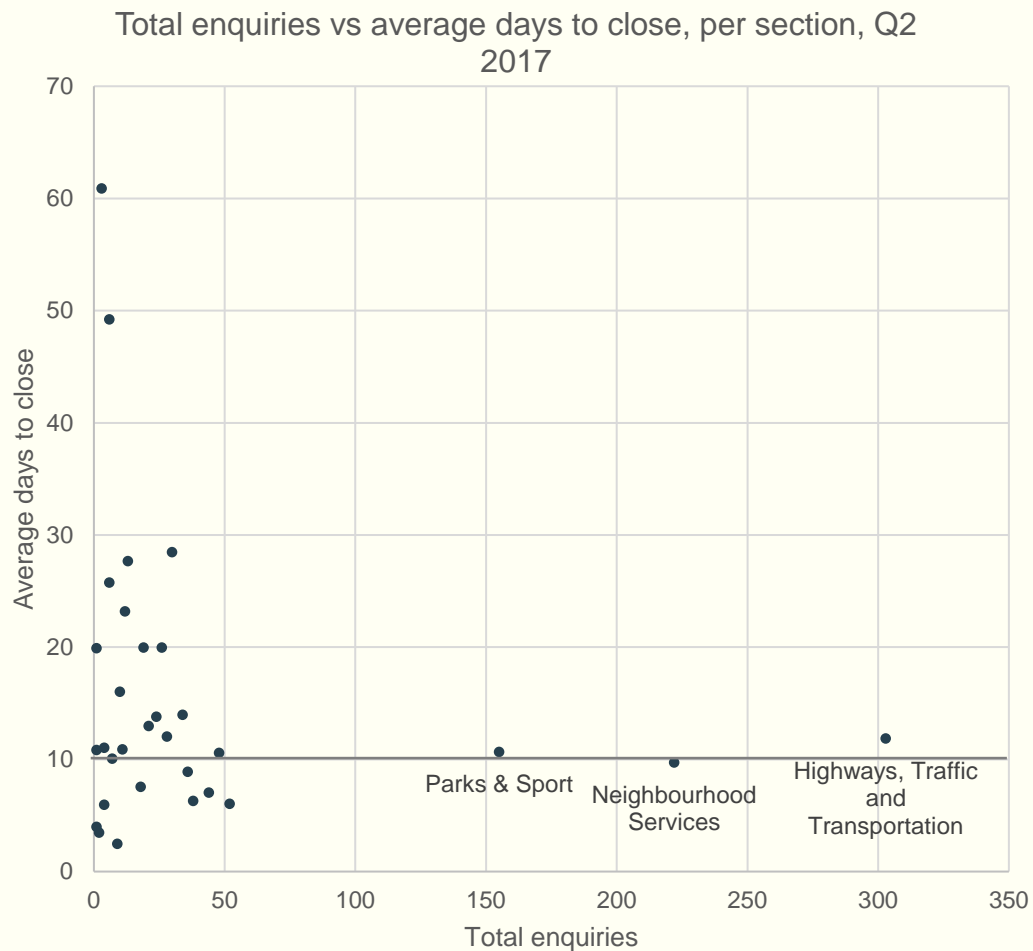


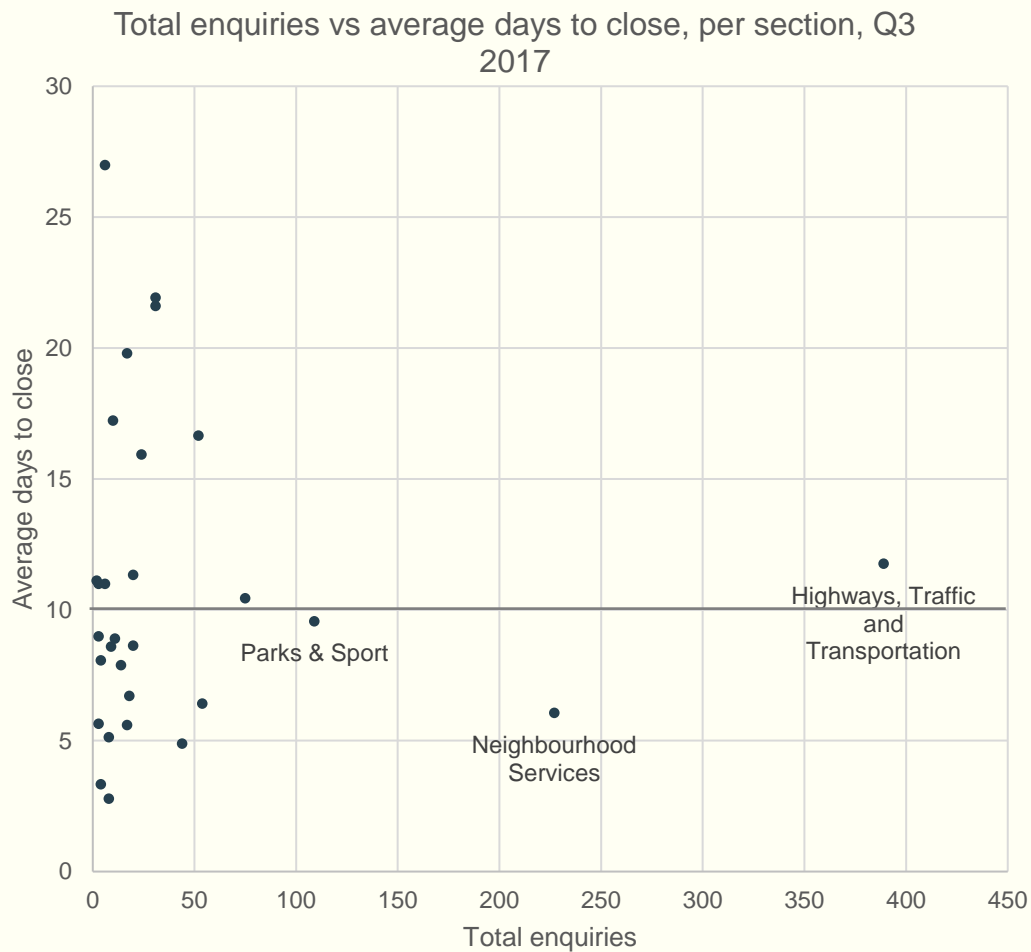
Total enquiries vs average days to close, per section, Q1 2017



Section	Average days taken	Enquiries	Q-over-Q improvement
Highways, Traffic and Transportation	13.2	383	4%
Neighbourhood Services	7.4	180	60%
Parks & Sport	10.5	91	25%
Regulatory & Support Services	45.4	53	-97%
Housing Allocation & Waiting List	4.6	49	-51%
Commercial & Collaboration	6.8	46	10%
Tenancy Management	11.0	41	-86%
Community Maintenance Services	5.4	38	-2%
Caretaking Services	3.8	37	-88%
Members Central Team	16.9	30	24%
Neighbourhood Nuisance (Cncil)	7.1	28	35%
Strategic Planning	20.5	19	-99%
Education & Lifelong Learning	26.0	18	-71%
Homeless/Housing Advice	7.3	12	-28%
DFG	8.1	11	-41%
Corporate Resources	7.4	10	-17%
Estate Improvement	9.9	10	-45%
Neighbourhood Regeneration	8.5	8	26%
House/CTax Bens & Rent Arrear	3.4	5	3%
Economic Development	7.9	3	-10%
Culture, Venues & Events	5.3	3	
Adult Services	2.2	3	63%
ILS-FPOC	7.4	2	11%
Bereavement & Registration	89.7	2	
Facilities Management	8.3	1	72%
Legal	8.5	1	
Childrens Services	0.0	1	100%
Total	12.3	1085	8%



Section	Average days taken	Enquiries	Q-over-Q improvem ent
Highways, Traffic and Transportation	11.8	303	10%
Neighbourhood Services	9.7	222	-32%
Parks & Sport	10.7	155	-1%
Housing Allocation & Waiting List	6.0	52	-30%
Members Central Team	10.6	48	37%
Commercial & Collaboration	7.0	44	-4%
Community Maintenance Services	6.3	38	-17%
Homeless/Housing Advice	8.9	36	-22%
Neighbourhood Nuisance (Cncil)	14.0	34	-96%
Education & Lifelong Learning	28.5	30	-10%
Strategic Planning	12.0	28	41%
Regulatory & Support Services	19.9	26	56%
Tenancy Management	13.8	24	-26%
Neighbourhood Regeneration	13.0	21	-53%
Economic Development	19.9	19	-151%
Corporate Resources	7.5	18	-1%
Facilities Management	27.7	13	-233%
Caretaking Services	23.2	12	-513%
DFG	10.9	11	-35%
Estate Improvement	16.0	10	-61%
House/CTax Bens & Rent Arrear	2.5	9	27%
Adult Services	10.1	7	-357%
Childrens Services	25.7	6	-92595%
Housing & Neighbourhood Renewal	49.2	6	
Culture, Venues & Events	5.9	4	-12%
ILS-FPOC	11.0	4	-49%
Leisure	60.9	3	
Libraries	3.5	2	
Bereavement & Registration	10.8	1	88%
Customer Services	19.9	1	
Social Services	4.0	1	
Total	11.9	1188	3%



Section	Average days taken	Enquiries	Q-over-Q improvement
Highways, Traffic and Transportation	11.8	389	1%
Neighbourhood Services	6.1	227	38%
Parks & Sport	9.5	109	10%
Commercial & Collaboration	10.4	75	-48%
Housing Allocation & Waiting List	6.4	54	-6%
Members Central Team	16.6	52	-57%
Community Maintenance Services	4.9	44	22%
Regulatory & Support Services	21.9	31	-10%
Education & Lifelong Learning	21.6	31	24%
Corporate Resources	15.9	24	-111%
Tenancy Management	11.3	20	18%
Homeless/Housing Advice	8.6	20	3%
Neighbourhood Nuisance (Cncil)	6.7	18	52%
Caretaking Services	5.6	17	76%
Estate Improvement	19.8	17	-24%
Strategic Planning	7.9	14	34%
Social Services	8.9	11	-124%
Economic Development	17.2	10	14%
Neighbourhood Regeneration	8.6	9	34%
DFG	5.1	8	53%
House/CTax Bens & Rent Arrear	2.8	8	-13%
Leisure	27.0	6	56%
ILS-FPOC	11.0	6	0%
Culture, Venues & Events	3.3	4	44%
Housing & Neighbourhood Renewal	8.1	4	84%
Libraries	5.6	3	-63%
Adult Services	11.0	3	-9%
Facilities Management	9.0	3	68%
Customer Services	11.1	2	44%
Total	10.5	1219	12%