

Cumulative Performance Summary - 2010/11

Month	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Performance 2010-11
No. in time	38	31	38	44	39	49	36	25	32				332
No. of complaints	43	33	40	53	42	55	44	30	42				382
% responded in time	88%	94%	95%	83%	93%	89%	82%	83%	76%				87%