

Corporate Services Targets - 2007/2008

Activity	Target 2007/08	Year End 2005/06	Year End 2006/07
Percentage of complaints replied to within target time (9 days)	80%	90% (Target was 10 days)	89%
Percentage of members enquiries replied to within target time (7 days)	80%	96% (Target was 10 days)	94.90%
Percentage of Stage 2 Complaints replied to on time	95%	New Target	99%
Satisfaction with Hounslow Homes Service (tenants) 1) Overall 2) BME 3) Non BME 4) Disabled 5) Male 6) Female	80%	80% 79% 81% New Target New Target New Target	74% 72% 75%
Overall Satisfaction with their area as a place to live	75%	73%	70%
Percentage of calls answered by the CSC in 0 - 20 seconds	85%	84.82%	55.16%
CSC Abandonment rate	2%	2.77%	9.76%
<u>Staffing Targets</u> Ethnic Minority Staff as a percentage of staff in post	28%	26%	26%
Percentage of top 5% of earners who are Women	42%	18%	40%
Percentage of posts filled by Women	37.5%	35%	35%
Percentage of top 5% of earners who are black and ethnic minority staff	20%	16%	20%
Leavers as a percentage of staff in post	Maximum of 10%	1.8%	5%
Average time taken to recruit vacant posts	28 days	35.5 days	29 days

Activity	Target 2007/08	Year End 2005/06	Year End 2006/07
Number of staff declaring that they meet the DDA disability definition as a percentage of staff in post	2%	1.14%	1.2%
Sickness Absence	10 working days	12.15 working days	11.57 days
Achieve Local Government Equality Standard	Level 3	Level 3	Level 3
Number of: <ul style="list-style-type: none"> • Equalities • Gender • Disability Audits carried out	10	New Target	8
Number of: Data Protection Freedom of Information Requests received	Measure not target	DPA 14 FOI 31	DPA 19 FOI 12
Percentage of Data Protection/FOI requests provided within statutory timescales	95%	87.5% 86.67%	100%