

| Service                             | Total     | On Time   | Late      | % in time  | Lack of info/contact | Time taken | Policy    | Discrimination | Service   | Staff     |
|-------------------------------------|-----------|-----------|-----------|------------|----------------------|------------|-----------|----------------|-----------|-----------|
| Bereavement Services                | 2         | 2         | 0         | 100%       | 0                    | 0          | 0         | 0              | 2         | 0         |
| Building surveying                  | 2         | 2         | 0         | 100%       | 0                    | 0          | 0         | 0              | 0         | 2         |
| Communications                      | 1         | 1         | 0         | 100%       | 0                    | 0          | 1         | 0              | 0         | 0         |
| Community safety                    | 1         | 0         | 1         | 0%         | 0                    | 0          | 0         | 1              | 0         | 0         |
| Conservation and landscape          | 1         | 1         | 0         | 100%       | 0                    | 0          | 1         | 0              | 0         | 0         |
| Contact centre                      | 4         | 3         | 1         | 75%        | 0                    | 0          | 0         | 0              | 2         | 2         |
| Council tax/Business rates          | 13        | 7         | 6         | 53%        | 0                    | 0          | 7         | 0              | 4         | 2         |
| Customer services                   | 1         | 1         | 0         | 100%       | 0                    | 0          | 0         | 0              | 1         | 0         |
| Democracy/democratic support        | 1         | 1         | 0         | 100%       | 0                    | 0          | 0         | 0              | 1         | 0         |
| Development control                 | 13        | 13        | 0         | 100%       | 3                    | 0          | 4         | 0              | 5         | 1         |
| Economic development                | 1         | 1         | 0         | 100%       | 0                    | 0          | 1         | 0              | 0         | 0         |
| Environmental enforcement           | 3         | 3         | 0         | 100%       | 0                    | 0          | 1         | 0              | 0         | 2         |
| Food & safety                       | 1         | 1         | 0         | 100%       | 0                    | 0          | 0         | 0              | 0         | 1         |
| Housing & council tax benefits      | 1         | 1         | 0         | 100%       | 1                    | 0          | 0         | 0              | 0         | 0         |
| Housing options/PSH                 | 12        | 8         | 4         | 67%        | 1                    | 0          | 4         | 2              | 4         | 1         |
| Leisure                             | 1         | 1         | 0         | 100%       | 1                    | 0          | 0         | 0              | 0         | 0         |
| Other                               | 1         | 1         | 0         | 100%       | 0                    | 0          | 0         | 0              | 1         | 0         |
| Parking enforcement                 | 6         | 5         | 1         | 83%        | 0                    | 0          | 2         | 0              | 4         | 0         |
| Planning enforcement                | 6         | 6         | 0         | 100%       | 0                    | 0          | 0         | 0              | 5         | 1         |
| Pollution ( inc litter enforcement) | 12        | 12        | 0         | 100%       | 0                    | 0          | 2         | 0              | 5         | 5         |
| Registration                        | 1         | 1         | 0         | 100%       | 0                    | 0          | 0         | 0              | 1         | 0         |
| Waste collection                    | 14        | 14        | 0         | 100%       | 2                    | 0          | 3         | 0              | 8         | 1         |
| <b>Total</b>                        | <b>98</b> | <b>85</b> | <b>13</b> | <b>87%</b> | <b>8</b>             | <b>0</b>   | <b>26</b> | <b>3</b>       | <b>43</b> | <b>18</b> |