

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	1	1
Chief Executive's Secretariat	1	1	0	100%	0	1	0	0	0	0
Community Development	1	0	1	0%	0	0	0	0	1	0
Complaints	1	0	1	0%	0	0	0	0	1	0
Contact centre	3	3	0	100%	0	0	0	0	1	2
Council tax/Business rates	9	8	1	89%	1	0	1	0	7	0
Democratic Services	1	1	0	100%	0	0	0	0	1	0
Development control	23	23	0	100%	2	6	8	0	7	0
Environmental enforcement	2	2	0	100%	0	1	0	0	1	0
Grounds maintenance	1	1	0	100%	0	0	0	0	1	0
Housing & council tax benefits	3	3	0	100%	1	0	0	0	1	1
Housing options/PSH	7	6	1	86%	1	0	1	0	3	2
Licensing	2	2	0	100%	1	0	1	0	0	0
Parking enforcement	6	6	0	100%	0	0	1	0	0	5
Parks and leisure	2	2	0	100%	1	0	0	0	1	0
Planning enforcement	2	2	0	100%	0	0	1	0	0	1
Pollution (inc litter enforcement)	16	16	0	100%	1	0	9	1	0	5
Public toilets	3	3	0	100%	0	0	2	0	1	0
Waste collection	27	27	0	100%	1	0	1	0	22	3
Total	112	108	4	96%	9	8	25	1	49	20