

## Appendix B

Month	Items due	Closed in 5 days	% Closed in 5 days	Not closed in 5 days	% Not closed in 5 days	Delay advised	% Delay advised	Responded to in 5 days	% Responded to in 5 days
January	298	220	73.83%	78	26.17%	64	21.48%	284	95.30%
February	324	239	73.77%	85	26.23%	69	21.30%	308	95.06%
March	365	221	60.55%	144	39.45%	102	27.95%	323	88.49%
April	374	231	61.76%	143	38.24%	129	34.49%	360	96.26%
May	288	210	72.92%	78	27.08%	69	23.96%	279	96.88%
June	340	207	60.88%	133	39.12%	113	33.24%	320	94.12%
Total	1989	1328	66.77%	661	33.23%	546	27.45%	1874	94.22%

DU	Items due	Closed in 5 days	% Closed in 5 days	Not closed in 5 days	% Not closed in 5 days	Delay advised	% Delay advised	Responded to in 5 days	% Responded to in 5 days
Adults & Communities	37	21	56.76%	16	43.24%	4	10.81%	25	67.57%
Assurance Group	6	3	50.00%	3	50.00%	3	50.00%	6	100.00%
Barnet Group	6	4	66.67%	2	33.33%	1	16.67%	5	83.33%
Commissioning Group	53	45	84.91%	8	15.09%	7	13.21%	52	98.11%
CSG	26	14	53.85%	12	46.15%	11	42.31%	25	96.15%
CSG - Benefits	49	43	87.76%	6	12.24%	4	8.16%	47	95.92%
CSG - Council Tax	116	73	62.93%	43	37.07%	40	34.48%	113	97.41%
CSG - Customer Services	173	143	82.66%	30	17.34%	17	9.83%	160	92.49%
Education & Skills	65	41	63.08%	24	36.92%	19	29.23%	60	92.31%
Family Services	27	19	70.37%	8	29.63%	7	25.93%	26	96.30%
RE	1040	646	62.12%	394	37.88%	338	32.50%	984	94.62%
Street Scene	391	276	70.59%	115	29.41%	95	24.30%	371	94.88%
Total	1989	1328	66.77%	661	33.23%	546	27.45%	1874	94.22%

