

## Corporate Service Response Standards

		13/14 Target	Q1	Q2	Q3	Q4	13/14 TOTAL	
SRS A	All external visitors to be pre-notification via the visitor management system.	100%	66.3%	62.8%	67.1%	70.5%	66.1%	☹
SRS B	Where an appointment is pre-arranged, visitors should be met within 10 minutes of the specified time where Visitors arrive at Guildhall North or West Wing receptions.	100%	95.2%	90.9%	90.3%	94.2%	92.9%	☺
SRS C	Emails to all published (external-facing) email addresses to be responded to within 1 day.	100%	100%	100%	75%	100%	93.7%	☺
SRS D	A full response to requests for specific information or services requested via email within 10 days.	100%	100%	100%	100%	75%	93.7%	☺
SRS E	Telephone calls to be picked up and answered within 5 rings/20 seconds	90%	92.1%	92.3%	93.1%	93.8%	92.8%	☺
SRS F	Voicemail element only target 10%	10%	11.1%	10.7%	10.4%	10.5%	10.7%	☺
DM7	To manage responses to requests under the Freedom of Information act within 20 working days. (Statutory target of 85%)	85%	98%	100%	100%	100%	99.50%	☺
<b>Comments</b>	<p><b>SRS A:</b> This has steadily improved over the year, however due to the number of external people involved in our external meetings inevitably more visitors turn up than we expect.</p> <p><b>SRS C &amp; D:</b> The results are skewed dramatically due to the small volume of email addresses tested.</p> <p><b>SRS F:</b> A large volume of Officers are on site and out of the office as part of their working day, we have set up procedures in teams to ensure, as much as possible callers are given the option to speak to a person, however due to their technical nature callers tend to leave voice mail.</p>							

