

Annex 1

2.5

Correspondence performance

Response Time	Qtr 1 - April to June		Q2 - July to Sept		Q3 - Oct to Dec		Q4 - Jan to March		YTD		2003/4 Outturn	
	From Receipt	%	From Receipt	%	From Receipt	%	From Receipt	%	From Receipt	%	From Receipt	%
Target Time Within 20 days	14	87.5 %	6	75.0 %	9	81.8 %	26	96.3%	55	88.7 %	42	73.5 %
21 to 23 days	0	0.0%	2	25.0 %	1	9.1%	0	0.0%	3	4.8%	0	6.1%
More than 23 days	2	12.5 %	0	0.0%	1	9.1%	1	3.7%	4	6.5%	16	20.4 %
Awaiting investigation – C/Fwd to next qtr	(2)		(1)		(1)		(8)					0.0%
Total	16	100%	8	100%	11	100%	27	100 %	62	100%	58	100%