

Annex 1

2.5 Correspondence performance

Response Time	Qtr 1 - April to June 2003		Qtr2 - July to Sept 2003		Qtr3 - July to Sept 2003		Qtr 4 - Jan to March 2004		YTD		2002/3 Outturn	
	From Receipt	%	From Receipt	%	From Receipt	%	From Receipt	%	From Receipt	%	From Receipt	%
Target Time Within 20 days	12	80.0%	7	50.0%					19	65.5%	42	68.9%
21 to 23 days	2	13.3%	1	7.1%					3	10.3%	0	0.0%
More than 23 days	1	6.7%	6	42.9%					7	24.1%	16	26.2%
Awaiting investigation – C/Fwd to next qtr	(4)		0								3	4.9%
Total	15	100%	14	100%					29	100%	61	100%

Note: Definitions used as in line with national complaints return KO41(a)