

S1 Complaints Jan - Dec 2007

Area	Total	Responded Within SLA	% Responded
BERMONDSEY	387	93	24 %
BOROUGH & BANKSIDE	245	77	31 %
CAMBERWELL	401	157	39 %
DULWICH	95	30	32 %
NUNHEAD & PECKHAM RYE	256	102	40 %
PECKHAM	206	23	11 %
ROTHERHITHE	244	41	17 %
WALWORTH	457	67	15 %
<b>Result</b>	<b>2,291</b>	<b>590</b>	

S1 Complaints Jan - Dec 2008

Area	Total	Responded Within SLA	% Responded
BERMONDSEY	277	39	14 %
BOROUGH & BANKSIDE	124	20	16 %
CAMBERWELL	296	52	18 %
DULWICH	102	8	8 %
NUNHEAD & PECKHAM RYE	177	35	20 %
PECKHAM	136	14	10 %
ROTHERHITHE	182	18	10 %
WALWORTH	329	25	8 %
<b>Result</b>	<b>1,623</b>	<b>211</b>	

Closed Stage 1 Complaints for Repairs, Jan 2009 to December 2009				
Team	In Target	Outside Target	Total	%
Bermondsey	137	140	277	49%
Borough	94	63	157	60%
Camberwell	166	166	332	50%
Dulwich	65	55	120	54%
Nunhead	131	87	218	60%
Peckham	61	102	163	37%
Rotherhithe	81	66	147	55%
Walworth	245	95	340	72%
<b>Total</b>	<b>980</b>	<b>774</b>	<b>1754</b>	<b>56%</b>

**Closed Stage 1 Complaints for Repairs, Jan 2010-Present (30th July 2010)**

<b>Team</b>	<b>Within Target</b>	<b>Outside Target</b>	<b>Total</b>	<b>%</b>
Bermondsey	162	78	240	68%
Borough	122	20	142	86%
Camberwell	275	100	375	73%
Dulwich	90	44	134	67%
Nunhead	145	58	203	71%
Peckham	121	49	170	71%
Rotherhithe	91	42	133	68%
Walworth	249	40	289	86%
<b>Total</b>	<b>1255</b>	<b>431</b>	<b>1686</b>	<b>74%</b>

Member enquiries Jan - Dec 2007

Area	Total	Respon ded Within SLA	% Respon ded
BERMONDSEY	164	89	54 %
BOROUGH & BANKSIDE	173	115	66 %
CAMBERWELL	522	311	60 %
DULWICH	86	50	58 %
NUNHEAD & PECKHAM RYE	163	91	56 %
PECKHAM	136	81	60 %
ROTHERHITHE	156	63	40 %
WALWORTH	476	143	30 %
<b>Result</b>	<b>1,876</b>	<b>943</b>	

Member Enquiries Jan - Dec 2008

Area	Total	Respon ded Within SLA	% Respon ded
BERMONDSEY	144	60	42 %
BOROUGH & BANKSIDE	65	31	48 %
CAMBERWELL	938	409	44 %
DULWICH	64	22	34 %
NUNHEAD & PECKHAM RYE	129	60	47 %
PECKHAM	39	17	44 %
ROTHERHITHE	68	26	38 %
WALWORTH	253	99	39 %
<b>Result</b>	<b>1,700</b>	<b>724</b>	

Closed Member Enquiries for Repairs, Jan 2009 to December 2009

Team	Within Target	Outside Target	Total	%
Bermondsey	84	19	103	82%
Borough	48	12	60	80%
Camberwell	132	26	158	84%
Dulwich	66	6	72	92%
Nunhead	62	16	78	79%
Peckham	48	11	59	81%
Rotherhithe	51	5	56	91%
Walworth	135	25	160	84%
<b>Total</b>	<b>626</b>	<b>120</b>	<b>746</b>	<b>84%</b>

**Closed Member Enquiries for Repairs, Jan 2010-Present (30th July 2010)**

<b>Team</b>	<b>Within Target</b>	<b>Outside Target</b>	<b>Total</b>	<b>%</b>
Bermondsey	78	26	104	75%
Borough	49	15	64	77%
Camberwell	106	38	144	74%
Dulwich	46	18	64	72%
Nunhead	53	11	64	83%
Peckham	25	13	38	66%
Rotherhithe	42	10	52	81%
Walworth	133	64	197	68%
<b>Total</b>	<b>532</b>	<b>195</b>	<b>727</b>	<b>73%</b>