

Service area	Quarter 1				Quarter 2				Quarter 3				Quarter 4			
	L1	L2	L3	LGO	L1	L2	L3	LGO	L1	L2	L3	LGO	L1	L2	L3	LGO
Arts, culture and museums																
Countryside										1						
Sport and recreation					1									1		
Youth services														1		
Locality offices																
Property facilities management										2						
Community care																
Community transport																
Waverley training services																
Human resources					2											
Insurance															1	
Communications														1		
Website																
Sub totals					48	30	11	1	27	25	10	4	38	31	12	3
Totals	94				90				66				84			
% responded to within target of 10 wkg days (15 wkg days for Planning)	68%				80%				94%				94%			