

VALIDATION OF FP,BN,RG applications within 2 working days
measured from Date of Deposit to PI Date 1

	Within target	Over target	Total	% within target
April	43	1	44	97.73
May	46	4	50	92.00
June	42	1	43	97.67
July	60	5	65	92.31
August	46	7	53	86.79
September	42	1	43	97.67



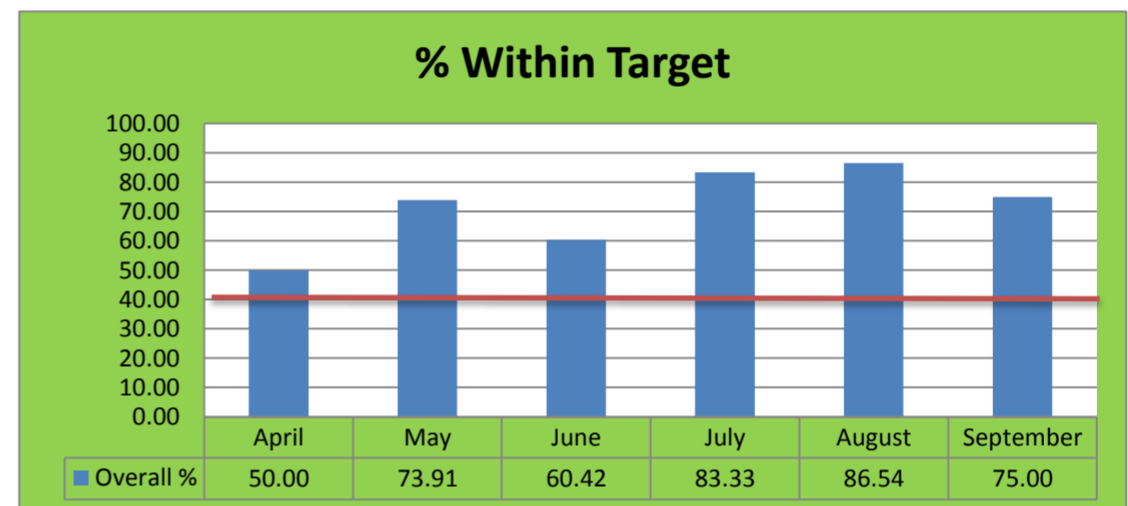
Target of 90% Full plans checked within 14 working days
Measured from deposit date to plans checked date

	Within target	Over target	Total	% within target
April	40	3	43	93.02
May	54	6	60	90.00
June	44	4	48	91.67
July	41	8	49	83.67
August	49	14	63	77.78
September	43	14	57	75.44



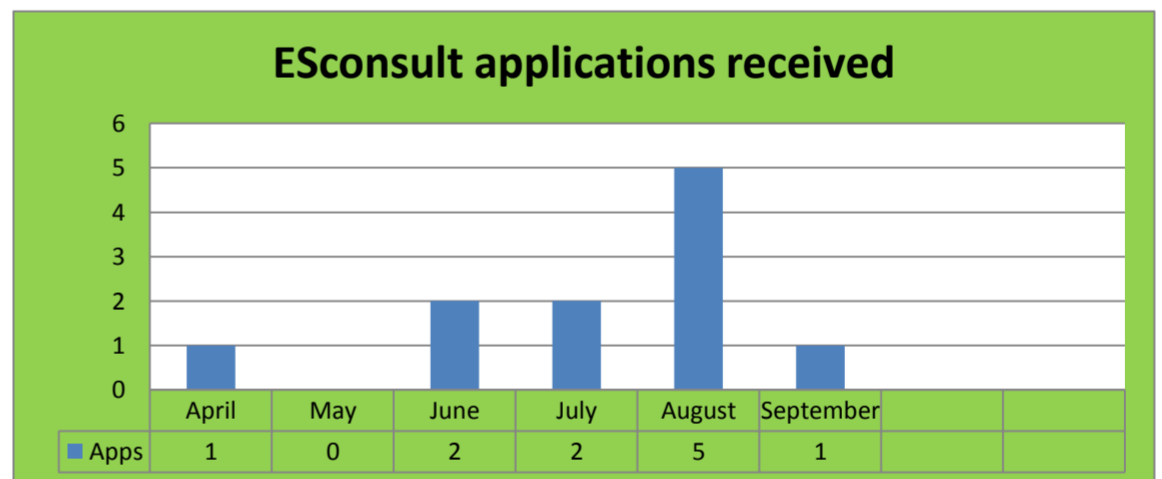
Target of 40% Full plans checked within 7 working days
Measured from deposit date to plans checked date

	Within target	Over target	Total	% within target
April	19	19	38	50.00
May	34	12	46	73.91
June	29	19	48	60.42
July	35	7	42	83.33
August	45	7	52	86.54
September	30	10	40	75.00



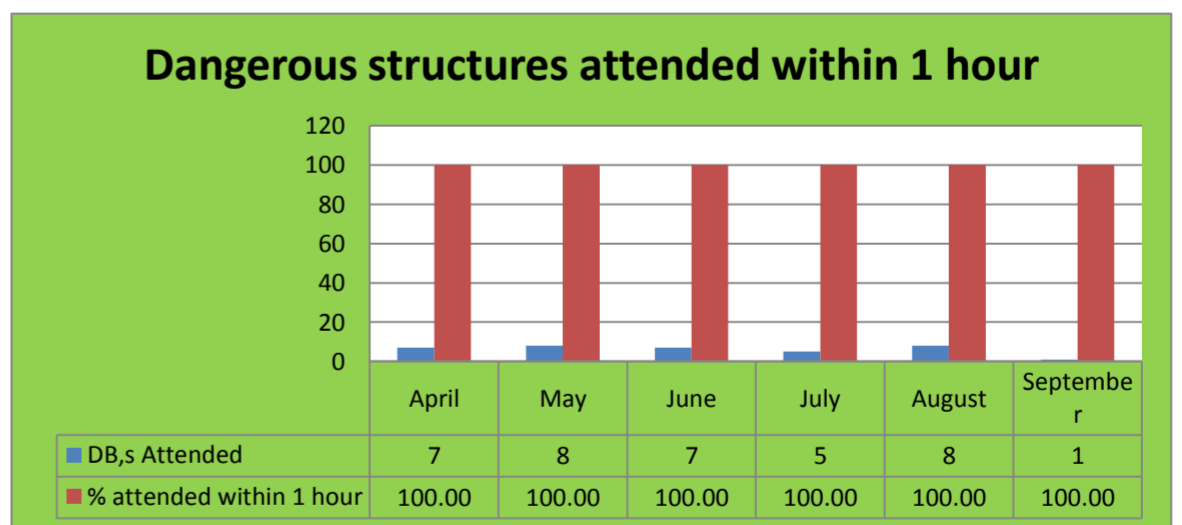
Number of ESconsult applications received

	Over target	Total
April	1	
May	0	
June	2	
July	2	
August	5	
September	1	



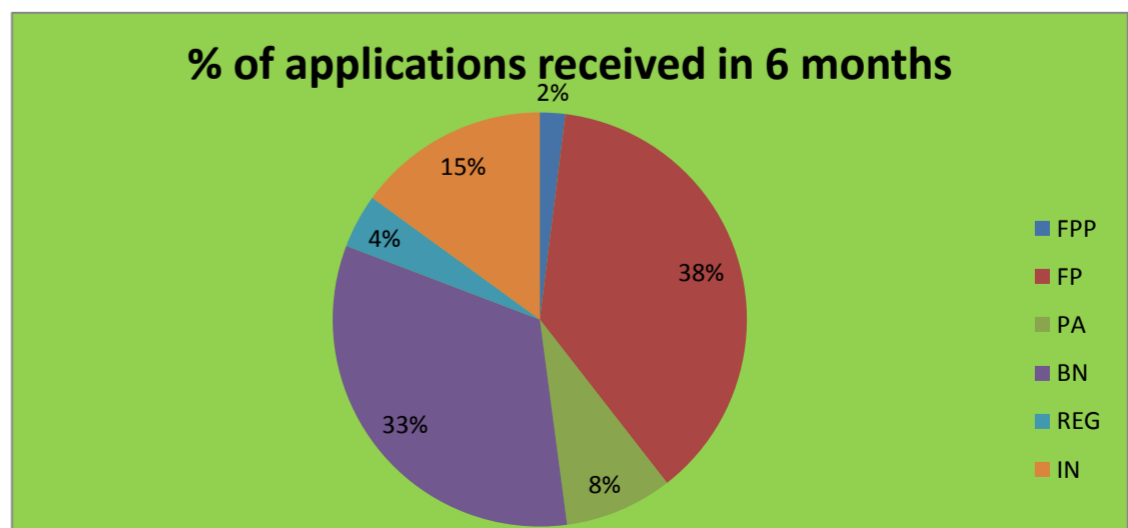
(CURRENT BC PERFORMANCE TARGET)

	Within target	Over target	Total	% within target
April	7	0	7	100.00
May	8	0	8	100.00
June	7	0	7	100.00
July	5	0	5	100.00
August	8	0	8	100.00
September	1	0	1	100.00



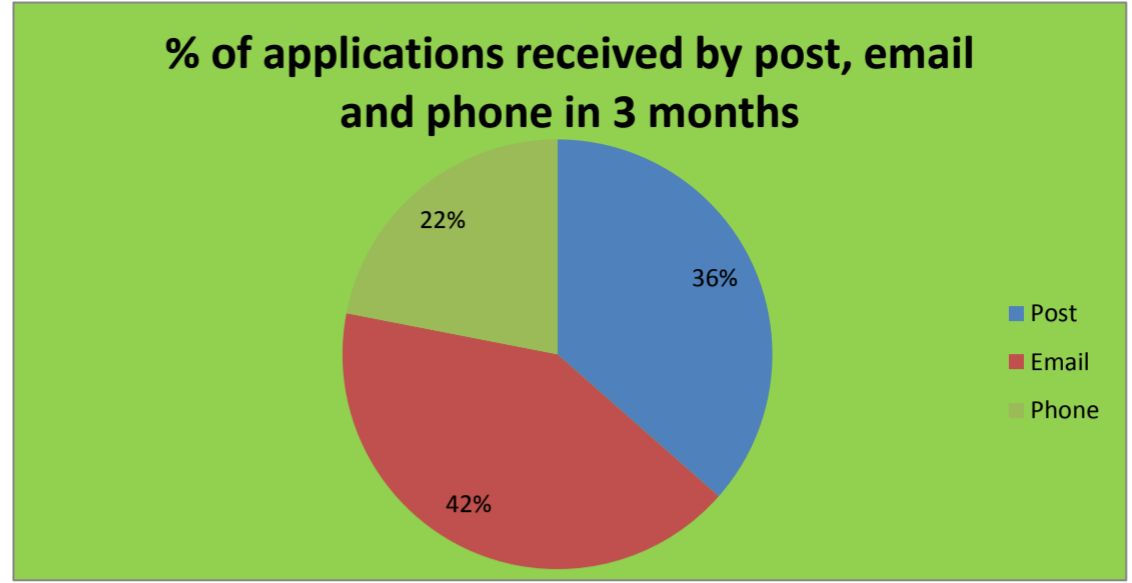
Number and type of application received

Name	Count
FPP	15
FP	285
PA	64
BN	250
REG	32
IN	114
Total	760



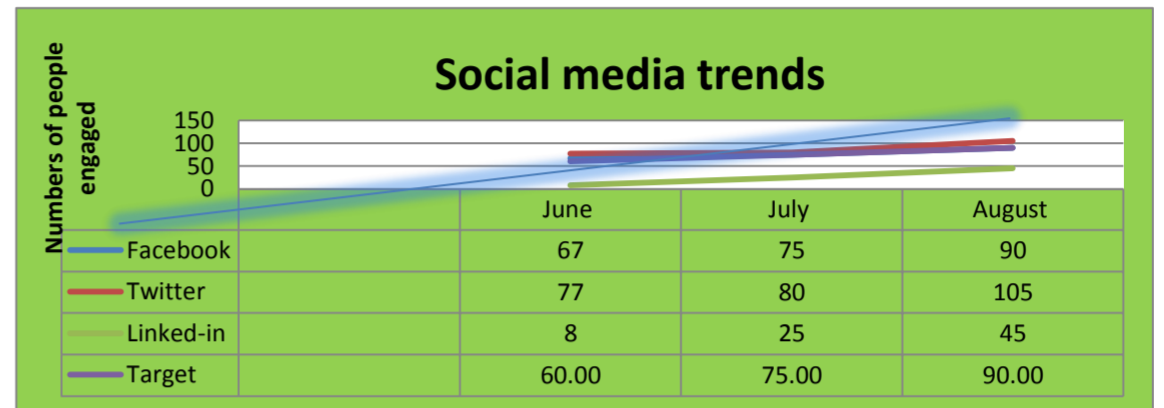
Number of FP, BN, & REG received by phone, email, or post

Name	
Post	158
Email	180
Phone	95



Social media trends (by the end of the month)

	Facebook	Twitter	Linked-in	Target
June	67	77	8	60.00
July	75	80	25	75.00
August	90	105	45	90.00
September				



Compliments Received

Month	Compliments	Complaints
April	4	0
May	6	0
June	18	0
July	13	0
August	9	0
September	10	0

