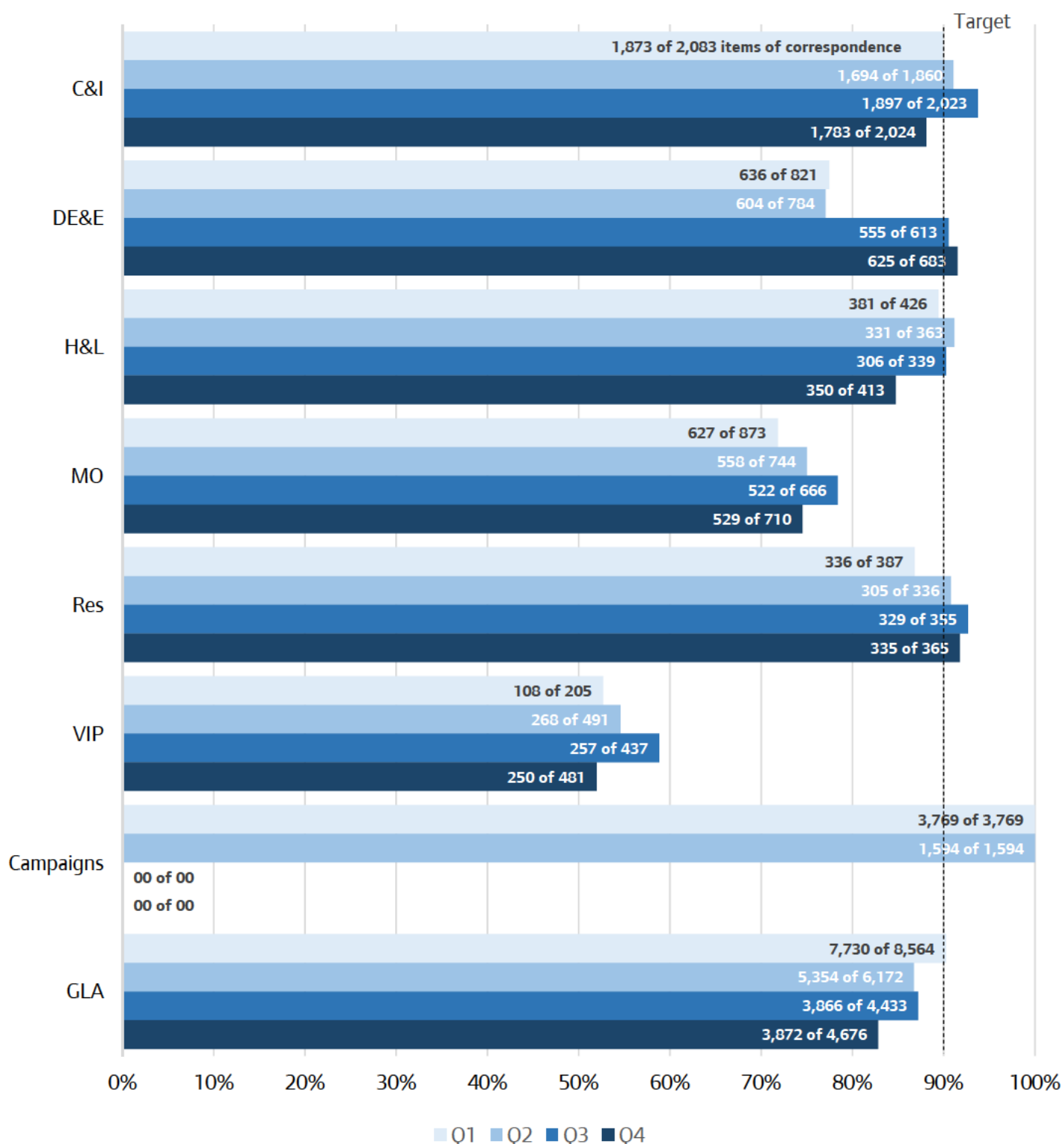


Ref.	PI Title	Target	Q4 Perf.	RAG	Trend	Annual Perf.
<b>R2</b>	Volume of correspondence responded to within 20 working days	90%	83%	<b>A</b>	↓	87%
			Jan-Mar, 18/19			Apr-Mar, 18/19

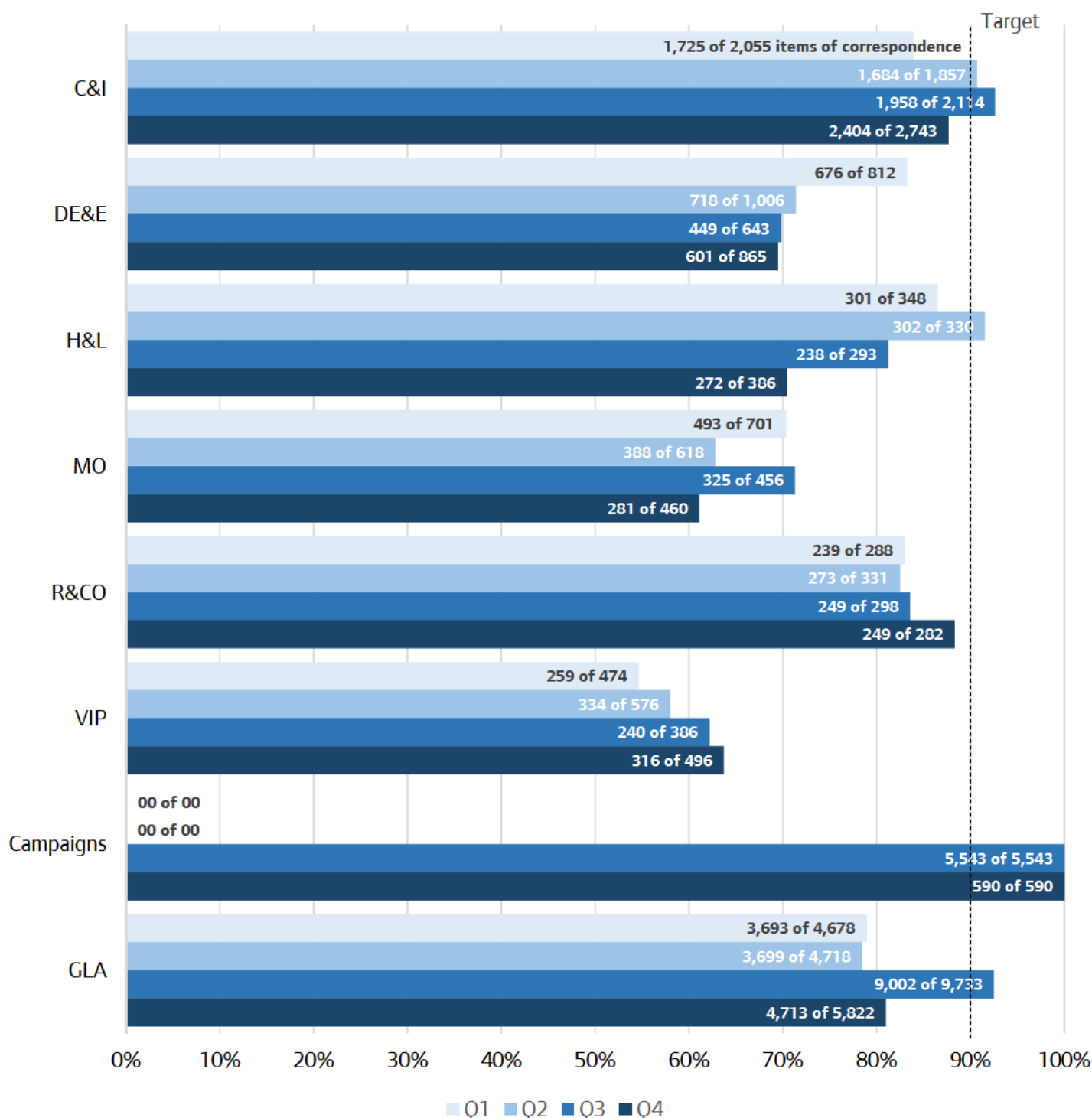


### Commentary

There was been a decrease in performance during Q4, with response times likely to have been affected by staff leave over the festive period. Given this, we expect an improvement in Q1.

PLU will continue to work with correspondence coordinators across the GLA to ensure cases requiring action are flagged and responses are drafted in a timely manner.

Ref.	PI Title	Target	Q4 Perf.	RAG	Trend	12 Mnth Perf.
R2	Volume of correspondence responded to within 20 working days	90%	81%	A	↓	85%



### Commentary

Q4 performance (81%) declined against the previous quarter, but Q3 (92%) was likely an outlier due to the usually high volume of campaigns correspondence. Performance in Q4 (79%, excluding campaigns) was consistent with Q1 (79%) and Q2 (78%).

In March there was a large volume (1,000+ cases) of Covid-19 correspondence. The PLU, volunteers supporting the PLU and all GLA teams have worked diligently to support timely responses.

More widely, further efforts have been made to streamline processes, including granting policy teams updated access rights to Write On and allowing teams to also sign off and send out responses – previously this could only be done by PLU Officers.