

## London TravelWatch Performance Monitoring Report – Casework Handling Update as at 30 June 2010



PI no.	Indicator	Performance										2009/10 Target	Variance at Jun 10
		July/Dec 07	Jan/Jun 08	July/Sep 08	Oct/Mar 09	Apr/Sep 09	Oct/Dec 09	Jan/Mar 10	Apr/Jun 10				
1a	% of newly received cases recorded and acknowledged by LTW within 5 days	79%	69.5%	82.5%	90.5%	96.4%	97.5%	94.9%	98.9%	100%	-1.1		
1b	% of newly received referred to relevant operator within 5 days	76%	65.3%	73.5%	69.5%	75.3%	75.1%	75.3%	88.7%	75%	+13.7		
2	<b>% of replies from operators considered, decision taken on further action within three days of receipt</b>												
2a	Reply within ten working days of receipt if no further action required	79%	70.2%	83.8%	67.1%	76.7%	78.5%	77.2%	88.7%	90%	-1.3		
2b	Reply within 20 working days of receipt if no further action required	89%	85.7%	91.9%	82.6%	87.2%	89.5%	88.1%	95.0%	100%	-5		
3	<b>% replies to cases dealt with direct without referral to an operator</b>												
3a	Reply within ten working days of receipt if no further action required	92%	87.6%	79.8%	88.0%	94.8%	87.5%	87.2%	97.8%	90%	+7.8		
3b	Reply within 20 working days of receipt if no further action required	97%	92.9%	98.4%	97.2%	97.3%	97.2%	95.2%	98.3%	100%	-1.7		

\* Data relates to appeals