



Mystery Shoppers

customer service specialists

The Local Government Customer Service Benchmark Report

Part B: Email Response

April 2005

**SAMPLE – TEXT AND DATA HAVE
BEEN SCRAMBLED OR REPLACED
WITH FICTITIOUS NUMBERS**

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1. Background

Mystery Shoppers Ltd, having received numerous requests from Local Authority clients for information which would compare their performance with other Local Authorities, took the decision to carry out a customer service benchmark survey of all Local Authorities in England, Wales and Scotland. The only exception was the Scilly Isles Council which we felt we could not realistically cover.

2. Programme Objective

To measure and monitor the quality of service across all channels of communication open to members of the public. The first reports cover Telephone Response, Email Response and Website Usability. Face-to-Face and Letter may follow if there is sufficient demand.

3 Methodology – About Mystery Shopping

3.1 How to interpret the information: As with all league tables and for the reasons outlined below, this data needs to be treated with caution. That's why we've tried to keep it relatively confidential. It should not be taken as absolute - it is a useful indicator, either that things are running pretty well, or OK but could do better, or that some investigation might be worthwhile.

3.2 Accuracy: We believe accuracy lies in providing our Clients with an accurate picture of their customer service. This may not be the same thing as a set of data which is deemed absolutely numerically and statistically accurate. Mystery Shopping is as much art as science – the raw data can be deceptive without interpretation. Mystery Shopping carried out totally objectively and scientifically can therefore in our view sometimes be misleading.

The reason is that while many people believe service measurement should be totally objective, we would argue that the subjective measures are at least as important as the objective measures, because that is how customers judge the service they receive. An email where the answer takes a long time but is friendly, courteous and comprehensive may be judged better than one which is quick but abrupt and only gives a very basic answer. A full answer may score well on an objective measure by being technically correct in all respects but needs to be evaluated on a subjective basis as well because it can easily be incomprehensible if full of technical terms and jargon.

Many people seeing mystery shopping reports for the first time will - if they have not received the scores they would like - immediately set out to find a reason why the rating is invalid. Mystery shopping programmes in the commercial world are sometimes 'killed' by senior managers who are unhappy with their results, and who then set out to undermine the programme by picking faults in the methodology.

But the fact remains that a single email's scores will not have made an enormous difference to the overall score. If one council has scored very significantly less than the best over 10 emails, the reason is likely to be more than that a particular staff member was on leave at the time the planning email was sent. To score in the lower rankings there has to be some sort of consistent service weakness.

However, evaluating the results and interpretation is important because it is certainly true that there are always issues which may need to be taken into account. ***The important thing is that they do not invalidate the programme.*** For example, the nil responses do have a significant effect due to the weighting, and they are not always because the recipient failed to respond.

Some councils distribute emails from a central receiving point, and experience of the commercial world tells us that this process can sometimes cause emails to 'disappear'. The wrong email address may have been used because the website was unclear or incorrect. So while a council with a poor score partly due to a high nil response rate may find the problem is down to confusing or incorrect website information, the impact on the public remains the same whatever the reason. However, in that instance the diagnosis will have led to the website as the cause rather than staff not replying to emails.

3.3 Continuous Improvement: Reports of this type can be used as the basis for a very effective Continuous Improvement programme. This works (usually on a slightly larger sample using three emails to each major service address) by having two to four 'Waves' of emails a year. After each Wave the individual Email Reports and a Management Summary are used to give staff, supervisors and managers feedback. They are encouraged then to pick three issues which were weak, which are important to customers and which can realistically be addressed in a reasonably short time. Managers and supervisors then discuss the issues with their staff and jointly agree any changes which will enable a higher score to be achieved in future. The next Wave will tell them whether or not they have succeeded. If they have, they pick the next three relatively weak issues. If they've not succeeded, they re-examine the issues and try to find alternative 'fixes'. In this way, provided staff have sufficient incentive or motivation, with each 'Wave' there will be an increase in the council's overall score. If motivation is lacking, a mystery shopping programme can be used to provide incentives, be they small prizes for the best assessments by individual or department, or letters of commendation etc.

4. Methodology - Email/Webform Response Survey

4.1 Overview: A set of 10 common email enquiries (scenarios) were used to test the response of each council. The email addresses were obtained from each Council's website. Where no email address was found the most relevant web enquiry form was used.

The following services were selected and used for all Councils:

- Switchboard*
- Council Tax
- Planning Control
- Building Control
- Housing Benefit
- Recycling
- Business Rates
- Licensing of Skips
- Car Parking
- Noise Nuisance

*the general enquiries address

As with the telephone calls, there may have been some anomalies where the email ended up being handled by an entity not strictly part of that authority. For example, several Benefits emails were handled by the same outsourced company, who will have received several identical enquiries apparently being made by the same person.

Similarly, some emails were passed on to (for example) the County Council by a District Council, often without informing the sender. Since we had often already sent a similar enquiry to that County Council using the same name and email address there was initially some confusion, but we believe we have correctly attributed the responses in all except possibly one or two cases.

Where a response was received from a County Council on behalf of a District Council we recorded the final response as received but did not score the response in any other respect. This is different to the methodology used for calls, because it was clear from the response which council had sent it. There are relatively few of these, though again it is of course possible that we've not managed to spot all of them. They are one of the reasons that this survey is 'indicative' rather than an exact measurement.

Fieldwork took place between October 2004 and early February 2005. This means that in some councils there may have been significant changes (such as email addresses, webforms, Contact Centres introduced, or services outsourced) since their emails were sent.

4.2 The Email Report form: Designing a survey which was as fair as possible to a wide range of authorities including county and district as well as unitary, inner-city and rural was a challenge we tackled by keeping it as simple as possible. Our guiding principle was that whatever we met was what the average resident would meet, and we would judge each email on whether there was an efficient and satisfactory outcome, not by whatever system may be in place. The view was taken that the customer is not concerned whether their enquiry is made via a webform, a central email address or an individual's address, as long as the overall outcome is to have the query answered quickly, fully and efficiently.

This form was designed to be as simple as possible so that it could apply to all the scenarios. The Email Report Form is at Annex G.

4.3 Measures and Scoring: Emails were evaluated according to the following criteria:

Measure	Criteria	Scoring
Speed of final response	Number of working days, excluding Bank Holidays. Same day is counted as >1 day, next day or next working day (Mon if sent Fri) counts as >2 days	<1 day = 20 points <2 days = 15 points <3 days = 10 points <4 days = 6 points <5 days = 4 points <11 days = 2 points
Was an automated response received?		YES = 5 points
Was an interim response received	Excluding automated. Only scored where no final response was received or was received after more than 5 days.	YES = 5 points
Was a final response received	One intended to answer the query, even if it did not in fact do so?	YES = 50 points
Was the name of the sender given	Surname plus initials or first name?	YES = 5 points
Was the response clear and easy to understand?	No jargon, no acronyms such as ODPM, written in plain English	YES = 5 points
Was the query answered fully?		YES = 5 points
Was the job title (or dept etc) of the sender given?		YES = 5 points
Was the telephone number of the sender given?		YES = 5 points
Did the email address the enquirer by name?	E.g. Ms Watkins, Jane etc	YES = 5 points
IF YES, was the name correct?	Spelled correctly - either first name or surname is acceptable but abbreviation only if enquiry was signed with an abbreviation	YES = 5 points
Was the layout professional?	Proper case, structured in paragraphs, salutation and some form of ending	YES = 5 points
Was the language professional?	No abbreviations such as txtg, no serious grammatical or spelling errors. The odd incorrect punctuation or typo can be overlooked	YES = 5 points
Was the tone of the response courteous?		YES = 5 points
Was the quality of the response good overall?	Includes all responses where there was more than one	YES = 5 points
Was the efficiency of the response good overall?	Includes all responses where there was more than one	YES = 5 points

This basic weighting system was used because not all measures are equally important to customers - but without a detailed research survey it is only possible to make an estimate. For example, an email whose query was answered efficiently but only after 7 days is difficult to compare with an email which was answered promptly but gave an indifferent answer to the query.

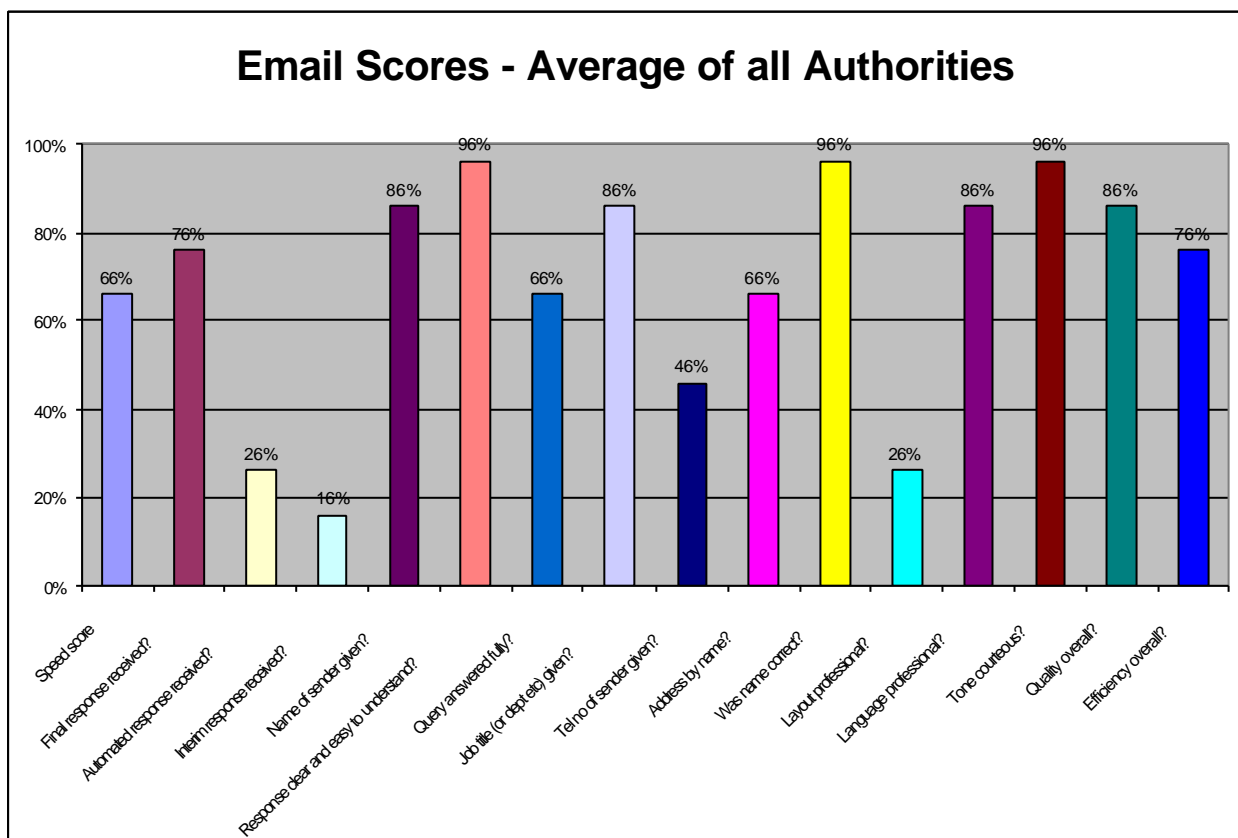
4.5 Accuracy: To carry out a survey which was fully representative of the service residents receive would take a huge volume of emails and the end results would not justify the cost. This survey therefore sets out to be indicative rather than definitive. This means that it gives a reasonably reliable indication of whether an authority is handling emails better than, the same as or worse than the all-authority average.

It is based on a very simple principle - 10 emails at random times of day and days of week spread over several months were put to each council. Clearly, if all 10 are well-handled the chances are that an authority is pretty good at handling emails. Equally, if all are poorly handled, this is a fair indication that in general email handling is not good. What the survey does not do is provide a pinpoint-accurate score. The most meaningful information is relative – how does an authority compare with its peers?

4.6 Quality Control: Emails have been sample checked by our Quality Control team. The Data Table has also been checked for any anomalies which have been corrected using the original documentation.

5 Findings

5.1 Overall: Scores across all Local Authorities were as follows:



These scores reflect the extent to which all the issues which were measured met the chosen criteria.

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5.2 Contactability: Overall the response rate was XX%. This of course means that just under one in XXXX (XX%) of email/website enquiries received no final response. This is not inconsistent with results from commercial organisations, but is still very disappointing. It should however be remembered that nil responses may be the result of poor information on the website where the email addresses were gathered.

There were XX authorities which did not respond to any of the 10 enquiries sent. In one we had found no individual email addresses on the website and had to submit all the enquiries on the same webform. In the other we found just one email address and had to submit 9 webform enquiries (but the email address didn't reply either). Clearly, where all electronic communication is channelled via a single point there is potential for significant failure if that point is affected by a problem.

The longest wait for an answer was XX days - but at least an answer was received. The average wait (counting only those enquiries to which a final response was ever received) was a not unreasonable X.X days. Credit was given for an automated acknowledgement (whatever the eventual outcome) and for interim responses where the final response took more than 5 days.

5.3 Strong Measures: As the following table shows, the vast majority of calls were xxxx and xxxx xxxx, xxxx and xxxxx. Where xxxxxxx (XX% of final responses) it was almost always xxxxxxx:

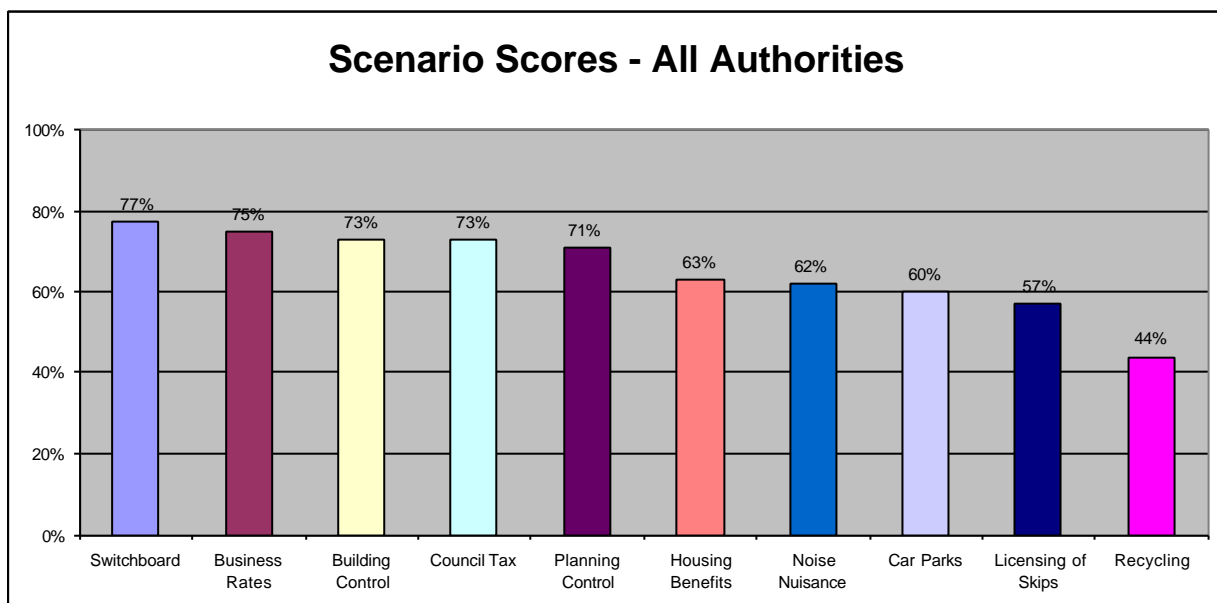
Response clear and easy to understand?	95%
Was name correct?	94%
Tone courteous?	93%
Language professional?	92%
Quality overall?	91%
Efficiency overall?	90%
Name of sender given?	85%
Final response received?	84%
Query answered fully?	83%
Speed score	75%
Job title (or dept etc) given?	74%
Address by name?	73%
Tel no of sender given?	55%
Layout professional?	54%
Interim response received?	25%
Automated response received?	24%

5.4 Weaker Measures: The weakest measure was 'xxxxxxxxxxxx', but this measure was included more to give credit to those authorities who have gone to the trouble of implementing such a system than because we saw it as an important feature. Likewise, 'xxxx xxxxxxx' was included to give xxxx for xxx customer service where the final response was scoring poorly due to xxxx xxxx xxxxx and was counted as 'not applicable' where the final response took 5 days or less. Clearly, it is far preferable to receive a timely final response. However, even bearing in mind that the XX% of nil responses are included, on XX% of occasions when we felt it would have been appropriate no interim response was received. It clearly is a feature which should be included in any customer service standards.

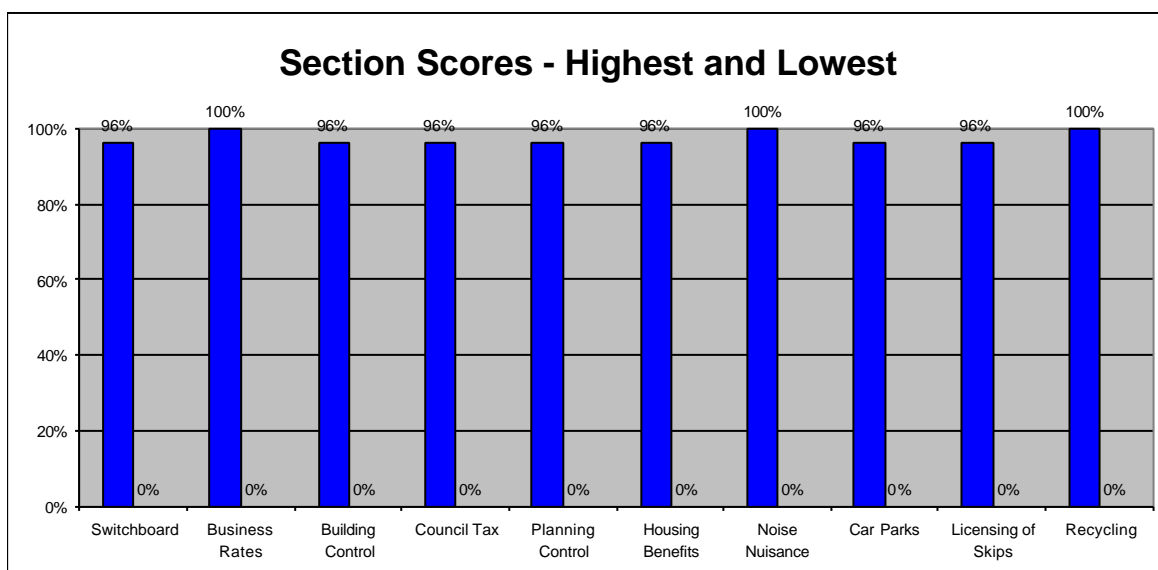
5.6 Scenario Scores: There was only one email/webform enquiry for each scenario to each Authority, so while the scores achieved by each council may be of interest, no significant conclusions can be drawn unless an individual authority knows that a number of the enquiries would have been handled by the same contact centre or contractor.

Future surveys could have three different enquiries for each scenario, which would significantly increase the cost but would enable some reasonably reliable conclusions to be made at unit level. (The principle is simple – three good responses over a period of time would make it likely that this is typical of what enquirers meet, three bad or nil responses likewise, and three varied responses indicate that there is a significant variation between the performance of different staff members.)

At the highest level of all authorities, it can be seen that there is a XX% difference between the strongest section (xxxxxxxx) and the weakest (xxxxxxxx). All the other sections scored in the XX-XX% range.



The following chart shows that xx% was achievable for xx scenarios and xx% for all the rest:



For every scenario at least one authority failed to reply so the gap between highest and lowest scores was always huge.

A full table showing all scores for all Authorities is at Annex E.

6. Summary

The results show (as with the telephone calls) a great deal of variation between individual Authorities. The highest overall score was achieved by xxxxxxxx xxxxx Council with xx%, closely followed by xxxxxxx xC, xxxxxx Council, xxxxx xxxxxx xC and xxxxxx xxC all with xx% (shown with rankings from 2 to 6 due to calculations being made to two decimal points).

When the average score is analysed by council type, there is some difference between the different groups and x% between the average for English Counties and the average for Welsh Unitary Councils:

Type	Average Score
County Councils	68%
District Councils	67%
Unitary Councils - England	66%
Unitary Councils - London	65%
Unitary Councils - Scotland	64%
Unitary Councils - Wales	63%

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7. Recommendations

7.1 Validation: The first step is to verify that all subscriber authorities feel the survey has been conducted in a fair way and that everything which is being measured is something they or their staff should be doing. Although we carry out mystery shopping for a number of local authorities this is the first survey we have carried out which uses criteria which are applied to all councils. It would be unlikely if we had got everything right first time. Any suggested changes should please be passed to us as soon as possible.

7.2 Identifying strengths and weaknesses: Then we suggest that subscriber authorities discuss their own report with their managers and staff. Congratulations might be given where evidence indicates it is deserved. Any weak areas which are identified can be addressed.

If more evidence is needed (for example, to justify investment in email handling systems, hardware or software, contact centres etc) we would obviously be pleased to help. A larger programme is not unduly expensive and is important if significant investment is being contemplated.

7.3 Next Steps: When the final report (Website) has been delivered we will send a questionnaire asking for feedback about this survey, including how useful this report has been and whether it is felt that the survey should be repeated (and if so, at what interval).

If there are insufficient subscribers to make an all-authority benchmark cost-effective we will be asking if subscribers would like to form a 'benchmarking group' based on this or similar methodology.

Alternatively, an individual programme can be tailored to your own service standards and be designed to give feedback in line with your own council's organisation. It will give the opportunity to use such a programme as a catalyst for service improvement. We would suggest quarterly or six-monthly 'Waves' of calls with a Summary Report.

A Continuous Improvement Programme based on Mystery Shopping techniques (as described in para 3.3 above) need cost no more than £4,000p.a. plus VAT.

Annex A – Overall Scores

Council Name	Overall Score	All-authority average	Difference	Rank
xxxxxxx Council	53%	63%	-10%	360
xxxxxxx Council	70%	63%	6%	146
xxxxxxx Council	76%	63%	13%	74
xxxxxxx Council	57%	63%	-6%	332
xxxxxxx Council	67%	63%	3%	192
xxxxxxx Council	69%	63%	6%	149
xxxxxxx Council	78%	63%	14%	56
xxxxxxx Council	77%	63%	14%	60
xxxxxxx Council	68%	63%	5%	168
xxxxxxx Council	61%	63%	-3%	290
xxxxxxx Council	60%	63%	-4%	299
xxxxxxx Council	50%	63%	-14%	377
xxxxxxx Council	54%	63%	-9%	354
xxxxxxx Council	67%	63%	3%	197
xxxxxxx Council	37%	63%	-27%	421
xxxxxxx Council	70%	63%	7%	145
xxxxxxx Council	70%	63%	7%	142
xxxxxxx Council	68%	63%	5%	168
xxxxxxx Council	69%	63%	5%	165
xxxxxxx Council	64%	63%	1%	231
xxxxxxx Council	74%	63%	10%	97
xxxxxxx Council	44%	63%	-20%	402
xxxxxxx Council	67%	63%	4%	186
xxxxxxx Council	61%	63%	-2%	283
xxxxxxx Council	63%	63%	0%	256
xxxxxxx Council	79%	63%	16%	47
xxxxxxx Council	64%	63%	1%	238
xxxxxxx Council	71%	63%	8%	124
xxxxxxx Council	57%	63%	-6%	327
xxxxxxx Council	68%	63%	4%	180
xxxxxxx Council	69%	63%	5%	162
xxxxxxx Council	73%	63%	10%	101
xxxxxxx Council	47%	63%	-17%	394
xxxxxxx Council	69%	63%	6%	148
xxxxxxx Council	63%	63%	0%	254
xxxxxxx Council	74%	63%	11%	92
xxxxxxx Council	77%	63%	13%	71
xxxxxxx Council	46%	63%	-18%	397
xxxxxxx Council	84%	63%	20%	16
xxxxxxx Council	65%	63%	1%	229
xxxxxxx Council	81%	63%	17%	34
xxxxxxx Council	77%	63%	14%	63
xxxxxxx Council	67%	63%	3%	195
xxxxxxx Council	65%	63%	1%	223
xxxxxxx Council	64%	63%	1%	232
xxxxxxx Council	71%	63%	8%	126
xxxxxxx Council	82%	63%	19%	27
xxxxxxx Council	51%	63%	-12%	370
xxxxxxx Council	62%	63%	-1%	274
xxxxxxx Council	68%	63%	4%	179
xxxxxxx Council	43%	63%	-21%	405
xxxxxxx Council	70%	63%	7%	138
xxxxxxx Council	50%	63%	-13%	375
xxxxxxx Council	65%	63%	1%	230

Annex A – Overall Scores

Council Name	Overall Score	All-authority average	Difference	Rank
xxxxxxx Council	69%	63%	5%	161
xxxxxxx Council	78%	63%	15%	52
xxxxxxx Council	76%	63%	12%	81
xxxxxxx Council	87%	63%	23%	5
xxxxxxx Council	72%	63%	9%	113
xxxxxxx Council	69%	63%	5%	164
xxxxxxx Council	55%	63%	-8%	350
xxxxxxx Council	78%	63%	15%	53
xxxxxxx Council	77%	63%	13%	67
xxxxxxx Council	66%	63%	2%	210
xxxxxxx Council	51%	63%	-12%	369
xxxxxxx Council	74%	63%	10%	95
xxxxxxx Council	74%	63%	11%	91
xxxxxxx Council	75%	63%	12%	86
xxxxxxx Council	50%	63%	-13%	374
xxxxxxx Council	70%	63%	7%	137
xxxxxxx Council	55%	63%	-8%	346
xxxxxxx Council	37%	63%	-26%	420
xxxxxxx Council	72%	63%	8%	118
xxxxxxx Council	73%	63%	10%	99
xxxxxxx Council	62%	63%	-1%	268
xxxxxxx Council	59%	63%	-5%	313
xxxxxxx Council	73%	63%	10%	103
xxxxxxx Council	77%	63%	13%	69
xxxxxxx Council	67%	63%	4%	182
xxxxxxx Council	65%	63%	2%	221
xxxxxxx Council	66%	63%	3%	209
xxxxxxx Council	51%	63%	-13%	371
xxxxxxx Council	66%	63%	2%	211
xxxxxxx Council	79%	63%	16%	46
xxxxxxx Council	49%	63%	-15%	383
xxxxxxx Council	69%	63%	6%	156
xxxxxxx Council	68%	63%	5%	176
xxxxxxx Council	62%	63%	-1%	270
xxxxxxx Council	42%	63%	-21%	408
xxxxxxx Council	68%	63%	4%	178
xxxxxxx Council	83%	63%	20%	22
xxxxxxx Council	41%	63%	-23%	414
xxxxxxx Council	39%	63%	-25%	416
xxxxxxx Council	78%	63%	14%	55
xxxxxxx Council	86%	63%	22%	6
xxxxxxx Council	55%	63%	-9%	352
xxxxxxx Council	71%	63%	7%	131
xxxxxxx Council	64%	63%	1%	237
xxxxxxx Council	70%	63%	7%	143
xxxxxxx Council	43%	63%	-20%	404
xxxxxxx Council	83%	63%	19%	23
xxxxxxx Council	68%	63%	5%	167
xxxxxxx Council	66%	63%	3%	203
xxxxxxx Council	62%	63%	-1%	267
xxxxxxx Council	69%	63%	6%	157
xxxxxxx Council	58%	63%	-5%	316
xxxxxxx Council	0%	63%	-63%	440
xxxxxxx Council	85%	63%	21%	8

Annex A – Overall Scores

Council Name	Overall Score	All-authority average	Difference	Rank
xxxxxxx Council	72%	63%	9%	115
xxxxxxx Council	46%	63%	-17%	395
xxxxxxx Council	64%	63%	0%	250
xxxxxxx Council	72%	63%	8%	119
xxxxxxx Council	35%	63%	-29%	423
xxxxxxx Council	56%	63%	-8%	340
xxxxxxx Council	67%	63%	4%	189
xxxxxxx Council	89%	63%	26%	1
xxxxxxx Council	63%	63%	0%	257
xxxxxxx Council	72%	63%	9%	114
xxxxxxx Council	80%	63%	16%	42
xxxxxxx Council	56%	63%	-8%	338
xxxxxxx Council	73%	63%	10%	100
xxxxxxx Council	65%	63%	1%	227
xxxxxxx Council	21%	63%	-43%	437
xxxxxxx Council	57%	63%	-6%	330
xxxxxxx Council	73%	63%	9%	110
xxxxxxx Council	75%	63%	11%	89
xxxxxxx Council	77%	63%	14%	59
xxxxxxx Council	76%	63%	13%	76
xxxxxxx Council	34%	63%	-29%	425
xxxxxxx Council	68%	63%	4%	177
xxxxxxx Council	67%	63%	3%	196
xxxxxxx Council	64%	63%	1%	241
xxxxxxx Council	69%	63%	6%	152
xxxxxxx Council	69%	63%	6%	151
xxxxxxx Council	65%	63%	2%	214
xxxxxxx Council	52%	63%	-11%	362
xxxxxxx Council	65%	63%	2%	217
xxxxxxx Council	59%	63%	-4%	302
xxxxxxx Council	72%	63%	9%	117
xxxxxxx Council	80%	63%	17%	39
xxxxxxx Council	61%	63%	-2%	287
xxxxxxx Council	62%	63%	-1%	271
xxxxxxx Council	47%	63%	-17%	392
xxxxxxx Council	54%	63%	-10%	355
xxxxxxx Council	71%	63%	7%	135
xxxxxxx Council	79%	63%	16%	48
xxxxxxx Council	65%	63%	1%	225
xxxxxxx Council	80%	63%	17%	38
xxxxxxx Council	75%	63%	12%	83
xxxxxxx Council	84%	63%	21%	12
xxxxxxx Council	66%	63%	3%	205
xxxxxxx Council	29%	63%	-34%	433
xxxxxxx Council	33%	63%	-30%	428
xxxxxxx Council	59%	63%	-4%	308
xxxxxxx Council	65%	63%	2%	218
xxxxxxx Council	71%	63%	8%	123
xxxxxxx Council	61%	63%	-2%	282
xxxxxxx Council	59%	63%	-4%	310
xxxxxxx Council	61%	63%	-2%	288
xxxxxxx Council	69%	63%	5%	160
xxxxxxx Council	0%	63%	-63%	440
xxxxxxx Council	65%	63%	1%	228

Annex A – Overall Scores

Council Name	Overall Score	All-authority average	Difference	Rank
xxxxxxx Council	63%	63%	0%	259
xxxxxxx Council	74%	63%	10%	93
xxxxxxx Council	65%	63%	2%	220
xxxxxxx Council	51%	63%	-12%	366
xxxxxxx Council	68%	63%	4%	181
xxxxxxx Council	55%	63%	-8%	351
xxxxxxx Council	79%	63%	16%	44
xxxxxxx Council	51%	63%	-12%	368
xxxxxxx Council	71%	63%	8%	127
xxxxxxx Council	67%	63%	4%	191
xxxxxxx Council	81%	63%	17%	35
xxxxxxx Council	42%	63%	-22%	413
xxxxxxx Council	64%	63%	1%	239
xxxxxxx Council	80%	63%	17%	37
xxxxxxx Council	46%	63%	-18%	396
xxxxxxx Council	71%	63%	8%	121
xxxxxxx Council	84%	63%	21%	10
xxxxxxx Council	76%	63%	13%	78
xxxxxxx Council	57%	63%	-6%	328
xxxxxxx Council	51%	63%	-12%	367
xxxxxxx Council	51%	63%	-12%	365
xxxxxxx Council	60%	63%	-3%	298
xxxxxxx Council	66%	63%	2%	212
xxxxxxx Council	66%	63%	3%	201
xxxxxxx Council	71%	63%	8%	129
xxxxxxx Council	73%	63%	10%	102
xxxxxxx Council	59%	63%	-5%	311
xxxxxxx Council	52%	63%	-12%	363
xxxxxxx Council	79%	63%	15%	51
xxxxxxx Council	44%	63%	-19%	400
xxxxxxx Council	82%	63%	18%	29
xxxxxxx Council	59%	63%	-4%	303
xxxxxxx Council	71%	63%	7%	134
xxxxxxx Council	25%	63%	-39%	435
xxxxxxx Council	76%	63%	13%	77
xxxxxxx Council	48%	63%	-16%	386
xxxxxxx Council	62%	63%	-1%	272
xxxxxxx Council	65%	63%	2%	216
xxxxxxx Council	64%	63%	0%	249
xxxxxxx Council	57%	63%	-6%	324
xxxxxxx Council	69%	63%	6%	153
xxxxxxx Council	63%	63%	0%	253
xxxxxxx Council	71%	63%	8%	128
xxxxxxx Council	87%	63%	23%	3
xxxxxxx Council	57%	63%	-6%	323
xxxxxxx Council	66%	63%	3%	206
xxxxxxx Council	58%	63%	-5%	315
xxxxxxx Council	58%	63%	-5%	317
xxxxxxx Council	65%	63%	1%	224
xxxxxxx Council	62%	63%	-1%	273
xxxxxxx Council	72%	63%	9%	116
xxxxxxx Council	64%	63%	0%	248
xxxxxxx Council	64%	63%	0%	247
xxxxxxx Council	73%	63%	9%	108

Annex A – Overall Scores

Council Name	Overall Score	All-authority average	Difference	Rank
xxxxxxx Council	57%	63%	-6%	331
xxxxxxx Council	77%	63%	13%	70
xxxxxxx Council	61%	63%	-3%	291
xxxxxxx Council	56%	63%	-7%	333
xxxxxxx Council	61%	63%	-2%	289
xxxxxxx Council	34%	63%	-30%	427
xxxxxxx Council	64%	63%	1%	234
xxxxxxx Council	56%	63%	-8%	343
xxxxxxx Council	60%	63%	-3%	297
xxxxxxx Council	83%	63%	20%	21
xxxxxxx Council	53%	63%	-10%	356
xxxxxxx Council	58%	63%	-6%	318
xxxxxxx Council	67%	63%	4%	185
xxxxxxx Council	59%	63%	-5%	312
xxxxxxx Council	25%	63%	-38%	434
xxxxxxx Council	68%	63%	5%	174
xxxxxxx Council	59%	63%	-4%	304
xxxxxxx Council	63%	63%	0%	258
xxxxxxx Council	52%	63%	-12%	364
xxxxxxx Council	55%	63%	-8%	344
xxxxxxx Council	61%	63%	-3%	292
xxxxxxx Council	77%	63%	14%	64
xxxxxxx Council	32%	63%	-32%	430
xxxxxxx Council	77%	63%	14%	61
xxxxxxx Council	64%	63%	1%	240
xxxxxxx Council	79%	63%	16%	49
xxxxxxx Council	49%	63%	-15%	381
xxxxxxx Council	64%	63%	1%	244
xxxxxxx Council	56%	63%	-8%	341
xxxxxxx Council	68%	63%	5%	175
xxxxxxx Council	80%	63%	16%	43
xxxxxxx Council	60%	63%	-3%	295
xxxxxxx Council	81%	63%	18%	32
xxxxxxx Council	67%	63%	4%	184
xxxxxxx Council	69%	63%	5%	163
xxxxxxx Council	62%	63%	-1%	265
xxxxxxx Council	61%	63%	-2%	286
xxxxxxx Council	79%	63%	16%	45
xxxxxxx Council	59%	63%	-4%	307
xxxxxxx Council	49%	63%	-14%	379
xxxxxxx Council	74%	63%	11%	90
xxxxxxx Council	42%	63%	-21%	407
xxxxxxx Council	55%	63%	-8%	345
xxxxxxx Council	67%	63%	3%	193
xxxxxxx Council	64%	63%	1%	233
xxxxxxx Council	62%	63%	-1%	269
xxxxxxx Council	64%	63%	1%	243
xxxxxxx Council	60%	63%	-4%	301
xxxxxxx Council	55%	63%	-8%	348
xxxxxxx Council	66%	63%	3%	202
xxxxxxx Council	66%	63%	3%	203
xxxxxxx Council	65%	63%	1%	222
xxxxxxx Council	47%	63%	-16%	388
xxxxxxx Council	48%	63%	-15%	385

Annex A – Overall Scores

Council Name	Overall Score	All-authority average	Difference	Rank
xxxxxxx Council	42%	63%	-21%	410
xxxxxxx Council	34%	63%	-29%	424
xxxxxxx Council	40%	63%	-24%	415
xxxxxxx Council	56%	63%	-8%	339
xxxxxxx Council	80%	63%	16%	41
xxxxxxx Council	73%	63%	10%	106
xxxxxxx Council	84%	63%	20%	17
xxxxxxx Council	74%	63%	10%	94
xxxxxxx Council	62%	63%	-2%	277
xxxxxxx Council	75%	63%	12%	85
xxxxxxx Council	68%	63%	5%	171
xxxxxxx Council	58%	63%	-5%	314
xxxxxxx Council	61%	63%	-2%	285
xxxxxxx Council	62%	63%	-2%	279
xxxxxxx Council	64%	63%	0%	246
xxxxxxx Council	62%	63%	-1%	276
xxxxxxx Council	42%	63%	-21%	411
xxxxxxx Council	77%	63%	14%	65
xxxxxxx Council	50%	63%	-13%	373
xxxxxxx Council	73%	63%	9%	111
xxxxxxx Council	87%	63%	23%	4
xxxxxxx Council	70%	63%	7%	139
xxxxxxx Council	73%	63%	10%	104
xxxxxxx Council	58%	63%	-6%	322
xxxxxxx Council	34%	63%	-29%	426
xxxxxxx Council	73%	63%	10%	105
xxxxxxx Council	68%	63%	5%	170
xxxxxxx Council	55%	63%	-8%	347
xxxxxxx Council	83%	63%	20%	19
xxxxxxx Council	63%	63%	-1%	262
xxxxxxx Council	30%	63%	-33%	432
xxxxxxx Council	71%	63%	7%	133
xxxxxxx Council	68%	63%	5%	172
xxxxxxx Council	66%	63%	3%	200
xxxxxxx Council	59%	63%	-4%	309
xxxxxxx Council	38%	63%	-26%	419
xxxxxxx Council	69%	63%	6%	155
xxxxxxx Council	81%	63%	18%	31
xxxxxxx Council	76%	63%	13%	75
xxxxxxx Council	64%	63%	1%	236
xxxxxxx Council	67%	63%	4%	187
xxxxxxx Council	42%	63%	-22%	412
xxxxxxx Council	68%	63%	5%	166
xxxxxxx Council	70%	63%	6%	147
xxxxxxx Council	75%	63%	11%	88
xxxxxxx Council	64%	63%	1%	242
xxxxxxx Council	47%	63%	-16%	387
xxxxxxx Council	76%	63%	12%	82
xxxxxxx Council	76%	63%	13%	72
xxxxxxx Council	63%	63%	0%	251
xxxxxxx Council	50%	63%	-14%	376
xxxxxxx Council	76%	63%	13%	73
xxxxxxx Council	78%	63%	15%	54
xxxxxxx Council	84%	63%	21%	13

Annex A – Overall Scores

Council Name	Overall Score	All-authority average	Difference	Rank
xxxxxxx Council	64%	63%	1%	245
xxxxxxx Council	54%	63%	-9%	353
xxxxxxx Council	57%	63%	-6%	329
xxxxxxx Council	81%	63%	17%	33
xxxxxxx Council	31%	63%	-32%	431
xxxxxxx Council	69%	63%	6%	154
xxxxxxx Council	56%	63%	-7%	335
xxxxxxx Council	78%	63%	14%	57
xxxxxxx Council	72%	63%	8%	120
xxxxxxx Council	69%	63%	6%	150
xxxxxxx Council	77%	63%	14%	58
xxxxxxx Council	67%	63%	4%	188
xxxxxxx Council	84%	63%	21%	11
xxxxxxx Council	53%	63%	-10%	357
xxxxxxx Council	83%	63%	19%	24
xxxxxxx Council	70%	63%	7%	144
xxxxxxx Council	64%	63%	1%	235
xxxxxxx Council	63%	63%	-1%	263
xxxxxxx Council	59%	63%	-4%	306
xxxxxxx Council	43%	63%	-21%	406
xxxxxxx Council	65%	63%	2%	219
xxxxxxx Council	17%	63%	-47%	438
xxxxxxx Council	57%	63%	-6%	326
xxxxxxx Council	74%	63%	10%	98
xxxxxxx Council	55%	63%	-8%	349
xxxxxxx Council	65%	63%	2%	215
xxxxxxx Council	68%	63%	5%	173
xxxxxxx Council	45%	63%	-18%	398
xxxxxxx Council	85%	63%	22%	7
xxxxxxx Council	60%	63%	-3%	294
xxxxxxx Council	71%	63%	8%	130
xxxxxxx Council	38%	63%	-26%	418
xxxxxxx Council	49%	63%	-15%	382
xxxxxxx Council	49%	63%	-15%	380
xxxxxxx Council	63%	63%	0%	252
xxxxxxx Council	60%	63%	-3%	296
xxxxxxx Council	73%	63%	10%	107
xxxxxxx Council	63%	63%	0%	255
xxxxxxx Council	84%	63%	21%	15
xxxxxxx Council	47%	63%	-16%	389
xxxxxxx Council	84%	63%	20%	18
xxxxxxx Council	47%	63%	-16%	391
xxxxxxx Council	83%	63%	20%	20
xxxxxxx Council	75%	63%	11%	87
xxxxxxx Council	71%	63%	8%	122
xxxxxxx Council	56%	63%	-7%	334
xxxxxxx Council	67%	63%	3%	198
xxxxxxx Council	85%	63%	21%	9
xxxxxxx Council	66%	63%	2%	213
xxxxxxx Council	81%	63%	17%	36
xxxxxxx Council	75%	63%	12%	84
xxxxxxx Council	82%	63%	19%	26
xxxxxxx Council	62%	63%	-1%	275
xxxxxxx Council	32%	63%	-32%	429

Annex A – Overall Scores

Council Name	Overall Score	All-authority average	Difference	Rank
xxxxxxx Council	63%	63%	-1%	261
xxxxxxx Council	49%	63%	-14%	378
xxxxxxx Council	77%	63%	13%	68
xxxxxxx Council	15%	63%	-49%	439
xxxxxxx Council	70%	63%	7%	140
xxxxxxx Council	67%	63%	3%	194
xxxxxxx Council	35%	63%	-29%	422
xxxxxxx Council	66%	63%	3%	207
xxxxxxx Council	82%	63%	19%	25
xxxxxxx Council	47%	63%	-16%	390
xxxxxxx Council	79%	63%	15%	50
xxxxxxx Council	57%	63%	-6%	325
xxxxxxx Council	53%	63%	-10%	358
xxxxxxx Council	53%	63%	-10%	361
xxxxxxx Council	42%	63%	-21%	409
xxxxxxx Council	24%	63%	-39%	436
xxxxxxx Council	58%	63%	-6%	321
xxxxxxx Council	44%	63%	-19%	399
xxxxxxx Council	70%	63%	7%	136
xxxxxxx Council	82%	63%	19%	28
xxxxxxx Council	47%	63%	-17%	393
xxxxxxx Council	58%	63%	-6%	320
xxxxxxx Council	63%	63%	0%	260
xxxxxxx Council	66%	63%	3%	208
xxxxxxx Council	59%	63%	-4%	305
xxxxxxx Council	61%	63%	-2%	284
xxxxxxx Council	76%	63%	13%	79
xxxxxxx Council	67%	63%	4%	190
xxxxxxx Council	69%	63%	6%	158
xxxxxxx Council	65%	63%	1%	226
xxxxxxx Council	61%	63%	-3%	293
xxxxxxx Council	44%	63%	-19%	401
xxxxxxx Council	82%	63%	18%	30
xxxxxxx Council	62%	63%	-2%	278
xxxxxxx Council	62%	63%	-1%	265
xxxxxxx Council	74%	63%	10%	96
xxxxxxx Council	44%	63%	-20%	403
xxxxxxx Council	66%	63%	3%	199
xxxxxxx Council	56%	63%	-7%	336
xxxxxxx Council	87%	63%	24%	2
xxxxxxx Council	77%	63%	14%	62
xxxxxxx Council	71%	63%	7%	132
xxxxxxx Council	71%	63%	8%	125
xxxxxxx Council	63%	63%	-1%	264
xxxxxxx Council	53%	63%	-10%	359
xxxxxxx Council	56%	63%	-8%	342
xxxxxxx Council	51%	63%	-13%	372
xxxxxxx Council	73%	63%	9%	109
xxxxxxx Council	58%	63%	-6%	319
xxxxxxx Council	67%	63%	4%	182
xxxxxxx Council	84%	63%	21%	14
xxxxxxx Council	72%	63%	9%	112
xxxxxxx Council	48%	63%	-15%	384
xxxxxxx Council	61%	63%	-2%	281

Annex A – Overall Scores

Council Name	Overall Score	All-authority average	Difference	Rank
xxxxxxx Council	38%	63%	-25%	417
xxxxxxx Council	76%	63%	12%	80
xxxxxxx Council	70%	63%	7%	141
xxxxxxx Council	69%	63%	5%	159
xxxxxxx Council	80%	63%	17%	40
xxxxxxx Council	56%	63%	-7%	337
xxxxxxx Council	61%	63%	-2%	280
xxxxxxx Council	60%	63%	-4%	300
xxxxxxx Council	77%	63%	14%	66

PLEASE REMEMBER ALL THE DATA SHOWN IS FICTITIOUS

Annex B – Overall Scores (by council type)

County Councils	Type	Overall Score	All-authority average	Difference	Rank
XXXXXXXXXXXX CC	C	65%	66%	-2%	21
XXXXXXXXXXXX CC	C	80%	66%	14%	4
XXXXXXXXXXXX CC	C	71%	66%	5%	13
XXXXXXXXXXXX CC	C	80%	66%	14%	3
XXXXXXXXXXXX CC	C	76%	66%	10%	11
XXXXXXXXXXXX CC	C	59%	66%	-8%	27
XXXXXXXXXXXX CC	C	71%	66%	5%	14
XXXXXXXXXXXX CC	C	57%	66%	-9%	29
XXXXXXXXXXXX CC	C	58%	66%	-8%	28
XXXXXXXXXXXX CC	C	64%	66%	-2%	24
XXXXXXXXXXXX CC	C	69%	66%	2%	16
XXXXXXXXXXXX CC	C	65%	66%	-1%	20
XXXXXXXXXXXX CC	C	76%	66%	10%	10
XXXXXXXXXXXX CC	C	67%	66%	0%	19
XXXXXXXXXXXX CC	C	77%	66%	11%	9
XXXXXXXXXXXX CC	C	37%	66%	-29%	33
XXXXXXXXXXXX CC	C	67%	66%	1%	18
XXXXXXXXXXXX CC	C	65%	66%	-2%	22
XXXXXXXXXXXX CC	C	78%	66%	12%	7
XXXXXXXXXXXX CC	C	78%	66%	12%	8
XXXXXXXXXXXX CC	C	68%	66%	1%	17
XXXXXXXXXXXX CC	C	75%	66%	8%	12
XXXXXXXXXXXX CC	C	82%	66%	16%	2
XXXXXXXXXXXX CC	C	15%	66%	-52%	34
XXXXXXXXXXXX CC	C	47%	66%	-20%	32
XXXXXXXXXXXX CC	C	80%	66%	14%	5
XXXXXXXXXXXX CC	C	60%	66%	-7%	26
XXXXXXXXXXXX CC	C	62%	66%	-5%	25
XXXXXXXXXXXX CC	C	69%	66%	3%	15
XXXXXXXXXXXX CC	C	64%	66%	-2%	23
XXXXXXXXXXXX CC	C	49%	66%	-18%	31
XXXXXXXXXXXX CC	C	89%	66%	23%	1
XXXXXXXXXXXX CC	C	80%	66%	13%	6
XXXXXXXXXXXX CC	C	56%	66%	-10%	30
Average Score		71%			
Maximum Score		94%			
Minimum Score		25%			

Annex B – Overall Scores (by council type)

District Councils	Type	Overall Score	All-authority average	Difference	Rank
xxxxxxxx BC	D	82%	65%	18%	21
xxxxxxxx BC	D	51%	65%	-14%	240
xxxxxxxx BC	D	68%	65%	3%	123
xxxxxxxx BC	D	70%	65%	6%	95
xxxxxxxx BC	D	50%	65%	-15%	243
xxxxxxxx BC	D	65%	65%	0%	157
xxxxxxxx BC	D	76%	65%	11%	55
xxxxxxxx BC	D	87%	65%	22%	3
xxxxxxxx BC	D	69%	65%	4%	112
xxxxxxxx BC	D	55%	65%	-10%	226
xxxxxxxx BC	D	77%	65%	12%	46
xxxxxxxx BC	D	66%	65%	1%	145
xxxxxxxx BC	D	51%	65%	-14%	239
xxxxxxxx BC	D	74%	65%	10%	62
xxxxxxxx BC	D	70%	65%	6%	94
xxxxxxxx BC	D	37%	65%	-28%	264
xxxxxxxx BC	D	73%	65%	9%	68
xxxxxxxx BC	D	62%	65%	-2%	182
xxxxxxxx BC	D	59%	65%	-6%	206
xxxxxxxx BC	D	67%	65%	3%	125
xxxxxxxx BC	D	65%	65%	0%	152
xxxxxxxx BC	D	66%	65%	1%	144
xxxxxxxx BC	D	51%	65%	-14%	241
xxxxxxxx BC	D	69%	65%	4%	108
xxxxxxxx BC	D	68%	65%	3%	122
xxxxxxxx BC	D	42%	65%	-22%	259
xxxxxxxx BC	D	83%	65%	18%	18
xxxxxxxx BC	D	39%	65%	-26%	262
xxxxxxxx BC	D	78%	65%	13%	36
xxxxxxxx BC	D	86%	65%	21%	4
xxxxxxxx BC	D	55%	65%	-10%	228
xxxxxxxx BC	D	71%	65%	6%	89
xxxxxxxx BC	D	43%	65%	-22%	257
xxxxxxxx BC	D	83%	65%	18%	19
xxxxxxxx BC	D	68%	65%	4%	115
xxxxxxxx BC	D	66%	65%	1%	139
xxxxxxxx BC	D	62%	65%	-2%	181
xxxxxxxx BC	D	85%	65%	20%	5
xxxxxxxx BC	D	72%	65%	7%	78
xxxxxxxx BC	D	46%	65%	-19%	252
xxxxxxxx BC	D	64%	65%	-1%	169
xxxxxxxx BC	D	61%	65%	-4%	190
xxxxxxxx BC	D	63%	65%	-1%	174
xxxxxxxx BC	D	64%	65%	0%	161
xxxxxxxx BC	D	71%	65%	7%	84
xxxxxxxx BC	D	47%	65%	-18%	251
xxxxxxxx BC	D	69%	65%	5%	102
xxxxxxxx BC	D	63%	65%	-1%	172
xxxxxxxx BC	D	74%	65%	10%	63
xxxxxxxx BC	D	77%	65%	12%	48
xxxxxxxx BC	D	46%	65%	-19%	253
xxxxxxxx BC	D	84%	65%	19%	12
xxxxxxxx BC	D	81%	65%	16%	27
xxxxxxxx BC	D	77%	65%	13%	42
xxxxxxxx BC	D	67%	65%	2%	135
xxxxxxxx BC	D	65%	65%	0%	153
xxxxxxxx BC	D	71%	65%	6%	86

Annex B – Overall Scores (by council type)

District Councils	Type	Overall Score	All-authority average	Difference	Rank
xxxxxxxx DC	D	62%	65%	-2%	183
xxxxxxxx DC	D	64%	65%	-1%	165
xxxxxxxx DC	D	55%	65%	-9%	225
xxxxxxxx DC	D	66%	65%	1%	139
xxxxxxxx DC	D	42%	65%	-23%	261
xxxxxxxx DC	D	70%	65%	5%	100
xxxxxxxx DC	D	57%	65%	-8%	217
xxxxxxxx DC	D	69%	65%	5%	103
xxxxxxxx DC	D	78%	65%	13%	37
xxxxxxxx DC	D	60%	65%	-5%	197
xxxxxxxx DC	D	50%	65%	-15%	245
xxxxxxxx DC	D	67%	65%	2%	136
xxxxxxxx DC	D	70%	65%	6%	98
xxxxxxxx DC	D	68%	65%	4%	116
xxxxxxxx DC	D	69%	65%	4%	113
xxxxxxxx DC	D	64%	65%	0%	158
xxxxxxxx DC	D	74%	65%	9%	66
xxxxxxxx DC	D	64%	65%	0%	160
xxxxxxxx DC	D	60%	65%	-4%	196
xxxxxxxx DC	D	83%	65%	19%	17
xxxxxxxx DC	D	53%	65%	-11%	230
xxxxxxxx DC	D	67%	65%	3%	128
xxxxxxxx DC	D	59%	65%	-6%	205
xxxxxxxx DC	D	25%	65%	-40%	271
xxxxxxxx DC	D	68%	65%	3%	120
xxxxxxxx DC	D	59%	65%	-5%	200
xxxxxxxx DC	D	63%	65%	-2%	175
xxxxxxxx DC	D	61%	65%	-4%	193
xxxxxxxx DC	D	77%	65%	13%	43
xxxxxxxx DC	D	77%	65%	13%	40
xxxxxxxx DC	D	79%	65%	14%	32
xxxxxxxx DC	D	49%	65%	-16%	246
xxxxxxxx DC	D	64%	65%	-1%	166
xxxxxxxx DC	D	68%	65%	3%	121
xxxxxxxx DC	D	80%	65%	15%	30
xxxxxxxx DC	D	60%	65%	-4%	194
xxxxxxxx DC	D	81%	65%	16%	25
xxxxxxxx DC	D	67%	65%	3%	127
xxxxxxxx DC	D	59%	65%	-5%	202
xxxxxxxx DC	D	74%	65%	10%	61
xxxxxxxx DC	D	42%	65%	-22%	258
xxxxxxxx DC	D	55%	65%	-9%	223
xxxxxxxx DC	D	64%	65%	0%	159
xxxxxxxx DC	D	59%	65%	-5%	199
xxxxxxxx DC	D	25%	65%	-40%	272
xxxxxxxx DC	D	76%	65%	12%	52
xxxxxxxx DC	D	62%	65%	-3%	184
xxxxxxxx DC	D	65%	65%	1%	148
xxxxxxxx DC	D	69%	65%	5%	106
xxxxxxxx DC	D	63%	65%	-1%	171
xxxxxxxx DC	D	66%	65%	1%	141
xxxxxxxx DC	D	58%	65%	-6%	208
xxxxxxxx DC	D	65%	65%	0%	154
xxxxxxxx DC	D	72%	65%	7%	79
xxxxxxxx DC	D	64%	65%	-1%	168
xxxxxxxx DC	D	73%	65%	8%	72
xxxxxxxx DC	D	61%	65%	-4%	192

Annex B – Overall Scores (by council type)

District Councils	Type	Overall Score	All-authority average	Difference	Rank
XXXXXXXXXXXXXXXX DC	D	61%	65%	-4%	189
XXXXXXXXXXXXXXXX DC	D	69%	65%	4%	111
XXXXXXXXXXXXXXXX DC	D	0%	65%	-65%	275
XXXXXXXXXXXXXXXX DC	D	63%	65%	-2%	176
XXXXXXXXXXXXXXXX DC	D	74%	65%	9%	64
XXXXXXXXXXXXXXXX DC	D	65%	65%	0%	151
XXXXXXXXXXXXXXXX DC	D	51%	65%	-13%	236
XXXXXXXXXXXXXXXX DC	D	68%	65%	3%	124
XXXXXXXXXXXXXXXX DC	D	55%	65%	-10%	227
XXXXXXXXXXXXXXXX DC	D	51%	65%	-14%	238
XXXXXXXXXXXXXXXX DC	D	67%	65%	2%	133
XXXXXXXXXXXXXXXX DC	D	81%	65%	16%	28
XXXXXXXXXXXXXXXX DC	D	64%	65%	-1%	162
XXXXXXXXXXXXXXXX DC	D	71%	65%	7%	81
XXXXXXXXXXXXXXXX DC	D	84%	65%	20%	7
XXXXXXXXXXXXXXXX DC	D	51%	65%	-13%	237
XXXXXXXXXXXXXXXX DC	D	51%	65%	-13%	235
XXXXXXXXXXXXXXXX DC	D	66%	65%	2%	138
XXXXXXXXXXXXXXXX DC	D	71%	65%	6%	87
XXXXXXXXXXXXXXXX DC	D	73%	65%	9%	70
XXXXXXXXXXXXXXXX DC	D	79%	65%	14%	34
XXXXXXXXXXXXXXXX DC	D	67%	65%	2%	131
XXXXXXXXXXXXXXXX DC	D	72%	65%	7%	77
XXXXXXXXXXXXXXXX DC	D	73%	65%	9%	69
XXXXXXXXXXXXXXXX DC	D	21%	65%	-44%	274
XXXXXXXXXXXXXXXX DC	D	57%	65%	-8%	216
XXXXXXXXXXXXXXXX DC	D	73%	65%	8%	74
XXXXXXXXXXXXXXXX DC	D	75%	65%	10%	60
XXXXXXXXXXXXXXXX DC	D	76%	65%	12%	51
XXXXXXXXXXXXXXXX DC	D	34%	65%	-30%	267
XXXXXXXXXXXXXXXX DC	D	64%	65%	-1%	163
XXXXXXXXXXXXXXXX DC	D	69%	65%	5%	105
XXXXXXXXXXXXXXXX DC	D	65%	65%	1%	147
XXXXXXXXXXXXXXXX DC	D	52%	65%	-13%	234
XXXXXXXXXXXXXXXX DC	D	65%	65%	1%	149
XXXXXXXXXXXXXXXX DC	D	59%	65%	-5%	198
XXXXXXXXXXXXXXXX DC	D	47%	65%	-18%	250
XXXXXXXXXXXXXXXX DC	D	54%	65%	-11%	229
XXXXXXXXXXXXXXXX DC	D	71%	65%	6%	92
XXXXXXXXXXXXXXXX DC	D	79%	65%	14%	31
XXXXXXXXXXXXXXXX DC	D	84%	65%	19%	8
XXXXXXXXXXXXXXXX DC	D	59%	65%	-6%	203
XXXXXXXXXXXXXXXX DC	D	65%	65%	1%	150
XXXXXXXXXXXXXXXX DC	D	71%	65%	7%	83
XXXXXXXXXXXXXXXX DC	D	67%	65%	2%	130
XXXXXXXXXXXXXXXX DC	D	53%	65%	-11%	231
XXXXXXXXXXXXXXXX DC	D	70%	65%	5%	99
XXXXXXXXXXXXXXXX DC	D	63%	65%	-2%	178
XXXXXXXXXXXXXXXX DC	D	59%	65%	-5%	201
XXXXXXXXXXXXXXXX DC	D	57%	65%	-7%	214
XXXXXXXXXXXXXXXX DC	D	74%	65%	9%	67
XXXXXXXXXXXXXXXX DC	D	71%	65%	6%	88
XXXXXXXXXXXXXXXX DC	D	38%	65%	-27%	263
XXXXXXXXXXXXXXXX DC	D	63%	65%	-1%	170
XXXXXXXXXXXXXXXX DC	D	60%	65%	-4%	195
XXXXXXXXXXXXXXXX DC	D	35%	65%	-30%	265
XXXXXXXXXXXXXXXX DC	D	56%	65%	-9%	221

Annex B – Overall Scores (by council type)

District Councils	Type	Overall Score	All-authority average	Difference	Rank
xxxxxxxxxxx BC	D	47%	65%	-17%	248
xxxxxxxxxxx BC	D	76%	65%	11%	56
xxxxxxxxxxx BC	D	76%	65%	12%	49
xxxxxxxxxxx BC	D	50%	65%	-15%	244
xxxxxxxxxxx BC	D	76%	65%	12%	50
xxxxxxxxxxx BC	D	78%	65%	13%	35
xxxxxxxxxxx BC	D	84%	65%	19%	9
xxxxxxxxxxx BC	D	64%	65%	-1%	167
xxxxxxxxxxx BC	D	57%	65%	-8%	215
xxxxxxxxxxx BC	D	81%	65%	16%	26
xxxxxxxxxxx BC	D	31%	65%	-33%	270
xxxxxxxxxxx BC	D	69%	65%	5%	107
xxxxxxxxxxx BC	D	56%	65%	-8%	219
xxxxxxxxxxx BC	D	78%	65%	13%	38
xxxxxxxxxxx BC	D	72%	65%	7%	80
xxxxxxxxxxx BC	D	69%	65%	5%	104
xxxxxxxxxxx BC	D	77%	65%	13%	39
xxxxxxxxxxx BC	D	58%	65%	-7%	212
xxxxxxxxxxx BC	D	34%	65%	-31%	268
xxxxxxxxxxx BC	D	68%	65%	4%	117
xxxxxxxxxxx BC	D	55%	65%	-9%	224
xxxxxxxxxxx BC	D	83%	65%	19%	15
xxxxxxxxxxx BC	D	63%	65%	-2%	177
xxxxxxxxxxx BC	D	71%	65%	6%	91
xxxxxxxxxxx BC	D	68%	65%	4%	119
xxxxxxxxxxx BC	D	66%	65%	2%	137
xxxxxxxxxxx BC	D	59%	65%	-6%	204
xxxxxxxxxxx BC	D	81%	65%	17%	24
xxxxxxxxxxx BC	D	67%	65%	2%	129
xxxxxxxxxxx BC	D	68%	65%	4%	114
xxxxxxxxxxx BC	D	70%	65%	5%	101
xxxxxxxxxxx BC	D	75%	65%	10%	59
xxxxxxxxxxx BC	D	64%	65%	-1%	164
xxxxxxxxxxx BC	D	67%	65%	3%	125
xxxxxxxxxxx BC	D	84%	65%	19%	10
xxxxxxxxxxx BC	D	72%	65%	8%	76
xxxxxxxxxxx BC	D	48%	65%	-16%	247
xxxxxxxxxxx BC	D	76%	65%	11%	54
xxxxxxxxxxx BC	D	69%	65%	4%	110
xxxxxxxxxxx BC	D	56%	65%	-9%	220
xxxxxxxxxxx BC	D	61%	65%	-3%	188
xxxxxxxxxxx BC	D	77%	65%	12%	45
xxxxxxxxxxx BC	D	34%	65%	-30%	266
xxxxxxxxxxx BC	D	80%	65%	15%	29
xxxxxxxxxxx BC	D	84%	65%	19%	13
xxxxxxxxxxx BC	D	74%	65%	9%	65
xxxxxxxxxxx BC	D	75%	65%	11%	58
xxxxxxxxxxx BC	D	68%	65%	4%	118
xxxxxxxxxxx BC	D	58%	65%	-6%	207
xxxxxxxxxxx BC	D	61%	65%	-4%	191
xxxxxxxxxxx BC	D	62%	65%	-3%	187
xxxxxxxxxxx BC	D	77%	65%	12%	44
xxxxxxxxxxx BC	D	50%	65%	-14%	242
xxxxxxxxxxx BC	D	73%	65%	8%	75
xxxxxxxxxxx BC	D	87%	65%	22%	2
xxxxxxxxxxx BC	D	70%	65%	6%	96
xxxxxxxxxxx BC	D	73%	65%	8%	71

Annex B – Overall Scores (by council type)

District Councils	Type	Overall Score	All-authority average	Difference	Rank
XXXXXXXXXXXXXXXXXX C	D	76%	65%	11%	53
XXXXXXXXXXXXXXXXXX C	D	67%	65%	2%	132
XXXXXXXXXXXXXXXXXX C	D	69%	65%	4%	109
XXXXXXXXXXXXXXXXXX C	D	65%	65%	0%	156
XXXXXXXXXXXXXXXXXX C	D	44%	65%	-21%	255
XXXXXXXXXXXXXXXXXX C	D	82%	65%	17%	23
XXXXXXXXXXXXXXXXXX C	D	62%	65%	-3%	186
XXXXXXXXXXXXXXXXXX C	D	62%	65%	-2%	180
XXXXXXXXXXXXXXXXXX C	D	44%	65%	-21%	256
XXXXXXXXXXXXXXXXXX C	D	87%	65%	22%	1
XXXXXXXXXXXXXXXXXX C	D	77%	65%	13%	41
XXXXXXXXXXXXXXXXXX C	D	71%	65%	6%	90
XXXXXXXXXXXXXXXXXX C	D	71%	65%	7%	85
XXXXXXXXXXXXXXXXXX C	D	63%	65%	-2%	179
XXXXXXXXXXXXXXXXXX C	D	53%	65%	-12%	232
XXXXXXXXXXXXXXXXXX C	D	56%	65%	-9%	222
XXXXXXXXXXXXXXXXXX C	D	73%	65%	8%	73
XXXXXXXXXXXXXXXXXX C	D	58%	65%	-7%	209
XXXXXXXXXXXXXXXXXX C	D	75%	65%	11%	57
XXXXXXXXXXXXXXXXXX C	D	62%	65%	-3%	185
XXXXXXXXXXXXXXXXXX C	D	32%	65%	-33%	269
XXXXXXXXXXXXXXXXXX C	D	77%	65%	12%	47
XXXXXXXXXXXXXXXXXX C	D	70%	65%	6%	97
XXXXXXXXXXXXXXXXXX C	D	67%	65%	2%	134
XXXXXXXXXXXXXXXXXX C	D	66%	65%	1%	142
XXXXXXXXXXXXXXXXXX C	D	82%	65%	18%	20
XXXXXXXXXXXXXXXXXX C	D	79%	65%	14%	33
XXXXXXXXXXXXXXXXXX C	D	57%	65%	-7%	213
XXXXXXXXXXXXXXXXXX C	D	53%	65%	-12%	233
XXXXXXXXXXXXXXXXXX C	D	42%	65%	-22%	260
XXXXXXXXXXXXXXXXXX C	D	24%	65%	-40%	273
XXXXXXXXXXXXXXXXXX C	D	58%	65%	-7%	211
XXXXXXXXXXXXXXXXXX C	D	44%	65%	-20%	254
XXXXXXXXXXXXXXXXXX C	D	70%	65%	6%	93
XXXXXXXXXXXXXXXXXX C	D	82%	65%	18%	22
XXXXXXXXXXXXXXXXXX C	D	58%	65%	-7%	210
XXXXXXXXXXXXXXXXXX C	D	66%	65%	1%	143
XXXXXXXXXXXXXXXXXX C	D	63%	65%	-1%	173
XXXXXXXXXXXXXXXXXX C	D	84%	65%	19%	11
XXXXXXXXXXXXXXXXXX C	D	47%	65%	-17%	249
XXXXXXXXXXXXXXXXXX C	D	84%	65%	19%	14
XXXXXXXXXXXXXXXXXX C	D	83%	65%	19%	16
XXXXXXXXXXXXXXXXXX C	D	71%	65%	7%	82
XXXXXXXXXXXXXXXXXX C	D	56%	65%	-8%	218
XXXXXXXXXXXXXXXXXX C	D	85%	65%	20%	6
XXXXXXXXXXXXXXXXXX C	D	66%	65%	1%	146
Average Score		75%			
Maximum Score		91%			
Minimum Score		11%			

Annex B – Overall Scores (by council type)

Unitary Councils - England	Type	Overall Score	All- authority average	Differ ence	Rank
xxxxxxxxxxxxxxxxxxxxx Council	U	66%	60%	5%	18
xxxxxxxxxxxxxxxxxxxxx Council	U	82%	60%	21%	3
xxxxxxxxxxxxxxxxxxxxx Council	U	87%	60%	26%	1
xxxxxxxxxxxxxxxxxxxxx Council	U	58%	60%	-2%	27
xxxxxxxxxxxxxxxxxxxxx Council	U	56%	60%	-4%	28
xxxxxxxxxxxxxxxxxxxxx Council	U	62%	60%	2%	23
xxxxxxxxxxxxxxxxxxxxx Council	U	61%	60%	1%	26
xxxxxxxxxxxxxxxxxxxxx Council	U	68%	60%	8%	13
xxxxxxxxxxxxxxxxxxxxx Council	U	54%	60%	-6%	32
xxxxxxxxxxxxxxxxxxxxx Council	U	75%	60%	15%	10
xxxxxxxxxxxxxxxxxxxxx Council	U	50%	60%	-10%	36
xxxxxxxxxxxxxxxxxxxxx Council	U	73%	60%	13%	11
xxxxxxxxxxxxxxxxxxxxx Council	U	77%	60%	16%	8
xxxxxxxxxxxxxxxxxxxxx Council	U	79%	60%	19%	6
xxxxxxxxxxxxxxxxxxxxx Council	U	49%	60%	-12%	37
xxxxxxxxxxxxxxxxxxxxx Council	U	41%	60%	-20%	42
xxxxxxxxxxxxxxxxxxxxx Council	U	30%	60%	-30%	45
xxxxxxxxxxxxxxxxxxxxx Council	U	76%	60%	16%	9
xxxxxxxxxxxxxxxxxxxxx Council	U	54%	60%	-6%	31
xxxxxxxxxxxxxxxxxxxxx Council	U	43%	60%	-18%	40
xxxxxxxxxxxxxxxxxxxxx Council	U	17%	60%	-44%	46
xxxxxxxxxxxxxxxxxxxxx Council	U	65%	60%	5%	19
xxxxxxxxxxxxxxxxxxxxx Council	U	68%	60%	8%	14
xxxxxxxxxxxxxxxxxxxxx Council	U	45%	60%	-15%	39
xxxxxxxxxxxxxxxxxxxxx Council	U	85%	60%	25%	2
xxxxxxxxxxxxxxxxxxxxx Council	U	63%	60%	3%	21
xxxxxxxxxxxxxxxxxxxxx Council	U	77%	60%	17%	7
xxxxxxxxxxxxxxxxxxxxx Council	U	68%	60%	8%	15
xxxxxxxxxxxxxxxxxxxxx Council	U	69%	60%	9%	12
xxxxxxxxxxxxxxxxxxxxx Council	U	66%	60%	6%	17
xxxxxxxxxxxxxxxxxxxxx Council	U	33%	60%	-27%	44
xxxxxxxxxxxxxxxxxxxxx Council	U	65%	60%	4%	20
xxxxxxxxxxxxxxxxxxxxx Council	U	79%	60%	19%	5
xxxxxxxxxxxxxxxxxxxxx Council	U	46%	60%	-14%	38
xxxxxxxxxxxxxxxxxxxxx Council	U	53%	60%	-7%	34
xxxxxxxxxxxxxxxxxxxxx Council	U	67%	60%	6%	16
xxxxxxxxxxxxxxxxxxxxx Council	U	81%	60%	20%	4
xxxxxxxxxxxxxxxxxxxxx Council	U	53%	60%	-7%	33
xxxxxxxxxxxxxxxxxxxxx Council	U	63%	60%	3%	22
xxxxxxxxxxxxxxxxxxxxx Council	U	56%	60%	-4%	29
xxxxxxxxxxxxxxxxxxxxx Council	U	51%	60%	-10%	35
xxxxxxxxxxxxxxxxxxxxx Council	U	61%	60%	1%	25
xxxxxxxxxxxxxxxxxxxxx Council	U	40%	60%	-20%	43
xxxxxxxxxxxxxxxxxxxxx Council	U	56%	60%	-4%	30
xxxxxxxxxxxxxxxxxxxxx Council	U	62%	60%	2%	24
xxxxxxxxxxxxxxxxxxxxx Council	U	42%	60%	-18%	41
Average Score		69%			
Maximum Score		81%			
Minimum Score		25%			

Annex B – Overall Scores (by council type)

Unitary Councils - London	Type	Overall Score	All-authority average	Difference	Rank
xxxxxxxxx LBC	UL	48%	62%	-14%	30
xxxxxxxxx LBC	UL	64%	62%	1%	15
xxxxxxxxx LBC	UL	57%	62%	-5%	25
xxxxxxxxx LBC	UL	62%	62%	0%	19
xxxxxxxxx LBC	UL	64%	62%	2%	14
xxxxxxxxx LBC	UL	77%	62%	14%	2
xxxxxxxxx LBC	UL	61%	62%	-1%	21
xxxxxxxxx LBC	UL	56%	62%	-7%	28
xxxxxxxxx LBC	UL	56%	62%	-6%	27
xxxxxxxxx LBC	UL	66%	62%	4%	10
xxxxxxxxx LBC	UL	70%	62%	8%	8
xxxxxxxxx LBC	UL	44%	62%	-18%	32
xxxxxxxxx LBC	UL	69%	62%	7%	9
xxxxxxxxx LBC	UL	74%	62%	12%	3
xxxxxxxxx LBC	UL	72%	62%	10%	5
xxxxxxxxx LBC	UL	62%	62%	0%	17
xxxxxxxxx LBC	UL	64%	62%	2%	12
xxxxxxxxx LBC	UL	70%	62%	8%	7
xxxxxxxxx LBC	UL	63%	62%	1%	16
xxxxxxxxx LBC	UL	59%	62%	-3%	23
xxxxxxxxx LBC	UL	61%	62%	-1%	20
xxxxxxxxx LBC	UL	74%	62%	12%	4
xxxxxxxxx LBC	UL	70%	62%	8%	6
xxxxxxxxx LBC	UL	64%	62%	2%	13
xxxxxxxxx LBC	UL	84%	62%	22%	1
xxxxxxxxx LBC	UL	65%	62%	3%	11
xxxxxxxxx LBC	UL	62%	62%	0%	18
xxxxxxxxx LBC	UL	59%	62%	-3%	24
xxxxxxxxx LBC	UL	42%	62%	-20%	33
xxxxxxxxx LBC	UL	57%	62%	-5%	26
xxxxxxxxx LBC	UL	60%	62%	-2%	22
xxxxxxxxx LBC	UL	52%	62%	-10%	29
xxxxxxxxx LBC	UL	44%	62%	-18%	31
Average Score		67%			
Maximum Score		81%			
Minimum Score		24%			

PLEASE REMEMBER ALL THE DATA SHOWN IS FICTITIOUS

Annex B – Overall Scores (by council type)

Unitary Councils - Scotland	Type	Overall Score	All- authority average	Differ- ence	Rank
xxxxxxxxxxxxx Council	US	29%	59%	-30%	32
xxxxxxxxxxxxx Council	US	71%	59%	11%	9
xxxxxxxxxxxxx Council	US	57%	59%	-2%	20
xxxxxxxxxxxxx Council	US	55%	59%	-4%	22
xxxxxxxxxxxxx Council	US	32%	59%	-28%	31
xxxxxxxxxxxxx Council	US	79%	59%	20%	2
xxxxxxxxxxxxx Council	US	49%	59%	-10%	24
xxxxxxxxxxxxx Council	US	67%	59%	8%	13
xxxxxxxxxxxxx Council	US	60%	59%	0%	18
xxxxxxxxxxxxx Council	US	47%	59%	-12%	26
xxxxxxxxxxxxx Council	US	48%	59%	-11%	25
xxxxxxxxxxxxx Council	US	57%	59%	-2%	21
xxxxxxxxxxxxx Council	US	68%	59%	8%	12
xxxxxxxxxxxxx Council	US	69%	59%	9%	11
xxxxxxxxxxxxx Council	US	73%	59%	14%	3
xxxxxxxxxxxxx Council	US	69%	59%	10%	10
xxxxxxxxxxxxx Council	US	58%	59%	-1%	19
xxxxxxxxxxxxx Council	US	72%	59%	13%	8
xxxxxxxxxxxxx Council	US	49%	59%	-10%	23
xxxxxxxxxxxxx Council	US	35%	59%	-24%	30
xxxxxxxxxxxxx Council	US	47%	59%	-12%	27
xxxxxxxxxxxxx Council	US	73%	59%	14%	5
xxxxxxxxxxxxx Council	US	73%	59%	14%	4
xxxxxxxxxxxxx Council	US	38%	59%	-22%	29
xxxxxxxxxxxxx Council	US	42%	59%	-17%	28
xxxxxxxxxxxxx Council	US	63%	59%	4%	16
xxxxxxxxxxxxx Council	US	64%	59%	5%	15
xxxxxxxxxxxxx Council	US	60%	59%	1%	17
xxxxxxxxxxxxx Council	US	73%	59%	14%	6
xxxxxxxxxxxxx Council	US	67%	59%	7%	14
xxxxxxxxxxxxx Council	US	72%	59%	13%	7
xxxxxxxxxxxxx Council	US	80%	59%	21%	1
Average Score		66%			
Maximum Score		76%			
Minimum Score		44%			

Annex B – Overall Scores (by council type)

Unitary Councils - Wales	Type	Overall Score	All- authority average	Differ ence	Rank
XXXXXXXXXXXXXXXXXXXX CC	UW	75%	57%	19%	3
XXXXXXXXXXXXXXXXXXXX CC	UW	61%	57%	4%	11
XXXXXXXXXXXXXXXXXXXX CC	UW	34%	57%	-23%	21
XXXXXXXXXXXXXXXXXXXX CC	UW	52%	57%	-5%	16
XXXXXXXXXXXXXXXXXXXX CC	UW	61%	57%	4%	12
XXXXXXXXXXXXXXXXXXXX CC	UW	79%	57%	22%	2
XXXXXXXXXXXXXXXXXXXX CC	UW	64%	57%	8%	8
XXXXXXXXXXXXXXXXXXXX CC	UW	62%	57%	5%	9
XXXXXXXXXXXXXXXXXXXX CC	UW	43%	57%	-14%	19
XXXXXXXXXXXXXXXXXXXX CC	UW	72%	57%	15%	4
XXXXXXXXXXXXXXXXXXXX CC	UW	55%	57%	-2%	14
XXXXXXXXXXXXXXXXXXXX CC	UW	66%	57%	9%	6
XXXXXXXXXXXXXXXXXXXX CC	UW	0%	57%	-57%	22
XXXXXXXXXXXXXXXXXXXX CC	UW	47%	57%	-10%	18
XXXXXXXXXXXXXXXXXXXX CC	UW	61%	57%	4%	13
XXXXXXXXXXXXXXXXXXXX CC	UW	66%	57%	10%	5
XXXXXXXXXXXXXXXXXXXX CC	UW	38%	57%	-19%	20
XXXXXXXXXXXXXXXXXXXX CC	UW	83%	57%	26%	1
XXXXXXXXXXXXXXXXXXXX CC	UW	55%	57%	-2%	15
XXXXXXXXXXXXXXXXXXXX CC	UW	49%	57%	-8%	17
XXXXXXXXXXXXXXXXXXXX CC	UW	61%	57%	4%	10
XXXXXXXXXXXXXXXXXXXX CC	UW	65%	57%	8%	7
Average Score		62%			
Maximum Score		79%			
Minimum Score		15%			

Annex C – Final Response Received and Speed

Council Name	Final reply recvd	All-auth avge	Differ ence	Rank	Speed of reply (days)	Speed score	All-auth avge	Differ ence	Rank
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.88	73%	73%	0%	236
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	0.40	90%	73%	17%	39
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.38	66%	73%	-7%	316
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.10	74%	73%	0%	233
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	2.00	66%	73%	-7%	319
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	0.60	85%	73%	12%	86
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	3.22	61%	73%	-13%	365
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.10	98%	73%	24%	4
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.86	84%	73%	10%	101
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.00	76%	73%	2%	206
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.13	66%	73%	-8%	322
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.88	73%	73%	0%	236
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	0.80	80%	73%	7%	144
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.56	86%	73%	13%	73
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.00	76%	73%	2%	200
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.75	81%	73%	8%	128
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.86	81%	73%	8%	127
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.50	68%	73%	-6%	306
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.57	86%	73%	13%	77
xxxxxxxxxxxxxxxxxxxxx CC	0%	77%	-77%	440	0.00	0%	73%	-73%	440
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.50	88%	73%	14%	59
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.67	86%	73%	12%	84
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.17	77%	73%	3%	183
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.63	63%	73%	-11%	349
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.00	76%	73%	2%	206
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.33	92%	73%	18%	27
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	5.33	71%	73%	-2%	265
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.50	88%	73%	14%	59
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.78	60%	73%	-13%	367
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	3.33	58%	73%	-16%	392
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	3.33	71%	73%	-3%	269
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.50	88%	73%	14%	59
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.75	81%	73%	8%	128
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.38	91%	73%	17%	33
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.38	59%	73%	-14%	381
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.89	79%	73%	6%	158
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	0.40	90%	73%	17%	39
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.50	63%	73%	-11%	349
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.25	72%	73%	-1%	252
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.00	76%	73%	2%	200
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.90	80%	73%	6%	150
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.75	78%	73%	5%	170
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.38	91%	73%	17%	33
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.86	66%	73%	-7%	321
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.63	84%	73%	11%	94
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.00	57%	73%	-17%	398
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	4.22	52%	73%	-22%	420
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.83	68%	73%	-5%	296
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.25	94%	73%	21%	15
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.75	64%	73%	-9%	334
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.89	71%	73%	-3%	269
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.11	74%	73%	1%	223
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	3.17	56%	73%	-17%	402
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.60	86%	73%	12%	85

Annex C – Final Response Received and Speed

Council Name	Final reply recvd	All-auth avge	Differ ence	Rank	Speed of reply (days)	Speed score	All-auth avge	Differ ence	Rank
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.38	86%	73%	12%	82
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.80	81%	73%	7%	141
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.89	78%	73%	5%	167
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.50	88%	73%	14%	59
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.13	79%	73%	6%	152
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.13	73%	73%	-1%	246
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.63	84%	73%	11%	94
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.33	92%	73%	19%	26
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.50	88%	73%	14%	59
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.43	89%	73%	16%	44
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.13	72%	73%	-1%	252
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	0.60	85%	73%	12%	86
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.89	78%	73%	5%	172
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	2.33	53%	73%	-21%	414
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.88	64%	73%	-9%	334
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.25	61%	73%	-12%	359
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.11	97%	73%	24%	5
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.44	76%	73%	3%	193
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.00	78%	73%	4%	175
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.44	71%	73%	-2%	264
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.25	71%	73%	-2%	261
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.29	56%	73%	-17%	400
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.22	94%	73%	21%	12
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.67	84%	73%	11%	99
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.50	73%	73%	-1%	246
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.17	75%	73%	2%	211
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.22	69%	73%	-4%	279
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.78	81%	73%	7%	137
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.67	68%	73%	-5%	303
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	4.83	56%	73%	-17%	402
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.00	100%	73%	27%	1
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.57	46%	73%	-27%	428
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	0.80	81%	73%	8%	135
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.89	78%	73%	5%	172
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.22	73%	73%	0%	234
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.43	89%	73%	16%	44
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.43	67%	73%	-6%	308
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.67	83%	73%	10%	103
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.22	72%	73%	-2%	257
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.75	81%	73%	8%	128
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.50	66%	73%	-8%	322
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.25	73%	73%	0%	236
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	2.50	66%	73%	-7%	320
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.88	63%	73%	-11%	349
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.00	76%	73%	3%	196
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.86	59%	73%	-15%	382
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.00	76%	73%	2%	200
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.78	69%	73%	-4%	285
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.75	61%	73%	-12%	359
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	3.40	70%	73%	-3%	272
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.13	58%	73%	-16%	392
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.14	69%	73%	-4%	283
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.71	82%	73%	9%	115
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.40	69%	73%	-5%	295

Annex C – Final Response Received and Speed

Council Name	Final reply recvd	All-auth avge	Differ ence	Rank	Speed of reply (days)	Speed score	All-auth avge	Differ ence	Rank
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.17	96%	73%	23%	8
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.00	67%	73%	-6%	308
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.38	70%	73%	-3%	272
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.14	71%	73%	-2%	259
xxxxxxxxxxxxxxxxxxxxx CC	30%	77%	-47%	434	1.00	77%	73%	3%	183
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.13	79%	73%	6%	152
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.14	72%	73%	-1%	250
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.14	96%	73%	23%	7
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.17	71%	73%	-2%	265
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.14	74%	73%	1%	227
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	4.25	57%	73%	-16%	397
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.89	78%	73%	5%	167
xxxxxxxxxxxxxxxxxxxxx CC	40%	77%	-37%	423	1.75	58%	73%	-16%	392
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.89	78%	73%	5%	172
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.50	62%	73%	-11%	355
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.30	93%	73%	19%	23
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.83	63%	73%	-10%	340
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.63	70%	73%	-3%	272
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.14	63%	73%	-10%	344
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.50	88%	73%	15%	57
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.78	81%	73%	7%	137
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.57	86%	73%	13%	77
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.33	92%	73%	18%	27
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.63	84%	73%	11%	94
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.13	73%	73%	-1%	246
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.00	100%	73%	27%	1
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.50	70%	73%	-3%	272
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.22	82%	73%	8%	124
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.00	76%	73%	3%	188
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.17	85%	73%	12%	86
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.22	94%	73%	21%	12
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	1.40	77%	73%	4%	180
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.57	63%	73%	-10%	344
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	4.75	58%	73%	-15%	386
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.88	58%	73%	-15%	386
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.86	58%	73%	-15%	390
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.13	76%	73%	3%	190
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.29	79%	73%	5%	163
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.71	50%	73%	-23%	423
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.25	72%	73%	-1%	252
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.75	81%	73%	8%	128
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.25	76%	73%	3%	190
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.17	74%	73%	1%	228
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	2.17	58%	73%	-16%	392
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	1.80	67%	73%	-6%	311
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.67	67%	73%	-7%	313
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.56	66%	73%	-8%	326
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.86	69%	73%	-5%	292
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.63	89%	73%	16%	54
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.13	74%	73%	1%	225
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.00	68%	73%	-5%	296
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.22	94%	73%	21%	12
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.56	60%	73%	-13%	367
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.14	76%	73%	3%	188

Annex C – Final Response Received and Speed

Council Name	Final reply recvd	All-auth avge	Differ ence	Rank	Speed of reply (days)	Speed score	All-auth avge	Differ ence	Rank
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.13	79%	73%	6%	152
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.67	83%	73%	10%	103
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.00	78%	73%	5%	167
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	3.50	39%	73%	-34%	434
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.00	78%	73%	4%	175
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.38	91%	73%	17%	33
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.25	86%	73%	12%	82
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.00	76%	73%	2%	206
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.00	77%	73%	4%	178
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.83	77%	73%	3%	183
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.44	89%	73%	16%	49
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	0.40	90%	73%	17%	39
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.80	80%	73%	7%	144
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.29	93%	73%	20%	18
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.67	84%	73%	11%	99
xxxxxxxxxxxxxxxxxxxxx CC	30%	77%	-47%	434	0.33	92%	73%	18%	27
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.89	82%	73%	8%	124
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.50	88%	73%	14%	59
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.71	82%	73%	9%	115
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.13	74%	73%	1%	225
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.25	71%	73%	-2%	261
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	4.38	46%	73%	-27%	429
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.89	59%	73%	-14%	375
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.75	69%	73%	-4%	280
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.56	86%	73%	13%	73
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.30	76%	73%	3%	196
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.14	80%	73%	7%	144
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.50	66%	73%	-7%	316
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.71	82%	73%	9%	115
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	3.00	71%	73%	-2%	259
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	5.88	53%	73%	-20%	413
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	5.38	69%	73%	-4%	287
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.56	68%	73%	-5%	303
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	3.50	36%	73%	-38%	438
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	3.00	39%	73%	-34%	434
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.89	52%	73%	-21%	417
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.29	93%	73%	20%	18
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	6.89	75%	73%	2%	211
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.71	82%	73%	9%	115
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.14	72%	73%	-1%	250
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.38	77%	73%	4%	182
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	2.50	61%	73%	-13%	366
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.67	83%	73%	10%	103
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.80	78%	73%	4%	175
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.50	88%	73%	15%	57
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.38	56%	73%	-18%	404
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.00	76%	73%	3%	199
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.43	90%	73%	17%	39
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	5.33	24%	73%	-49%	439
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.75	81%	73%	8%	128
xxxxxxxxxxxxxxxxxxxxx CC	20%	77%	-57%	438	1.00	75%	73%	2%	211
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.14	70%	73%	-3%	272
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.80	60%	73%	-14%	374
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.43	89%	73%	16%	44

Annex C – Final Response Received and Speed

Council Name	Final reply recvd	All-auth avge	Differ ence	Rank	Speed of reply (days)	Speed score	All-auth avge	Differ ence	Rank
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.00	76%	73%	2%	200
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.13	72%	73%	-1%	252
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	3.67	53%	73%	-20%	409
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.60	85%	73%	12%	86
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.75	61%	73%	-13%	362
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.89	59%	73%	-14%	378
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	10.60	45%	73%	-28%	430
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.83	79%	73%	6%	156
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.33	67%	73%	-7%	313
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.13	83%	73%	9%	111
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	5.00	64%	73%	-9%	334
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.78	83%	73%	10%	110
xxxxxxxxxxxxxxxxxxxxx CC	40%	77%	-37%	423	1.50	64%	73%	-9%	334
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.00	61%	73%	-12%	358
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.63	66%	73%	-8%	322
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.10	73%	73%	0%	239
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	4.50	51%	73%	-22%	421
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.63	84%	73%	11%	94
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.11	76%	73%	3%	193
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.57	64%	73%	-10%	339
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.22	73%	73%	0%	242
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.00	75%	73%	2%	211
xxxxxxxxxxxxxxxxxxxxx CC	30%	77%	-47%	434	4.00	45%	73%	-28%	430
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.00	75%	73%	2%	211
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.89	73%	73%	0%	242
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	3.11	65%	73%	-8%	329
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.78	70%	73%	-3%	272
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.11	73%	73%	0%	234
xxxxxxxxxxxxxxxxxxxxx CC	40%	77%	-37%	423	2.00	71%	73%	-2%	261
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.44	67%	73%	-7%	313
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.33	64%	73%	-9%	330
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	7.63	50%	73%	-23%	423
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.50	88%	73%	14%	59
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.50	88%	73%	14%	59
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	3.88	60%	73%	-13%	367
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.86	49%	73%	-25%	427
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.13	64%	73%	-9%	331
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.57	86%	73%	13%	77
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	7.22	38%	73%	-35%	437
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.44	82%	73%	8%	124
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.71	82%	73%	9%	115
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.00	78%	73%	5%	171
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	2.17	53%	73%	-20%	409
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	3.14	58%	73%	-15%	390
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.00	62%	73%	-11%	353
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.44	89%	73%	16%	49
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.50	88%	73%	14%	59
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	2.00	68%	73%	-5%	301
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.33	81%	73%	7%	137
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.70	59%	73%	-15%	384
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.38	69%	73%	-4%	287
xxxxxxxxxxxxxxxxxxxxx CC	40%	77%	-37%	423	4.25	55%	73%	-18%	405
xxxxxxxxxxxxxxxxxxxxx CC	40%	77%	-37%	423	6.00	44%	73%	-29%	433
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.86	79%	73%	5%	163

Annex C – Final Response Received and Speed

Council Name	Final reply recvd	All-auth avge	Differ ence	Rank	Speed of reply (days)	Speed score	All-auth avge	Differ ence	Rank
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	7.13	63%	73%	-10%	342
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.78	63%	73%	-10%	347
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.29	93%	73%	20%	18
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.75	61%	73%	-12%	359
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.57	86%	73%	13%	77
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.25	74%	73%	1%	231
xxxxxxxxxxxxxxxxxxxxx CC	0%	77%	-77%	440	0.00	0%	73%	-73%	440
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	3.13	58%	73%	-15%	386
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.29	93%	73%	20%	18
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	3.33	62%	73%	-12%	357
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.88	79%	73%	6%	160
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.33	71%	73%	-2%	265
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.63	84%	73%	11%	94
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.29	74%	73%	0%	232
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	2.20	66%	73%	-8%	327
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.50	88%	73%	14%	59
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	4.89	68%	73%	-5%	303
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.13	83%	73%	9%	111
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.80	81%	73%	7%	141
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	2.00	54%	73%	-19%	408
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.25	76%	73%	2%	200
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.70	83%	73%	9%	111
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	3.33	58%	73%	-16%	392
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	2.89	59%	73%	-14%	378
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.10	76%	73%	3%	196
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.11	75%	73%	2%	211
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.86	67%	73%	-6%	308
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.38	91%	73%	17%	33
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	3.10	80%	73%	7%	144
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.00	100%	73%	27%	1
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.17	72%	73%	-2%	257
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.38	76%	73%	3%	190
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	1.60	77%	73%	4%	180
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.56	86%	73%	13%	73
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.75	81%	73%	8%	128
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.63	66%	73%	-7%	316
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.00	76%	73%	2%	206
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.00	75%	73%	2%	211
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.57	86%	73%	13%	77
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.14	84%	73%	10%	101
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.56	86%	73%	13%	73
xxxxxxxxxxxxxxxxxxxxx CC	40%	77%	-37%	423	0.50	88%	73%	14%	59
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	4.40	52%	73%	-21%	418
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.14	77%	73%	4%	179
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.60	85%	73%	12%	86
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.11	73%	73%	0%	242
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.70	83%	73%	10%	108
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.89	63%	73%	-10%	347
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.71	82%	73%	9%	115
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.33	92%	73%	18%	27
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	3.11	59%	73%	-14%	378
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.71	83%	73%	10%	109
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.13	58%	73%	-15%	386
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.25	72%	73%	-1%	252

Annex C – Final Response Received and Speed

Council Name	Final reply recvd	All-auth avge	Differ ence	Rank	Speed of reply (days)	Speed score	All-auth avge	Differ ence	Rank
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	3.88	53%	73%	-21%	414
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	4.75	39%	73%	-34%	434
XXXXXXXXXXXXXXXXXXXX CC	50%	77%	-27%	402	0.60	85%	73%	12%	86
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	0.89	80%	73%	7%	144
XXXXXXXXXXXXXXXXXXXX CC	70%	77%	-7%	279	3.14	49%	73%	-24%	425
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	1.56	69%	73%	-4%	285
XXXXXXXXXXXXXXXXXXXX CC	100%	77%	23%	1	0.80	81%	73%	7%	141
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	1.33	76%	73%	3%	193
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	2.89	60%	73%	-13%	367
XXXXXXXXXXXXXXXXXXXX CC	70%	77%	-7%	279	1.57	73%	73%	0%	241
XXXXXXXXXXXXXXXXXXXX CC	40%	77%	-37%	423	4.00	69%	73%	-4%	287
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	2.67	53%	73%	-20%	409
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	0.75	81%	73%	8%	128
XXXXXXXXXXXXXXXXXXXX CC	70%	77%	-7%	279	4.00	62%	73%	-11%	354
XXXXXXXXXXXXXXXXXXXX CC	100%	77%	23%	1	2.20	73%	73%	0%	239
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	4.00	52%	73%	-21%	419
XXXXXXXXXXXXXXXXXXXX CC	40%	77%	-37%	423	1.00	75%	73%	2%	211
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	3.33	45%	73%	-28%	430
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	0.38	91%	73%	17%	33
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	0.63	85%	73%	12%	86
XXXXXXXXXXXXXXXXXXXX CC	70%	77%	-7%	279	0.57	89%	73%	15%	56
XXXXXXXXXXXXXXXXXXXX CC	50%	77%	-27%	402	3.60	60%	73%	-13%	367
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	0.63	89%	73%	16%	54
XXXXXXXXXXXXXXXXXXXX CC	100%	77%	23%	1	2.30	66%	73%	-8%	327
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	1.67	68%	73%	-5%	296
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	0.25	94%	73%	21%	15
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	0.88	79%	73%	6%	160
XXXXXXXXXXXXXXXXXXXX CC	50%	77%	-27%	402	0.60	85%	73%	12%	86
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	1.00	76%	73%	2%	200
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	4.38	64%	73%	-9%	334
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	1.00	76%	73%	2%	206
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	2.63	61%	73%	-13%	362
XXXXXXXXXXXXXXXXXXXX CC	60%	77%	-17%	357	1.83	58%	73%	-15%	385
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	2.33	75%	73%	2%	211
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	0.11	97%	73%	24%	5
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	1.88	61%	73%	-13%	362
XXXXXXXXXXXXXXXXXXXX CC	60%	77%	-17%	357	8.33	75%	73%	2%	211
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	1.44	74%	73%	1%	229
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	0.33	92%	73%	18%	27
XXXXXXXXXXXXXXXXXXXX CC	100%	77%	23%	1	0.90	80%	73%	6%	150
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	1.50	66%	73%	-8%	322
XXXXXXXXXXXXXXXXXXXX CC	60%	77%	-17%	357	0.17	96%	73%	23%	8
XXXXXXXXXXXXXXXXXXXX CC	70%	77%	-7%	279	0.43	89%	73%	16%	44
XXXXXXXXXXXXXXXXXXXX CC	100%	77%	23%	1	2.70	53%	73%	-21%	414
XXXXXXXXXXXXXXXXXXXX CC	40%	77%	-37%	423	2.50	51%	73%	-22%	421
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	0.50	88%	73%	14%	59
XXXXXXXXXXXXXXXXXXXX CC	70%	77%	-7%	279	2.29	49%	73%	-24%	425
XXXXXXXXXXXXXXXXXXXX CC	100%	77%	23%	1	0.30	93%	73%	19%	23
XXXXXXXXXXXXXXXXXXXX CC	90%	77%	13%	44	6.78	57%	73%	-17%	398
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	0.25	94%	73%	21%	15
XXXXXXXXXXXXXXXXXXXX CC	100%	77%	23%	1	2.20	68%	73%	-5%	301
XXXXXXXXXXXXXXXXXXXX CC	80%	77%	3%	147	2.50	63%	73%	-10%	342
XXXXXXXXXXXXXXXXXXXX CC	100%	77%	23%	1	2.10	75%	73%	2%	211
XXXXXXXXXXXXXXXXXXXX CC	60%	77%	-17%	357	1.67	64%	73%	-9%	333

Annex C – Final Response Received and Speed

Council Name	Final reply recvd	All-auth avge	Differ ence	Rank	Speed of reply (days)	Speed score	All-auth avge	Differ ence	Rank
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.80	82%	73%	9%	122
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.33	73%	73%	-1%	246
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	2.20	70%	73%	-3%	272
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.44	89%	73%	16%	49
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.67	74%	73%	1%	223
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	3.43	59%	73%	-15%	382
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.63	67%	73%	-6%	312
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.70	83%	73%	9%	111
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.63	69%	73%	-4%	280
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.44	89%	73%	16%	49
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.33	74%	73%	1%	229
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.10	77%	73%	3%	187
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	5.25	59%	73%	-14%	377
xxxxxxxxxxxxxxxxxxxxx CC	40%	77%	-37%	423	4.00	69%	73%	-4%	287
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.75	60%	73%	-13%	367
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.83	79%	73%	6%	156
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.44	73%	73%	0%	242
xxxxxxxxxxxxxxxxxxxxx CC	20%	77%	-57%	438	1.50	63%	73%	-11%	349
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.33	67%	73%	-6%	307
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.75	82%	73%	9%	123
xxxxxxxxxxxxxxxxxxxxx CC	40%	77%	-37%	423	3.00	69%	73%	-4%	287
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.88	79%	73%	6%	160
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.00	81%	73%	8%	135
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	2.50	53%	73%	-20%	409
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.33	77%	73%	3%	183
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	3.57	55%	73%	-18%	405
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.67	83%	73%	10%	103
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.57	86%	73%	13%	72
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	0.80	80%	73%	7%	144
xxxxxxxxxxxxxxxxxxxxx CC	30%	77%	-47%	434	1.00	75%	73%	2%	211
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.43	69%	73%	-4%	283
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	0.20	95%	73%	22%	10
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.67	83%	73%	10%	103
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.90	56%	73%	-17%	401
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	1.50	63%	73%	-10%	340
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.86	79%	73%	5%	163
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.29	69%	73%	-5%	292
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	0.38	91%	73%	17%	33
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.57	69%	73%	-5%	292
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.38	60%	73%	-13%	367
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.89	79%	73%	6%	158
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	1.50	79%	73%	6%	152
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.00	62%	73%	-11%	355
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	3.13	69%	73%	-4%	280
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.71	82%	73%	9%	115
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	0.20	95%	73%	22%	10
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.00	79%	73%	5%	166
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.71	63%	73%	-10%	344
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.29	93%	73%	20%	18
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	1.44	68%	73%	-5%	296
xxxxxxxxxxxxxxxxxxxxx CC	50%	77%	-27%	402	0.40	90%	73%	17%	39
xxxxxxxxxxxxxxxxxxxxx CC	80%	77%	3%	147	2.25	68%	73%	-5%	300
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	2.29	55%	73%	-18%	405
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	0.30	93%	73%	19%	23

Annex C – Final Response Received and Speed

Council Name	Final reply recvd	All-auth avge	Differ ence	Rank	Speed of reply (days)	Speed score	All-auth avge	Differ ence	Rank
xxxxxxxxxxxxxxxxxxxxx CC	100%	77%	23%	1	1.90	71%	73%	-3%	271
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.44	89%	73%	16%	49
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	3.67	59%	73%	-14%	375
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	0.43	89%	73%	16%	44
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.50	88%	73%	14%	59
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	5.00	64%	73%	-9%	332
xxxxxxxxxxxxxxxxxxxxx CC	60%	77%	-17%	357	0.33	92%	73%	18%	27
xxxxxxxxxxxxxxxxxxxxx CC	90%	77%	13%	44	0.78	81%	73%	7%	137
xxxxxxxxxxxxxxxxxxxxx CC	70%	77%	-7%	279	1.29	71%	73%	-2%	268

PLEASE REMEMBER ALL THE DATA SHOWN IS FICTITIOUS

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality over all	Efficiency over all	Overall Score
xxxxxxxxxx Council	60%	90%	10%	0%	44%	100%	89%	67%	56%	33%	100%	0%	100%	78%	89%	67%	68%
xxxxxxxxxx Council	76%	70%	0%	0%	100%	86%	86%	86%	100%	57%	100%	29%	100%	100%	100%	100%	61%
xxxxxxxxxx Council	79%	80%	0%	0%	88%	100%	50%	38%	38%	38%	67%	13%	63%	75%	50%	88%	60%
xxxxxxxxxx Council	71%	60%	0%	20%	83%	100%	43%	67%	50%	67%	100%	50%	100%	100%	100%	57%	50%
xxxxxxxxxx Council	88%	60%	20%	25%	67%	100%	86%	100%	100%	50%	67%	33%	100%	100%	100%	86%	54%
xxxxxxxxxx Council	60%	90%	0%	0%	56%	100%	67%	33%	22%	33%	100%	33%	78%	89%	78%	89%	67%
xxxxxxxxxx Council	58%	60%	0%	0%	0%	100%	0%	0%	0%	0%	N/A	0%	83%	83%	50%	67%	37%
xxxxxxxxxx Council	71%	90%	0%	33%	89%	100%	70%	56%	22%	44%	100%	11%	100%	78%	67%	70%	70%
xxxxxxxxxx Council	88%	80%	0%	0%	100%	100%	75%	88%	50%	63%	100%	50%	100%	100%	100%	100%	70%
xxxxxxxxxx Council	81%	80%	20%	0%	63%	100%	86%	75%	25%	75%	83%	63%	88%	100%	100%	100%	68%
xxxxxxxxxx Council	91%	80%	0%	0%	100%	100%	88%	88%	38%	25%	100%	38%	100%	100%	88%	100%	69%
xxxxxxxxxx Council	59%	80%	0%	0%	100%	100%	100%	75%	25%	50%	100%	38%	100%	100%	88%	88%	64%
xxxxxxxxxx Council	79%	90%	0%	0%	67%	100%	56%	56%	44%	56%	100%	33%	100%	100%	89%	100%	74%
xxxxxxxxxx Council	90%	50%	0%	0%	80%	80%	100%	80%	60%	60%	100%	40%	100%	100%	100%	100%	44%
xxxxxxxxxx Council	63%	80%	0%	0%	100%	100%	29%	100%	13%	88%	100%	88%	100%	100%	100%	100%	67%
xxxxxxxxxx Council	72%	80%	10%	0%	50%	88%	75%	50%	38%	50%	100%	38%	63%	88%	75%	75%	61%
xxxxxxxxxx Council	76%	80%	0%	0%	88%	100%	75%	38%	25%	63%	100%	25%	88%	88%	75%	88%	63%
xxxxxxxxxx Council	80%	100%	0%	N/A	90%	100%	70%	50%	10%	50%	100%	10%	90%	80%	90%	90%	79%
xxxxxxxxxx Council	78%	80%	20%	0%	75%	100%	75%	50%	0%	50%	100%	25%	100%	88%	100%	88%	64%
xxxxxxxxxx Council	91%	80%	0%	0%	88%	88%	71%	100%	100%	75%	100%	38%	100%	100%	88%	100%	71%
xxxxxxxxxx Council	66%	70%	0%	0%	86%	100%	100%	57%	29%	57%	100%	43%	100%	100%	100%	86%	57%
xxxxxxxxxx Council	84%	80%	10%	0%	75%	100%	88%	75%	13%	63%	100%	38%	88%	100%	100%	100%	68%
xxxxxxxxxx Council	57%	90%	0%	0%	67%	100%	78%	33%	33%	56%	100%	11%	89%	100%	100%	78%	69%
xxxxxxxxxx Council	52%	90%	40%	33%	89%	100%	78%	67%	56%	78%	100%	44%	100%	89%	100%	56%	73%
xxxxxxxxxx Council	68%	60%	0%	0%	67%	100%	100%	67%	33%	17%	100%	33%	83%	83%	83%	83%	47%
xxxxxxxxxx Council	94%	80%	0%	0%	100%	100%	88%	75%	50%	75%	83%	13%	100%	100%	88%	100%	69%
xxxxxxxxxx Council	64%	80%	20%	33%	63%	88%	100%	25%	38%	63%	100%	25%	100%	88%	88%	88%	63%
xxxxxxxxxx Council	71%	90%	30%	0%	89%	100%	89%	56%	11%	78%	100%	33%	100%	100%	89%	78%	74%
xxxxxxxxxx Council	74%	90%	0%	0%	100%	100%	78%	78%	33%	89%	100%	44%	100%	89%	89%	100%	77%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality over all	Efficiency over all	Overall Score
xxxxxxxxxx Council	56%	60%	0%	0%	50%	100%	67%	33%	50%	50%	100%	33%	100%	100%	83%	83%	46%
xxxxxxxxxx Council	86%	100%	0%	N/A	90%	100%	90%	50%	50%	50%	100%	10%	100%	100%	90%	100%	84%
xxxxxxxxxx Council	86%	80%	0%	0%	88%	100%	71%	63%	25%	25%	100%	0%	100%	100%	100%	88%	65%
xxxxxxxxxx Council	81%	100%	0%	N/A	70%	90%	60%	60%	50%	50%	80%	20%	90%	100%	90%	100%	81%
xxxxxxxxxx Council	78%	90%	0%	0%	78%	100%	100%	67%	67%	67%	100%	44%	100%	100%	89%	100%	77%
xxxxxxxxxx Council	88%	80%	10%	0%	100%	100%	75%	88%	25%	25%	100%	25%	88%	100%	75%	100%	67%
xxxxxxxxxx Council	79%	80%	0%	0%	88%	100%	50%	88%	25%	50%	100%	38%	100%	100%	75%	75%	65%
xxxxxxxxxx Council	73%	80%	0%	0%	88%	100%	88%	63%	25%	38%	100%	13%	100%	88%	100%	100%	64%
xxxxxxxxxx Council	84%	80%	0%	0%	88%	100%	88%	88%	50%	100%	100%	50%	100%	100%	100%	100%	71%
xxxxxxxxxx Council	92%	90%	0%	0%	100%	100%	56%	78%	89%	100%	89%	89%	100%	100%	100%	100%	82%
xxxxxxxxxx Council	88%	60%	20%	0%	83%	100%	67%	67%	50%	50%	100%	33%	100%	100%	67%	100%	51%
xxxxxxxxxx Council	89%	70%	0%	0%	100%	100%	100%	86%	71%	57%	100%	29%	100%	100%	100%	100%	62%
xxxxxxxxxx Council	72%	80%	0%	0%	75%	100%	88%	88%	50%	88%	100%	50%	100%	88%	75%	100%	68%
xxxxxxxxxx Council	85%	50%	10%	20%	60%	100%	50%	60%	60%	80%	100%	40%	80%	80%	80%	83%	43%
xxxxxxxxxx Council	78%	90%	0%	0%	33%	100%	89%	22%	11%	56%	100%	22%	100%	100%	78%	100%	70%
xxxxxxxxxx Council	53%	60%	30%	0%	83%	100%	83%	100%	50%	50%	100%	50%	100%	100%	100%	83%	50%
xxxxxxxxxx Council	64%	80%	10%	0%	88%	100%	75%	75%	38%	75%	100%	13%	100%	100%	75%	88%	65%
xxxxxxxxxx Council	61%	80%	10%	0%	100%	88%	88%	100%	50%	88%	100%	75%	100%	100%	100%	88%	69%
xxxxxxxxxx Council	97%	90%	0%	0%	100%	100%	83%	22%	0%	100%	100%	67%	100%	100%	89%	100%	78%
xxxxxxxxxx Council	76%	90%	0%	0%	100%	100%	78%	56%	33%	89%	100%	56%	100%	100%	78%	89%	76%
xxxxxxxxxx Council	78%	100%	0%	N/A	80%	100%	100%	90%	60%	80%	100%	40%	90%	100%	90%	100%	87%
xxxxxxxxxx Council	71%	90%	0%	0%	67%	100%	78%	67%	44%	67%	100%	33%	100%	78%	78%	89%	72%
xxxxxxxxxx Council	71%	80%	10%	0%	75%	100%	75%	88%	50%	63%	100%	75%	100%	100%	100%	100%	69%
xxxxxxxxxx Council	56%	70%	0%	25%	71%	100%	75%	57%	43%	57%	100%	29%	86%	100%	86%	63%	55%
xxxxxxxxxx Council	94%	90%	0%	0%	78%	100%	78%	78%	33%	78%	100%	44%	100%	100%	89%	100%	78%
xxxxxxxxxx Council	84%	90%	0%	0%	89%	100%	78%	78%	56%	56%	80%	56%	89%	100%	89%	100%	77%
xxxxxxxxxx Council	73%	80%	0%	33%	88%	100%	88%	88%	13%	63%	80%	75%	88%	100%	75%	75%	66%
xxxxxxxxxx Council	75%	60%	0%	0%	100%	100%	83%	100%	50%	50%	100%	33%	100%	100%	83%	100%	51%
xxxxxxxxxx Council	69%	90%	0%	0%	89%	100%	78%	78%	78%	44%	100%	22%	100%	89%	67%	100%	74%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality over all	Efficiency over all	Overall Score
xxxxxxxxxx Council	81%	90%	0%	0%	78%	100%	100%	56%	56%	33%	100%	33%	100%	89%	78%	100%	74%
xxxxxxxxxx Council	68%	90%	60%	0%	78%	100%	89%	89%	56%	44%	100%	33%	89%	100%	89%	78%	75%
xxxxxxxxxx Council	56%	60%	20%	0%	100%	100%	71%	67%	50%	67%	100%	83%	100%	100%	100%	57%	50%
xxxxxxxxxx Council	100%	80%	20%	50%	63%	100%	78%	75%	25%	50%	100%	38%	100%	100%	100%	89%	70%
xxxxxxxxxx Council	46%	70%	20%	0%	86%	100%	100%	71%	57%	43%	100%	14%	100%	86%	100%	71%	55%
xxxxxxxxxx Council	81%	50%	10%	0%	60%	100%	60%	0%	40%	20%	100%	0%	60%	80%	60%	100%	37%
xxxxxxxxxx Council	78%	90%	40%	100%	78%	100%	70%	44%	33%	11%	100%	0%	78%	100%	78%	80%	72%
xxxxxxxxxx Council	73%	90%	10%	0%	89%	100%	67%	78%	56%	33%	100%	11%	100%	100%	89%	89%	73%
xxxxxxxxxx Council	89%	70%	0%	67%	100%	100%	67%	71%	43%	57%	100%	71%	86%	100%	100%	67%	62%
xxxxxxxxxx Council	67%	70%	10%	0%	86%	100%	71%	86%	71%	71%	100%	29%	100%	100%	86%	86%	59%
xxxxxxxxxx Council	83%	90%	10%	0%	78%	100%	78%	56%	22%	33%	100%	33%	78%	89%	100%	100%	73%
xxxxxxxxxx Council	72%	90%	0%	0%	89%	100%	89%	67%	56%	56%	100%	78%	100%	100%	100%	89%	77%
xxxxxxxxxx Council	81%	80%	0%	0%	100%	100%	100%	63%	25%	50%	100%	38%	100%	88%	100%	100%	67%
xxxxxxxxxx Council	66%	80%	40%	0%	63%	100%	75%	50%	38%	63%	100%	25%	100%	100%	88%	88%	65%
xxxxxxxxxx Council	73%	80%	0%	0%	75%	100%	75%	75%	50%	75%	100%	25%	88%	100%	88%	88%	66%
xxxxxxxxxx Council	66%	60%	10%	17%	100%	100%	86%	83%	50%	83%	100%	17%	83%	100%	100%	71%	51%
xxxxxxxxxx Council	63%	80%	0%	0%	100%	100%	88%	88%	25%	75%	100%	75%	75%	88%	100%	63%	66%
xxxxxxxxxx Council	76%	100%	20%	N/A	30%	100%	80%	40%	30%	70%	100%	20%	80%	90%	90%	90%	79%
xxxxxxxxxx Council	59%	60%	0%	0%	67%	100%	67%	67%	50%	67%	100%	33%	83%	83%	67%	100%	49%
xxxxxxxxxx Council	76%	80%	0%	0%	100%	100%	75%	100%	63%	50%	100%	63%	88%	100%	100%	100%	69%
xxxxxxxxxx Council	69%	90%	10%	0%	56%	100%	70%	33%	22%	44%	100%	38%	67%	89%	56%	70%	68%
xxxxxxxxxx Council	73%	80%	0%	0%	88%	88%	50%	50%	38%	50%	75%	25%	88%	100%	75%	88%	62%
xxxxxxxxxx Council	90%	50%	10%	0%	100%	80%	100%	100%	100%	40%	100%	0%	80%	60%	60%	100%	42%
xxxxxxxxxx Council	66%	80%	10%	0%	100%	100%	67%	75%	75%	100%	88%	13%	100%	100%	88%	100%	68%
xxxxxxxxxx Council	74%	100%	0%	N/A	80%	100%	80%	90%	50%	40%	100%	20%	100%	100%	100%	100%	83%
xxxxxxxxxx Council	66%	50%	20%	20%	100%	100%	71%	20%	20%	60%	67%	60%	80%	80%	80%	43%	41%
xxxxxxxxxx Council	85%	50%	10%	20%	60%	80%	67%	0%	20%	0%	N/A	0%	100%	100%	80%	83%	39%
xxxxxxxxxx Council	61%	90%	0%	33%	100%	100%	89%	100%	100%	78%	100%	67%	100%	100%	100%	67%	78%
xxxxxxxxxx Council	98%	100%	10%	N/A	80%	100%	80%	80%	70%	30%	100%	10%	90%	90%	90%	100%	86%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality over all	Efficiency over all	Overall Score
xxxxxxxxxx Council	84%	70%	0%	0%	86%	100%	71%	57%	14%	29%	100%	29%	86%	57%	71%	86%	55%
xxxxxxxxxx Council	76%	90%	0%	0%	56%	89%	78%	33%	22%	56%	100%	33%	89%	100%	78%	100%	71%
xxxxxxxxxx Council	66%	80%	0%	0%	100%	88%	63%	88%	75%	63%	100%	38%	75%	88%	75%	75%	64%
xxxxxxxxxx Council	73%	80%	0%	33%	100%	100%	78%	75%	63%	88%	100%	63%	100%	100%	100%	78%	70%
xxxxxxxxxx Council	80%	50%	0%	0%	100%	100%	100%	80%	40%	60%	100%	60%	100%	100%	100%	80%	43%
xxxxxxxxxx Council	86%	90%	30%	0%	100%	100%	75%	100%	89%	89%	75%	89%	78%	100%	100%	100%	83%
xxxxxxxxxx Council	76%	80%	20%	0%	100%	100%	89%	50%	38%	63%	100%	50%	88%	100%	88%	89%	68%
xxxxxxxxxx Council	81%	80%	0%	0%	38%	100%	88%	75%	63%	50%	100%	25%	88%	100%	88%	100%	66%
xxxxxxxxxx Council	81%	70%	10%	33%	86%	100%	67%	100%	29%	71%	100%	71%	100%	100%	100%	67%	62%
xxxxxxxxxx Council	68%	80%	10%	0%	100%	100%	100%	88%	63%	63%	100%	50%	100%	100%	100%	88%	69%
xxxxxxxxxx Council	86%	70%	10%	67%	71%	100%	44%	57%	57%	14%	100%	0%	100%	100%	71%	78%	58%
xxxxxxxxxx Council	N/A	0%	0%	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%
xxxxxxxxxx Council	88%	100%	0%	N/A	90%	100%	90%	70%	40%	30%	100%	50%	100%	90%	90%	100%	85%
xxxxxxxxxx Council	86%	90%	0%	0%	89%	100%	78%	44%	22%	44%	100%	11%	89%	78%	89%	89%	72%
xxxxxxxxxx Council	77%	60%	0%	0%	67%	83%	100%	33%	17%	33%	100%	17%	67%	83%	100%	83%	46%
xxxxxxxxxx Council	63%	80%	0%	0%	100%	100%	88%	75%	63%	25%	100%	13%	75%	100%	88%	88%	64%
xxxxxxxxxx Council	76%	90%	10%	0%	78%	100%	50%	67%	22%	44%	100%	11%	100%	89%	89%	100%	72%
xxxxxxxxxx Council	83%	100%	0%	N/A	90%	100%	44%	60%	20%	30%	100%	20%	100%	100%	90%	100%	80%
xxxxxxxxxx Council	58%	60%	10%	0%	50%	83%	83%	67%	33%	67%	100%	50%	83%	83%	67%	67%	46%
xxxxxxxxxx Council	59%	90%	0%	33%	67%	100%	78%	67%	22%	67%	100%	56%	100%	100%	100%	67%	71%
xxxxxxxxxx Council	76%	100%	0%	N/A	80%	100%	80%	80%	70%	60%	100%	30%	100%	100%	90%	90%	84%
xxxxxxxxxx Council	75%	90%	0%	0%	89%	100%	57%	89%	89%	67%	100%	33%	89%	100%	78%	89%	76%
xxxxxxxxxx Council	67%	70%	0%	0%	71%	100%	86%	71%	43%	86%	100%	29%	100%	100%	86%	71%	57%
xxxxxxxxxx Council	83%	60%	0%	25%	67%	100%	71%	67%	50%	67%	100%	33%	100%	83%	100%	86%	51%
xxxxxxxxxx Council	78%	60%	10%	0%	50%	100%	83%	83%	33%	83%	100%	83%	83%	100%	100%	83%	51%
xxxxxxxxxx Council	39%	80%	0%	50%	88%	75%	67%	50%	50%	88%	86%	50%	88%	88%	88%	33%	60%
xxxxxxxxxx Council	78%	80%	0%	50%	63%	75%	67%	75%	63%	25%	100%	50%	100%	100%	88%	78%	66%
xxxxxxxxxx Council	91%	80%	0%	0%	75%	100%	75%	75%	38%	50%	100%	50%	88%	75%	63%	100%	66%
xxxxxxxxxx Council	86%	80%	0%	0%	88%	100%	88%	88%	50%	88%	100%	75%	100%	100%	100%	88%	71%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality over all	Efficiency over all	Overall Score
xxxxxxxxxx Council	76%	90%	0%	0%	67%	100%	78%	78%	67%	33%	100%	22%	100%	89%	89%	89%	73%
xxxxxxxxxx Council	77%	90%	0%	0%	11%	89%	22%	11%	11%	11%	100%	22%	44%	44%	33%	89%	59%
xxxxxxxxxx Council	77%	60%	0%	0%	67%	100%	83%	83%	67%	83%	100%	83%	100%	100%	83%	83%	52%
xxxxxxxxxx Council	89%	90%	0%	0%	100%	100%	89%	78%	78%	44%	100%	22%	100%	100%	100%	100%	79%
xxxxxxxxxx Council	90%	50%	10%	0%	80%	100%	80%	60%	60%	80%	100%	60%	80%	100%	100%	100%	44%
xxxxxxxxxx Council	80%	100%	0%	N/A	90%	100%	60%	60%	20%	70%	71%	30%	100%	90%	90%	100%	82%
xxxxxxxxxx Council	93%	70%	0%	33%	86%	100%	75%	57%	43%	57%	100%	0%	100%	86%	86%	88%	59%
xxxxxxxxxx Council	84%	90%	0%	0%	78%	100%	56%	22%	22%	33%	100%	11%	100%	89%	89%	100%	71%
xxxxxxxxxx Council	92%	30%	0%	0%	67%	100%	67%	67%	0%	67%	100%	33%	100%	100%	67%	100%	25%
xxxxxxxxxx Council	82%	90%	0%	0%	89%	100%	89%	89%	56%	56%	80%	22%	89%	100%	89%	100%	76%
xxxxxxxxxx Council	88%	60%	0%	50%	83%	100%	44%	33%	0%	33%	100%	0%	100%	100%	33%	67%	48%
xxxxxxxxxx Council	82%	70%	0%	33%	100%	100%	75%	86%	29%	86%	100%	57%	100%	100%	100%	88%	62%
xxxxxxxxxx Council	74%	80%	0%	0%	75%	100%	88%	75%	13%	63%	100%	50%	88%	100%	75%	88%	65%
xxxxxxxxxx Council	71%	80%	10%	0%	88%	100%	88%	63%	0%	38%	100%	13%	88%	100%	100%	88%	64%
xxxxxxxxxx Council	46%	80%	0%	0%	50%	100%	50%	50%	38%	25%	100%	13%	100%	100%	100%	63%	57%
xxxxxxxxxx Council	59%	90%	0%	0%	78%	100%	89%	89%	11%	33%	100%	22%	78%	100%	78%	78%	69%
xxxxxxxxxx Council	69%	80%	0%	0%	50%	100%	75%	75%	13%	63%	100%	38%	88%	100%	88%	88%	63%
xxxxxxxxxx Council	86%	90%	0%	0%	0%	89%	43%	22%	11%	100%	100%	67%	89%	100%	56%	100%	71%
xxxxxxxxxx Council	76%	100%	0%	0%	100%	100%	100%	90%	70%	70%	86%	50%	90%	100%	100%	90%	87%
xxxxxxxxxx Council	80%	70%	10%	0%	71%	100%	100%	57%	0%	71%	100%	57%	71%	100%	86%	86%	57%
xxxxxxxxxx Council	66%	80%	0%	0%	100%	100%	75%	88%	25%	75%	100%	38%	100%	100%	88%	88%	66%
xxxxxxxxxx Council	82%	70%	0%	0%	100%	100%	86%	71%	43%	43%	67%	14%	100%	100%	86%	100%	58%
xxxxxxxxxx Council	71%	70%	0%	0%	100%	100%	86%	71%	71%	57%	100%	29%	100%	86%	86%	86%	58%
xxxxxxxxxx Council	53%	80%	0%	0%	100%	100%	88%	88%	50%	75%	83%	50%	100%	100%	100%	63%	65%
xxxxxxxxxx Council	69%	80%	20%	33%	75%	100%	44%	63%	25%	25%	100%	25%	75%	100%	75%	78%	62%
xxxxxxxxxx Council	68%	90%	0%	0%	67%	100%	67%	78%	56%	33%	100%	33%	100%	100%	89%	78%	72%
xxxxxxxxxx Council	36%	80%	10%	0%	88%	100%	78%	88%	75%	75%	100%	50%	100%	100%	88%	56%	64%
xxxxxxxxxx Council	39%	80%	10%	0%	100%	100%	75%	88%	13%	88%	100%	75%	100%	100%	88%	63%	64%
xxxxxxxxxx Council	52%	90%	0%	0%	100%	100%	89%	78%	22%	78%	100%	56%	100%	100%	89%	78%	73%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality over all	Efficiency over all	Overall Score
xxxxxxxxxx Council	93%	70%	0%	33%	14%	100%	50%	57%	57%	14%	100%	14%	100%	100%	100%	88%	57%
xxxxxxxxxx Council	75%	90%	20%	50%	89%	100%	67%	89%	44%	67%	100%	44%	100%	100%	89%	89%	77%
xxxxxxxxxx Council	82%	70%	0%	0%	100%	100%	71%	100%	57%	71%	100%	29%	100%	100%	86%	100%	61%
xxxxxxxxxx Council	72%	70%	0%	0%	57%	86%	71%	86%	29%	57%	100%	14%	100%	100%	100%	100%	56%
xxxxxxxxxx Council	61%	80%	0%	0%	75%	88%	75%	63%	25%	63%	80%	38%	75%	88%	75%	75%	61%
xxxxxxxxxx Council	70%	50%	0%	0%	40%	100%	60%	0%	20%	0%	N/A	0%	80%	80%	20%	80%	34%
xxxxxxxxxx Council	58%	80%	0%	0%	88%	100%	75%	63%	50%	75%	100%	50%	100%	100%	88%	75%	64%
xxxxxxxxxx Council	69%	70%	0%	0%	71%	100%	71%	43%	43%	57%	100%	43%	86%	100%	86%	86%	56%
xxxxxxxxxx Council	82%	70%	0%	0%	100%	100%	71%	86%	14%	71%	100%	71%	100%	100%	86%	100%	60%
xxxxxxxxxx Council	69%	100%	0%	N/A	70%	100%	100%	80%	40%	60%	100%	40%	100%	100%	100%	90%	83%
xxxxxxxxxx Council	96%	60%	0%	0%	100%	100%	83%	50%	33%	83%	100%	67%	100%	100%	100%	100%	53%
xxxxxxxxxx Council	67%	70%	0%	80%	100%	100%	22%	100%	71%	14%	100%	29%	100%	100%	100%	56%	58%
xxxxxxxxxx Council	70%	80%	20%	50%	75%	100%	78%	63%	50%	75%	83%	14%	100%	100%	100%	78%	67%
xxxxxxxxxx Council	71%	70%	0%	0%	86%	100%	86%	71%	43%	71%	100%	29%	100%	100%	100%	100%	59%
xxxxxxxxxx Council	77%	30%	0%	0%	67%	100%	100%	67%	67%	67%	100%	33%	67%	100%	100%	100%	25%
xxxxxxxxxx Council	79%	80%	0%	0%	100%	100%	100%	75%	25%	75%	83%	38%	100%	100%	100%	88%	68%
xxxxxxxxxx Council	72%	70%	20%	67%	100%	100%	56%	71%	29%	43%	100%	14%	100%	100%	100%	78%	59%
xxxxxxxxxx Council	96%	70%	0%	67%	71%	100%	78%	71%	43%	71%	100%	57%	100%	100%	86%	78%	63%
xxxxxxxxxx Council	71%	60%	10%	75%	67%	100%	56%	33%	33%	67%	100%	33%	100%	100%	100%	67%	52%
xxxxxxxxxx Council	74%	70%	0%	0%	86%	100%	57%	71%	29%	43%	100%	14%	86%	100%	86%	86%	55%
xxxxxxxxxx Council	57%	80%	10%	0%	100%	100%	63%	63%	38%	38%	67%	13%	100%	100%	63%	75%	61%
xxxxxxxxxx Council	78%	90%	0%	0%	89%	100%	67%	89%	89%	67%	100%	67%	89%	78%	78%	100%	77%
xxxxxxxxxx Council	58%	40%	0%	17%	100%	100%	60%	75%	50%	25%	100%	0%	100%	100%	50%	80%	32%
xxxxxxxxxx Council	78%	90%	20%	0%	67%	100%	75%	78%	78%	67%	100%	56%	78%	100%	100%	100%	77%
xxxxxxxxxx Council	62%	80%	0%	0%	88%	100%	50%	75%	75%	63%	100%	38%	100%	88%	75%	75%	64%
xxxxxxxxxx Council	93%	100%	10%	N/A	60%	100%	90%	30%	10%	20%	100%	0%	90%	90%	80%	100%	79%
xxxxxxxxxx Council	63%	60%	20%	0%	100%	100%	83%	83%	50%	33%	100%	17%	100%	100%	83%	67%	49%
xxxxxxxxxx Council	70%	80%	0%	0%	50%	100%	100%	25%	63%	50%	100%	50%	100%	88%	88%	88%	64%
xxxxxxxxxx Council	63%	70%	10%	25%	86%	86%	63%	71%	29%	29%	100%	29%	100%	100%	86%	75%	56%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality overall	Efficiency overall	Overall Score
xxxxxxxxxx Council	88%	80%	20%	0%	75%	100%	88%	75%	38%	38%	100%	25%	100%	100%	100%	88%	68%
xxxxxxxxxx Council	81%	90%	0%	50%	100%	100%	100%	89%	89%	67%	100%	44%	89%	100%	100%	89%	80%
xxxxxxxxxx Council	86%	70%	0%	33%	86%	100%	63%	86%	57%	43%	100%	43%	100%	100%	86%	88%	60%
xxxxxxxxxx Council	92%	90%	0%	0%	100%	100%	88%	100%	63%	75%	83%	63%	100%	100%	100%	100%	81%
xxxxxxxxxx Council	84%	80%	10%	0%	100%	100%	75%	88%	88%	38%	100%	25%	75%	88%	63%	100%	67%
xxxxxxxxxx Council	73%	80%	0%	0%	100%	100%	57%	100%	75%	63%	100%	63%	100%	88%	88%	100%	69%
xxxxxxxxxx Council	100%	70%	10%	0%	100%	100%	57%	100%	71%	57%	100%	43%	86%	86%	100%	100%	62%
xxxxxxxxxx Council	70%	80%	0%	0%	63%	88%	75%	63%	13%	50%	75%	13%	100%	88%	75%	88%	61%
xxxxxxxxxx Council	82%	90%	20%	0%	100%	100%	89%	89%	67%	78%	100%	44%	100%	89%	100%	89%	79%
xxxxxxxxxx Council	76%	70%	0%	0%	86%	100%	88%	86%	29%	71%	100%	29%	100%	86%	100%	88%	59%
xxxxxxxxxx Council	85%	60%	10%	0%	83%	100%	50%	67%	33%	50%	100%	17%	83%	100%	100%	83%	49%
xxxxxxxxxx Council	94%	90%	10%	0%	56%	100%	67%	44%	22%	44%	100%	33%	100%	100%	89%	100%	74%
xxxxxxxxxx Council	77%	50%	0%	0%	80%	100%	80%	80%	40%	80%	100%	60%	100%	100%	100%	80%	42%
xxxxxxxxxx Council	63%	70%	30%	0%	71%	100%	71%	71%	57%	43%	100%	14%	71%	86%	71%	100%	55%
xxxxxxxxxx Council	58%	80%	30%	0%	100%	100%	89%	88%	25%	75%	83%	25%	100%	100%	100%	78%	67%
xxxxxxxxxx Council	58%	80%	0%	50%	88%	100%	78%	63%	13%	75%	83%	50%	88%	88%	100%	78%	64%
xxxxxxxxxx Council	58%	70%	40%	0%	100%	100%	56%	100%	71%	86%	100%	86%	100%	100%	100%	67%	62%
xxxxxxxxxx Council	76%	80%	10%	0%	50%	100%	38%	75%	38%	63%	80%	50%	100%	100%	63%	88%	64%
xxxxxxxxxx Council	79%	70%	20%	0%	71%	100%	75%	71%	57%	71%	100%	14%	100%	100%	100%	75%	60%
xxxxxxxxxx Council	50%	70%	0%	0%	86%	100%	71%	86%	43%	86%	100%	14%	100%	100%	86%	71%	55%
xxxxxxxxxx Council	72%	80%	0%	0%	100%	88%	88%	100%	38%	75%	83%	38%	75%	100%	75%	88%	66%
xxxxxxxxxx Council	81%	80%	0%	0%	100%	75%	63%	75%	50%	50%	100%	38%	100%	88%	75%	100%	66%
xxxxxxxxxx Council	76%	80%	60%	0%	63%	88%	67%	50%	13%	50%	100%	38%	100%	88%	75%	88%	65%
xxxxxxxxxx Council	74%	60%	10%	0%	83%	100%	83%	33%	17%	50%	100%	0%	100%	100%	83%	83%	47%
xxxxxxxxxx Council	58%	60%	10%	0%	83%	100%	67%	83%	50%	67%	100%	17%	100%	100%	83%	83%	48%
xxxxxxxxxx Council	67%	50%	10%	0%	100%	100%	83%	80%	40%	80%	100%	40%	100%	100%	60%	67%	42%
xxxxxxxxxx Council	67%	90%	0%	0%	78%	100%	89%	56%	44%	44%	100%	11%	89%	78%	78%	78%	70%
xxxxxxxxxx Council	66%	90%	0%	0%	100%	100%	89%	78%	56%	78%	86%	67%	100%	100%	89%	89%	76%
xxxxxxxxxx Council	69%	70%	0%	0%	86%	100%	100%	71%	71%	29%	100%	29%	86%	100%	86%	86%	57%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality over all	Efficiency over all	Overall Score
xxxxxxxxxx Council	89%	80%	0%	0%	88%	88%	43%	63%	63%	50%	100%	38%	100%	100%	88%	88%	67%
xxxxxxxxxx Council	74%	80%	0%	0%	100%	100%	88%	88%	38%	88%	100%	63%	100%	100%	100%	88%	69%
xxxxxxxxxx Council	68%	90%	0%	0%	100%	100%	89%	78%	44%	89%	100%	78%	100%	100%	100%	89%	78%
xxxxxxxxxx Council	94%	90%	0%	100%	56%	100%	50%	89%	22%	78%	100%	56%	78%	100%	89%	90%	77%
xxxxxxxxxx Council	73%	70%	0%	25%	57%	86%	63%	86%	43%	43%	100%	57%	100%	100%	100%	75%	58%
xxxxxxxxxx Council	69%	40%	0%	0%	100%	100%	100%	100%	25%	75%	100%	75%	100%	100%	100%	75%	34%
xxxxxxxxxx Council	53%	90%	0%	67%	89%	100%	70%	67%	67%	78%	100%	22%	100%	89%	100%	70%	73%
xxxxxxxxxx Council	81%	80%	0%	50%	100%	100%	78%	63%	25%	50%	100%	38%	100%	100%	100%	89%	68%
xxxxxxxxxx Council	62%	70%	0%	20%	86%	100%	86%	43%	86%	29%	100%	14%	100%	86%	100%	71%	55%
xxxxxxxxxx Council	73%	100%	10%	100%	70%	100%	80%	90%	30%	50%	80%	60%	100%	100%	100%	90%	83%
xxxxxxxxxx Council	52%	80%	30%	20%	75%	100%	78%	75%	50%	25%	100%	38%	100%	100%	88%	44%	63%
xxxxxxxxxx Council	75%	40%	0%	0%	50%	100%	75%	50%	0%	25%	100%	25%	75%	75%	75%	100%	30%
xxxxxxxxxx Council	45%	90%	0%	0%	100%	100%	88%	100%	67%	56%	100%	25%	100%	89%	89%	56%	71%
xxxxxxxxxx Council	91%	80%	0%	0%	75%	88%	63%	75%	50%	63%	100%	75%	100%	88%	88%	88%	68%
xxxxxxxxxx Council	85%	80%	0%	0%	88%	88%	63%	75%	50%	50%	100%	38%	100%	88%	75%	100%	66%
xxxxxxxxxx Council	89%	70%	10%	0%	71%	100%	50%	71%	29%	71%	100%	29%	100%	100%	86%	75%	59%
xxxxxxxxxx Council	60%	50%	0%	17%	40%	80%	80%	80%	0%	40%	100%	40%	100%	80%	80%	80%	38%
xxxxxxxxxx Council	89%	80%	0%	0%	88%	100%	40%	88%	25%	88%	86%	75%	100%	100%	88%	88%	69%
xxxxxxxxxx Council	66%	100%	0%	0%	100%	100%	70%	70%	50%	50%	80%	40%	100%	100%	90%	90%	81%
xxxxxxxxxx Council	68%	90%	10%	0%	100%	100%	78%	89%	67%	78%	86%	56%	89%	100%	78%	89%	76%
xxxxxxxxxx Council	94%	80%	30%	0%	25%	100%	63%	38%	13%	25%	100%	13%	100%	100%	100%	100%	64%
xxxxxxxxxx Council	79%	80%	30%	0%	75%	100%	75%	63%	63%	38%	100%	13%	100%	100%	100%	100%	67%
xxxxxxxxxx Council	85%	50%	0%	0%	100%	80%	60%	40%	40%	80%	100%	60%	80%	80%	100%	100%	42%
xxxxxxxxxx Council	76%	80%	10%	0%	75%	75%	78%	75%	50%	75%	100%	75%	88%	100%	88%	89%	68%
xxxxxxxxxx Council	64%	80%	30%	25%	100%	100%	78%	100%	25%	88%	86%	75%	100%	100%	100%	78%	70%
xxxxxxxxxx Council	76%	90%	0%	0%	89%	100%	89%	67%	11%	56%	100%	33%	100%	100%	100%	100%	75%
xxxxxxxxxx Council	61%	80%	0%	67%	75%	100%	67%	63%	50%	63%	100%	50%	100%	75%	75%	67%	64%
xxxxxxxxxx Council	58%	60%	0%	0%	67%	100%	83%	50%	50%	50%	100%	50%	100%	100%	83%	83%	47%
xxxxxxxxxx Council	75%	90%	0%	50%	89%	100%	89%	67%	44%	56%	100%	56%	100%	100%	89%	89%	76%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality overall	Efficiency overall	Overall Score
xxxxxxxxxx Council	97%	90%	0%	0%	67%	100%	89%	67%	0%	67%	100%	33%	100%	100%	89%	100%	76%
xxxxxxxxxx Council	61%	80%	0%	0%	88%	100%	100%	63%	63%	38%	100%	13%	88%	88%	100%	88%	63%
xxxxxxxxxx Council	75%	60%	0%	0%	50%	100%	100%	67%	83%	67%	100%	50%	83%	83%	83%	83%	50%
xxxxxxxxxx Council	74%	90%	0%	0%	100%	100%	89%	100%	44%	67%	100%	56%	100%	89%	78%	89%	76%
xxxxxxxxxx Council	92%	90%	0%	0%	78%	100%	78%	89%	22%	78%	100%	56%	100%	100%	78%	100%	78%
xxxxxxxxxx Council	80%	100%	0%	N/A	90%	100%	90%	80%	60%	30%	100%	30%	100%	90%	100%	90%	84%
xxxxxxxxxx Council	66%	80%	0%	0%	100%	88%	88%	63%	13%	75%	100%	13%	100%	75%	100%	88%	64%
xxxxxxxxxx Council	96%	60%	0%	0%	100%	100%	100%	100%	33%	100%	100%	50%	83%	100%	100%	100%	54%
xxxxxxxxxx Council	89%	70%	0%	33%	71%	86%	50%	43%	43%	43%	100%	43%	86%	86%	71%	88%	57%
xxxxxxxxxx Council	53%	100%	0%	100%	80%	100%	56%	90%	70%	60%	100%	50%	90%	100%	100%	80%	81%
xxxxxxxxxx Council	51%	40%	10%	0%	100%	75%	60%	75%	25%	75%	100%	25%	100%	100%	75%	40%	31%
xxxxxxxxxx Council	88%	80%	10%	0%	100%	88%	88%	75%	13%	88%	100%	38%	100%	100%	88%	100%	69%
xxxxxxxxxx Council	49%	70%	0%	0%	86%	100%	86%	86%	86%	43%	100%	43%	86%	100%	100%	71%	56%
xxxxxxxxxx Council	93%	100%	0%	N/A	50%	100%	90%	10%	10%	50%	80%	20%	90%	70%	70%	90%	78%
xxxxxxxxxx Council	57%	90%	0%	0%	100%	100%	75%	67%	67%	44%	100%	44%	89%	100%	100%	67%	72%
xxxxxxxxxx Council	94%	80%	0%	50%	75%	100%	89%	50%	25%	75%	100%	25%	100%	100%	100%	89%	69%
xxxxxxxxxx Council	68%	100%	0%	0%	80%	100%	80%	60%	20%	40%	75%	20%	90%	90%	80%	90%	77%
xxxxxxxxxx Council	77%	80%	0%	0%	100%	100%	88%	63%	38%	50%	100%	63%	100%	100%	88%	88%	67%
xxxxxxxxxx Council	61%	100%	30%	33%	80%	90%	80%	100%	40%	80%	100%	80%	100%	100%	100%	70%	84%
xxxxxxxxxx Council	83%	60%	0%	50%	100%	100%	75%	83%	33%	100%	100%	50%	83%	83%	67%	75%	53%
xxxxxxxxxx Council	78%	100%	0%	0%	70%	100%	90%	70%	20%	80%	75%	50%	90%	90%	100%	90%	83%
xxxxxxxxxx Council	88%	80%	0%	0%	100%	100%	100%	88%	0%	75%	83%	63%	100%	100%	100%	100%	70%
xxxxxxxxxx Council	56%	80%	40%	0%	75%	88%	100%	50%	13%	50%	100%	63%	100%	100%	100%	75%	64%
xxxxxxxxxx Council	76%	70%	40%	0%	100%	100%	100%	100%	14%	71%	100%	71%	100%	100%	100%	100%	63%
xxxxxxxxxx Council	90%	70%	0%	33%	100%	100%	38%	71%	29%	86%	100%	14%	86%	100%	71%	88%	59%
xxxxxxxxxx Council	24%	60%	50%	0%	83%	100%	43%	33%	33%	50%	100%	17%	100%	83%	83%	29%	43%
xxxxxxxxxx Council	81%	80%	0%	0%	75%	100%	75%	75%	25%	25%	100%	38%	88%	100%	88%	100%	65%
xxxxxxxxxx Council	75%	20%	0%	0%	50%	100%	100%	100%	0%	50%	100%	50%	100%	100%	100%	100%	17%
xxxxxxxxxx Council	70%	70%	0%	0%	100%	100%	83%	29%	29%	86%	100%	43%	100%	100%	86%	86%	57%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality over all	Efficiency over all	Overall Score
xxxxxxxxxx Council	60%	100%	0%	N/A	80%	80%	70%	80%	0%	20%	100%	0%	100%	80%	70%	90%	74%
xxxxxxxxxx Council	89%	70%	0%	0%	57%	100%	71%	43%	0%	29%	100%	14%	86%	100%	86%	100%	55%
xxxxxxxxxx Council	76%	80%	0%	0%	50%	100%	50%	63%	63%	50%	100%	50%	100%	100%	88%	100%	65%
xxxxxxxxxx Council	72%	80%	10%	0%	100%	100%	78%	63%	75%	50%	100%	38%	88%	100%	100%	89%	68%
xxxxxxxxxx Council	53%	60%	0%	20%	50%	100%	50%	50%	33%	67%	100%	33%	83%	100%	83%	67%	45%
xxxxxxxxxx Council	85%	100%	0%	N/A	100%	100%	80%	100%	60%	50%	60%	20%	100%	100%	80%	100%	85%
xxxxxxxxxx Council	61%	80%	0%	0%	75%	88%	63%	50%	38%	50%	100%	13%	100%	88%	63%	88%	60%
xxxxxxxxxx Council	59%	90%	0%	0%	89%	89%	100%	56%	11%	78%	100%	22%	100%	100%	100%	67%	71%
xxxxxxxxxx Council	45%	50%	30%	0%	80%	100%	50%	60%	40%	20%	100%	0%	100%	100%	100%	50%	38%
xxxxxxxxxx Council	79%	60%	0%	25%	100%	100%	57%	17%	33%	50%	100%	17%	83%	100%	83%	86%	49%
xxxxxxxxxx Council	67%	60%	0%	0%	67%	100%	33%	67%	33%	83%	100%	17%	100%	100%	100%	100%	49%
xxxxxxxxxx Council	83%	80%	0%	0%	63%	100%	88%	63%	50%	38%	100%	25%	75%	75%	75%	88%	63%
xxxxxxxxxx Council	64%	80%	0%	0%	63%	100%	88%	38%	13%	50%	100%	13%	88%	100%	88%	75%	60%
xxxxxxxxxx Council	83%	90%	0%	0%	78%	100%	78%	33%	0%	56%	100%	67%	100%	89%	78%	89%	73%
xxxxxxxxxx Council	64%	40%	10%	33%	50%	100%	57%	75%	25%	75%	100%	50%	100%	100%	75%	57%	35%
xxxxxxxxxx Council	61%	70%	0%	0%	100%	100%	86%	71%	43%	43%	100%	29%	100%	100%	86%	71%	56%
xxxxxxxxxx Council	66%	80%	0%	0%	88%	100%	75%	88%	25%	88%	100%	75%	100%	100%	88%	88%	67%
xxxxxxxxxx Council	73%	100%	0%	N/A	90%	100%	88%	100%	90%	80%	100%	70%	100%	100%	100%	100%	89%
xxxxxxxxxx Council	51%	80%	0%	67%	63%	100%	78%	75%	25%	50%	100%	50%	100%	100%	100%	56%	63%
xxxxxxxxxx Council	84%	80%	20%	0%	100%	100%	78%	100%	88%	75%	67%	38%	100%	100%	100%	89%	72%
xxxxxxxxxx Council	76%	90%	0%	0%	78%	100%	71%	89%	78%	89%	100%	89%	100%	100%	100%	89%	80%
xxxxxxxxxx Council	64%	70%	0%	0%	71%	100%	60%	71%	0%	86%	100%	57%	100%	100%	86%	71%	56%
xxxxxxxxxx Council	73%	90%	0%	0%	78%	100%	78%	89%	56%	44%	100%	11%	100%	100%	78%	89%	73%
xxxxxxxxxx Council	75%	80%	0%	0%	100%	100%	43%	100%	13%	13%	100%	25%	100%	100%	100%	100%	65%
xxxxxxxxxx Council	45%	30%	0%	0%	33%	67%	33%	33%	0%	67%	100%	33%	100%	100%	67%	67%	21%
xxxxxxxxxx Council	75%	70%	0%	0%	71%	86%	100%	86%	43%	57%	100%	0%	100%	100%	86%	86%	57%
xxxxxxxxxx Council	73%	90%	0%	0%	100%	100%	78%	89%	44%	33%	67%	33%	89%	89%	89%	78%	73%
xxxxxxxxxx Council	65%	90%	0%	0%	89%	100%	67%	67%	78%	67%	100%	56%	89%	100%	100%	89%	75%
xxxxxxxxxx Council	70%	90%	10%	0%	89%	100%	78%	100%	56%	89%	100%	56%	100%	100%	100%	78%	77%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality overall	Efficiency overall	Overall Score
xxxxxxxxxx Council	73%	90%	10%	0%	89%	100%	78%	89%	33%	67%	100%	44%	100%	100%	89%	100%	76%
xxxxxxxxxx Council	71%	40%	0%	0%	100%	100%	100%	100%	75%	75%	100%	25%	100%	100%	100%	75%	34%
xxxxxxxxxx Council	67%	90%	0%	0%	33%	100%	56%	56%	22%	22%	100%	33%	100%	100%	78%	89%	68%
xxxxxxxxxx Council	64%	90%	10%	25%	33%	100%	33%	78%	11%	89%	75%	44%	89%	78%	56%	56%	67%
xxxxxxxxxx Council	50%	80%	30%	20%	88%	100%	78%	75%	25%	50%	100%	50%	88%	100%	100%	67%	64%
xxxxxxxxxx Council	88%	80%	0%	0%	88%	100%	88%	88%	63%	50%	100%	38%	100%	100%	88%	100%	69%
xxxxxxxxxx Council	88%	80%	0%	0%	100%	100%	88%	88%	50%	50%	100%	38%	88%	100%	100%	100%	69%
xxxxxxxxxx Council	60%	80%	10%	67%	75%	100%	60%	75%	38%	63%	100%	50%	100%	100%	88%	50%	65%
xxxxxxxxxx Council	49%	70%	0%	0%	43%	100%	86%	71%	43%	43%	100%	43%	100%	86%	71%	57%	52%
xxxxxxxxxx Council	64%	80%	0%	33%	75%	88%	75%	75%	50%	63%	100%	38%	88%	100%	88%	78%	65%
xxxxxxxxxx Council	86%	70%	0%	33%	100%	86%	63%	57%	29%	71%	100%	43%	100%	86%	86%	88%	59%
xxxxxxxxxx Council	38%	90%	20%	75%	89%	89%	80%	89%	67%	78%	100%	33%	100%	100%	78%	40%	72%
xxxxxxxxxx Council	82%	90%	0%	0%	100%	100%	67%	100%	78%	100%	100%	67%	100%	100%	78%	89%	80%
xxxxxxxxxx Council	82%	70%	0%	33%	43%	100%	63%	86%	71%	71%	100%	57%	100%	100%	100%	88%	61%
xxxxxxxxxx Council	78%	70%	30%	0%	100%	100%	71%	100%	29%	100%	100%	86%	100%	86%	86%	86%	62%
xxxxxxxxxx Council	53%	60%	0%	0%	83%	83%	100%	83%	33%	67%	100%	33%	83%	67%	83%	83%	47%
xxxxxxxxxx Council	58%	70%	0%	0%	71%	100%	86%	71%	0%	57%	100%	14%	86%	100%	86%	86%	54%
xxxxxxxxxx Council	62%	90%	0%	0%	67%	100%	90%	67%	11%	44%	100%	33%	89%	100%	100%	70%	71%
xxxxxxxxxx Council	89%	90%	30%	0%	100%	100%	88%	88%	75%	25%	100%	25%	100%	100%	88%	100%	79%
xxxxxxxxxx Council	88%	80%	10%	0%	63%	100%	88%	50%	13%	38%	100%	0%	100%	100%	88%	100%	65%
xxxxxxxxxx Council	68%	100%	0%	100%	100%	100%	70%	90%	40%	60%	100%	20%	80%	90%	60%	90%	80%
xxxxxxxxxx Council	81%	90%	0%	0%	89%	89%	100%	56%	44%	67%	100%	22%	100%	100%	100%	89%	75%
xxxxxxxxxx Council	59%	100%	0%	N/A	100%	100%	90%	80%	60%	80%	88%	40%	100%	100%	100%	100%	84%
xxxxxxxxxx Council	69%	80%	70%	0%	88%	88%	100%	75%	50%	25%	100%	25%	88%	88%	75%	88%	66%
xxxxxxxxxx Council	55%	40%	10%	14%	75%	100%	20%	50%	0%	75%	67%	25%	75%	100%	50%	40%	29%
xxxxxxxxxx Council	44%	40%	10%	50%	100%	100%	33%	75%	25%	75%	100%	50%	100%	100%	75%	33%	33%
xxxxxxxxxx Council	79%	70%	0%	0%	100%	100%	71%	43%	57%	57%	100%	57%	100%	100%	86%	100%	59%
xxxxxxxxxx Council	63%	80%	0%	0%	88%	100%	100%	88%	38%	63%	100%	38%	100%	100%	88%	75%	65%
xxxxxxxxxx Council	63%	90%	20%	0%	78%	89%	90%	67%	11%	56%	100%	22%	89%	100%	89%	70%	71%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality overall	Efficiency overall	Overall Score
xxxxxxxxxx Council	93%	70%	20%	0%	86%	100%	75%	57%	43%	43%	100%	43%	100%	100%	100%	88%	61%
xxxxxxxxxx Council	61%	80%	20%	0%	63%	75%	33%	50%	13%	50%	100%	25%	75%	88%	63%	78%	59%
xxxxxxxxxx Council	86%	70%	10%	0%	100%	100%	75%	71%	29%	71%	100%	57%	86%	100%	86%	88%	61%
xxxxxxxxxx Council	74%	80%	0%	100%	100%	100%	70%	100%	50%	50%	100%	25%	100%	100%	100%	60%	69%
xxxxxxxxxx Council	N/A	0%	0%	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0%
xxxxxxxxxx Council	58%	80%	0%	0%	63%	88%	75%	100%	88%	63%	100%	38%	88%	100%	88%	75%	65%
xxxxxxxxxx Council	93%	70%	20%	0%	100%	100%	71%	86%	14%	100%	100%	57%	100%	100%	100%	100%	63%
xxxxxxxxxx Council	62%	90%	20%	0%	78%	100%	89%	89%	67%	33%	100%	22%	100%	100%	100%	89%	74%
xxxxxxxxxx Council	79%	80%	30%	50%	25%	100%	60%	50%	25%	63%	100%	13%	100%	100%	63%	80%	65%
xxxxxxxxxx Council	71%	60%	0%	0%	100%	100%	83%	83%	83%	67%	100%	67%	83%	100%	83%	83%	51%
xxxxxxxxxx Council	84%	80%	0%	0%	75%	100%	100%	63%	63%	63%	80%	25%	100%	88%	88%	100%	68%
xxxxxxxxxx Council	74%	70%	10%	0%	71%	100%	50%	71%	29%	14%	100%	14%	100%	100%	86%	63%	55%
xxxxxxxxxx Council	66%	100%	10%	0%	100%	100%	80%	100%	40%	20%	100%	30%	90%	90%	90%	70%	79%
xxxxxxxxxx Council	88%	60%	20%	0%	100%	100%	67%	67%	67%	50%	100%	0%	100%	100%	67%	100%	51%
xxxxxxxxxx Council	68%	90%	0%	33%	67%	100%	63%	56%	56%	67%	100%	33%	100%	78%	78%	78%	71%
xxxxxxxxxx Council	83%	80%	20%	0%	88%	88%	88%	75%	50%	50%	75%	13%	88%	100%	100%	88%	67%
xxxxxxxxxx Council	81%	100%	20%	N/A	70%	100%	90%	70%	10%	30%	100%	20%	90%	90%	80%	100%	81%
xxxxxxxxxx Council	54%	60%	0%	0%	33%	100%	67%	33%	0%	33%	100%	17%	83%	83%	50%	83%	42%
xxxxxxxxxx Council	76%	80%	20%	0%	75%	100%	75%	50%	13%	63%	100%	38%	88%	88%	88%	75%	64%
xxxxxxxxxx Council	92%	60%	0%	25%	100%	100%	86%	83%	50%	50%	100%	17%	100%	100%	100%	86%	53%
xxxxxxxxxx Council	74%	77%	6%	10%	81%	98%	76%	70%	42%	57%	97%	37%	94%	95%	88%	86%	60%
xxxxxxxxxx Council	75%	100%	0%	0%	70%	100%	80%	60%	60%	70%	100%	60%	100%	100%	90%	90%	84%
xxxxxxxxxx Council	64%	60%	10%	0%	100%	100%	50%	50%	33%	67%	75%	33%	83%	100%	83%	83%	47%
xxxxxxxxxx Council	82%	100%	0%	N/A	90%	100%	90%	80%	40%	50%	100%	30%	90%	90%	90%	90%	84%
xxxxxxxxxx Council	73%	60%	0%	0%	83%	100%	50%	100%	33%	17%	100%	17%	100%	100%	67%	83%	47%
xxxxxxxxxx Council	70%	100%	20%	0%	100%	100%	80%	90%	20%	80%	100%	40%	80%	100%	80%	90%	83%
xxxxxxxxxx Council	89%	90%	0%	100%	100%	100%	44%	56%	33%	56%	100%	22%	100%	78%	78%	90%	75%
xxxxxxxxxx Council	74%	90%	0%	0%	100%	100%	78%	78%	67%	22%	100%	11%	78%	89%	78%	78%	71%
xxxxxxxxxx Council	59%	70%	0%	40%	86%	86%	71%	71%	43%	57%	100%	71%	100%	86%	86%	86%	56%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality over all	Efficiency over all	Overall Score
xxxxxxxxxx Council	67%	80%	20%	67%	88%	100%	56%	75%	75%	50%	100%	25%	88%	100%	88%	78%	67%
xxxxxxxxxx Council	83%	100%	0%	N/A	90%	100%	89%	70%	50%	50%	100%	40%	90%	90%	100%	100%	85%
xxxxxxxxxx Council	69%	80%	20%	0%	88%	100%	75%	63%	25%	75%	83%	50%	100%	100%	88%	75%	66%
xxxxxxxxxx Council	89%	90%	0%	0%	78%	100%	89%	100%	100%	56%	100%	44%	100%	100%	100%	100%	81%
xxxxxxxxxx Council	74%	90%	0%	0%	78%	100%	67%	78%	78%	67%	100%	44%	100%	89%	89%	89%	75%
xxxxxxxxxx Council	77%	100%	0%	N/A	100%	100%	44%	80%	40%	60%	100%	40%	100%	100%	80%	80%	82%
xxxxxxxxxx Council	59%	80%	0%	0%	75%	100%	75%	50%	50%	63%	100%	13%	100%	88%	88%	75%	62%
xxxxxxxxxx Council	69%	40%	20%	0%	100%	100%	50%	75%	50%	25%	100%	25%	100%	100%	50%	75%	32%
xxxxxxxxxx Council	60%	80%	0%	40%	100%	100%	44%	75%	25%	63%	100%	50%	100%	88%	63%	56%	63%
xxxxxxxxxx Council	79%	60%	0%	0%	100%	100%	67%	67%	33%	33%	100%	0%	100%	100%	100%	100%	49%
xxxxxxxxxx Council	73%	90%	40%	50%	89%	89%	67%	89%	33%	78%	100%	67%	100%	100%	78%	78%	77%
xxxxxxxxxx Council	63%	20%	0%	0%	50%	100%	100%	0%	0%	50%	0%	0%	100%	100%	100%	100%	15%
xxxxxxxxxx Council	67%	90%	0%	0%	89%	100%	78%	78%	33%	33%	100%	0%	67%	100%	78%	100%	70%
xxxxxxxxxx Council	82%	80%	0%	0%	100%	100%	63%	88%	63%	38%	100%	13%	88%	100%	88%	100%	67%
xxxxxxxxxx Council	69%	40%	0%	29%	75%	100%	50%	100%	75%	75%	100%	25%	100%	100%	100%	50%	35%
xxxxxxxxxx Council	79%	80%	0%	0%	88%	100%	88%	50%	63%	25%	100%	25%	88%	100%	100%	100%	66%
xxxxxxxxxx Council	81%	100%	0%	0%	80%	100%	80%	90%	20%	50%	80%	40%	100%	90%	90%	90%	82%
xxxxxxxxxx Council	53%	60%	0%	0%	83%	83%	50%	83%	50%	83%	100%	50%	100%	100%	83%	67%	47%
xxxxxxxxxx Council	77%	90%	0%	0%	100%	100%	89%	89%	56%	89%	100%	78%	89%	89%	100%	89%	79%
xxxxxxxxxx Council	55%	70%	0%	0%	100%	100%	100%	71%	57%	71%	100%	43%	100%	100%	100%	71%	57%
xxxxxxxxxx Council	83%	60%	20%	0%	100%	100%	86%	50%	17%	67%	100%	83%	100%	100%	100%	86%	53%
xxxxxxxxxx Council	86%	70%	0%	0%	29%	100%	71%	29%	0%	43%	100%	29%	100%	57%	57%	100%	53%
xxxxxxxxxx Council	80%	50%	0%	20%	100%	100%	50%	80%	40%	20%	100%	40%	100%	100%	100%	83%	42%
xxxxxxxxxx Council	75%	30%	0%	0%	100%	100%	67%	67%	0%	100%	100%	0%	100%	67%	100%	100%	24%
xxxxxxxxxx Council	69%	70%	0%	0%	86%	100%	86%	71%	57%	57%	100%	14%	100%	100%	100%	86%	58%
xxxxxxxxxx Council	95%	50%	0%	0%	80%	100%	80%	60%	60%	80%	100%	60%	100%	100%	100%	100%	44%
xxxxxxxxxx Council	83%	90%	0%	0%	56%	100%	67%	56%	33%	22%	100%	0%	78%	100%	89%	100%	70%
xxxxxxxxxx Council	56%	100%	0%	N/A	90%	100%	80%	90%	30%	80%	100%	50%	100%	100%	90%	90%	82%
xxxxxxxxxx Council	63%	60%	0%	0%	50%	100%	60%	50%	33%	50%	100%	50%	83%	100%	83%	100%	47%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality overall	Efficiency overall	Overall Score
xxxxxxxxxx Council	79%	70%	10%	0%	86%	86%	86%	71%	29%	29%	100%	43%	100%	100%	86%	100%	58%
xxxxxxxxxx Council	69%	70%	0%	33%	100%	100%	75%	100%	100%	86%	100%	71%	100%	100%	86%	88%	63%
xxxxxxxxxx Council	91%	80%	0%	0%	63%	100%	100%	50%	38%	38%	100%	25%	88%	88%	88%	100%	66%
xxxxxxxxxx Council	69%	70%	0%	0%	100%	86%	100%	86%	57%	71%	100%	43%	100%	100%	100%	86%	59%
xxxxxxxxxx Council	60%	80%	20%	25%	88%	100%	38%	38%	0%	63%	100%	50%	88%	100%	88%	63%	61%
xxxxxxxxxx Council	79%	90%	0%	0%	100%	89%	78%	67%	44%	78%	100%	33%	100%	89%	89%	100%	76%
xxxxxxxxxx Council	79%	80%	0%	0%	75%	100%	100%	63%	50%	50%	100%	50%	100%	100%	88%	88%	67%
xxxxxxxxxx Council	62%	80%	10%	0%	100%	100%	75%	100%	100%	88%	86%	50%	100%	100%	88%	88%	69%
xxxxxxxxxx Council	69%	80%	0%	0%	100%	88%	75%	50%	25%	50%	100%	63%	100%	100%	88%	88%	65%
xxxxxxxxxx Council	82%	70%	0%	33%	86%	100%	75%	86%	29%	57%	100%	43%	100%	100%	100%	88%	61%
xxxxxxxxxx Council	95%	50%	0%	0%	100%	100%	80%	100%	20%	60%	100%	40%	100%	100%	100%	100%	44%
xxxxxxxxxx Council	79%	100%	10%	N/A	80%	100%	80%	50%	20%	60%	67%	50%	100%	90%	90%	90%	82%
xxxxxxxxxx Council	63%	70%	0%	33%	100%	100%	88%	100%	71%	100%	100%	71%	86%	100%	100%	63%	62%
xxxxxxxxxx Council	93%	70%	0%	0%	100%	100%	100%	86%	43%	57%	100%	57%	100%	100%	100%	100%	62%
xxxxxxxxxx Council	68%	90%	10%	0%	67%	100%	78%	67%	22%	78%	100%	67%	89%	89%	89%	89%	74%
xxxxxxxxxx Council	90%	50%	0%	0%	100%	80%	100%	100%	60%	60%	67%	40%	80%	100%	100%	100%	44%
xxxxxxxxxx Council	68%	80%	10%	50%	88%	100%	56%	88%	100%	63%	80%	13%	100%	100%	63%	67%	66%
xxxxxxxxxx Council	55%	70%	10%	0%	71%	100%	75%	71%	57%	57%	100%	43%	100%	86%	86%	75%	56%
xxxxxxxxxx Council	93%	100%	10%	N/A	100%	90%	90%	60%	40%	70%	100%	50%	100%	90%	100%	90%	87%
xxxxxxxxxx Council	71%	100%	10%	N/A	50%	90%	60%	60%	30%	50%	100%	30%	90%	100%	70%	80%	77%
xxxxxxxxxx Council	89%	90%	0%	0%	56%	100%	78%	44%	11%	0%	N/A	0%	100%	100%	100%	100%	71%
xxxxxxxxxx Council	59%	90%	0%	50%	67%	100%	89%	67%	22%	56%	100%	44%	100%	100%	100%	67%	71%
xxxxxxxxxx Council	89%	70%	0%	0%	100%	100%	88%	86%	43%	86%	100%	43%	100%	100%	100%	88%	63%
xxxxxxxxxx Council	88%	60%	0%	50%	100%	100%	25%	100%	83%	67%	100%	33%	100%	100%	67%	75%	53%
xxxxxxxxxx Council	64%	70%	0%	0%	86%	86%	57%	71%	43%	71%	100%	29%	100%	100%	100%	71%	56%
xxxxxxxxxx Council	92%	60%	0%	0%	100%	100%	67%	83%	33%	50%	100%	17%	83%	100%	83%	100%	51%
xxxxxxxxxx Council	81%	90%	10%	0%	89%	89%	88%	56%	11%	33%	100%	22%	100%	89%	89%	100%	73%
xxxxxxxxxx Council	71%	70%	0%	0%	100%	100%	86%	71%	71%	57%	100%	29%	86%	100%	71%	86%	58%
xxxxxxxxxx Council	91%	80%	0%	0%	63%	100%	100%	63%	25%	50%	100%	38%	88%	100%	100%	100%	67%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality overall	Efficiency overall	Overall Score
xxxxxxxxxx Council	80%	100%	0%	0%	90%	100%	90%	50%	30%	70%	100%	50%	100%	100%	90%	90%	84%
xxxxxxxxxx Council	100%	90%	20%	0%	56%	100%	67%	44%	33%	22%	100%	22%	67%	78%	78%	100%	72%
xxxxxxxxxx Council	72%	60%	0%	0%	33%	100%	100%	50%	33%	67%	100%	17%	100%	100%	100%	100%	48%
xxxxxxxxxx Council	76%	80%	0%	0%	75%	88%	63%	75%	13%	25%	50%	13%	88%	88%	88%	88%	61%
xxxxxxxxxx Council	77%	50%	0%	0%	80%	100%	60%	40%	40%	20%	100%	20%	80%	80%	80%	80%	38%
xxxxxxxxxx Council	86%	90%	20%	0%	67%	100%	78%	67%	22%	78%	71%	33%	100%	100%	89%	100%	76%
xxxxxxxxxx Council	81%	80%	10%	0%	100%	100%	75%	88%	63%	63%	80%	63%	100%	100%	100%	100%	70%
xxxxxxxxxx Council	66%	80%	10%	0%	88%	100%	100%	88%	38%	75%	100%	88%	100%	100%	100%	75%	69%
xxxxxxxxxx Council	76%	90%	0%	0%	44%	100%	83%	89%	89%	100%	100%	89%	100%	100%	100%	100%	80%
xxxxxxxxxx Council	75%	70%	0%	0%	57%	100%	71%	71%	29%	57%	100%	14%	86%	100%	86%	100%	56%
xxxxxxxxxx Council	86%	70%	0%	0%	71%	100%	71%	86%	86%	86%	100%	43%	100%	100%	86%	100%	61%
xxxxxxxxxx Council	84%	70%	0%	0%	86%	100%	29%	86%	71%	57%	100%	71%	100%	100%	100%	86%	60%
xxxxxxxxxx Council	86%	90%	0%	0%	67%	100%	89%	67%	67%	67%	83%	33%	100%	100%	89%	100%	77%
xxxxxxxxxx Council	88%	40%	0%	0%	75%	75%	100%	75%	50%	75%	67%	50%	100%	100%	100%	100%	34%
xxxxxxxxxx Council	52%	50%	0%	14%	80%	100%	100%	100%	20%	60%	100%	40%	80%	100%	100%	80%	40%
xxxxxxxxxx Council	77%	70%	0%	0%	71%	100%	71%	71%	14%	57%	100%	43%	86%	86%	71%	86%	56%
xxxxxxxxxx Council	85%	100%	0%	N/A	60%	100%	90%	40%	10%	40%	100%	20%	90%	90%	90%	100%	80%
xxxxxxxxxx Council	73%	90%	20%	0%	67%	100%	60%	67%	56%	44%	100%	33%	78%	100%	67%	90%	73%
xxxxxxxxxx Council	83%	100%	0%	N/A	80%	100%	100%	70%	60%	50%	100%	20%	70%	100%	90%	100%	84%
xxxxxxxxxx Council	63%	90%	0%	0%	100%	89%	67%	100%	78%	67%	100%	44%	89%	89%	78%	78%	74%
xxxxxxxxxx Council	82%	70%	0%	0%	86%	100%	67%	100%	71%	86%	100%	43%	100%	100%	100%	100%	62%
xxxxxxxxxx Council	92%	90%	0%	0%	78%	100%	78%	56%	44%	44%	100%	11%	89%	100%	100%	100%	75%
xxxxxxxxxx Council	59%	90%	20%	33%	78%	100%	78%	67%	11%	33%	100%	11%	100%	100%	67%	67%	68%
xxxxxxxxxx Council	83%	70%	10%	0%	86%	100%	86%	71%	43%	43%	100%	29%	86%	86%	86%	100%	58%
xxxxxxxxxx Council	58%	80%	20%	0%	75%	88%	75%	75%	38%	38%	100%	13%	75%	88%	75%	88%	61%
xxxxxxxxxx Council	72%	80%	0%	0%	63%	88%	75%	75%	38%	25%	100%	25%	88%	88%	63%	88%	62%
xxxxxxxxxx Council	53%	80%	0%	0%	100%	100%	75%	88%	0%	88%	100%	38%	100%	100%	100%	75%	64%
xxxxxxxxxx Council	39%	80%	0%	0%	75%	100%	88%	50%	38%	100%	100%	50%	100%	100%	88%	63%	62%
xxxxxxxxxx Council	85%	50%	0%	0%	80%	100%	60%	100%	80%	40%	50%	40%	100%	80%	80%	100%	42%

Annex D – Summary of Scores

Council Name	Speed score	Final reply recvd	Automated reply recvd	Interim reply recvd	Name of sender given	Reply clear & easy to understand	Query answered fully	Job title (or dept etc) given	Tel no of sender given	Address by name	Name correct	Layout professional	Language professional	Tone courteous	Quality overall	Efficiency overall	Overall Score
xxxxxxxxxx Council	80%	90%	0%	0%	100%	100%	89%	78%	78%	56%	100%	44%	78%	100%	89%	89%	77%
xxxxxxxxxx Council	49%	70%	0%	0%	86%	100%	83%	29%	29%	29%	100%	14%	86%	86%	71%	71%	50%
xxxxxxxxxx Council	69%	90%	20%	0%	67%	89%	89%	67%	33%	44%	100%	33%	100%	100%	89%	89%	73%
xxxxxxxxxx Council	81%	100%	0%	N/A	90%	100%	90%	60%	30%	80%	100%	70%	100%	100%	100%	100%	87%
xxxxxxxxxx Council	76%	90%	0%	50%	67%	78%	80%	44%	22%	22%	100%	33%	89%	100%	78%	80%	70%
xxxxxxxxxx Council	60%	90%	30%	0%	67%	100%	78%	78%	22%	56%	100%	56%	100%	100%	100%	89%	73%

PLEASE REMEMBER ALL THE DATA SHOWN IS FICTITIOUS

Annex E – Enquiry Scores by Scenario

Scenario	Bldg Cont	Bus Rates	Car Parks	Council Tax	Housg Benft	Licens ing of Skips	Noise Nuis ance	Plng Cont	Recy cling	Switch board
xxxxxxx Council	77%	93%	92%	0%	93%	63%	96%	68%	89%	81%
xxxxxxx Council	67%	85%	93%	93%	64%	93%	0%	0%	7%	0%
xxxxxxx Council	7%	89%	85%	81%	89%	96%	77%	0%	88%	93%
xxxxxxx Council	89%	85%	78%	85%	81%	72%	0%	0%	63%	0%
xxxxxxx Council	89%	0%	0%	74%	81%	0%	0%	0%	62%	65%
xxxxxxx Council	81%	85%	14%	81%	77%	77%	85%	89%	62%	69%
xxxxxxx Council	81%	81%	0%	85%	81%	72%	85%	89%	77%	85%
xxxxxxx Council	77%	93%	85%	89%	93%	7%	7%	0%	93%	81%
xxxxxxx Council	65%	73%	96%	93%	81%	77%	77%	93%	77%	0%
xxxxxxx Council	0%	89%	89%	85%	65%	96%	89%	85%	72%	96%
xxxxxxx Council	77%	89%	93%	85%	77%	96%	0%	0%	85%	73%
xxxxxxx Council	77%	81%	81%	86%	89%	81%	0%	93%	61%	0%
xxxxxxx Council	77%	85%	68%	93%	81%	85%	0%	0%	81%	89%
xxxxxxx Council	0%	0%	93%	66%	89%	88%	0%	73%	7%	93%
xxxxxxx Council	0%	93%	89%	0%	78%	85%	77%	77%	85%	76%
xxxxxxx Council	78%	73%	81%	75%	85%	73%	67%	89%	93%	77%
xxxxxxx Council	69%	0%	0%	58%	89%	89%	76%	0%	85%	20%
xxxxxxx Council	74%	85%	93%	0%	81%	92%	81%	93%	0%	93%
xxxxxxx Council	76%	7%	73%	69%	62%	76%	65%	92%	77%	81%
xxxxxxx Council	81%	89%	0%	85%	62%	0%	73%	85%	73%	73%
xxxxxxx Council	88%	0%	0%	0%	73%	93%	0%	0%	77%	93%
xxxxxxx Council	81%	85%	85%	78%	88%	74%	96%	0%	89%	0%
xxxxxxx Council	88%	89%	85%	81%	81%	82%	73%	89%	81%	82%
xxxxxxx Council	7%	72%	73%	0%	68%	7%	0%	93%	0%	85%
xxxxxxx Council	0%	77%	0%	7%	0%	73%	73%	0%	77%	81%
xxxxxxx Council	79%	89%	0%	89%	88%	79%	96%	76%	93%	88%
xxxxxxx Council	85%	88%	92%	85%	85%	85%	85%	88%	89%	73%
xxxxxxx Council	81%	0%	85%	0%	81%	68%	69%	0%	88%	74%
xxxxxxx Council	0%	78%	85%	93%	77%	74%	74%	81%	58%	89%
xxxxxxx Council	0%	93%	0%	81%	64%	79%	69%	78%	93%	85%
xxxxxxx Council	69%	7%	0%	89%	78%	93%	88%	93%	89%	96%
xxxxxxx Council	96%	77%	0%	96%	0%	0%	0%	0%	77%	85%
xxxxxxx Council	93%	93%	89%	96%	0%	92%	92%	85%	96%	89%
xxxxxxx Council	73%	89%	77%	0%	86%	93%	93%	81%	7%	85%
xxxxxxx Council	85%	96%	85%	85%	0%	78%	0%	81%	78%	73%
xxxxxxx Council	93%	7%	7%	81%	77%	89%	0%	93%	89%	88%
xxxxxxx Council	86%	0%	89%	71%	85%	89%	0%	92%	85%	93%
xxxxxxx Council	73%	77%	73%	14%	74%	7%	88%	0%	85%	88%
xxxxxxx Council	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
xxxxxxx Council	85%	81%	89%	88%	78%	85%	89%	88%	92%	73%
xxxxxxx Council	81%	85%	89%	88%	85%	81%	61%	0%	81%	69%
xxxxxxx Council	0%	77%	0%	89%	55%	77%	0%	77%	0%	85%
xxxxxxx Council	70%	85%	0%	93%	0%	65%	89%	77%	69%	88%
xxxxxxx Council	92%	85%	85%	85%	78%	77%	77%	74%	65%	0%
xxxxxxx Council	96%	0%	81%	81%	85%	89%	93%	7%	0%	0%
xxxxxxx Council	92%	81%	72%	0%	88%	0%	57%	0%	96%	81%
xxxxxxx Council	92%	88%	81%	81%	88%	93%	0%	48%	0%	96%
xxxxxxx Council	73%	0%	89%	93%	89%	89%	81%	89%	0%	93%
xxxxxxx Council	89%	86%	81%	93%	81%	85%	96%	76%	0%	89%
xxxxxxx Council	92%	93%	58%	89%	93%	7%	92%	73%	93%	85%
xxxxxxx Council	0%	73%	85%	61%	77%	88%	77%	89%	81%	52%
xxxxxxx Council	0%	85%	85%	71%	93%	0%	96%	0%	96%	81%
xxxxxxx Council	0%	77%	78%	62%	81%	81%	0%	73%	62%	85%
xxxxxxx Council	0%	0%	93%	7%	89%	77%	67%	0%	81%	81%

Annex E – Enquiry Scores by Scenario

Scenario	Bldg Cont	Bus Rates	Car Parks	Council Tax	Housg Benft	Licens ing of Skips	Noise Nuis ance	Plng Cont	Recy cling	Switch board
xxxxxxx Council	0%	85%	7%	89%	96%	88%	85%	0%	0%	93%
xxxxxxx Council	65%	69%	0%	82%	77%	69%	96%	62%	76%	69%
xxxxxxx Council	65%	0%	0%	65%	69%	0%	50%	69%	0%	50%
xxxxxxx Council	77%	69%	7%	71%	78%	85%	85%	77%	81%	69%
xxxxxxx Council	85%	88%	96%	96%	81%	81%	0%	89%	0%	85%
xxxxxxx Council	81%	89%	92%	96%	93%	69%	0%	73%	0%	89%
xxxxxxx Council	93%	96%	77%	0%	88%	81%	0%	85%	81%	85%
xxxxxxx Council	74%	81%	85%	93%	73%	93%	0%	74%	0%	73%
xxxxxxx Council	85%	67%	93%	71%	89%	85%	0%	81%	81%	85%
xxxxxxx Council	88%	0%	0%	0%	88%	89%	0%	0%	93%	78%
xxxxxxx Council	77%	89%	85%	0%	85%	85%	85%	85%	0%	81%
xxxxxxx Council	78%	93%	50%	81%	93%	0%	93%	77%	0%	48%
xxxxxxx Council	62%	0%	89%	57%	89%	69%	96%	81%	0%	89%
xxxxxxx Council	85%	89%	88%	73%	66%	81%	77%	62%	85%	85%
xxxxxxx Council	59%	93%	85%	85%	77%	85%	78%	0%	0%	81%
xxxxxxx Council	89%	0%	96%	0%	89%	81%	96%	93%	93%	77%
xxxxxxx Council	73%	85%	0%	89%	0%	77%	81%	77%	89%	0%
xxxxxxx Council	85%	77%	93%	93%	89%	73%	0%	81%	85%	0%
xxxxxxx Council	73%	64%	85%	88%	73%	77%	66%	81%	79%	0%
xxxxxxx Council	78%	88%	79%	77%	79%	72%	93%	85%	0%	81%
xxxxxxx Council	81%	46%	77%	0%	85%	85%	0%	92%	0%	0%
xxxxxxx Council	89%	93%	0%	85%	77%	0%	85%	96%	89%	81%
xxxxxxx Council	77%	89%	78%	85%	73%	0%	74%	85%	0%	73%
xxxxxxx Council	85%	71%	85%	79%	96%	78%	0%	89%	73%	85%
xxxxxxx Council	89%	93%	0%	81%	77%	89%	78%	89%	81%	89%
xxxxxxx Council	71%	93%	77%	0%	67%	79%	0%	0%	0%	69%
xxxxxxx Council	85%	81%	89%	77%	79%	81%	88%	81%	85%	93%
xxxxxxx Council	85%	64%	85%	73%	0%	85%	85%	0%	88%	81%
xxxxxxx Council	81%	89%	93%	74%	73%	65%	81%	77%	89%	85%
xxxxxxx Council	96%	85%	81%	86%	73%	93%	93%	0%	81%	85%
xxxxxxx Council	93%	85%	88%	0%	77%	81%	85%	81%	0%	77%
xxxxxxx Council	85%	89%	0%	0%	81%	73%	93%	85%	81%	62%
xxxxxxx Council	81%	70%	89%	81%	85%	0%	81%	81%	77%	0%
xxxxxxx Council	96%	89%	93%	85%	74%	89%	93%	0%	0%	93%
xxxxxxx Council	93%	93%	96%	96%	79%	89%	93%	96%	0%	89%
xxxxxxx Council	65%	85%	93%	88%	0%	0%	0%	93%	0%	85%
xxxxxxx Council	0%	93%	89%	0%	88%	88%	93%	88%	81%	0%
xxxxxxx Council	96%	85%	69%	89%	81%	81%	0%	89%	0%	85%
xxxxxxx Council	65%	89%	93%	81%	0%	0%	14%	85%	0%	0%
xxxxxxx Council	89%	77%	81%	81%	74%	78%	0%	89%	65%	69%
xxxxxxx Council	85%	0%	81%	79%	0%	0%	88%	78%	0%	89%
xxxxxxx Council	81%	81%	0%	73%	73%	93%	85%	81%	0%	78%
xxxxxxx Council	89%	100%	0%	69%	86%	89%	0%	89%	89%	77%
xxxxxxx Council	88%	89%	89%	89%	85%	85%	88%	85%	0%	85%
xxxxxxx Council	96%	88%	0%	85%	69%	78%	93%	85%	89%	74%
xxxxxxx Council	89%	71%	81%	93%	81%	93%	93%	93%	88%	85%
xxxxxxx Council	89%	73%	78%	81%	93%	93%	58%	89%	69%	0%
xxxxxxx Council	89%	85%	85%	89%	65%	93%	0%	88%	0%	93%
xxxxxxx Council	0%	89%	81%	72%	89%	7%	0%	77%	69%	65%
xxxxxxx Council	73%	93%	89%	81%	85%	85%	93%	96%	0%	89%
xxxxxxx Council	79%	81%	92%	85%	93%	96%	0%	69%	89%	85%
xxxxxxx Council	93%	61%	89%	0%	76%	88%	85%	85%	0%	81%
xxxxxxx Council	96%	0%	0%	0%	74%	81%	0%	89%	84%	85%
xxxxxxx Council	77%	89%	85%	77%	0%	85%	78%	85%	78%	85%

Annex E – Enquiry Scores by Scenario

Scenario	Bldg Cont	Bus Rates	Car Parks	Council Tax	Housg Benft	Licens ing of Skips	Noise Nuis ance	Plng Cont	Recy cling	Switch board
xxxxxxx Council	0%	81%	93%	77%	85%	77%	85%	89%	89%	69%
xxxxxxx Council	0%	81%	85%	93%	89%	0%	77%	85%	0%	77%
xxxxxxx Council	77%	85%	85%	81%	77%	81%	92%	81%	89%	92%
xxxxxxx Council	78%	77%	81%	73%	85%	71%	81%	0%	0%	93%
xxxxxxx Council	93%	89%	89%	93%	0%	0%	0%	89%	0%	93%
xxxxxxx Council	65%	81%	89%	0%	93%	73%	7%	69%	93%	0%
xxxxxxx Council	81%	82%	92%	72%	96%	69%	89%	79%	76%	71%
xxxxxxx Council	76%	81%	0%	73%	0%	0%	77%	7%	0%	0%
xxxxxxx Council	89%	93%	85%	89%	0%	0%	89%	93%	81%	74%
xxxxxxx Council	69%	81%	88%	0%	81%	0%	85%	0%	78%	81%
xxxxxxx Council	89%	69%	69%	85%	77%	58%	85%	85%	89%	69%
xxxxxxx Council	85%	55%	89%	63%	67%	88%	89%	88%	0%	93%
xxxxxxx Council	85%	81%	81%	0%	96%	73%	93%	85%	93%	7%
xxxxxxx Council	89%	78%	85%	69%	85%	70%	81%	85%	88%	44%
xxxxxxx Council	69%	96%	0%	85%	89%	85%	79%	85%	0%	85%
xxxxxxx Council	89%	80%	96%	93%	89%	85%	68%	85%	76%	81%
xxxxxxx Council	0%	85%	85%	7%	0%	85%	96%	7%	85%	81%
xxxxxxx Council	81%	93%	93%	74%	73%	93%	93%	73%	64%	89%
xxxxxxx Council	85%	82%	0%	85%	85%	93%	0%	93%	85%	93%
xxxxxxx Council	79%	88%	0%	67%	96%	0%	57%	81%	83%	93%
xxxxxxx Council	0%	88%	0%	93%	93%	85%	82%	89%	0%	96%
xxxxxxx Council	85%	78%	0%	93%	85%	0%	7%	89%	81%	75%
xxxxxxx Council	50%	0%	68%	0%	89%	57%	77%	79%	0%	7%
xxxxxxx Council	85%	73%	93%	69%	77%	0%	0%	85%	89%	81%
xxxxxxx Council	0%	0%	0%	0%	0%	0%	89%	77%	0%	0%
xxxxxxx Council	0%	93%	78%	64%	0%	85%	0%	93%	81%	78%
xxxxxxx Council	69%	62%	62%	74%	75%	85%	81%	72%	81%	77%
xxxxxxx Council	81%	81%	0%	85%	73%	0%	85%	77%	0%	69%
xxxxxxx Council	85%	74%	93%	77%	73%	85%	81%	85%	0%	0%
xxxxxxx Council	85%	81%	77%	81%	7%	85%	93%	85%	0%	89%
xxxxxxx Council	0%	67%	0%	74%	74%	49%	96%	0%	0%	89%
xxxxxxx Council	81%	78%	85%	78%	85%	93%	85%	89%	93%	88%
xxxxxxx Council	81%	77%	64%	0%	78%	0%	65%	89%	89%	62%
xxxxxxx Council	85%	73%	73%	77%	66%	85%	71%	85%	0%	93%
xxxxxxx Council	89%	81%	85%	56%	59%	0%	0%	0%	0%	7%
xxxxxxx Council	0%	93%	7%	78%	85%	77%	0%	69%	0%	77%
xxxxxxx Council	0%	88%	81%	0%	88%	70%	88%	69%	0%	0%
xxxxxxx Council	93%	96%	65%	57%	73%	69%	85%	0%	0%	96%
xxxxxxx Council	77%	89%	78%	89%	77%	0%	76%	69%	0%	48%
xxxxxxx Council	77%	85%	85%	93%	77%	77%	0%	65%	89%	81%
xxxxxxx Council	0%	7%	7%	7%	71%	0%	93%	0%	81%	81%
xxxxxxx Council	89%	68%	93%	0%	0%	66%	85%	81%	0%	77%
xxxxxxx Council	81%	89%	89%	89%	64%	89%	78%	0%	0%	92%
xxxxxxx Council	96%	93%	89%	89%	96%	89%	85%	88%	81%	86%
xxxxxxx Council	0%	70%	82%	7%	81%	85%	77%	85%	85%	59%
xxxxxxx Council	0%	7%	93%	85%	88%	85%	89%	93%	93%	89%
xxxxxxx Council	88%	75%	89%	74%	96%	89%	92%	96%	0%	96%
xxxxxxx Council	92%	0%	88%	62%	78%	77%	0%	72%	0%	89%
xxxxxxx Council	68%	0%	89%	70%	71%	81%	89%	88%	81%	96%
xxxxxxx Council	92%	77%	77%	81%	77%	85%	77%	81%	0%	0%
xxxxxxx Council	59%	89%	0%	0%	0%	0%	0%	0%	0%	58%
xxxxxxx Council	71%	0%	77%	0%	88%	77%	89%	81%	0%	85%
xxxxxxx Council	76%	85%	85%	81%	85%	72%	85%	85%	0%	73%
xxxxxxx Council	81%	0%	85%	77%	69%	76%	75%	89%	96%	96%

Annex E – Enquiry Scores by Scenario

Scenario	Bldg Cont	Bus Rates	Car Parks	Council Tax	Housg Benft	Licens ing of Skips	Noise Nuis ance	Plng Cont	Recy cling	Switch board
xxxxxxx Council	89%	89%	89%	89%	93%	93%	96%	0%	65%	73%
xxxxxxx Council	74%	89%	81%	93%	86%	82%	85%	85%	88%	0%
xxxxxxx Council	93%	93%	0%	0%	0%	0%	73%	85%	0%	0%
xxxxxxx Council	66%	0%	73%	81%	77%	65%	89%	77%	81%	69%
xxxxxxx Council	81%	76%	53%	70%	74%	81%	62%	89%	0%	78%
xxxxxxx Council	0%	70%	7%	71%	67%	69%	85%	93%	85%	93%
xxxxxxx Council	0%	85%	93%	88%	85%	77%	93%	77%	0%	96%
xxxxxxx Council	93%	0%	85%	73%	88%	88%	85%	0%	85%	96%
xxxxxxx Council	56%	81%	89%	89%	77%	89%	7%	85%	7%	76%
xxxxxxx Council	63%	89%	0%	69%	65%	0%	0%	81%	76%	77%
xxxxxxx Council	0%	70%	92%	73%	7%	77%	85%	78%	85%	85%
xxxxxxx Council	85%	85%	7%	0%	89%	89%	93%	81%	0%	67%
xxxxxxx Council	88%	73%	75%	14%	71%	81%	89%	86%	70%	70%
xxxxxxx Council	92%	0%	96%	81%	93%	89%	96%	89%	73%	93%
xxxxxxx Council	85%	77%	89%	0%	7%	93%	81%	93%	0%	85%
xxxxxxx Council	0%	66%	93%	93%	89%	96%	96%	0%	0%	89%
xxxxxxx Council	66%	71%	0%	89%	76%	0%	85%	0%	0%	81%
xxxxxxx Council	78%	74%	77%	89%	68%	0%	85%	65%	0%	0%
xxxxxxx Council	81%	89%	61%	77%	77%	73%	88%	66%	93%	0%
xxxxxxx Council	85%	81%	92%	89%	85%	87%	88%	85%	0%	100%
xxxxxxx Council	81%	77%	77%	93%	85%	81%	0%	77%	0%	77%
xxxxxxx Council	68%	78%	85%	81%	79%	81%	81%	85%	73%	93%
xxxxxxx Council	75%	89%	81%	93%	89%	85%	0%	85%	81%	77%
xxxxxxx Council	81%	82%	85%	81%	77%	93%	85%	79%	81%	96%
xxxxxxx Council	70%	77%	69%	89%	0%	88%	92%	85%	0%	89%
xxxxxxx Council	85%	7%	0%	65%	0%	0%	0%	69%	0%	64%
xxxxxxx Council	85%	14%	71%	75%	7%	0%	0%	0%	0%	77%
xxxxxxx Council	77%	81%	0%	96%	85%	81%	85%	85%	0%	0%
xxxxxxx Council	85%	75%	75%	93%	74%	0%	93%	73%	0%	85%
xxxxxxx Council	77%	85%	74%	7%	75%	77%	70%	85%	76%	89%
xxxxxxx Council	85%	0%	93%	0%	85%	77%	93%	77%	7%	96%
xxxxxxx Council	70%	70%	52%	7%	73%	89%	77%	85%	0%	67%
xxxxxxx Council	85%	96%	85%	7%	0%	81%	0%	93%	73%	89%
xxxxxxx Council	73%	7%	68%	93%	7%	81%	89%	88%	85%	96%
xxxxxxx Council	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
xxxxxxx Council	82%	64%	93%	76%	85%	85%	89%	0%	0%	73%
xxxxxxx Council	85%	0%	0%	93%	93%	93%	89%	89%	0%	89%
xxxxxxx Council	0%	70%	93%	81%	86%	85%	81%	73%	81%	89%
xxxxxxx Council	81%	7%	69%	85%	81%	7%	73%	75%	89%	81%
xxxxxxx Council	93%	85%	0%	61%	0%	0%	0%	96%	86%	93%
xxxxxxx Council	85%	89%	85%	69%	93%	0%	89%	73%	0%	93%
xxxxxxx Council	78%	85%	68%	77%	88%	0%	0%	77%	68%	7%
xxxxxxx Council	61%	88%	81%	57%	68%	93%	93%	85%	85%	85%
xxxxxxx Council	73%	0%	93%	0%	0%	92%	85%	81%	0%	85%
xxxxxxx Council	65%	69%	75%	93%	92%	73%	0%	62%	85%	96%
xxxxxxx Council	85%	96%	85%	88%	81%	89%	0%	81%	63%	0%
xxxxxxx Council	69%	85%	70%	85%	85%	81%	85%	78%	81%	89%
xxxxxxx Council	62%	73%	82%	0%	65%	65%	0%	0%	0%	69%
xxxxxxx Council	57%	96%	89%	93%	59%	0%	81%	85%	0%	81%
xxxxxxx Council	92%	77%	85%	77%	73%	81%	77%	77%	77%	89%
xxxxxxx Council	0%	85%	73%	75%	0%	85%	0%	70%	0%	70%
xxxxxxx Council	81%	89%	75%	89%	69%	81%	85%	61%	0%	85%
xxxxxxx Council	81%	85%	93%	89%	88%	85%	79%	62%	85%	96%
xxxxxxx Council	92%	81%	96%	81%	77%	73%	82%	85%	0%	93%

Annex E – Enquiry Scores by Scenario

Scenario	Bldg Cont	Bus Rates	Car Parks	Council Tax	Housg Benft	Licens ing of Skips	Noise Nuis ance	Plng Cont	Recy cling	Switch board
xxxxxxx Council	0%	73%	73%	71%	89%	0%	93%	89%	0%	81%
xxxxxxx Council	69%	0%	89%	85%	96%	7%	93%	73%	0%	0%
xxxxxxx Council	85%	92%	96%	74%	0%	73%	0%	0%	0%	93%
xxxxxxx Council	62%	76%	73%	73%	73%	0%	81%	76%	81%	7%
xxxxxxx Council	77%	88%	93%	69%	92%	0%	68%	69%	93%	7%
xxxxxxx Council	89%	77%	65%	96%	96%	77%	0%	93%	0%	69%
xxxxxxx Council	73%	96%	85%	89%	96%	96%	93%	0%	0%	81%
xxxxxxx Council	88%	85%	93%	0%	86%	73%	57%	92%	81%	77%
xxxxxxx Council	62%	58%	62%	62%	68%	0%	54%	65%	89%	69%
xxxxxxx Council	0%	93%	0%	0%	96%	96%	76%	73%	0%	81%
xxxxxxx Council	77%	77%	88%	0%	96%	89%	93%	81%	92%	93%
xxxxxxx Council	0%	77%	0%	0%	93%	89%	93%	89%	0%	0%
xxxxxxx Council	85%	89%	81%	93%	81%	81%	73%	74%	93%	67%
xxxxxxx Council	85%	77%	7%	81%	85%	0%	93%	85%	0%	81%
xxxxxxx Council	77%	77%	78%	89%	69%	73%	74%	85%	0%	85%
xxxxxxx Council	0%	0%	0%	0%	69%	0%	89%	89%	0%	0%
xxxxxxx Council	76%	93%	88%	93%	88%	77%	89%	81%	0%	78%
xxxxxxx Council	73%	7%	77%	0%	7%	73%	0%	69%	89%	81%
xxxxxxx Council	85%	81%	0%	85%	93%	7%	89%	89%	0%	93%
xxxxxxx Council	0%	89%	81%	85%	93%	69%	70%	77%	0%	89%
xxxxxxx Council	0%	81%	89%	81%	73%	65%	89%	81%	0%	77%
xxxxxxx Council	81%	93%	56%	65%	57%	0%	52%	0%	89%	81%
xxxxxxx Council	72%	85%	57%	85%	85%	73%	74%	77%	0%	85%
xxxxxxx Council	81%	81%	85%	85%	85%	81%	0%	51%	85%	0%
xxxxxxx Council	74%	78%	81%	78%	85%	81%	81%	81%	0%	70%
xxxxxxx Council	93%	89%	93%	64%	88%	74%	85%	93%	93%	96%
xxxxxxx Council	78%	73%	93%	93%	0%	85%	73%	0%	0%	81%
xxxxxxx Council	85%	75%	86%	81%	0%	89%	85%	70%	0%	89%
xxxxxxx Council	77%	77%	89%	77%	0%	0%	85%	0%	89%	89%
xxxxxxx Council	77%	89%	0%	89%	67%	96%	85%	77%	0%	0%
xxxxxxx Council	89%	59%	96%	71%	82%	89%	93%	0%	0%	68%
xxxxxxx Council	77%	77%	89%	63%	77%	85%	7%	81%	0%	65%
xxxxxxx Council	81%	81%	88%	79%	67%	77%	81%	85%	0%	81%
xxxxxxx Council	76%	89%	81%	86%	68%	73%	69%	7%	0%	85%
xxxxxxx Council	67%	76%	89%	68%	85%	89%	85%	0%	0%	79%
xxxxxxx Council	74%	0%	71%	72%	85%	82%	89%	78%	89%	88%
xxxxxxx Council	77%	77%	77%	85%	7%	85%	73%	89%	0%	0%
xxxxxxx Council	81%	81%	75%	85%	89%	93%	0%	88%	89%	85%
xxxxxxx Council	0%	93%	89%	85%	85%	85%	0%	81%	0%	89%
xxxxxxx Council	0%	93%	81%	74%	73%	85%	0%	81%	0%	78%
xxxxxxx Council	0%	53%	85%	62%	57%	85%	89%	93%	0%	85%
xxxxxxx Council	0%	48%	0%	0%	62%	0%	85%	73%	0%	69%
xxxxxxx Council	89%	0%	85%	64%	81%	93%	57%	96%	0%	79%
xxxxxxx Council	88%	76%	93%	0%	74%	81%	0%	65%	0%	77%
xxxxxxx Council	89%	85%	81%	85%	89%	0%	93%	81%	0%	0%
xxxxxxx Council	85%	73%	85%	76%	93%	77%	89%	85%	81%	89%
xxxxxxx Council	0%	88%	93%	89%	89%	0%	0%	96%	0%	78%
xxxxxxx Council	85%	81%	73%	85%	81%	7%	72%	7%	0%	88%
xxxxxxx Council	73%	76%	96%	92%	7%	77%	85%	85%	0%	81%
xxxxxxx Council	77%	89%	85%	89%	85%	0%	77%	0%	0%	85%
xxxxxxx Council	0%	0%	0%	89%	66%	0%	0%	0%	0%	96%
xxxxxxx Council	85%	66%	0%	89%	96%	93%	85%	85%	0%	81%
xxxxxxx Council	89%	81%	7%	74%	0%	77%	85%	88%	85%	7%
xxxxxxx Council	96%	7%	0%	96%	7%	73%	93%	93%	93%	73%

Annex E – Enquiry Scores by Scenario

Scenario	Bldg Cont	Bus Rates	Car Parks	Council Tax	Housg Benft	Licens ing of Skips	Noise Nuis ance	Plng Cont	Recy cling	Switch board
xxxxxxx Council	81%	7%	85%	78%	73%	81%	7%	14%	0%	89%
xxxxxxx Council	61%	89%	93%	0%	85%	73%	81%	0%	0%	73%
xxxxxxx Council	77%	81%	73%	73%	71%	0%	75%	85%	0%	71%
xxxxxxx Council	89%	78%	0%	89%	96%	65%	93%	93%	85%	85%
xxxxxxx Council	0%	81%	7%	0%	0%	82%	0%	69%	0%	77%
xxxxxxx Council	69%	81%	72%	0%	81%	93%	100%	93%	93%	93%
xxxxxxx Council	85%	72%	65%	0%	75%	85%	0%	93%	81%	85%
xxxxxxx Council	81%	69%	69%	81%	85%	88%	77%	77%	85%	77%
xxxxxxx Council	0%	72%	77%	93%	67%	0%	88%	0%	0%	89%
xxxxxxx Council	73%	89%	73%	0%	61%	73%	93%	0%	96%	81%
xxxxxxx Council	77%	0%	68%	81%	0%	96%	82%	81%	14%	58%
xxxxxxx Council	0%	86%	96%	88%	77%	0%	88%	81%	81%	81%
xxxxxxx Council	93%	93%	96%	93%	88%	0%	81%	68%	96%	88%
xxxxxxx Council	89%	81%	73%	0%	93%	85%	0%	96%	7%	81%
xxxxxxx Council	85%	89%	96%	0%	85%	87%	93%	93%	88%	96%
xxxxxxx Council	85%	81%	89%	0%	0%	81%	93%	81%	93%	73%
xxxxxxx Council	73%	92%	77%	93%	0%	93%	0%	81%	96%	82%
xxxxxxx Council	89%	0%	85%	96%	0%	77%	93%	88%	0%	96%
xxxxxxx Council	0%	85%	53%	70%	89%	85%	85%	77%	0%	65%
xxxxxxx Council	93%	0%	76%	93%	96%	85%	81%	93%	81%	96%
xxxxxxx Council	73%	82%	0%	74%	89%	93%	89%	0%	93%	0%
xxxxxxx Council	81%	73%	0%	96%	0%	66%	0%	93%	81%	0%
xxxxxxx Council	73%	89%	85%	88%	89%	81%	81%	78%	0%	81%
xxxxxxx Council	0%	93%	0%	0%	93%	69%	0%	0%	85%	85%
xxxxxxx Council	82%	0%	86%	73%	85%	78%	0%	0%	81%	69%
xxxxxxx Council	85%	63%	7%	0%	74%	82%	93%	82%	85%	96%
xxxxxxx Council	74%	81%	74%	81%	85%	7%	76%	0%	89%	77%
xxxxxxx Council	96%	89%	89%	86%	67%	7%	7%	89%	0%	93%
xxxxxxx Council	96%	85%	68%	96%	81%	73%	0%	65%	0%	74%
xxxxxxx Council	75%	78%	0%	85%	88%	88%	81%	93%	0%	7%
xxxxxxx Council	72%	89%	53%	85%	0%	85%	0%	82%	0%	85%
xxxxxxx Council	89%	0%	82%	81%	89%	77%	0%	81%	78%	85%
xxxxxxx Council	85%	78%	85%	93%	0%	81%	81%	85%	0%	73%
xxxxxxx Council	96%	0%	62%	96%	63%	89%	88%	88%	0%	65%
xxxxxxx Council	81%	0%	85%	0%	0%	70%	77%	89%	0%	73%
xxxxxxx Council	85%	0%	0%	69%	0%	0%	82%	75%	93%	77%
xxxxxxx Council	0%	93%	0%	7%	85%	0%	85%	62%	0%	89%
xxxxxxx Council	77%	93%	85%	59%	59%	82%	89%	69%	0%	85%
xxxxxxx Council	82%	85%	69%	76%	0%	92%	96%	85%	85%	93%
xxxxxxx Council	85%	77%	85%	57%	77%	73%	0%	85%	0%	74%
xxxxxxx Council	0%	93%	0%	77%	73%	0%	81%	0%	57%	0%
xxxxxxx Council	96%	89%	88%	70%	77%	85%	89%	0%	78%	85%
xxxxxxx Council	88%	85%	85%	93%	85%	85%	0%	89%	0%	93%
xxxxxxx Council	85%	81%	0%	89%	89%	96%	85%	71%	93%	0%
xxxxxxx Council	88%	0%	93%	81%	78%	96%	88%	93%	93%	89%
xxxxxxx Council	69%	81%	89%	77%	0%	93%	0%	81%	0%	69%
xxxxxxx Council	0%	89%	93%	93%	81%	0%	0%	93%	93%	74%
xxxxxxx Council	88%	89%	0%	89%	57%	0%	85%	93%	96%	0%
xxxxxxx Council	92%	78%	81%	89%	89%	85%	85%	89%	0%	81%
xxxxxxx Council	88%	0%	85%	0%	0%	0%	85%	0%	0%	85%
xxxxxxx Council	0%	81%	82%	85%	0%	0%	0%	64%	85%	0%
xxxxxxx Council	0%	93%	66%	93%	85%	62%	76%	0%	0%	85%
xxxxxxx Council	73%	65%	89%	85%	77%	81%	85%	77%	78%	89%
xxxxxxx Council	70%	96%	93%	77%	81%	69%	7%	77%	86%	73%

Annex E – Enquiry Scores by Scenario

Scenario	Bldg Cont	Bus Rates	Car Parks	Council Tax	Housg Benft	Licens ing of Skips	Noise Nuis ance	Plng Cont	Recy cling	Switch board
xxxxxxx Council	92%	85%	69%	89%	74%	77%	82%	96%	81%	93%
xxxxxxx Council	88%	77%	0%	79%	73%	96%	65%	74%	96%	89%
xxxxxxx Council	92%	0%	81%	89%	0%	85%	93%	0%	88%	89%
xxxxxxx Council	85%	89%	77%	89%	85%	81%	0%	81%	81%	85%
xxxxxxx Council	93%	85%	88%	61%	81%	81%	0%	67%	57%	69%
xxxxxxx Council	88%	0%	78%	0%	93%	81%	0%	62%	96%	85%
xxxxxxx Council	50%	82%	0%	77%	81%	85%	89%	0%	81%	65%
xxxxxxx Council	82%	89%	65%	77%	81%	0%	0%	77%	81%	65%
xxxxxxx Council	81%	75%	85%	73%	0%	93%	63%	82%	0%	85%
xxxxxxx Council	78%	71%	57%	74%	0%	76%	0%	81%	89%	93%
xxxxxxx Council	81%	0%	81%	85%	0%	0%	85%	88%	0%	0%
xxxxxxx Council	74%	85%	93%	89%	88%	88%	81%	0%	81%	93%
xxxxxxx Council	0%	73%	0%	64%	0%	77%	89%	65%	65%	68%
xxxxxxx Council	81%	82%	73%	81%	66%	96%	88%	85%	0%	73%
xxxxxxx Council	85%	93%	81%	96%	85%	85%	93%	70%	89%	89%
xxxxxxx Council	81%	81%	96%	69%	73%	7%	85%	93%	53%	65%
xxxxxxx Council	73%	79%	85%	70%	85%	85%	92%	77%	0%	85%
xxxxxxx Council	93%	64%	77%	77%	7%	93%	93%	0%	0%	73%
xxxxxxx Council	67%	0%	0%	93%	93%	0%	89%	0%	0%	0%
xxxxxxx Council	89%	81%	80%	78%	7%	57%	78%	85%	79%	96%
xxxxxxx Council	78%	93%	85%	7%	88%	81%	93%	73%	0%	85%
xxxxxxx Council	56%	81%	0%	0%	81%	0%	76%	81%	88%	88%
xxxxxxx Council	89%	89%	81%	93%	70%	81%	67%	93%	96%	77%
xxxxxxx Council	85%	76%	92%	75%	57%	88%	72%	7%	0%	73%
xxxxxxx Council	65%	0%	0%	81%	0%	69%	85%	0%	0%	0%
xxxxxxx Council	73%	64%	96%	61%	0%	92%	77%	85%	78%	81%
xxxxxxx Council	88%	93%	58%	93%	89%	93%	0%	73%	0%	96%
xxxxxxx Council	73%	71%	0%	89%	88%	0%	96%	88%	96%	62%
xxxxxxx Council	81%	78%	93%	0%	77%	77%	7%	85%	0%	93%
xxxxxxx Council	69%	67%	85%	0%	0%	85%	0%	0%	0%	69%
xxxxxxx Council	92%	89%	81%	89%	92%	93%	71%	0%	0%	85%
xxxxxxx Council	69%	96%	79%	68%	81%	77%	85%	85%	96%	77%
xxxxxxx Council	85%	81%	96%	63%	74%	96%	89%	0%	85%	93%
xxxxxxx Council	73%	81%	96%	77%	73%	88%	0%	78%	0%	77%
xxxxxxx Council	74%	77%	0%	85%	93%	78%	89%	88%	0%	88%
xxxxxxx Council	0%	0%	0%	70%	85%	85%	96%	0%	0%	81%
xxxxxxx Council	89%	82%	81%	93%	93%	93%	81%	7%	0%	65%
xxxxxxx Council	73%	85%	7%	89%	89%	79%	89%	93%	0%	93%
xxxxxxx Council	85%	81%	89%	73%	81%	93%	81%	70%	0%	93%
xxxxxxx Council	69%	0%	78%	93%	76%	73%	7%	69%	79%	96%
xxxxxxx Council	0%	85%	0%	65%	89%	81%	0%	66%	89%	0%
xxxxxxx Council	81%	85%	89%	89%	77%	77%	93%	79%	0%	89%
xxxxxxx Council	85%	89%	85%	89%	93%	77%	88%	77%	0%	81%
xxxxxxx Council	85%	69%	0%	73%	68%	77%	81%	85%	0%	96%
xxxxxxx Council	0%	93%	75%	93%	81%	0%	0%	85%	0%	69%
xxxxxxx Council	0%	68%	77%	82%	85%	93%	93%	89%	88%	89%
xxxxxxx Council	77%	89%	93%	96%	89%	93%	81%	81%	0%	81%
xxxxxxx Council	85%	68%	73%	88%	77%	73%	0%	93%	77%	0%
xxxxxxx Council	68%	77%	93%	93%	89%	81%	96%	73%	89%	81%
xxxxxxx Council	89%	68%	77%	69%	0%	81%	89%	0%	0%	0%
xxxxxxx Council	93%	85%	93%	85%	76%	69%	85%	85%	92%	73%
xxxxxxx Council	77%	67%	0%	0%	0%	85%	93%	73%	0%	77%
xxxxxxx Council	89%	85%	85%	77%	68%	85%	96%	81%	89%	78%
xxxxxxx Council	78%	81%	93%	81%	85%	7%	92%	73%	85%	73%

Annex E – Enquiry Scores by Scenario

Scenario	Bldg Cont	Bus Rates	Car Parks	Council Tax	Housg Benft	Licens ing of Skips	Noise Nuis ance	Plng Cont	Recy cling	Switch board
xxxxxxx Council	88%	88%	93%	68%	68%	77%	0%	77%	85%	70%
xxxxxxx Council	85%	68%	0%	82%	81%	88%	93%	0%	0%	65%
xxxxxxx Council	85%	57%	89%	77%	7%	96%	85%	77%	0%	93%
xxxxxxx Council	96%	85%	93%	69%	88%	72%	81%	77%	89%	96%
xxxxxxx Council	85%	89%	0%	0%	64%	68%	93%	85%	93%	78%
xxxxxxx Council	81%	93%	88%	93%	93%	93%	85%	85%	0%	96%
xxxxxxx Council	85%	73%	93%	65%	76%	89%	86%	0%	89%	96%
xxxxxxx Council	81%	85%	85%	85%	77%	85%	88%	81%	65%	93%
xxxxxxx Council	85%	59%	81%	58%	0%	89%	0%	85%	77%	85%
xxxxxxx Council	0%	0%	81%	88%	0%	0%	0%	56%	0%	93%
xxxxxxx Council	73%	7%	76%	81%	81%	89%	77%	0%	77%	66%
xxxxxxx Council	81%	73%	81%	88%	85%	0%	0%	0%	0%	81%
xxxxxxx Council	96%	89%	81%	93%	76%	93%	81%	69%	0%	89%
xxxxxxx Council	0%	0%	0%	0%	0%	73%	73%	0%	0%	0%
xxxxxxx Council	81%	85%	0%	85%	65%	69%	77%	85%	70%	85%
xxxxxxx Council	85%	0%	88%	66%	85%	73%	89%	89%	0%	93%
xxxxxxx Council	0%	0%	89%	71%	0%	81%	93%	7%	7%	0%
xxxxxxx Council	70%	0%	81%	92%	81%	77%	0%	81%	93%	85%
xxxxxxx Council	85%	93%	73%	89%	85%	81%	88%	77%	69%	85%
xxxxxxx Council	69%	0%	0%	69%	85%	0%	89%	79%	0%	81%
xxxxxxx Council	0%	68%	89%	96%	96%	93%	89%	82%	89%	85%
xxxxxxx Council	73%	71%	0%	93%	93%	0%	81%	73%	0%	89%
xxxxxxx Council	0%	89%	89%	7%	85%	0%	77%	93%	0%	93%
xxxxxxx Council	65%	82%	0%	77%	89%	0%	69%	73%	0%	74%
xxxxxxx Council	77%	85%	7%	85%	88%	81%	0%	0%	0%	0%
xxxxxxx Council	78%	0%	0%	0%	85%	0%	81%	0%	0%	0%
xxxxxxx Council	89%	71%	0%	81%	85%	73%	89%	89%	0%	0%
xxxxxxx Council	96%	93%	0%	0%	89%	73%	0%	93%	0%	0%
xxxxxxx Council	88%	89%	65%	88%	81%	73%	85%	62%	73%	0%
xxxxxxx Council	81%	81%	89%	79%	77%	89%	89%	71%	86%	81%
xxxxxxx Council	0%	65%	81%	0%	0%	89%	69%	78%	0%	85%
xxxxxxx Council	77%	88%	81%	96%	0%	0%	88%	85%	0%	62%
xxxxxxx Council	0%	89%	7%	96%	86%	85%	89%	89%	0%	89%
xxxxxxx Council	0%	93%	0%	77%	77%	88%	88%	85%	78%	73%
xxxxxxx Council	0%	67%	96%	0%	74%	85%	96%	89%	0%	85%
xxxxxxx Council	81%	73%	61%	73%	73%	89%	85%	0%	0%	77%
xxxxxxx Council	89%	89%	89%	77%	66%	86%	85%	93%	0%	85%
xxxxxxx Council	88%	0%	96%	61%	85%	0%	69%	85%	89%	96%
xxxxxxx Council	89%	89%	0%	73%	96%	85%	93%	0%	86%	79%
xxxxxxx Council	63%	93%	85%	79%	0%	81%	93%	85%	0%	69%
xxxxxxx Council	0%	85%	85%	85%	81%	77%	93%	7%	0%	93%
xxxxxxx Council	89%	0%	0%	0%	81%	85%	0%	93%	93%	0%
xxxxxxx Council	77%	81%	73%	89%	93%	77%	89%	69%	72%	96%
xxxxxxx Council	0%	77%	93%	81%	7%	85%	96%	0%	93%	85%
xxxxxxx Council	0%	0%	88%	85%	93%	93%	93%	0%	96%	77%
xxxxxxx Council	79%	77%	89%	93%	76%	0%	69%	78%	89%	89%
xxxxxxx Council	73%	88%	0%	89%	0%	0%	89%	96%	0%	0%
xxxxxxx Council	69%	89%	76%	93%	61%	14%	89%	93%	0%	81%
xxxxxxx Council	73%	7%	0%	84%	57%	89%	0%	93%	89%	70%
xxxxxxx Council	73%	81%	81%	96%	89%	96%	81%	81%	96%	96%
xxxxxxx Council	88%	65%	78%	55%	78%	85%	85%	78%	89%	73%
xxxxxxx Council	81%	81%	81%	77%	88%	73%	81%	73%	0%	73%
xxxxxxx Council	0%	62%	81%	59%	79%	93%	81%	81%	85%	93%
xxxxxxx Council	93%	89%	93%	0%	85%	89%	89%	0%	89%	0%

Annex E – Enquiry Scores by Scenario

Scenario	Bldg Cont	Bus Rates	Car Parks	Council Tax	Housg Benft	Licens ing of Skips	Noise Nuis ance	PIng Cont	Recy cling	Switch board
xxxxxxx Council	85%	7%	77%	7%	0%	0%	81%	93%	96%	85%
xxxxxxx Council	68%	77%	85%	81%	89%	0%	0%	61%	0%	96%
xxxxxxx Council	81%	92%	0%	93%	81%	0%	85%	0%	0%	73%
xxxxxxx Council	73%	81%	73%	81%	0%	85%	85%	89%	89%	73%
xxxxxxx Council	0%	72%	73%	0%	0%	78%	93%	93%	73%	96%
xxxxxxx Council	0%	89%	89%	89%	73%	77%	0%	77%	96%	85%
xxxxxxx Council	93%	93%	81%	71%	77%	89%	93%	77%	89%	78%
xxxxxxx Council	93%	73%	69%	81%	73%	81%	92%	96%	0%	65%
xxxxxxx Council	0%	0%	89%	81%	0%	78%	77%	78%	0%	81%

PLEASE REMEMBER ALL THE DATA SHOWN IS FICTITIOUS

Annex F – Email Scenario

Scenario No	Service	Scenario
1	Switchboard (SW)	Dear Sir Can you give me the telephone number for the complaints department please? Richard Pottsworth
3	Building Control (BC)	Dear Sir Do I need consent to build a conservatory at the back of my house. If so what do I need to do? Thanking you for your help. Angela
4	Business Rates (BR)	My father runs a business in your area and is thinking of retiring but the lease still has a period to run. Can you advise me if there are any reductions or discounts that he could apply for? Susannah King
5	Car Parks (CP)	We are in the process of trying to start a Resident's Association. Who should we contact concerning the possibility of a Resident's Parking scheme? Regards Judith
8	Council Tax (CT)	Dear Sir Our youngest son is at Bath University, and rents a flat with three other students. He tells me that he has received a bill for Council Tax, but I thought he was exempt? Sincerely Howard Peterson
9	Housing Benefits (HB)	I'm making a general enquiry for my mother. She wants to try out a nursing home to see if she likes it, can you tell me how this will affect her housing benefit? Graham Huntshaw
11	Licensing Skips (LS)	I'm just making enquiries about having a skip outside my house for a few days. Whose permission would I need for this? Philip Oxborough
12	Noise Nuisance (NN)	Dear Sir or Madam Could you tell me before what time is it considered anti-social to make excessive noise? Regards Tracey Longman
13	Planning Control (PC)	My dad wants to know more about a planning application notice he's recently seen. How can he find this info out and if he disagrees with the proposed Application, what options are open to him to air his views? Catherine
15	Recycling (RC)	Sir, I understand there's new ruling now on getting rid of fridges. What is it? Janet C

Annex G – Email Report Form

Local Government Customer Service Benchmark E-mail Report

MS Ref No: <input type="text"/>	Scenario: <input type="text"/>	Scored by: <input type="text"/>
Web address <input type="text"/>		
Authority <input type="text"/>	Auth Code <input type="text"/>	Type: <input type="text"/>

1. Date enquiry sent	<input type="text"/>
2. Was an automated response received?	<input type="radio"/> Yes <input type="radio"/> No
3. IF YES, date automatic response received	<input type="text"/>
4. Date first of any interim responses received (excluding automated)	<input type="text"/>
5. Was a final response received (one intended to answer the query, even if it did not in fact do so)?	<input type="radio"/> Yes <input type="radio"/> No
6. IF YES, date final response received	<input type="text"/>
7. Speed of final response (number of working days, excluding Bank Holidays. Same day or next working day - Mon if sent Fri - count as 1)	<input type="text"/>
8. Was the name of the sender given (surname plus initials or first name)?	<input type="radio"/> Yes <input type="radio"/> No
9. Was the job title (or dept etc) of the sender given?	<input type="radio"/> Yes <input type="radio"/> No
10. Was the telephone number of the sender given?	<input type="radio"/> Yes <input type="radio"/> No
11. Was the response clear and easy to understand? (no jargon, no acronyms such as ODPM, written in plain English)	<input type="radio"/> Yes <input type="radio"/> No
12. Did the email address the enquirer by name? (e.g. Ms Watkins, Jane etc)	<input type="radio"/> Yes <input type="radio"/> No
13. IF YES, was the name correct? (spelled correctly - either first name or surname is acceptable but abbreviation only if enquiry was signed with an abbreviation)	<input type="radio"/> Yes <input type="radio"/> No
14. Was the layout professional? (proper case, structured in paragraphs, salutation and some form of ending)	<input type="radio"/> Yes <input type="radio"/> No
15. Was the language professional? (no abbreviations such as txtg, no serious grammatical or spelling errors. The odd incorrect punctuation or typo can be overlooked)	<input type="radio"/> Yes <input type="radio"/> No
16. Was the tone of the response courteous?	<input type="radio"/> Yes <input type="radio"/> No
17. Was the query answered fully?	<input type="radio"/> Yes <input type="radio"/> No
18. Was the quality of the response good overall? (includes all responses where there was more than one) IF NO, COMMENT WHY	<input type="radio"/> Yes <input type="radio"/> No
19. Was the efficiency of the response good overall? (includes all responses where there was more than one) IF NO, COMMENT WHY	<input type="radio"/> Yes <input type="radio"/> No
Enquiry Comments	
<input type="text"/>	