

Enforcement Team response times 2014

		Jan	Feb	March	April	May	June	July	Aug	Sept	Oct
Inside target	Immediate		2				1				
	Urgent	3	2	5	6	4	10	7	8	13	29
	Non Urgent	12	14	18	16	16	12	11	10	14	27
Outside target	Immediate			1			2	1			1
	Urgent	2		4	2		6	12	8	5	10
	Non urgent	23	13	9	15	16	11	18	10	3	9
Total*		40	31	37	39	36	42	49	36	35	76

*A further 15 complaints were received between 1 January and 31 October 2014 which were recorded and advice was given that the enquiry was not an enforcement matter. Referrals to other departments were made where it was appropriate to do so.