

Appendix B Current Status of fault reports received 01/09/2018 – 28/02/2019
Completed – Customer Informed

Status	Number of reports	Percentage of total (%)
Job complete -resolved	9775	57.26
Assessed – no action required	1637	9.59
Third party responsibility	834	4.89
Forward programme brief submitted	480	2.81
Inadequate information	125	0.73
Assessed – in cyclic programme	60	0.35
Enforcement	46	0.27
Total	12957	75.9

Job progressing

Status	Number of reports	Percentage of total (%)
Job Committed	155	0.91
Immediate action – make safe	133	0.78
Job raised	119	0.7
Further work identified	16	0.09
Total	423	2.48

Investigation on-going

Status	Number of reports	Percentage of total (%)
Investigation required	44	0.26
Investigation on-going	55	0.32
Total	99	0.58

Open – at a status providing no detailed update

Status	Number of reports	Percentage of total (%)
Enquiry Raised	50	0.29
Reassigned to internal department	19	0.11
Assigned to officer	12	0.07
Job stopped - pending	8	0.05
Enquiry raised – Investigation required within 24 hours	8	0.05
Meeting arranged	1	0.01
Enquiry raised – Investigation required within 2 hours	1	0.01
Customer informed of action	1	0.01
Total	100	0.6

Closed – at a status providing no detailed update

Status	Number of reports	Percentage of total(%)
Enquiry Resolved	3256	19.07
Job in progress	132	0.77
Enquiry cancelled	85	0.5
Application accepted	14	0.08
Application rejected	3	0.02
Customer closed enquiry	1	0.01
Total	3491	21.08