**2018 Survey and Performance v Targets Results Summary**

**Targets**

1. Of the 8 targets set they met 4 and failed to meet 4. This is the same as last year with the same targets met and failed.
2. Of the 8 targets they improved their scores in 4 of them.

**Teams individual comparisons with last year.**

**General Enquiries Team.**

1. The POOR ratings were worse than last year in 4 of the 6 categories and better in 2.
2. The GOOD + VERY GOOD were better in 2 categories and worse in 4.

**Legal Team.**

1. They were worse than last year in all the categories. Although this might seem really bad, the total number of respondents was only 51 so larger fluctuations can be expected in these circumstances.

**Debt Collection Team.**

1. Four Poor assessments were worse than last year but this was still only small numbers of owners making the assessment so nothing to be concerned about
2. The GOOD + VERY GOOD assessments were better in 5 of the 6 categories.

**Finance Team.**

1. Three of the 6 POOR assessments were worse than last year and all the GOOD and VERY GOOD assessments were worse. However, all the assessments show that this team is still performing to a high standard, so I don’t think it is anything to be concerned about.