






## Appendix 2: CCCF Delivery plan 2019/20 year end progress report - Quality Standards

Action	2019/20			Latest Note	Managed By
	Status	Value	Target		
% of Town Hall booking enquiries responded to within 48 hours as a proportion of all booking enquiries received	✓	100%	100%	Target met, this represent a slight increase in performance from last year.	Amanda Graham
% of design requests acknowledged to within 3 working days.	✓	100%	100%	Target met representing continued performance in this area.	Amanda Graham
% of press enquiries responded to within deadline as a proportion of all press enquiries	✓	100%	99%	Target met representing continued performance in this area.	Amanda Graham

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

