

CCF Quality Standards 2020/21 progress report



Action	2020/21			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	N/A		100%	Due to Covid-19 the Town Hall has remained closed throughout 2020/21.	Amanda Graham
% of design requests acknowledged to within 3 working days.		100%	100%	Target met	Amanda Graham
% of local history enquires responded to within 3 working days as a proportion of all enquiries received		100%	100%	Target met	Amanda Graham
% of press enquiries responded to within deadline as a proportion of all press enquiries		100%	99%	Target met	Amanda Graham

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only