



**London Borough
of Hounslow**

Civic Centre Waiting Times & Statistics

2008/09, 2009/10, 2010/11

How long we took to see you (average time)

Month	2008 – 2009	2009 – 2010	2010 - 2011
April	15 Minutes 04 Seconds	10 Minutes 39 Seconds	9 Minutes 46 Seconds
May	11 Minutes 14 Seconds	10 Minutes 37 Seconds	11 minutes 55 Seconds
June	10 Minutes 53 Seconds	10 Minutes 09 Seconds	12 Minutes 23 Seconds
July	12 Minutes 04 Seconds	11 Minutes 41 Seconds	10 Minutes 15 Seconds
August	16 Minutes 57 Seconds	13 Minutes 04 Seconds	12 minutes 26 Seconds
September	13 Minutes 50 Seconds	12 Minutes 07 Seconds	11 Minutes 32 Seconds
October	11 Minutes 59 Seconds	09 Minutes 13 Seconds	12 Minutes 05 Seconds
November	11 Minutes 21 Seconds	08 Minutes 41 Seconds	10 Minutes 53 Seconds
December	09 Minutes 52 Seconds	09 Minutes 27 Seconds	10 Minutes 28 Seconds
January	12 Minutes 01 Seconds	11 Minutes 18 Seconds	13 Minutes 36 Seconds
February	13 Minutes 12 Seconds	11 Minutes 28 Seconds	13 Minutes 26 Seconds
March	09 Minutes 47 Seconds	09 Minutes 48 Seconds	11 Minutes 20 Seconds

Total number of customers we saw each month

Month	2008 – 2009	2009 – 2010	2010 - 2011
April	10,118	12,147	14,397
May	9,571	12,544	12,232
June	10,853	14,001	12,466
July	11,780	15,555	12,848
August	9,742	11,678	11,339
September	11,469	15,711	14,614
October	10,273	16,509	11,926
November	9,762	17,828	13,833
December	11,159	12,496	9,321
January	13,442	14,792	14,898
February	12,098	14,307	13,778
March	14,880	16,936	18,107
Annual Total	135,147	174,504	159,811

Which staff did you see?

	2008-09	2009-10	2010-11
Seen and dealt with at main reception	50, 634	79,757	69,678
Seen by staff on the forms and documents desk	46,899	46,796	49,647
Seen by an adviser	37,614	47,951	40,487
Total	135,147	174,504	159,811