

Working Environment Portfolio Performance - Appendix 5

Quarterly report for 2014-2015

No headings

For Working Environment and Support Services - Cllr Brenda Hull Portfolio

For MDDC - Services

Filtered by Performance Status: Exclude PI Status: Data not due, Data not entered

Key to Performance Status:

Performance Indicators:	No Data	Well below target	Below target	On target	Above target	Well above target
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Working Environment Portfolio Performance - Appendix 5

Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
No Target	<u>Number of phone calls to CF per month</u>	11,929	For Information Only	For Information Only	14,160	13,843	12,877	
Management Notes:								
Above target	<u>Number of visitors per month < 4,500</u>	4,257	4,500	4,500 (9/12)	4,480	4,397	4,228	
Management Notes:								
Above target	<u>Satisfaction with front-line services</u>	80.33%	80.00%	80.00% (3/4)	77.00%	79.50%	81.67%	
Management Notes:								
Not calculable	<u>% complaints acknowledged w/in 3 days</u>	71%	80%	80% (3/4)	43%	44%	45%	
Management Notes: (Quarter 3) the upgrade to the crm, makes acknowledgement of complaints mandatory when the complaint is logged. (LR)								
Well below target	<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	73%	90%	90% (3/4)	81%	69%	74%	
Management Notes: (Quarter 3) the upgrade of the CRM will verify data for the report is correct and includes as within timescale those claims that have required additional time to complete inline with the complaints policy. (LR)								
Above target	<u>% Emails received by Customer Services responded to within 5 days</u>	99.3%	95.0%	95.0% (3/4)	99.0%	99.0%	98.0%	
Management Notes:								
Not calculable	<u>Number of Complaints</u>	n/a	For information only	For information only	193	122	69	
Management Notes:								
Not calculable	<u>Number of Digital Contacts</u>	n/a	For information only	For information only	9,172	9,928	8,515	
Management Notes:								
Well	<u>Working Days Lost Due</u>	8.64days	7.00days	5.25days (3/4)	2.38days	4.63days	7.17days	

Working Environment Portfolio Performance - Appendix 5

Performance Indicators

Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
below target	<u>to Sickness Absence</u>							

Management Notes: