

Working Environment Portfolio Performance - Appendix 5

Quarterly report for 2014-2015

No headings

For Working Environment and Support Services - Cllr Margaret Squires 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
On target	<u>Issue 12 editions of Mid Devon Talk</u>	12	12	12	n/a	n/a	n/a	12
Management Notes:								
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	12,670
Management Notes:								
Above target	<u>Number of visitors per month < 4,500</u>	4,257	4,500	4,500	4,480	4,397	4,228	4,226
Management Notes:								
Above target	<u>Satisfaction with front-line services</u>	80.33%	80.00%	80.00%	77.00%	79.50%	81.67%	81.75%
Management Notes:								
Not calculable	<u>% complaints acknowledged w/in 3 days</u>	71%	80%	80%	43%	44%	45%	46%
Management Notes: (Quarter 4) the accuracy of stats from the CRM will be checked prior to writing the Annual report on complaints. Work on The CRM upgrade has meant this has been difficult to complete during the year. (LR)								
Above target	<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	73%	90%	90%	81%	97%	97%	97%
Management Notes: (Quarter 4) at year end a full manual check was made of all complaints plus details obtained from housing, show that 97% of all complaints were resolved within the extended 12 week period. The stats have been amended to reflect this. (LR)								
Above target	<u>% Emails received by Customer Services responded to within 5 days</u>	99.3%	95.0%	95.0%	99.0%	99.0%	98.0%	98.0%
Management Notes:								
Not calculable	<u>Number of Complaints</u>	n/a	For information only	For information only	193	122	69	74
Management Notes:								

