## **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	el <u>.</u> .	h		11			L.,	
ndicators:	No Data	Well below target	Below target	On target	Abo	ove target	Well abo	ve targe
Workii	ng Environme	nt Portfolio P	orformance	Annondiy	5			
VVOIKII	ig Environine	iit Fortiono F	enomiance	F - Appendix	J			
	ance Indicators							
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Ac
On target	Issue 12 editions of Devon Talk	<b>f Mid</b> 12	12	12	n/a	n/a	n/a	12
<u>Manageme</u>	nt Notes:							
No Farget	Number of phone ca	<u>alls</u> 11,929	For Information Only	For Information Only	14,160	13,843	12,877	12,670
<u>Manageme</u>	ent Notes:				<u>.                                      </u>			
Above arget	Number of visitors month < 4,500	<u>per</u> 4,257	4,500	4,500	4,480	4,397	4,228	4,226
<u>Manageme</u>	ent Notes:							
Above target	Satisfaction with fro	ont- 80.33%	80.00%	80.00%	77.00%	79.50%	81.67%	81.75%
<i>l</i> lanageme	ent Notes:			<u>'</u>	'		'	
calculable Manageme	% complaints acknowledged w/in days ent Notes:	71% 3	80%	80%	43%	44%	45%	46%
calculable  Manageme (Quarter 4)  the accurace	acknowledged w/in days	3 RM will be checked pr	ior to writing the A					
Manageme Quarter 4) he accurace meant this l	acknowledged w/in days ent Notes:  by of stats from the CR	3 RM will be checked pr	ior to writing the A					
Manageme Quarter 4) he accuracemeant this I LR) Above	acknowledged w/in days ent Notes:  by of stats from the CR	RM will be checked promplete during the year 73%	ior to writing the A					has
Manageme Quarter 4) he accurace meant this l LR) Above arget Manageme	acknowledged w/in days ant Notes:  by of stats from the CR has been difficult to co  continuous from the CR has been difficult to continuous from the CR has	RM will be checked promplete during the year 73%	ior to writing the Alar.	nnual report on cor	nplaints. Wo	ork on The C	RM upgrade	has
Manageme Quarter 4) he accuracemeant this had been been been been been been been bee	acknowledged w/in days ant Notes:  by of stats from the CR has been difficult to co  continuous from the CR has been difficult to continuous from the CR has	RM will be checked promplete during the year and a cales was made of all complete.	ior to writing the Alar.  90%	nnual report on cor 90%	nplaints. Wo	ork on The C	RM upgrade	has 97%
Manageme Quarter 4) the accurace neant this beautiful this beautif	acknowledged w/in days ant Notes:  by of stats from the CR has been difficult to co  continuous from the CR has been difficult to co  continuous from the CR has been difficult to co  continuous from the CR has been difficult to continuous from th	RM will be checked promplete during the year range of all complete during the year range of the year	ior to writing the Al ar. 90% aints plus details of ts have been ame	90% potained from hous	nplaints. Wo	97% 97% of al	97%	has 97% were
Manageme Quarter 4) he accuracemeant this late. LR) Above arget Manageme Quarter 4) at year end esolved with	acknowledged w/in days ent Notes:  by of stats from the CR has been difficult to complaints resolved w/in times (10 days - 12 weeks ent Notes:  a full manual check w	RM will be checked promplete during the year made of all complete week period. The starting the promplete during the year made of all complete week period. The starting the year made of all complete week period.	ior to writing the Alar.  90%	nnual report on cor 90%	nplaints. Wo	ork on The C	RM upgrade	has 97% were
Meant this I (LR) Above larget  Manageme (Quarter 4) at year end	acknowledged w/in days ant Notes:  by of stats from the CR has been difficult to complaints resolved w/in times (10 days - 12 weeks at Notes:  a full manual check within the extended 12 vinith the extended to within the extended	RM will be checked promplete during the year made of all complete week period. The starting the promplete during the year made of all complete week period. The starting the year made of all complete week period.	ior to writing the Al ar. 90% aints plus details of ts have been ame	90% potained from hous	nplaints. Wo	97% 97% of al	97%	has 97% were
Manageme (Quarter 4) the accuracemeant this In (LR) Above target Manageme (Quarter 4) that year end the desolved with (LR) Above target	acknowledged w/in days ant Notes:  by of stats from the CR has been difficult to complaints resolved w/in times (10 days - 12 weeks at Notes:  a full manual check within the extended 12 vinith the extended to within the extended	RM will be checked promplete during the year made of all complete during the year made of all complete period. The state of the state o	ior to writing the Al ar. 90% aints plus details of ts have been ame	90% potained from hous	nplaints. Wo	97% 97% of al	97%	97%

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Performance Indicators										
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Ac		
Not calculable	Number of Digital Contacts	n/a	For information only	For information only	9,172	9,928	8,515	8,989		
Well	Working Days Lost Due	8.64days	7.00days	7.00days	2.38days	4.63days	7.17days	9.21days		
below target	to Sickness Absence									
Managem (Quarter 4)	<u>ent Notes:</u> )									

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