Performance

Management Notes: (Quarter 1)

Printed by: Catherine Yandle

No Data

Working Environment Portfolio Performance - Appendix 5

Quarterly report for 2015-2016 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:

Below target

On target

Above target

Well below target Indicators: Working Environment Portfolio Performance - Appendix 5 **Performance Indicators** Status Title Q2 Q3 **Prev Year End Annual Target Current Target** Q1 Act Q4 Act Act Act Nο Number of phone calls 12.670 For Information For Information 11 192 Target to CF per month Only Only **Management Notes:** 80.00% Satisfaction with front-81.75% 80.00% (1/4) 80.00% line services target **Management Notes:** 80% 39% % complaints 46% 80% (1/4) below acknowledged w/in 3 days **Management Notes:** Transition from old to new CRm system, some records were not updated so these figures do not reflect all responses made to customers. (LR) Below 97% 90% 90% (1/4) 83% % of complaints target resolved w/in timescales (10 days - 12 weeks) **Management Notes:** (Quarter 1) moved to new up graded crm mid May, will complete manual check of all stats later in the years once the system has been in place for 3 months, to check accuracy of reporting. (LR) % Emails received by Customer Services 98.0% 95 00% 99 00% 95.00% (1/4) Above responded to within 5 days **Management Notes: Number of Complaints** 74 For information only For information only 61 Not calculable **Management Notes:** 8,989 For information only For information only 11,886 Not **Number of Digital** calculable payments **Management Notes:** n/a For information only For information only 0 Number of web hits per Target <u>month</u>

Well above target

Working Environment Portfolio Performance - Appendix 5 Performance Indicators							
Data will n	ot be available until later in the	e year when all con	tent is on the new web	osite and the old web	osite has beer	n turned off.	
(LR)							
Well above target	Working Days Lost Due to Sickness Absence	9.21days	8.00days	2.00days (1/4)	1.64days		
Managem (Quarter 1	ent Notes:			'	'		
The total r	number of days lost to sicknes and 342 for short term sicknes				ckness (15 +	days) 0.81 (days per
(JC)							
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