

## 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:*

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	<b><u>Number of phone calls to CF per month</u></b>	12,670	For Information Only	For Information Only	11,192	11,420		
<b>Management Notes:</b>								
On target	<b><u>Satisfaction with front-line services</u></b>	81.75%	80.00%	80.00% (1/4)	80.00%			
<b>Management Notes:</b>								
Well below target	<b><u>% complaints acknowledged w/in 3 days</u></b>	46%	80%	80% (2/4)	39%	50%		
<b>Management Notes:</b> (Quarter 2)  The new CRM system should push all complaints through the procedure that acknowledges the complaint. Full manual check of all complaints logged since system went live in May is needed to ensure the system is being used correctly and to verify if data is correct and arrange training or amend figures as appropriate. a ICT helpdesk request has been logged to obtain a report of all complaints logged. 97% of complaints logged were acknowledged, but not all within 3 days.  (LR)								
Below target	<b><u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u></b>	97%	90%	90% (2/4)	83%	87%		
<b>Management Notes:</b>								
Above target	<b><u>% Emails received by Customer Services responded to within 5 days</u></b>	98.0%	95.00%	95.00% (2/4)	99.00%	98.50%		
<b>Management Notes:</b>								
Not calculable	<b><u>Number of Complaints</u></b>	74	For information only	For information only	61	39		
<b>Management Notes:</b>								
Not calculable	<b><u>Number of Digital payments</u></b>	8,989	For information only	For information only	11,886	12,563		
<b>Management Notes:</b>								
No Target	<b><u>Number of web hits per month</u></b>	n/a	For information only	For information only	0	0		
<b>Management Notes:</b> (Quarter 2)  data not available until Goss part of website is turned off, this will not be until the parish websites have been moved onto the new website format.								

