Performance

format.

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

Kevt	o Peri	formani	ce Sta	tus:

On target

Below target

Above target

Perform	ance Indicators							
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q ₄ Ac
No Target	Number of phone calls to CF per month	12,670	For Information Only	For Information Only	11,192	11,420		
<u>Manageme</u>	ent Notes:							
On target	Satisfaction with front- line services	81.75%	80.00%	80.00% (1/4)	80.00%			
Manageme	ent Notes:							
Well below target	% complaints acknowledged w/in 3 days	46%	80%	80% (2/4)	39%	50%		
complaints and arrang	RM system should push all com logged since system went live i e training or amend figures as a	n May is neede appropriate. a IC	d to ensure the syst T helpdesk request	em is being used co	rrectly and to v	erify if data is	s correc	
complaints and arrang 97% of cor (LR) Below target	logged since system went live is e training or amend figures as a applaints logged were acknowled with the system went live is exampled to a system with a system went live is exampled to a system with	n May is neede appropriate. a IC	d to ensure the syst T helpdesk request	em is being used co	rrectly and to v	erify if data is	s correc	
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complaints and arrang 97% of cor (LR) Below target Manageme	logged since system went live is e training or amend figures as a applaints logged were acknowled with the system went live is exampled to a system with a system went live is exampled to a system with	n May is neede appropriate. a IC Iged, but not all	d to ensure the syst T helpdesk request within 3 days.	em is being used co has been logged to	rrectly and to voltain a repor	erify if data i t of all compl	s correc	
complaints and arrang 97% of cor (LR) Below target	% of complaints resolved w/in timescales (10 days - 12 weeks) ent Notes: % Emails received by Customer Services responded to within 5 days	n May is neede appropriate. a IC Iged, but not all	d to ensure the syst T helpdesk request within 3 days.	em is being used co has been logged to 90% (2/4)	rrectly and to vobtain a repor	verify if data is t of all compli	s correc	
complaints and arrang 97% of cor (LR) Below target Manageme Above target	% of complaints resolved w/in timescales (10 days - 12 weeks) ent Notes: % Emails received by Customer Services responded to within 5 days	n May is neede appropriate. a IC Iged, but not all	d to ensure the syst T helpdesk request within 3 days.	em is being used co has been logged to 90% (2/4)	rrectly and to vobtain a repor	verify if data is t of all compli	s correc	
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complaints and arrang 97% of cor (LR) Below target Manageme Above target Manageme Not	% of complaints resolved w/in timescales (10 days - 12 weeks) ent Notes: Number of Digital payments Number of Digital payments Part Rotes Payments	n May is neede appropriate. a IC Iged, but not all 97% 98.0%	d to ensure the syst T helpdesk request within 3 days. 90% 95.00% For information only	90% (2/4) 95.00% (2/4) For information only	rrectly and to vobtain a report 83% 99.00%	verify if data is to fall compliance of all comp	s correc	

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

02/11/2015

Working Environment Portfolio Performance - Appendix 5									
Perforn	nance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	
(LR)									
On target	% electoral registration forms returned during annual canvass of electors	0%	90%	0% (2/4)	0%	0%			
<u>Managem</u>	ent Notes:								
On target	% Electoral Commission Registration Performance Standards	0%	90%	0% (2/4)	0%	0%			
Managem	ent Notes:								
Above target	Working Days Lost Due to Sickness Absence	9.21days	8.00days	4.00days (2/4)	1.64days	3.68days			
Managem (Quarter 2	<u>ent Notes:</u>)								
	ber of days absent due to sicknes less than 15 days)	ss is 878 with 48	33 being attributabl	e to long term sickno	ess (15+) day	s and 395 sho	rt term		
(JC)									

Printed by: Catherine Yandle SPAR.net Print Date: 02 November 2015 13:56