

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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Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
No Target	<u>Number of phone calls to CF per month</u>	12,670	For Information Only	For Information Only	11,192	11,420	12,483	
Management Notes:								
Above target	<u>Satisfaction with front-line services</u>	81.75%	80.00%	80.00% (2/4)	80.00%	81.50%		
Management Notes: (Quarter 3) staff training on running stats and reports to be provided in March, all stats will be brought up to date by year end. (LR)								
Well below target	<u>% complaints acknowledged w/in 3 days</u>	46%	80%	80% (3/4)	39%	50%	58%	
Management Notes:								
Below target	<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	97%	90%	90% (3/4)	83%	87%	87%	
Management Notes:								
Above target	<u>% Emails received by Customer Services responded to within 5 days</u>	98.0%	95.00%	95.00% (3/4)	99.00%	98.50%	98.67%	
Management Notes:								
Not calculable	<u>Number of Complaints</u>	74	For information only	For information only	61	39	87	
Management Notes:								
Not calculable	<u>Number of Digital payments</u>	8,989	For information only	For information only	11,886	12,563		
Management Notes: (Quarter 3) staff training is needed to run stats reports. this will provided in March and all stats brought up to date by year end (LR)								
No Target	<u>Number of web hits per month</u>	n/a	For information only	For information only	0	0	0	
Management Notes:								
On target	<u>% electoral registration forms returned during</u>	0%	90%	90% (3/4)	0%	0%	98%	0%

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Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
	<u>annual canvass of electors</u>							
Management Notes:								
On target	<u>% Electoral Commission Registration Performance Standards</u>	0%	90%	90% (3/4)	0%	0%	100%	0%
Management Notes:								
Below target	<u>Response to FOI Requests (within 20 working days)</u>	95%	100%	100% (2/4)	70%	90%		
Management Notes: (Quarter 3) staff training is needed to run reports. this will provided in March and all stats brought up to date by year end (LR)								
Above target	<u>Working Days Lost Due to Sickness Absence</u>	9.21days	8.00days	6.00days (3/4)	1.64days	3.68days	5.71days	
Management Notes:								