

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	12,492
Management Notes:								
Above target	<u>Satisfaction with front-line services</u>	81.75%	80.00%	80.00%	80.00%	81.50%	81.33%	80.75%
Management Notes:								
Well below target	<u>% complaints acknowledged w/in 3 days</u>	46%	80%	80%	45%	57%	76%	66%
Management Notes: (Quarter 4) 100% of complaints were acknowledged, but the system only shows 45% as acknowledged with in 3 days. This is not accurate, checking against manual files indicates that more were acknowledged in time. Full analysis will be completed for the annual report to Members on complaints. (LR)								
Above target	<u>% of complaints resolved w/in timescales (10 days - 12 weeks)</u>	97%	90%	90%	93%	100%	98%	93%
Management Notes: (Quarter 4) 7 complaints remain at investigation stage, but are still within the policy SLA. These complaints will be resolved in 2016-17. The % resolved within time over all is 96% . (LR)								
Above target	<u>% Emails received by Customer Services responded to within 5 days</u>	98.0%	95.00%	95.00%	99.00%	98.50%	98.67%	99.00%
Management Notes:								
Not calculable	<u>Number of Complaints</u>	74	For information only	For information only	61	39	87	95
Management Notes:								
Not calculable	<u>Number of Digital payments</u>	8,989	For information only	For information only	7,083	10,892	14,705	10,407
Management Notes:								

Printed by: Suzanne Kingdom

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Print Date: 12 May 2016 11:19

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Performance Indicators								
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act
(Quarter 4)								
figures for 2015-16 include payments made at the post office, these will not be included in future years as digital as these are assisted cash- cheque payments.								
(LR)								
No Target	<u>Number of web hits per month</u>	n/a	For information only	For information only	0	0	0	0
Management Notes:								
(Quarter 4)								
data not available while the website is both Umbraco and Goss. Final Goss pages to be closed at the end of march.								
Communications Officer to receive training on Google analytics to ensure information can be gathered and reported from Umbraco for 2016/17								
(NC)								
On target	<u>% electoral registration forms returned during annual canvass of electors</u>	0%	90%	90%	0%	0%	98%	0%
Management Notes:								
On target	<u>% Electoral Commission Registration Performance Standards</u>	0%	90%	90%	0%	0%	100%	0%
Management Notes:								
On target	<u>% Electoral Commission Returning Officer Performance Standards</u>	100%	90%	90%	n/a	n/a	n/a	0%
Management Notes:								
(2015 - 2016)								
no elections until May and June 2016								
(JS)								
Well below target	<u>Response to FOI Requests (within 20 working days)</u>	95%	100%	100%	70%	90%	88%	87%
Management Notes:								
(Quarter 4)								
145 requests responded to 19 over 20 days								
(LC)								
Below target	<u>Working Days Lost Due to Sickness Absence</u>	9.21days	8.00days	8.00days	1.64days	3.68days	5.71days	8.12days
Management Notes:								
(Quarter 4)								
The total number of days lost to sickness absence is 1062 which is split into 623 days for long Term Sickness (15 + days) and 439 for short term sickness (less than 15 days).								
(JC)								