## 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			

## Working Environment Portfolio Performance - Appendix 5

Status	nance Indicators							
otatao	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Ac
No Target	Number of phone calls to CF per month	12,670	For Information Only	For Information Only	11,192	11,420	12,483	12,492
Managem	nent Notes:							
Above target	Satisfaction with front- line services	81.75%	80.00%	80.00%	80.00%	81.50%	81.33%	80.75%
Managem	nent Notes:							
Well below target	<u>% complaints</u> acknowledged w/in 3 days	46%	80%	80%	45%	57%	76%	66%
	nent Notes:	11						
Quarter 4	4)							
100% of c	complaints were acknowledge	ed, but the syste	m only shows 45% as	acknowledged with	n in 3 days.			
<b>T</b> I-:	t		4 4 4	I and a start of the Ala				
I NIS IS NO	t accurate, checking against	manual files indi	cates that more were	acknowledged in tir	ne.			
Full analy	sis will be completed for the	annual report to	Members on complai	nte				
un anary								
(LR)								
		0=0(						
Above	% of complaints	97%	90%	90%	93%	100%	98%	93%
	<u>% of complaints</u> resolved w/in timescales	97%	90%	90%	93%	100%	98%	93%
arget	resolved w/in timescales (10 days - 12 weeks)	97%	90%	90%	93%	100%	98%	93%
arget Managem	resolved w/in timescales (10 days - 12 weeks) nent Notes:	97%	90%	90%	93%	100%	98%	93%
arget Manager	resolved w/in timescales (10 days - 12 weeks) nent Notes:	97%	90%	90%	93%	100%	98%	93%
<mark>target</mark> Managen (Quarter 4	resolved w/in timescales (10 days - 12 weeks) nent Notes:				93%	100%	98%	93%
target Managen (Quarter 4 7 complai	resolved w/in timescales (10 days - 12 weeks) nent Notes: 1) nts remain at invesigation sta	age, but are still			93%	100%	98%	93%
target Managen (Quarter 4 7 complai	resolved w/in timescales (10 days - 12 weeks) hent Notes:	age, but are still			93%	100%	98%	93%
target <u>Managem</u> (Quarter 4 7 complai These cor	resolved w/in timescales (10 days - 12 weeks) Pent Notes: (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	age, but are still 016-17.			93%	100%	98%	93%
target <u>Managem</u> (Quarter 4 7 complai These cor	resolved w/in timescales (10 days - 12 weeks) nent Notes: 1) nts remain at invesigation sta	age, but are still 016-17.			93%	100%	98%	93%
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target Managem (Quarter 4 7 complai These cor The % res (LR)	resolved w/in timescales (10 days - 12 weeks) nent Notes: ) nts remain at invesigation sta mplaints will be resolved in 2 solved within time over all is 9	age, but are still 016-17. 96% .	within the policy SLA.					
target Managem (Quarter 4 7 complai These cor The % res (LR) Above	resolved w/in timescales (10 days - 12 weeks) ment Notes: ) nts remain at invesigation sta mplaints will be resolved in 2 solved within time over all is solved within time over all is so	age, but are still 016-17.			93%	98.50%	98%	
target Managem (Quarter 4 7 complai These cor The % res (LR) Above	resolved w/in timescales (10 days - 12 weeks) nent Notes: ) nts remain at invesigation sta mplaints will be resolved in 2 solved within time over all is solved within time over all is solved within time over all is solved by <u>&amp; Emails received by</u> <u>Customer Services</u> responded to within 5	age, but are still 016-17. 96% .	within the policy SLA.					
Arget (Quarter 4 7 complai These cor The % res (LR) Above arget	resolved w/in timescales (10 days - 12 weeks) nent Notes: ) nts remain at invesigation sta mplaints will be resolved in 2 solved within time over all is solved within time over all is so	age, but are still 016-17. 96% .	within the policy SLA.					
target Managem (Quarter 4 7 complai These cor The % res (LR) (LR) Above target	resolved w/in timescales (10 days - 12 weeks) nent Notes: ) nts remain at invesigation sta mplaints will be resolved in 2 solved within time over all is solved within time over all is solved within time over all is solved by <u>&amp; Emails received by</u> <u>Customer Services</u> responded to within 5	age, but are still 016-17. 96% .	within the policy SLA.					93%
target Managem (Quarter 4 7 complai These cor The % res (LR) Above target	resolved w/in timescales (10 days - 12 weeks) nent Notes: (1) nts remain at invesigation state mplaints will be resolved in 2 solved within time over all is solved within time over all i	age, but are still 016-17. 96% .	within the policy SLA.					
Managerr (Quarter 4 7 complai These cor The % res (LR) Above target Managerr Not calculable	resolved w/in timescales (10 days - 12 weeks) nent Notes: (1) nts remain at invesigation state mplaints will be resolved in 2 solved within time over all is solved within time over all i	age, but are still 016-17. 96% . 98.0%	within the policy SLA. 95.00% For information	95.00% For information	99.00%	98.50%	98.67%	99.00%
Managem (Quarter 4 7 complai These cor The % res (LR) Above (arget Managem Not calculable Managem	resolved w/in timescales (10 days - 12 weeks) ment Notes: (1) nts remain at invesigation state mplaints will be resolved in 2 solved within time over all is solved within time over all i	age, but are still 016-17. 96% . 98.0%	within the policy SLA. 95.00% For information only	95.00% For information only	99.00%	98.50%	98.67%	99.00%
Arget Managerr Quarter 4 Complai These cor The % res (LR) Above arget Managerr Not Calculable Managerr Not	resolved w/in timescales (10 days - 12 weeks) ment Notes: (1) nts remain at invesigation state mplaints will be resolved in 2 solved within time over all is solved within time over all i	age, but are still 016-17. 96% . 98.0%	within the policy SLA. 95.00% For information	95.00% For information	99.00%	98.50%	98.67%	99.00%

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Performance Indicators									
Status	Title	Prev Year End	Annual Target	Current Target	Q1 Act	Q2 Act	Q3 Act	Q4 Act	
Management Notes: (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</u> <u>month</u>	n/a	For information only	For information only	0	0	0	0	
Managerr (Quarter 4	nent Notes:								
	,								
data not a	vailable while the website is	both Umbraco a	nd 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</u> forms returned during annual canvass of electors	0%	90%	90%	0%	0%	98%	0%	
Managem	nent Notes:								
0		00/	0001	000/		001	4000/	001	
On target	<u>% Electoral Commission</u> <u>Registration</u> <u>Performance Standards</u>	0%	90%	90%	0%	0%	100%	0%	
Managem	nent Notes:								
On target	% Electoral Commission Returning Officer Performance Standards	100%	90%	90%	n/a	n/a	n/a	0%	
<u>Managem</u> (2015 - 20	n <u>ent Notes:</u> 016)	1							
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no electio	ns until May and June 2016								
(JS)						-			
Well below target	<u>Response to FOI</u> <u>Requests (within 20</u> working days)	95%	100%	100%	70%	90%	88%	87%	
Managem (Quarter 4	nent Notes:	1							
	•)								
145 requests responded to, 19 of which were over 20 days									
(LC)									
Below target	<u>Working Days Lost Due</u> to Sickness Absence	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 3329 which is split into 2041 days for long Term Sickness (15 + days) and 1288 for short term sickness (less than 15 days).									
(JC)									
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