

# QUARTERLY PERFORMANCE

## Performance and Projects

June 2014

All Measures



Measure	Owner & Updater	Jun 2013 Result	Trend	Mar 2014 Result	Trend	Jun 2014 Result	Sign Off	Comments	Flag
CS01a - Total stage 1 complaints received for the Council	Shane Flynn Cassie O'Neil	116 Complaints Info Only	↗	240 Complaints Info Only	↘	209 Complaints Info Only	✓	<b>Updater</b> Additional data capture measures being implemented to identify complaint patterns/trends to establish any service issues impacting the increase against 2013 figures (taking into account the spike in complaints during the change over of CSU and telephony system)	
CS01b - Total stage 2 complaints received for the Council	Shane Flynn Cassie O'Neil	17 Complaints Info Only	↗	18 Complaints Info Only	↗	20 Complaints Info Only	✓	<b>Updater</b> No cause for concern <b>Owner</b> However, the trend is upward. Will need to keep this in view for next quarter.	
CS01c - Total stage 3 complaints received for the Council	Shane Flynn Cassie O'Neil	7 Complaints Info Only	↘	8 Complaints Info Only	↘	1 Complaints Info Only	✓	<b>Updater</b> No concerns	
CS02a - Percentage stage 1 complaints resolved in 20 days for the Council	Shane Flynn Cassie O'Neil	91.24% (125/137) Target: 80.00	↗	91.76% (156/170) Target: 80.00	↗	93.75% (225/240) Target: 80.00	✓	<b>Owner</b> Target met overall for the quarter	
CS02b - Percentage stage 2 complaints resolved in 20 days for the Council	Shane Flynn Cassie O'Neil	93.75% (15/16) Target: 80.00	↗	66.67% (10/15) Target: 80.00	↗	94.44% (17/18) Target: 80.00	✓	<b>Owner</b> Satisfactory	
CS02c - Percentage stage 3 complaints resolved in 20 days for the Council	Shane Flynn Cassie O'Neil	66.67% (6/9) Target: 80.00	↗	40.00% (2/5) Target: 80.00	↗	100.00% (5/5) Target: 80.00	✓	<b>Owner</b> Target exceeded this quarter	

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CS03 - Percentage of CIMS cases (including complaints) assigned within 1 working day	Shane Flynn Cassie O'Neil	73.70% (213/289) Target: 100.00	↗	78.15% (415/531) Target: 100.00	↗	87.80% (468/533) Target: 100.00	✓	<b>Updater</b> Newly implemented indicator, improvement in performance following review of processes. Target to be reviewed <b>Owner</b> Trend shows improving position over time. Target will be reviewed following baselining exercise.	
CS04 - Value of cash payments received and handled by Central Admin	Shane Flynn Cassie O'Neil	No Data Info Only		No Data Info Only		£23728.11 Info Only	✓	<b>Updater</b> Baseline data to inform future work (Qtr 3) in reducing value of cash handled and exploring alternate methods of income receipt <b>Owner</b> More detailed analysis of the reasons for cash receipts to follow baselining period.	
ICT01 - Percentage of incidents resolved in less than 2 days	Ben Trueman Kashif Ghafoor	No Data No Target		No Data No Target		88.43% (1017/1150) Target: 80.00	✓	<b>Updater</b>	
ICT02 - Availability of primary systems (office hours)	Ben Trueman Kashif Ghafoor	No Data No Target		No Data No Target		99.80% Target: 99.00	✓	<b>Updater</b>	
ICT03 - Percentage of New Starter Requests processed in 5 working days from notification	Ben Trueman Kashif Ghafoor	No Data Target: 0		No Data Target: 0		95.00% (19/20) Target: 95.00	✓	<b>Updater</b> Figures only available for June	
PIT01a - Percentage of staff productivity PI's improved or unchanged since last quarter	Shane Flynn Heather Price	No Data Target: 0		No Data Target: 0		63.33% (76/120) Target: 55.00	✓	<b>Updater</b> This is a new PI, and is based on a number of productivity PI's across the council. The PI is collected to monitor productivity following the introduction of flexible and remote working. Data is also collected at GM level.	

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PIT01b - Percentage of staff productivity PI's improved or unchanged since same quarter previous year	Shane Flynn Heather Price	No Data Target: 0		No Data Target: 0		57.28% (59/103) Target: 55.00	✓	<b>Updater</b> This is a new PI, and is based on a number of productivity PI's across the council. The PI is collected to monitor productivity following the introduction of flexible and remote working. Data is also collected at GM level.	
PIT02a - Desk provision - number of desks reduced	Shane Flynn Natasha Heron	No Data Info Only		No Data Info Only		419 Desks Info Only	✓	<b>Owner</b> This indicator shows the number of desks in use (not the number of desks reduced)	
PIT02b - Desk provision – staff/desk ratio	Shane Flynn Natasha Heron	No Data Info Only		No Data Info Only		93% (419/452) Info Only	✓	<b>Owner</b> This is a baseline measure. Comparison will begin from quarter 2.	
WEB01 - Percentage website availability	Ben Trueman Murtaza Maqbool	No Data No Target		No Data No Target		99.89% Target: 99.00	✓		