

F&R OSC QUARTERLY PERFORMANCE REPORT

Performance and Projects

September 2014



Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
CS01a - Total stage 1 complaints received for the Council	Robert Smyth Cassie O'Neil	110 Complaints Info Only	↗	209 Complaints Info Only	↘	143 Complaints Info Only	✓	<p>Updater Decline in number of complaint received against Qtr 1 stats where there was a peak due to telephony issues which have now been resolved.</p> <p>Slight increase against stats for 2013 Qtr 2, but this appears to be a general trend across all complaint stages and does not represent any cause for concern or action</p> <p>Owner As part of a broader review of performance management and evidence based decision making, the Performance Team will be considering how to improve the use of trend analysis including in complaints.</p> <p>Action:</p> <p>Develop, consult and launch proposals to improve our approach to performance management [Dec 14]</p>	

Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
CS01b - Total stage 2 complaints received for the Council	Robert Smyth Cassie O'Neil	9 Complaints Info Only		20 Complaints Info Only		12 Complaints Info Only		Updater Qtr 2 performance does not indicate any areas for action, significant reduction in number of complaints received in comparison to Qtr 1	
CS01c - Total stage 3 complaints received for the Council	Robert Smyth Cassie O'Neil	8 Complaints Info Only		1 Complaints Info Only		4 Complaints Info Only		Updater Increase in volume of Stage 3 complaints received against Qtr. 1, but figures do not represent any cause for concern or action	
CS02a - Percentage stage 1 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	97.35% (110/113) Target: 80.00		93.75% (225/240) Target: 80.00		88.48% (146/165) Target: 80.00		Updater Performance is within target range, will monitor response times during coming months as decline in performance in comparison to Qtr 1 and previous year noted Owner On a separate note, we will also be looking to undertake a review, with key stakeholders, of the complaints process. Action: Develop a process review template and pilot with the complaints process [Dec 14]	
CS02b - Percentage stage 2 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	83.33% (10/12) Target: 80.00		94.44% (17/18) Target: 80.00		88.89% (16/18) Target: 80.00		Updater Performance is within target - no cause for concern/action required	

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CS02c - Percentage stage 3 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	83.33% (5/6) Target: 80.00	↓	100.00% (5/5) Target: 80.00	↓	75.00% (3/4) Target: 80.00	✓	<p>Updater 1 complaint (of 4) responded out of target by Housing & Regeneration at Stage 3, this was due to the complex nature of the complaint. No further action required.</p> <p>Owner See Action to review complaints process.</p>	
ICT01 - Percentage of incidents resolved in less than 2 days	Ben Trueman Kashif Ghafoor	No Data No Target		88.43% (1017/1150) Target: 80.00	↑	93.81% (1137/1212) Target: 80.00	✓	Owner	
ICT02 - Availability of primary systems (office hours)	Ben Trueman Kashif Ghafoor	No Data No Target		99.80% Target: 99.00	↑	99.83% Target: 99.00	✓	Owner	
ICT03 - Percentage of New Starter Requests processed in 5 working days from notification	Ben Trueman Kashif Ghafoor	No Data Target: 0		95.00% (19/20) Target: 95.00	↓	89.09% (49/55) Target: 95.00	✓	<p>Owner New starter service requests were somewhat affected by a number of serious technical issues which needed to take priority.</p>	

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PIT01a - Percentage of staff productivity PI's improved or unchanged since last quarter	Robert Smyth Natasha Chambers	No Data Target: 0		63.33% (76/120) Target: 55.00		66.67% (62/93) Target: 55.00		<p>Updater</p> <p>Owner</p> <p>There continues to be a positive trend with 66% of services improving or maintaining their performance.</p> <p>However while this is a useful measure of productivity there is a need to understand the scale of this improvement and to identify what can be done to address those areas that are seeing worse performance.</p> <p>Actions: Produce a detailed report to identify long term performance trends across Departments [Dec 14]</p> <p>Review and improve the way we report productivity to improve its usefulness for managers [Dec 14]</p>	

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PIT01b - Percentage of staff productivity PI's improved or unchanged since same quarter previous year	Robert Smyth Natasha Chambers	No Data Target: 0		57.28% (59/103) Target: 55.00	↗	64.29% (63/98) Target: 55.00	✓	<p>Updater</p> <p>Owner There continues to be a positive trend with services improving or maintaining their performance.</p> <p>However while this is a useful measure of productivity there is a need to understand the scale of this improvement and to identify what can be done to address those areas that are seeing worse performance.</p> <p>Actions: Produce a detailed report to identify long term performance trends across Departments [Dec 14]</p> <p>Review and improve the way we report productivity to improve its usefulness for managers [Dec 14]</p>	
PIT02a - Desk provision - number of desks reduced	Robert Smyth Natasha Chambers	No Data Info Only		419 Desks Info Only	↘	400 Desks Info Only	✓	<p>Updater</p> <p>Owner Preparations for the office move are well underway.</p>	
PIT02b - Desk provision – staff/desk ratio	Robert Smyth Natasha Chambers	No Data Info Only		93% (419/452) Info Only	↘	88% (400/454) Info Only	✓	<p>Updater</p> <p>Owner The provision of staff to desks is high; however staff in the Performance Team are preparing and will be ready for the consolidation move on the 3rd November.</p>	

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WEB01 - Percentage website availability	Ben Trueman Murtaza Maqbool	No Data No Target		99.89% Target: 99.00	↗	99.98% Target: 99.00	✓	Owner	