

F&R OSC QUARTERLY PERFORMANCE REPORT

Performance and Projects

December 2014





Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
CS01a - Total stage 1 complaints received for the Council	Robert Smyth Cassie O'Neil	122 Complaints Info Only	↗	143 Complaints Info Only	↗	176 Complaints Info Only	✓	<p>Updater Increase in volume of complaints received against Qtr 2, seen an increase in complaints relating to telephony system, Housing Repair contract and during December, changes to Waste Services collections</p> <p>Owner More details are being sought and AD's and GM's will be asked to consider what lessons need to be learned.</p>	
CS01b - Total stage 2 complaints received for the Council	Robert Smyth Cassie O'Neil	17 Complaints Info Only	→	12 Complaints Info Only	↗	17 Complaints Info Only	✓	<p>Owner There has been an increase in the number of Stage 2 complaints.</p> <p>AD's and GM's will be asked to provide more details about the cause of this.</p>	
CS01c - Total stage 3 complaints received for the Council	Robert Smyth Cassie O'Neil	3 Complaints Info Only	↗	4 Complaints Info Only	→	4 Complaints Info Only	✓	<p>Owner There has been a small increase in the number of complaints.</p>	
CS02a - Percentage stage 1 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	94.21% (114/121) Target: 80.00	↘	88.48% (146/165) Target: 80.00	↗	92.61% (163/176) Target: 80.00	✓	<p>Owner It is positive to see performance in target.</p> <p>However there are still improvements that can be made.</p>	

Monitoring Information

Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
CS02b - Percentage stage 2 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	94.44% (17/18) Target: 80.00	↓	88.89% (16/18) Target: 80.00	↑	91.67% (11/12) Target: 80.00	✓	Updater Improved performance against Qtr 2 - within target Owner It is positive to see performance in target. However there are still improvements that can be made.	
CS02c - Percentage stage 3 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	83.33% (5/6) Target: 80.00	↓	75.00% (3/4) Target: 80.00	↓	50.00% (1/2) Target: 80.00	✓	Updater 1 complaint assigned to Finance & Operations was responded out of target due to complex nature of case, this was referred to Legal for review by the Chief Executive prior to final response being sent Owner The complex nature of this complaint does not indicate a systemic concern.	
ICT01 - Percentage of incidents resolved in less than 2 days	Ben Trueman Amanda Jeffries	No Data No Target		93.81% (1137/1212) Target: 80.00	↓	92.46% (699/756) Target: 80.00	✓	Owner	
ICT02 - Availability of primary systems (office hours)	Ben Trueman Amanda Jeffries	No Data No Target		99.83% Target: 99.00	↑	100.00% Target: 99.00	✓	Owner	
ICT03 - Percentage of New Starter Requests processed in 5 working days from notification	Ben Trueman Amanda Jeffries	No Data Target: 0		89.09% (49/55) Target: 95.00	↑	93.00% (93/100) Target: 95.00	✓	Owner Improved performance among additional work created by Office Consolidation.	
PIT02a - Desk provision - number of desks reduced	Robert Smyth Natasha Chambers	No Data Info Only		400 Desks Info Only	↓	342 Desks Info Only	✓	Owner No comment.	
PIT02b - Desk provision – staff/desk ratio	Robert Smyth Natasha Chambers	No Data Info Only		88% (400/454) Info Only	↓	76% (342/451) Info Only	✓	Owner No comment.	

 Monitoring  Information

Measure	Owner & Updater	Dec 2013 Result	Trend	Sep 2014 Result	Trend	Dec 2014 Result	Sign Off	Comments	Flag
WEB01 - Percentage website availability	Ben Trueman Murtaza Maqbool	No Data No Target		99.98% Target: 99.00		99.95% Target: 99.00		Owner	