

F&R OSC QUARTERLY PERFORMANCE REPORT

Performance and Projects

September 2015



Measure	Owner & Updater	Sep 2014 Result	Trend	Jun 2015 Result	Trend	Sep 2015 Result	Sign Off	Comments	Flag
CS01a - Total stage 1 complaints received for the Council	Robert Smyth Cassie O'Neil	143 Complaints Info Only		152 Complaints Info Only		123 Complaints Info Only		Owner	
CS01b - Total stage 2 complaints received for the Council	Robert Smyth Cassie O'Neil	12 Complaints Info Only		12 Complaints Info Only		17 Complaints Info Only		Owner	
CS01c - Total stage 3 complaints received for the Council	Robert Smyth Cassie O'Neil	4 Complaints Info Only		4 Complaints Info Only		5 Complaints Info Only		Owner	
CS02a - Percentage stage 1 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	88.48% (146/165) Target: 80.00		89.17% (140/157) Target: 80.00		92.11% (105/114) Target: 80.00		Owner Performance over the last quarter has been positive. However we are continuing to review our approach to identify areas for improvement.	
CS02b - Percentage stage 2 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	88.89% (16/18) Target: 80.00		84.21% (16/19) Target: 80.00		100.00% (11/11) Target: 80.00		Owner Excellent performance.	
CS02c - Percentage stage 3 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	75.00% (3/4) Target: 80.00		100.00% (4/4) Target: 80.00		100.00% (7/7) Target: 80.00		Owner	
ICT01 - Percentage of incidents resolved in less than 2 days	Ben Trueman Amanda Jeffries	93.81% (1137/1212) Target: 80.00		92.90% (994/1070) Target: 90.00		92.38% (934/1011) Target: 90.00		Owner	
ICT02 - Availability of primary systems (office hours)	Ben Trueman Amanda Jeffries	99.83% Target: 99.00		100.00% Target: 99.00		99.90% Target: 99.00		Owner	

Monitoring Information

Measure	Owner & Updater	Sep 2014 Result	Trend	Jun 2015 Result	Trend	Sep 2015 Result	Sign Off	Comments	Flag
ICT03 - Percentage of New Starter Requests processed in 5 working days from notification	Ben Trueman Amanda Jeffries	89.09% (49/55) Target: 95.00	↗	72.13% (44/61) Target: 97.00	↗	95.74% (45/47) Target: 97.00	✓	Owner Fully staffed and trained service desk now in place	
WEB01 - Percentage website availability	Ben Trueman Murtaza Maqbool	99.98% Target: 99.00	↘	99.98% Target: 99.00	↘	99.96% Target: 99.00	✓	Owner	