


F&R OSC QUARTERLY PERFORMANCE REPORT

Performance and Projects

March 2017



Measure	Owner & Updater	Mar 2017 Result	Dec 2016 Result	Mar 2016 Result	Sign Off	Comments
CS02a - Percentage stage 1 complaints resolved in 20 days for the Council	Matt Rawdon Cassie O'Neil	89.6% (112/125) Target: 80	90.7% (117/129) Target: 80	98.68% (150/152) Target: 80	✓	Updater Quarterly performance exceeding target, no current issues for further attention. New complaint system to go live in April which will provide tighter performance management and analysis

CS02b - Percentage stage 2 complaints resolved in 20 days for the Council	Matt Rawdon Cassie O'Neil	78.57% (11/14) Target: 80	85.71% (18/21) Target: 80	86.67% (13/15) Target: 80	 <p>Updater Performance for Stage 2 just below target for Qtr 4 2016/17. This is owing to 3 complaints responded out of target as follows;</p> <p>RJC84J (Housing Landlord) - responded 26 days overdue. This was owing to additional information requested to complete review and time taken for complainant to submit this.</p> <p>AG5FEC (Housing Landlord)- complaint still open and now 25 days overdue. Reason for delay is due to the case still being under review; additional information supplied 01/03/17 to be considered</p> <p>BW6HNB (Planning, Development & Regeneration) - complaint still open and now 26 days overdue. No information relating to reason for delay has been provided on system.</p> <p>New complaints process to launch during April 2017; this will see complaints assigned to independent services to review the way the original investigation was undertaken; this robust & uniform approach should result in shorter response times. Should delayed responses continue to be an issue further options will be considered.</p>
---	------------------------------	---------------------------------	---------------------------------	---------------------------------	---

Measure	Owner & Updater	Mar 2017 Result	Dec 2016 Result	Mar 2016 Result	Sign Off	Comments
CS02c - Percentage stage 3 complaints resolved in 20 days for the Council	Matt Rawdon Cassie O'Neil	100% (11/11) Target: 80	71.42% (5/7) Target: 80	100% (5/5) Target: 80	✓ Updater	Exceeding target with 100% performance, no further comments.
HR01 - Total FTE staff employed	Matt Rawdon Anne Stunell	652 Staff Info Only	634 Staff Info Only	650 Staff Info Only	✓ Updater	
HR02 - Total number of leavers	Matt Rawdon Anne Stunell	27 Leavers Info Only	28 Leavers Info Only	21 Leavers Info Only	✓ Updater	Owner No comments, similar to previous quarters.
HR03 - Total days lost through sickness absence	Matt Rawdon Anne Stunell	1605 Days Info Only	1437 Days Info Only	1679 Days Info Only	✓ Updater	
HR04a - Total days lost through SHORT TERM sickness absence	Matt Rawdon Anne Stunell	471.5 Days Info Only	498.5 Days Info Only	668.5 Days Info Only	✓ Updater	
HR04b - Total days lost through LONG TERM sickness absence	Matt Rawdon Anne Stunell	1133.5 Days Info Only	938.5 Days Info Only	1010.5 Days Info Only	✓ Updater	
HR05 - Average days lost due to sickness absence per FTE	Matt Rawdon Anne Stunell	2.46 Days (1605/652) No Target	2.27 Days (1437/634) Target: 2	2.58 Days (1679/650) Target: 2	✓ Updater	
HR10 - Percentage of employees who have been absent on more than 2 occasions in the quarter	Matt Rawdon Anne Stunell	4.2% (30/705) Target: 8	2.48% (18/727) Target: 8	2.89% (21/727) Target: 8	✓	
ICT01 - Percentage of incidents resolved in less than 2 days	Ben Trueman Amanda Jeffries	88.87% (2020/2273) Target: 90	89.64% (1324/1477) Target: 90	88.63% (1021/1152) Target: 90	✓ Owner	Target narrowly missed. A good performance in the context of the Forum move and staff shortage.

Measure	Owner & Updater	Mar 2017 Result	Dec 2016 Result	Mar 2016 Result	Sign Off	Comments
ICT02 - Availability of primary systems (office hours)	Ben Trueman Amanda Jeffries	99.99% Target: 99	99.81% Target: 99	99.95% Target: 99	✓	Owner Consistently good availability
ICT03 - Percentage of New Starter Requests processed in 5 working days from notification	Ben Trueman Amanda Jeffries	96.43% (27/28) No Target	100% (28/28) Target: 95	79.17% (19/24) Target: 95	✓	Owner A good performance in the context of the Forum move and staff shortage.
WEB01 - Percentage website availability	Ben Trueman Murtaza Maqbool	100% Target: 99	99.99% Target: 99	99.89% Target: 99	✓	Owner Consistently excellent availability
WEB03 - Number of Website Users	Ben Trueman Murtaza Maqbool	No Data Info Only	112182 Info Only	122865 Info Only	✓	Owner Very slight drop in numbers.