OSC Report - Finance & Resources Department - Performance and Projects   Sep-2017

Indicator Name	Results Sep-2017	Last Months Results Jun-17	Last Years Results Sep-16	RAG 🔴 🟠 🟢	Comments	Actions
Dacorum Delivers - Performance excellence						
HR02a - Turnover of staff	11 % Info Only	8 % Info Only	No Data Info Only		Updater Comments: Higher than last quater. No data for last year	No Info
ICT01 - Percentage of incidents resolved in less than 2 days	91.34% 2195 / 2403 Target: 90	92.06% 2121 / 2304 Target: 90	90.65% 950 / 1048 Target: 90	0 | 2 | 2	Approver Comments: Good performance across the quarter	No Info
ICT02 - Availability of primary systems (office hours)	100% Target: 99	99.9% Target: 99	100% Target: 99	0 | 0 | 4	Approver Comments: Excellent availability	No Info
HR03 - Total days lost through sickness absence	1783 Days Info Only	1233.75 Days Info Only	1464.25 Days Info Only			No Info
HR04a - Total days lost through SHORT TERM sickness absence	524.5 Days Info Only	293.75 Days Info Only	408.25 Days Info Only		Updater Comments: Higher than last quarter and last year	No Info
HR04b - Total days lost through LONG TERM sickness absence	1258.5 Days Info Only	940 Days Info Only	1056 Days Info Only			No Info
HR05 - Average days lost due to sickness absence per FTE - profiled target	0.9 Days 594.33 / 663 Target: 0.76	0.64 Days 411.25 / 647 Target: 0.54	0.75 Days 488.08 / 652 Target: 2	0 | 3 | 1		No Info
ICT06 - Total number of incidents and service requests reported (ICT)	3714 Info Only	3558 Info Only	2245 Info Only		Approver Comments: Broadly in line with previous quarters	No Info
Dacorum Delivers - Reputation and profile delivery						
WEB03 - Number of Website Users	128218 Info Only	132907 Info Only	No Data Info Only		Updater Comments: In Q2 we have seen 253,956 sessions from 128,218 unique users on our website	No Info

Indicator Name	Results Sep-2017	Last Months Results Jun-17	Last Years Results Sep-16	RAG	Comments	Actions
CS02a - Percentage stage 1 complaints resolved in 15 days for the Council	80.3% 53 / 66 Target: 80	71.11% 32 / 45 Target: 80	93.75% 135 / 144 Target: 80	1 | 0 | 3	Updater Comments: Performance meeting target and on continual improvement Directorate Support have added measures during the qtr to monitor complaint deadlines and work with GMs to ensure they are met	No Info
CS02b - Percentage stage 2 complaints resolved in 15 days for the Council	100% 2 / 2 Target: 80	25% 1 / 4 Target: 80	85% 17 / 20 Target: 80	1 | 1 | 2	Updater Comments: Performance exceeding target at 100% - no actions required at this time	No Info