

# F&R OSC QUARTERLY PERFORMANCE REPORT



## Performance and Projects

June 2015

Measure	Owner & Updater	Jun 2014 Result	Trend	Mar 2015 Result	Trend	Jun 2015 Result	Sign Off	Comments	Flag
CS01a - Total stage 1 complaints received for the Council	Robert Smyth Cassie O'Neil	209 Complaints Info Only		163 Complaints Info Only		152 Complaints Info Only		<b>Owner</b>	
CS01b - Total stage 2 complaints received for the Council	Robert Smyth Cassie O'Neil	20 Complaints Info Only		20 Complaints Info Only		12 Complaints Info Only		<b>Updater</b>	
CS01c - Total stage 3 complaints received for the Council	Robert Smyth Cassie O'Neil	1 Complaints Info Only		6 Complaints Info Only		4 Complaints Info Only		<b>Updater</b>	
CS02a - Percentage stage 1 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	93.75% (225/240) Target: 80.00		95.12% (156/164) Target: 80.00		89.17% (140/157) Target: 80.00		<b>Updater</b>	
CS02b - Percentage stage 2 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	94.44% (17/18) Target: 80.00		100.00% (18/18) Target: 80.00		84.21% (16/19) Target: 80.00		<b>Owner</b> A small number of cases have proved more difficult reducing performance. However it is still within target. That being said services have been reminded of the need to hit targets.	
CS02c - Percentage stage 3 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	100.00% (5/5) Target: 80.00		83.33% (5/6) Target: 80.00		100.00% (4/4) Target: 80.00		<b>Owner</b>	
ICT01 - Percentage of incidents resolved in less than 2 days	Ben Trueman Amanda Jeffries	88.43% (1017/1150) Target: 80.00		93.76% (841/897) Target: 80.00		92.90% (994/1070) Target: 90.00		<b>Owner</b>	
ICT02 - Availability of primary systems (office hours)	Ben Trueman Amanda Jeffries	99.80% Target: 99.00		99.62% Target: 99.00		100.00% Target: 99.00		<b>Owner</b>	

Monitoring Information

Measure	Owner & Updater	Jun 2014 Result	Trend	Mar 2015 Result	Trend	Jun 2015 Result	Sign Off	Comments	Flag
ICT03 - Percentage of New Starter Requests processed in 5 working days from notification	Ben Trueman Amanda Jeffries	95.00% (19/20) Target: 95.00	↓	84.48% (49/58) Target: 95.00	↓	72.13% (44/61) Target: 97.00	✓	<b>Owner</b> A period of staff shortage and transition within ICT has seen incidents prioritised over service requests in the short term. As of July, the team is fully staffed.	
WEB01 - Percentage website availability	Ben Trueman Murtaza Maqbool	99.89% Target: 99.00	↑	99.99% Target: 99.00	↓	99.98% Target: 99.00	✓	<b>Owner</b>	