


OSC Report - Housing & Community Department - Performance, People and Innovation

Indicator Name	Results Sep-2018	Last Quarters Results Jun-18	Last Years Results Sep-17	RAG	Comments	Actions
Building Community Capacity - Empower local community action and delivery						
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	693 Attendances Info Only	1312 Attendances Info Only	742 Attendances Info Only		Approver Comments: Similar to quarter 2 last year. The reduction in numbers from last quarter, could be as a result of running less youth clubs due to the higher than normal level of staff vacancies whilst implementing the operational changes in the APGs.	No Info
CYP01a - Number of children attending Adventure Playgrounds	13899 Attendances Info Only	12121 Attendances Info Only	24490 Attendances Info Only		Approver Comments: The numbers have increased since last quarter. we have introduced tighter controls for recording attendances, namely managers have been instructed to go through the signing in book and check the children are on site. we will be piloting a footfall counter to assist with attendance accuracy.	No Info
Dacorum Delivers - Performance excellence						
CSU13 - Face to Face: Waiting time more than 20 minutes	5.02% 815 / 16250 Target: 5	5.45% 979 / 17970 Target: 5	5.86% 939 / 16016 Target: 5	0 4 0	No Comments	No Info
CSU10 - Call Handling: Average wait time	321 Second(s) Target: 210	332.33 Second(s) Target: 210	279.67 Second(s) Target: 210	0 4 0	Approver Comments: We have recently had a number of experienced staff leave the CSU, and it takes up to 12 months to fully train a new member of the team to answer all the service enquiries. This is having an impact on this particular performance indicator.	No Info

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CSU11 - Call Handling: Abandoned Call Rate	15.19% 4574 / 30121 Target: 20	17.26% 5229 / 30298 Target: 20	25.59% 10262 / 40105 Target: 20	0 2 2	No Comments	No Info
CSU12 - Face to Face; Average Wait Time	282.33 Second(s) Target: 450	247 Second(s) Target: 450	245 Second(s) Target: 450	0 0 4	No Comments	No Info
Dacorum Delivers - Reputation and profile delivery						
CSU03 - Percentage of customers satisfied with service received from the Customer Service Centre	98.83% 253 / 256 Target: 80	100% 983 / 983 Target: 80	100% 442 / 442 Target: 80	0 0 4	No Comments	No Info
CSU06 - Percentage of customers satisfied with service received from the Contact Centre	97.63% 412 / 422 Target: 80	100% 82 / 82 Target: 80	99.48% 959 / 964 Target: 80	0 0 4	No Comments	No Info