

# F&R OSC QUARTERLY PERFORMANCE REPORT

## Performance and Projects

December 2015



Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2015 Result	Trend	Dec 2015 Result	Sign Off	Comments	Flag
CS01a - Total stage 1 complaints received for the Council	Robert Smyth Cassie O'Neil	176 Complaints Info Only	↓	123 Complaints Info Only	↓	119 Complaints Info Only	✓	<b>Owner</b>	
CS01b - Total stage 2 complaints received for the Council	Robert Smyth Cassie O'Neil	17 Complaints Info Only	↓	17 Complaints Info Only	↓	12 Complaints Info Only	✓	<b>Owner</b>	
CS01c - Total stage 3 complaints received for the Council	Robert Smyth Cassie O'Neil	4 Complaints Info Only	→	5 Complaints Info Only	↓	4 Complaints Info Only	✓	<b>Owner</b>	
CS02a - Percentage stage 1 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	92.61% (163/176) Target: 80.00	↓	92.11% (105/114) Target: 80.00	↓	91.54% (119/130) Target: 80.00	✓	<b>Owner</b> Performance on complaints resolution continues to be positive. A draft review has been completed and will be submitted to CMT for consideration.	
CS02b - Percentage stage 2 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	91.67% (11/12) Target: 80.00	↑	100.00% (11/11) Target: 80.00	↓	93.75% (15/16) Target: 80.00	✓	<b>Owner</b> Performance on complaints resolution continues to be positive.	

Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2015 Result	Trend	Dec 2015 Result	Sign Off	Comments	Flag
CS02c - Percentage stage 3 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	50.00% (1/2) Target: 80.00	↗	100.00% (7/7) Target: 80.00	↘	60.00% (3/5) Target: 80.00	✓	<b>Updater</b> - 1 complaint was redirected/refused at a number of allocations before finally being passed to Director of Housing for response. There were also system issues that had to be resolved by the system admin and the notes on screen would indicate that, whilst the complaint was not closed until it was 1 month out of target, the physical response had already been raised & sent outside of the system at an earlier date and later uploaded when the system issue had been resolved. - The interaction history of the second complaint would indicate it went over target due to the complex nature of the investigation required (this related to a 'prior consideration' application and a number of officers had to be consulted as part of the response).	
ICT01 - Percentage of incidents resolved in less than 2 days	Ben Trueman Amanda Jeffries	92.46% (699/756) Target: 80.00	↘	92.38% (934/1011) Target: 90.00	↗	93.91% (926/986) Target: 90.00	✓	<b>Owner</b> Steady performance despite occasionally challenging staff numbers.	
ICT02 - Availability of primary systems (office hours)	Ben Trueman Amanda Jeffries	100.00% Target: 99.00	↘	99.90% Target: 99.00	↗	99.91% Target: 99.00	✓	<b>Owner</b> The quarter has seen only minor issues, addressed rapidly.	
ICT03 - Percentage of New Starter Requests processed in 5 working days from notification	Ben Trueman Amanda Jeffries	93.00% (93/100) Target: 95.00	↗	95.74% (45/47) Target: 97.00	↗	96.15% (25/26) Target: 97.00	✓	<b>Owner</b>	
WEB01 - Percentage website availability	Ben Trueman Murtaza Maqbool	99.95% Target: 99.00	↗	99.96% Target: 99.00	↗	99.98% Target: 99.00	✓	<b>Owner</b> Website availability continues to be consistently good.	