

F&R OSC QUARTERLY PERFORMANCE REPORT

Performance and Projects

June 2016



Measure	Owner & Updater	Jun 2016 Result	Mar 2016 Result	Jun 2015 Result	Sign Off	Comments
CS02a - Percentage stage 1 complaints resolved in 20 days for the Council	Matt Rawdon Cassie O'Neil	97.78% (132/135) Target: 80	98.68% (150/152) Target: 80	89.17% (140/157) Target: 80	✓ Updater Owner Improvement from last quarter which is pleasing.	
CS02b - Percentage stage 2 complaints resolved in 20 days for the Council	Matt Rawdon Cassie O'Neil	84.62% (11/13) Target: 80	86.67% (13/15) Target: 80	84.21% (16/19) Target: 80	✓ Updater Owner No comments	
CS02c - Percentage stage 3 complaints resolved in 20 days for the Council	Matt Rawdon Cassie O'Neil	100% (4/4) Target: 80	100% (5/5) Target: 80	100% (4/4) Target: 80	✓ Updater Owner No comments	
HR01 - Total FTE staff employed	Matt Rawdon Anne Stunell	660 Staff Info Only	650 Staff Info Only	685 Staff Info Only	✓ Updater slightly higher than last quarter; lower than last year 22 leavers, 20 starters Owner No comments	

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HR02 - Total number of leavers	Matt Rawdon Anne Stunell	22 Leavers Info Only	21 Leavers Info Only	25 Leavers Info Only	✓	Updater 3 retirements at 65 years, 15 voluntary resignations, 1 redundancy, 3 resignations to go to other local authorities Owner No comments
HR03 - Total days lost through sickness absence	Matt Rawdon Anne Stunell	1019.25 Days Info Only	1679 Days Info Only	1449.62 Days Info Only	✓	Updater Significantly lower than last quarter and last year Owner No comments
HR04a - Total days lost through SHORT TERM sickness absence	Matt Rawdon Anne Stunell	369.75 Days Info Only	668.5 Days Info Only	353.6 Days Info Only	✓	Updater Significantly lower than last quarter, but higher than last year Owner No comments
HR04b - Total days lost through LONG TERM sickness absence	Matt Rawdon Anne Stunell	649.5 Days Info Only	1010.5 Days Info Only	1096.02 Days Info Only	✓	Updater Significantly lower than last quarter and last year Owner This is where a lot of work has been carried out to help support staff back to work or to end the contractual relationship.

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HR05 - Average days lost due to sickness absence per FTE	Matt Rawdon Anne Stunell	1.54 Days (1019/660) Target: 2	2.58 Days (1679/650) Target: 2	2.12 Days (1450/685) Target: 2	✓	Updater Significantly lower than last quarter and last year; under target Owner No comments
ICT01 - Percentage of incidents resolved in less than 2 days	Ben Trueman Amanda Jeffries	89.46% (951/1063) Target: 90	88.63% (1021/1152) Target: 90	92.9% (994/1070) Target: 90	✓	Owner Target missed by a fraction, with the picture improving steadily through the quarter.
ICT02 - Availability of primary systems (office hours)	Ben Trueman Amanda Jeffries	100% Target: 99	99.95% Target: 99	300% Target: 99	✓	Owner
ICT03 - Percentage of New Starter Requests processed in 5 working days from notification	Ben Trueman Amanda Jeffries	96.55% (28/29) Target: 95	79.17% (19/24) Target: 95	72.13% (44/61) Target: 97	✓	Owner Excellent performance from the Service Desk
WEB01 - Percentage website availability	Ben Trueman Murtaza Maqbool	100% Target: 99	99.89% Target: 99	99.98% Target: 99	✓	Owner
WEB03 - Number of Website Users	Ben Trueman Murtaza Maqbool	123748 Info Only	122865 Info Only	No Data Info Only	✓	Owner A modest increase of 0.5% over the number of previous quarter's user numbers.