

# F&R OSC QUARTERLY PERFORMANCE REPORT

## Performance and Projects

March 2015



Measure	Owner & Updater	Mar 2014 Result	Trend	Dec 2014 Result	Trend	Mar 2015 Result	Sign Off	Comments	Flag
CS01a - Total stage 1 complaints received for the Council	Robert Smyth Cassie O'Neil	240 Complaints Info Only	↓	176 Complaints Info Only	↓	163 Complaints Info Only	✓	<b>Owner</b> The number of complaints has reduced but its important to ensure we learn lessons.	
CS01b - Total stage 2 complaints received for the Council	Robert Smyth Cassie O'Neil	18 Complaints Info Only	↑	17 Complaints Info Only	↑	20 Complaints Info Only	✓	<b>Owner</b>	
CS01c - Total stage 3 complaints received for the Council	Robert Smyth Cassie O'Neil	8 Complaints Info Only	↓	4 Complaints Info Only	↑	6 Complaints Info Only	✓	<b>Owner</b>	
CS02a - Percentage stage 1 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	91.76% (156/170) Target: 80.00	↑	92.61% (163/176) Target: 80.00	↑	95.12% (156/164) Target: 80.00	✓	<b>Updater</b> Performance against stage 1 complaint response times is within target and represents an improvement in comparison to both previous quarter previous year <b>Owner</b> It's positive to see the improvement but we need to continue to improve our response to the process.	

Measure	Owner & Updater	Mar 2014 Result	Trend	Dec 2014 Result	Trend	Mar 2015 Result	Sign Off	Comments	Flag
CS02b - Percentage stage 2 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	66.67% (10/15) Target: 80.00	↗	91.67% (11/12) Target: 80.00	↗	100.00% (18/18) Target: 80.00	✓	<b>Updater</b> Performance against stage 2 complaint response times is 100% and represents improved performance levels in comparison to both previous quarter and previous year actuals <b>Owner</b> This is a really positive and we will aim to keep this level over the next quarter.	
CS02c - Percentage stage 3 complaints resolved in 20 days for the Council	Robert Smyth Cassie O'Neil	40.00% (2/5) Target: 80.00	↗	50.00% (1/2) Target: 80.00	↗	83.33% (5/6) Target: 80.00	✓	<b>Updater</b> Performance against stage 3 complaint response times is within target and represents improved performance levels in comparison to both previous quarter and previous year actuals	
ICT01 - Percentage of incidents resolved in less than 2 days	Ben Trueman Amanda Jeffries	No Data No Target		92.46% (699/756) Target: 80.00	↗	93.76% (841/897) Target: 80.00	✓	<b>Owner</b>	
ICT02 - Availability of primary systems (office hours)	Ben Trueman Amanda Jeffries	No Data No Target		100.00% Target: 99.00	↘	99.62% Target: 99.00	✓	<b>Updater</b>	
ICT03 - Percentage of New Starter Requests processed in 5 working days from notification	Ben Trueman Amanda Jeffries	No Data Target: 0		93.00% (93/100) Target: 95.00	↘	84.48% (49/58) Target: 95.00	✓	<b>Owner</b> Performance has reduced due to significant levels of turnover in the team in the last quarter.	
PIT02a - Desk provision - number of desks reduced	Robert Smyth Natasha Chambers	No Data Info Only		342 Desks Info Only		No Data Info Only	✓	<b>Owner</b> No information provided this quarter. However a more accurate survey is being undertaken as part of the Forum project planning process.	

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PIT02b - Desk provision – staff/desk ratio	Robert Smyth Natasha Chambers	No Data Info Only		76% (342/451) Info Only		No Data Info Only	✓	<b>Owner</b> No information provided this quarter. However a more accurate survey is being undertaken as part of the Forum project planning process.	
WEB01 - Percentage website availability	Ben Trueman Murtaza Maqbool	No Data No Target		99.95% Target: 99.00	↗	99.99% Target: 99.00	✓	<b>Owner</b>	