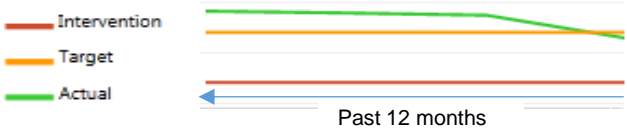
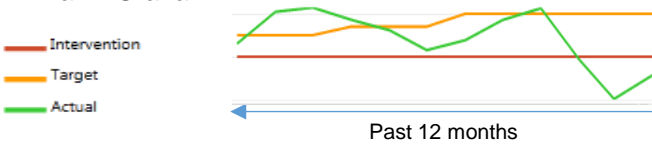
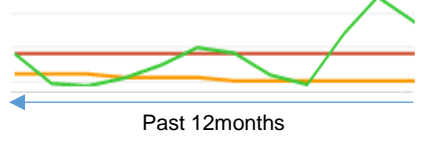
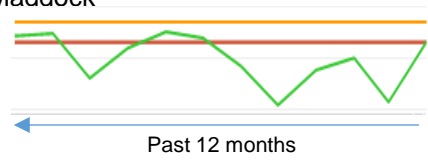


Appendix A - Key Performance Information

PI and PI owner and Month organised by Service Area	Actual	Target	Int.	Comments
Landlord Services				
AH204 % tenants satisfied with responsive repairs				
Geoff Clark				
	Dec	97.97	97	The March result is provisional based on survey results received to date. The final result and commentary will be reported in the next quarterly update. December's result is now confirmed at 97.97%. This is a reduction from the 98.7% reported within the Q3 report, but remains above target. Prior to Q4 provisional result, performance throughout the year has consistently exceeded the target of 97% satisfaction.
	Mar	96.45	97	

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Appendix A - Key Performance Information

PI and PI owner and Month organised by Service Area		Actual	Target	Int.	Comments	
Contact Centre						
CC303 % of calls to the Contact Centre that are handled (answered)						
Dawn Graham						
	Jan	79.29	90	80	Recent performance levels have been impacted by staffing levels (including periods of unavoidable and unplanned staff absence), as well as the provision of training to new staff and allocation of resource to cover the print room service.	
	Feb	70.13	90	80		
	Mar	75.67	90	80		
					A number of measures are in place to address performance levels going forward. We are currently in the process of training new recruits, and are seeking to extend current temporary staff whilst training of permanent employees takes place. Training will also be provided to service specific champions within the Contact Centre, who will be available to provide newer team members with guidance in relation to certain types of queries. Measures are being implemented to increase staff retention, including recruitment of apprentices. The Contact Centre is also contributing to the corporate customer portal project to look at reducing call volumes, and is seeking to embed self-service as the first option for all customer enquiries. Discussions are taking place to allow seconded staff to provide backup during periods of unplanned absence and peak call volumes.	
CC307 Average call answer time (seconds)						
Dawn Graham						
	Jan	239	100	180		
	Feb	345	100	180		
	Mar	272	100	180		
Corporate Services						
CC305 % of formal complaint responses sent within timescale (all SCDs)						
EMT						
	Dec	70	80	70	The March figure was not available at the time that this report was submitted to CEMT. A detailed quarterly performance report has been created and submitted to CEMT to allow the identification of trends and actions that need to be taken to work towards achievement of targets going forward.	
	Mar		80	70		
Finance						
FS109 % invoices paid in 30 days						
Peter Maddock						
	Jan	94.97	98.5	96.5	The Council's Procurement Officer has worked to identify underlying late invoice payment trends. This has been used to target the delivery of some additional T1 system and invoice payment training and key messages. This includes the importance of ensuring invoices are date stamped upon arrival. This analysis will continue to take place to identify training needs and ensure that consistent improvement in payment results is achieved.	
	Feb	90.65	98.5	96.5		
	Mar	96.58	98.5	96.5		
HR						
FS116 Staff sickness days per FTE (non-cumulative)						
Susan Gardner Craig						
	Dec	2.64	1.75	2.5	The March figure was not available at the time that this report was submitted to CEMT. A full sickness monitoring report is provided quarterly to CEMT and Employment and Staffing Committee as part of ongoing in depth sickness reporting arrangements.	
	Mar		1.75	2.5		

Appendix A - Key Performance Information

PI and PI owner and Month organised by Service Area		Actual	Target	Int.	Comments
FS117 Staff turnover (non-cumulative)					
Susan Gardner Craig					
	Dec	0.72	3.25	4.00	The March figure was not available at the time that this report was submitted to CEMT. A full staffing monitoring report is provided quarterly to CEMT and Employment and Staffing Committee as part of ongoing in depth staffing reporting arrangements.
	Mar		3.25	4.00	

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Appendix A - Key Performance Information

PI and PI owner and Month organised by Service Area			Actual Target		Int.
Environ. Health & Licensing					
ES406 % major non-compliances resolved (in rolling year)					
Rob Lewis					
	Dec	68.42	90	80	The March figure was not received in time for submission to CEMT.
	Mar		90	80	
ES401 % business satisfaction with regulation service					
Rob Lewis					
	Dec	81	90	80	This March figure was not received in time for submission to CEMT.
	Mar		90	80	

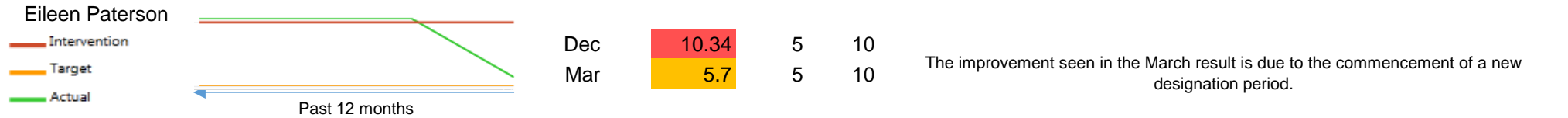
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Appendix A - Key Performance Information

PI and PI owner and Month organised by Service Area	Actual	Target	Int.	Comments
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Dev. Management

PN512 % of appeals against major planning permissions refusal allowed (designation period cumulative)



PN505 % customers satisfied with Planning and New Communities

