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Corporate Policy Unit Service Performance and Service Standards 2008/09

Report Type: PI Report
Generated on: 18 July 2008



PI Code	Short Name	Current Target	Amber Threshold	Red Threshold
CE025	Customer Care - Percentage of telephone calls answered with standard greeting	85%	84% - 71%	70% and below
CE026	Customer Care - Percentage of staff using call-divert or voicemail when unavailable to answer the telephone	85%	84% - 76%	75% and below
CE027	Customer Care - Percentage of staff wearing identification badges	80%	79% - 66%	65% and below
CE028	Customer Care - Percentage of customers seen at their agreed appointment time	70%	69% - 61%	60% and below
CE029	Customer Care - Percentage of written correspondence (excluding complaints & FOI requests) responded to in full within ten working days	75%	74% - 61%	60% and below
CE030	Customer Care - Percentage of staff using appropriate signature text in emails	75%	74% - 61%	60% and below
CE031	Customer Care - Percentage of staff using email autoresponse if out of the office for more than two days	95%	94% - 81%	80% and below
CE032	Customer Care - Percentage of staff using the standard correspondence (letterhead, memo, fax) templates	90%	89% - 81%	80% and below
CE033	Customer Care - Percentage of customers made aware of equal-access services & facilities (e.g., translation services, Braille, etc)	100%	99% - 81%	80% and below
CE034	Customer Care - percentage of calls to public-facing helplines (excluding Moray Contact Centre) answered within seven seconds	85%	84% - 71%	70% and below
CE035	Customer Care - Percentage of calls to Moray Contact Centre answered within seven seconds	85%	84% - 71%	70% and below

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Objective: Corporate Policy Unit Service Performance and Service Standards Indicators					
PI Code	Short Name	Current Target	Amber Threshold	Red Threshold	
CE001	Equalities Impact Assessments - Number of Council policies & functions to be prioritised as high / medium / low	Contextual data			
CE002	Equalities Impact Assessments - Percentage of policies and functions prioritised as high / medium / low	100%	99% - 81%	80% and below	
CE003	Equalities Impact Assessments - Number of high-priority policies & functions to be assessed	Contextual data			
CE004	Equalities Impact Assessments - Percentage of high-priority assessments completed and signed off	100%	99% - 81%	80% and below	
CE005	Equalities Impact Assessments - Number of medium-priority policies & functions to be assessed	Contextual data			
CE006	Equalities Impact Assessments - Percentage of medium-priority assessments completed and signed off	100%	99% - 81%	80% and below	
CE007	Equalities Impact Assessments - Number of low-priority policies & functions to be assessed	Contextual data			
CE008	Equalities Impact Assessments - Percentage of low-priority assessments completed and signed off	100%	99% - 81%	80% and below	
CE009	Complaints - Number received across Council	Contextual data			
CE010	Complaints - Percentage acknowledged within three working days across Council	100%	99% - 76%	75% and below	
CE011	Complaints - Percentage responded to within twenty working days across Council	85%	84% - 66%	65% and below	
CE012	Complaints - Percentage forwarded to appropriate officers within 3 working days	100%	99% - 81%	80% and below	
CE013	Freedom of Information - Number of requests received	Contextual data			
CE014	Freedom of Information - Percentage of requests acknowledged within three working days	100%	99% - 76%	75% and below	
CE015	Freedom of Information - Percentage of requests replied to within twenty working days	85%	84% - 71%	70% and below	
CE016	Freedom of Information - Percentage of requests forwarded to appropriate officers within 1 working day	100%	99% - 81%	80% and below	

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PI Code	Short Name	Current Target	Amber Threshold	Red Threshold
CE021	Percentage of policies & strategies developed within 9 months of CMT or committee approval	85%	84% - 79%	78% and below
CE022	Percentage of six-monthly reporting schedule achieved for implementation of policies & strategies	90%	89% - 76%	75% and below
CE023	Percentage of quarterly monitoring schedule achieved for ring-fenced funding	100%	99% - 81%	80% and below
CE024	Percentage of quarterly telephone monitoring reporting schedule achieved	100%	99% - 81%	80% and below