

## APPENDIX A



### Chief Executive's Office Performance Indicators 2015/16

Indicators with no notes are unchanged from last year  
 Nat = National Indicators; Local Indicators; (b) = Benchmarked

Committee								
Cat	Code	Name	Previous Target	2012/13	2013/14	2014/15	2015/16	Notes
				Value	Value	Value		
Local(b)	Freedom of Information - Percentage of requests replied to within twenty working days	CE015	95%	94.5%	97.5%	98.1%	95%	
Local	Cost of outsourced Print Room work as a % of Print Room expenditure	CE069	-	N/A	27%	32%	Data only	
Nat(b)	Complaints received per 1,000 population	CE070	-	5.6	4.9	5.5	Data only	
Nat(b)	The number of complaints upheld / partially upheld at each stage as a percentage of complaints closed in full at each stage	CE072	-	N/A	36%	30.7%	Data only	
Local	Percentage of community consultations facilitated by the Community Support Unit achieving a rating of 'good' or above from the participants	CE059	90%	90%	99%	89%	90%	
Local	Freedom of Information - Customer Satisfaction Index	CE066	-	N/A	N/A	N/A	-	Remove indicator – pending a review of the Freedom of Information process.
Local	Complaints - Customer Satisfaction Index	CE068		N/A	N/A	56.3	Data Only	