

	Service Area	Measure ID	Measure	High or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	
СХ	Customer Services	CS 1	Number of face to face enquiries in customer services	N/A	Volumetric	Volumetric	Q2 - 19/20	4,226	Q3 - 19/20	3,534	Number	V	
	Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	N/A	Volumetric	Volumetric	Q2 - 19/20	28,477	Q3 - 19/20	26,989	Number	V	
	Customer Services	CS 3	Average time taken to answer a call to customer services	Low is good	120	90	Q2 - 19/20	197	Q3 - 19/20	159	Seconds	R	
	Customer Services	CS 4	Average customer feedback score (face to face enquiries - score out of 10)	High is good	8	10	Q2 - 19/20	10	Q3 - 19/20	10	Number	G	
	Customer Services	CS 5	Customer satisfaction with their phone call to Customer Services	High is good	80.00	95.00	Q2 - 19/20	98.00	Q3 - 19/20	96.05	%	G	▼
DHI	Business Development	BD 1	Number of users logged into the on-line self-service system this quarter	High is good	8,084	8,321	Q2 - 19/20	8,427	Q3 - 19/20	8,409	Number	G	▼
	IT	ICT 1	Number of calls logged to IT helpdesk	N/A	Volumetric	Volumetric	Q2 - 19/20	1,087	Q3 - 19/20	770	Number	V	
	IT	ICT 2	Percentage of first-time fixes	High is good	Volumetric	Volumetric	Q2 - 19/20	52.50	Q3 - 19/20	51.60	%	V	▼

The table above shows excellent performance overall with only CS3 still showing as red. However, even on this measure we can see that times are improving steadily, and new staff have been recruited and trained and more expertise is built for those key area of support needed to help vulnerable customers.

ANNUAL MEASURES REPORTED IN Q3

	Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period		Current Year	Current Value	Unit	Status
СХ	Democratic Services	DEM 1	The number of individuals registered on the electoral register (local elections)	N/A	Volumetric	Volumetric	2018/19	60,138	2019/20	67,919	Number	V

The electorate for Lincoln is measured annually to reflect the electorate at 1 December following the annual canvass which is undertaken between July and December. The electorate is inflated for 2019 compared to previous years as a direct result of the UK Parliamentary General Election held on 12 December 2019.

The latest performance data available is for Q3 2019/20.