Porfolio Holder for Customer Experience and Review

NB: Changes are highlighted in blue. It should be noted that the impact of Covid-19 has meant that in some cases it has been difficult to forecast what a realistic target might be. Depending on the service area, some have changed to volumetric measures, some have changed to reflect expected performance, and in some cases because expected performance is not known and not within our control targets have been retained as in previous years.

	min our control targets have been retained as in previous years.						2020-20	21							2	2021-2	2022	1		
Service Area	Measure	Unit	Cumulative or Quarterly	High / Low is		Low Target (Worst)		High Target (Best)		Q3/19/20 Outturn	Q4/19/20 Outturn	Q1/20/21 Outturn	Q2/20/21 Outturn		Low Target (Worst)	On targe	High Target et (Best)	Portfolio Holder	Owner	Comments (if required)
Quarterley Measures	•			•	•		•						•			·	•		•	
	CS 1 - Number of face to face enquiries in																	Cllr Chris Burke - Portfolio Holder for Customer	Joanne Crookes - Customer	
Customer Services	customer services		Quarterly	Volumetric	Yes	N/A	<->	N/A										Experience and Review	Services Manager	
	CS 2- Number of telephone enquiries answered in																	Cllr Chris Burke - Portfolio		
C. alama Can lana	Channel Shift Areas (Rev & Bens, Housing & Env.			Mal malda		21/2		21/2										Holder for Customer	Joanne Crookes - Customer	
Customer Services	Services)	Number	Quarterly	Volumetric	Yes	N/A	<->	N/A		Τ	Ι	T	T	T	T	ı	<u> </u>	Experience and Review Cllr Chris Burke - Portfolio	Services Manager	
	CS 3 - Average time taken to answer a call to																	Holder for Customer	Joanne Crookes - Customer	_
Customer Services	customer services	Seconds	Quarterly	Low is good	No	300) <->	180	0 197	7 159		42 12	- 11 - 1	9	300	0 <->	> 18	Experience and Review	Services Manager	Retain 2020/21 targets
	CS 4 - Average customer feedback score (face to										Collection not possible	Collection le - not possible	Collection - not possible	e -				Cllr Chris Burke - Portfolio Holder for Customer	Joanne Crookes - Customer	Remove for 2021/22 as not currently
Customer Services	face enquiries - score out of 10)	Number	Quarterly	High is good	No	8	<->	9.	5 10	10	COVID	COVID	COVID			<->	>	Experience and Review	Services Manager	collected
	CS 5 - Customer satisfaction with their phone call										Collection	Collection le -not possible	Collection					Cllr Chris Burke - Portfolio Holder for Customer	Joanna Craakas Customar	Remove for 2021/22 as not currently
Customer Services	to Customer Services	%	Quarterly	High is good	No	80%	<->	95%	6 98	3 96	COVID	COVID	COVID			<->	>	Experience and Review	Services Manager	collected
			Laur con y															Cllr Chris Burke - Portfolio		
	DEM 1 - The number of individuals registered on																	Holder for Customer	Graham Watts - Democratic	
Democratic Services	the electoral register (local elections)	Number	Annual Q3	Volumetric	Yes	N/A	<->	N/A										Experience and Review	and Elections Manager	Retain as 2020/21
						Profiled:		Profiled:			Collection	Collection	Collection		Profiled:		Profiled:	Cllr Chris Burke - Portfolio		
Business Development	BD 1 - Number of users logged into the on-line					Q4 = 10,000		Q4 = 10,500			not possible	le - not possible	not possible	e -	Q4 = 10,000		Q4 = 10,500	Holder for Customer	Matt Smith - Business	
& ICT	self service system this quarter	Number	Quarterly	High is good	No	Qs1-3 = 8,409	<->	Qs1-3 = 8,700	8,427	8,409	COVID	COVID	COVID		Qs1-3 = 8,409	->	> Qs1-3 = 8,700	Experience and Review	Development & IT Manager	Remain as 2020/21
																		Cllr Chris Burke - Portfolio		
Business Development																		Holder for Customer	Matt Smith - Business	_
& ICT	ICT 1 - Number of calls logged to IT helpdesk	Number	Quarterly	Volumentric	Yes	N/A	<->	N/A										Experience and Review	Development & IT Manager	Remain as 2020/21
Dusiness Davideness int																		Cllr Chris Burke - Portfolio	Mott Cosith Desirons	
Business Development & ICT	ICT 2 - Percentage of first time fixes	0/	Quartorly	Volumontrio	Voc	N/A	<->	NI/A										Holder for Customer	Matt Smith - Business	Pomain as 2020/22
αιτι	IICT 2 - Percentage of first time fixes	70	Quarterly	Volumentric	res	IN/A	<->	IN/A										Experience and Review	Development & IT Manager	Remain as 2020/22