

Appendix 3 - Performance Indicators

Performance Indicators

TELEPHONE	The percentage of answered telephone calls ¹ .
VOICEMAIL	The number of phone lines with less than 5 voicemail messages stored.
EMAIL	The percentage of emails sent to departmental email addresses, that require a response, replied to within 10 working days. Where this is not possible we will provide an update on the enquiry with a revised response date.
CRM	The percentage of services requested via the Customer Relationship Management System delivered within the timescales stipulated to customers.
FOI	The percentage of requests for information under the various legislation dealt with in accordance to the prescribed timescale.
WEBSITE	The percentage of content in a service area published live on the website that meet the Local Government Navigation List.
COMPLAINTS	The percentage of all formal complaints acknowledged within 5 working days and responded to within defined timescales. Where this is not possible we will provide an update on the complaint with a revised response date.

¹ This PI may not be measured if the call logger statistics are proved to be inaccurate.