

## ANNEX A

Improving	↗
Stable	→
Declining	↘

### MONITOR 2 - SUMMARY OF DIRECTORATE INDICATORS

#### Customer

Indicator Code	Description	2005/06 Actual	Qtr1	Qtr 2	2006/07 Target	On Target?	Trend
CG2	% of phone calls answered within 20 seconds.	97%	95.74%	95.78%	(CExec's) >97%	✗	→
					(Corp) 95%	✓	
CG3	% of letters replied to within 10 working days.	98%	98.80%	97.29%	(CExec's) 99%	✗	→
					(Corp) 95%	✓	
CG4	% of visitors dealt with within 10 minutes (Guildhall Reception)	99%	100%	100%	100%	✓	→
CG5	% of visitors referred to the correct officer within a further 10 minutes (Guildhall Reception)	100%	100%	100%	100%	✓	→
CM10	% of stage 2 complaints responded to and problem solved within 10 working days	n/a	n/a	n/a	95%	n/a	n/a
CM11	% of stage 3 complaints responded to and problem solved within 10 working days	n/a	n/a	n/a	95%	n/a	n/a
LC4	Legal Services quality monitoring questionnaires rating.	n/a	91%	92%	87%	✓	→

#### Staffing

Indicator Code	Description	2005/06 Actual	Qtr1	Qtr 2	2006/07 Target	On Target?	Trend
BVPI12	No of staff days lost due to sickness absence	8.98	1.08	1.87	(CExec's) <8	✓	↗
					(Corp) 11.5	✓	
CP13a	No of staff days lost due to stress related illness.	0.45	0.06	0.05	(CExec's) <1.5	✓	↗
					(Corp) 1.8	✓	
CP14	No of staff who have been appraised in the past 12 months.	45%	100%		100%	✓	↗
CP11a	The number of RIDDOR accidents amongst Council Staff (Cexec's)	0	0	0	0	✓	→
Coli 58a	% of staff turnover (including retirements, resignations, dismissals and redundancies)	23.1%	1%	2.87%	12%	✓	↗

#### Process

Indicator Code	Description	2005/06 Actual	Qtr1	Qtr 2	2006/07 Target	On Target?	Trend
PP2	Corporate learning events held	1	2	1	4	✓	→
LC3	Legal Services quality monitoring questionnaires returned.	n/a	92%	65%	75%	✓	↘

#### Finance

Indicator Code	Description	2005/06 Actual	Qtr1	Qtr 2	2006/07 Target	On Target?	Trend
F1	% of budget spent	1.56%	-1.10%	-0.1%	<100%	✓	→
F2	% of invoices paid within 30 days	88%	87% av.	91% av.	95%	✗	↗