

# APPENDIX 4 - CUSTOMERS & CORPORATE HEALTH DASHBOARD 2015-16, QUARTER 3

## CUSTOMERS & COMMUNITIES

## CORPORATE HEALTH

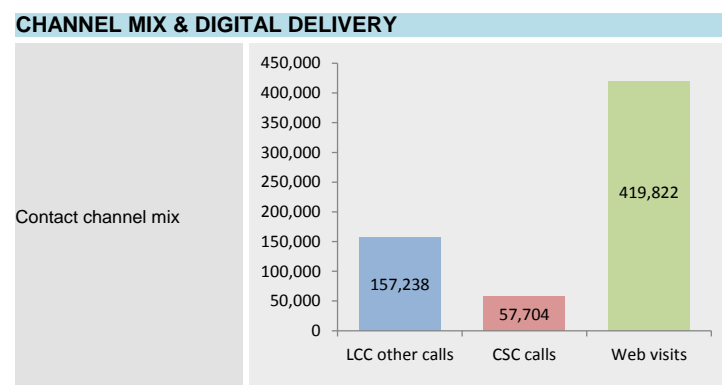
### PERCEPTIONS

RECENT CUSTOMERS						
% SATISFIED WITH OVERALL SERVICE						
	Q1	Q2	Q3	Q4	TARGET (15/16)	STATUS
% Satisfied with our service overall	85%	86%	84%	80%	80%	G
% Satisfied the advisor fully understood their issues	68%	65%	62%	~	80%	G
% Satisfied with how knowledgeable the advisor was	~	~	~	~	80%	G
% Satisfied with time taken to respond	~	~	~	~	80%	A
% Satisfied with helpfulness and politeness of staff	~	~	~	~	80%	G
% Satisfied with explanation of when their query will be resolved	~	~	~	~	80%	A
% Customers stating they understood advice	~	~	~	~	80%	G

RESIDENTS						
	PREV YEAR TOTAL	Q1	Q2	Q3	Q4	TREND
% think local public services treat all types of people fairly	90.4%	85.7%	93.6%	85.2%	~	~
% think Leicestershire County Council doing a good job	55.3%	59.6%	62.0%	54.5%	~	~
% agree that Leicestershire County Council provides value for money	77.0%	72.0%	75.8%	73.6%	~	~
% feel well informed about Leicestershire County Council	57.2%	62.0%	70.2%	58.1%	~	~

COMMS & MEDIA RATING						
	TARGET (15/16)	Q1	Q2	Q3	Q4	STATUS
Number of media points	6,000	1,560	1,606	1,509	~	G
Number of followers @leicscountyhall	~	9,895	10,400	11,000	~	G
% Campaigns rated green - outcomes	80%	90%	90%	100%	~	G
Number of interpretation bookings	~	180	149	154	~	~
Number of British Sign Language interpretations	~	14	3	11	~	~
Number of translations provided	~	22	23	37	~	~

### CONTACT



WEB USAGE						
	PREV YEAR TOTAL	Q1	Q2	Q3	Q4	TREND
Number of visits	2.23m	527,833	500,812	419,822	~	~
Number of unique website visitors	1.35m	333,329	320,395	274,945	~	~
% of broken links (page not found)	~	0.87%	0.83%	0.87%	~	~
Council website star rating (SOCITM)	3	3	3	3	~	~

CUSTOMER SERVICE CENTRE						
	TARGET (15/16)	Q1	Q2	Q3	Q4	STATUS
Total CSC contact volume	~	83,351	84,796	75,882	~	~
Total CSC telephone calls	~	65,798	67,407	57,704	~	~
% CSC calls answered	80%	83%	85%	87%	~	G
% CSC calls answered within 60 seconds	80%	58%	56%	58%	~	A
% CSC calls abandoned after 60 seconds	<7%	10%	9%	8%	~	A

COMPLAINTS						
	PREV YEAR TOTAL	Q1	Q2	Q3	Q4	TREND
Number received	511	157	160	124	~	~
% responded to within 10 days	74%	71%	73%	59%	~	~
% upheld	50%	34%	32%	33%	~	~
Number of commendations received	218	31	43	36	~	~
Number of ombudsman complaints received	34	14	8	15	~	~

### WORKFORCE PROFILE & EQUALITIES

	TARGET 2015/16	Prev Yr End	Q1	Q2	Q3	Q4	STATUS
TOTAL COST OF WORKFORCE (£m)	~	£147.5m	£40.87m	£76.55m	£114.47m	~	~
NUMBER OF STAFF EMPLOYED (FTE)	~	4786 (Avg)	4,783	4,754	4,735	~	~
NUMBER OF STAFF EMPLOYED (HEADCOUNT)	~	6524 (Avg)	6,513	6,434	6,386	~	~
SICKNESS ABSENCE (number of working days per FTE) 12mth rolling figure	7.5	9.83	9.39	9.17	9.16	~	R
% STAFF SATISFACTION WITH COUNTY COUNCIL AS AN EMPLOYER	85%	76% (2012)	91% (2015)	91% (2015)	91% (2015)	~	G
% WORKFORCE THAT FEELS LCC IS COMMITTED TO EQUALITY & DIVERSITY	91%+	91% (2012)	92% (2015)	92% (2015)	92% (2015)	~	G
NUMBER OF ACTION PLANS	~	33	12	15	5	~	~
% OF EMPLOYEES FROM A BME BACKGROUND	12.00%	8.92%	9.46%	9.37%	11.79%	~	A
% OF BME EMPLOYEES AT GRADE 13 & ABOVE	12.00%	8.39%	9.05%	8.71%	12.64%	~	A
% OF EMPLOYEES WITH A DISABILITY	7.00%	4.29%	4.21%	4.17%	4.18%	~	A
% OF DISABLED EMPLOYEES AT GRADE 13 & ABOVE	7.00%	2.65%	2.71%	2.83%	3.39%	~	R
% OF WOMEN ON GRADE 13 & ABOVE	61.00%	54.30%	54.98%	55.56%	57.79%	~	A
% OF EMPLOYEES DECLARING SEXUAL ORIENTATION	50.00%	36.97%	37.33%	38.27%	39.71%	~	A
STONEWALL WORKPLACE EQUALITY INDEX RANKING	~	17	17	17	7	~	~

### WORKFORCE CASES

	Prev Yr End	Q1	Q2	Q3	Q4	CHART
COUNSELLING SERVICE - NEW REFERRALS	252	37	69	62	~	~
COUNSELLING SERVICE - SESSIONS PROVIDED	829	224	233	262	~	~
GRIEVANCE CASES ONGOING	5	8	10	9	~	~
DIGNITY AT WORK CASES ONGOING	12	9	13	11	~	~
NUMBER OF NON-STAFF ACCIDENTS	341	110	75	96	~	~
NUMBER OF ACCIDENTS	671	233	152	202	~	~

### PROCUREMENT & COMMISSIONING

	Prev Yr End	Q1	Q2	Q3	Q4	CHART
CONTRACT PROCEDURE RULE EXCEPTIONS	28	4	2	6	~	~
CONTRACT EXTENSIONS WHERE NOT PROVIDED FOR IN THE CONTRACT	11	1	4	3	~	~
NUMBER OF HIGH RISK CONTRACTS RATED RED	0	NA	NA	NA	~	~
PROCUREMENT SAVINGS (Year end projections)	£3.33m	£3.58m	£3.58m	£3.54m	~	~

### INFORMATION ISSUES

	Prev Yr End	Q1	Q2	Q3	Q4	CHART
INCIDENTS REPORTED TO THE IC (BY THE AUTHORITY)	0	1	0	0	~	~
NUMBER OF INFORMATION SECURITY INCIDENTS	66	28	10	19	~	~

### AUDIT & RISK MANAGEMENT

	Q1	Q2	Q3	Q4
HIGH RISKS	17	16	15	~
NEW 'HIGH' IMPORTANCE AUDIT RECOMMENDATIONS AGREED DURING THE QUARTER	1	0	1	~
NO. OF HIGH IMPORTANCE RECOMMENDATIONS NOT CONFIRMED AS IMPLEMENTED DURING THE QUARTER	5	3	4	~
INVESTIGATIONS MOVEMENTS DURING QUARTER (START + NEW - CLOSED)	1	3	3	~

### PROPERTY FACILITIES & ENVIRONMENTAL IMPACT - Q3 2015/16

	TARGET (15/16)	Q1	Q2	Q3	Q4	RAG
TOTAL BUSINESS MILES CLAIMED (000s) (rolling 12 month)	7263	6837	~	~	~	G
CARBON EMISSIONS FROM LCC BUILDINGS (tonnes) (rolling 12 month)	8,725	8,624	~	~	~	A
WASTE PRODUCED FROM LCC SITES (tonnes) (rolling 12 month)	<791	608	558	~	~	G
% WASTE FROM LCC SITES RECYCLED (rolling 12 month)	66%	55.2%	55.1%	~	~	R
PAPER USE (A4 equivalent, millions) (rolling 12 month)	~	12.67	12.67	~	~	A
OPERATING COST PER WORKSTATION (OFFICE ACCOMMODATION)	~	~	~	~	~	~

### TRANSFORMATION & SAVINGS

	TARGET	ACTUAL	RAG	CHART
TRANSFORMATION SAVINGS ACHIEVED (000's)	£11,840	£13,218	G	~
DEPARTMENTAL/OTHER SAVINGS ACHIEVED (000's)	£20,035	£20,079	G	~
TRANSFORMATION PROJECTS/ IMPROVED OUTCOMES	Separate monitoring & reporting being established			

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