

CUSTOMERS & COMMUNITIES

CORPORATE HEALTH

PERCEPTIONS

CONTACT

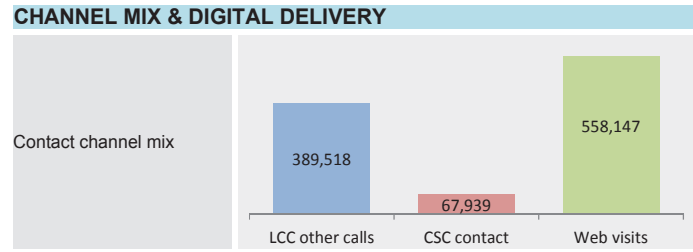
WORKFORCE PROFILE & EQUALITIES

PROCUREMENT & COMMISSIONING

**RECENT CUSTOMERS**

% SATISFIED WITH OVERALL SERVICE

	Q1	Q2	Q3	Q4
% Satisfied with our service overall	77%	~	~	~
% Satisfied the advisor fully understood their issues	79%	~	~	~
% Satisfied with how knowledgeable the advisor was	78%	~	~	~
% Satisfied with time taken to respond	73%	~	~	~
% Satisfied with helpfulness and politeness of staff	70%	~	~	~
% Satisfied with explanation of when their query will be resolved	68%	~	~	~
% Customers stating they understood advice	76%	~	~	~



**WEB USAGE**

	PREV YEAR TOTAL	Q1	Q2	Q3	Q4	STATUS
Number of visits	558,147	~	~	~	~	
Number of visits (excluding authority's own staff)		~	~	~	~	
Number of unique website visitors	284,396	~	~	~	~	
Number of successfully completed transactions		~	~	~	~	
% of broken links (page not found)	0.51%	~	~	~	~	
Ratio of completed web site tasks to phone call tasks		~	~	~	~	
Number of web pages	5,820	~	~	~	~	
% satisfaction of website visitors		~	~	~	~	
Council website star rating (SOCITM)	2	2				

**CUSTOMER SERVICE CENTRE**

	TARGET (14/15)	Q1	Q2	Q3	Q4	STATUS
Total CSC contact volume	~	78,925	~	~	~	
Total CSC telephone calls	~	67,939	~	~	~	
% CSC calls answered	70%	79%	~	~	~	G
% CSC calls answered within 60 seconds	80%	58%	~	~	~	A
% CSC calls abandoned after 60 seconds	<7%	8%	~	~	~	A

**COMPLAINTS**

	PREV YEAR TOTAL	Q1	Q2	Q3	Q4	STATUS
Number received	489	118	~	~	~	
% responded to within 10 days	73%	70%	~	~	~	
% upheld	51%	60%	~	~	~	
Number of commendations received	424	46	~	~	~	
Number of ombudsman complaints received	46	7	~	~	~	

	TARGET 2014/15	2013/14 Yr End	Q1	Q2	Q3	Q4	STATUS
TOTAL COST OF WORKFORCE (£m)	~	£146.1m	£36.88m	~	~	~	
NUMBER OF STAFF EMPLOYED	~	6,474	6,509	~	~	~	
SICKNESS ABSENCE (number of working days per FTE) cumulative/12mth rolling figure	7.5	9.47	1.6 / 8.76	~	~	~	A
% STAFF SATISFACTION WITH COUNTY COUNCIL AS AN EMPLOYER	76%+	~	~	~	~	~	
% WORKFORCE THAT FEELS LCC IS COMMITTED TO EQUALITY & DIVERSITY	91%+	~	~	~	~	~	
NUMBER OF ACTION PLANS	~	23	8	~	~	~	
% OF EMPLOYEES FROM A BME BACKGROUND	10.50%	8.84%	8.57%	~	~	~	A
% OF BME EMPLOYEES AT GRADE 13 & ABOVE	10.50%	7.92%	7.73%	~	~	~	A
% OF EMPLOYEES WITH A DISABILITY	6.00%	4.57%	4.47%	~	~	~	A
% OF DISABLED EMPLOYEES AT GRADE 13 & ABOVE	6.00%	3.39%	3.41%	~	~	~	R
% OF WOMEN ON GRADE 13 & ABOVE	58.00%	53.62%	54.09%	~	~	~	A
% OF EMPLOYEES DECLARING SEXUAL ORIENTATION	50.00%	37.53%	36.98%	~	~	~	A
STONEWALL WORKPLACE EQUALITY INDEX RANKING	~	11	11	~	~	~	

**WORKFORCE CASES**

	2013/14 Yr End	Q1	Q2	Q3	Q4	CHART
COUNSELLING SERVICE - NEW REFERRALS	234	53	~	~	~	AC CF ET CE CR PH
COUNSELLING SERVICE - SESSIONS PROVIDED	633	204	~	~	~	AC CF ET CE CR PH
GRIEVANCE CASES ONGOING	6	5	~	~	~	AC CF ET CE CR PH
DIGNITY CASES AT WORK ONGOING	9	9	~	~	~	AC CF ET CE CR PH
NUMBER OF NON-STAFF ACCIDENTS	143	54	~	~	~	AC CF ET CE CR PH
NUMBER OF ACCIDENTS	385	114	~	~	~	AC CF ET CE CR PH

	2013/14 Yr End	Q1	Q2	Q3	Q4	CHART
CONTRACT PROCEDURE RULE EXCEPTIONS	37	6	~	~	~	AC CF ET CE CR PH
CONTRACT EXTENSIONS WHERE NOT PROVIDED FOR IN THE CONTRACT	6	4	~	~	~	AC CF ET CE CR PH
NUMBER OF HIGH RISK CONTRACTS RATED RED	0	0	~	~	~	AC CF ET CE CR PH
PROCUREMENT SAVINGS	£7.41m					

**INFORMATION ISSUES**

	2013/14 Yr End	Q1	Q2	Q3	Q4	CHART
INCIDENTS REPORTED TO THE IC (BY THE AUTHORITY)	1	0	~	~	~	AC CF ET CE CR PH
NUMBER OF INFORMATION SECURITY INCIDENTS	59	11	~	~	~	

**AUDIT & RISK MANAGEMENT**

	Q1	Q2	Q3	Q4
HIGH RISKS	17	~	~	~
NEW 'HIGH' IMPORTANCE AUDIT RECOMMENDATIONS AGREED DURING THE QUARTER	0	~	~	~
NO. OF HIGH IMPORTANCE RECOMMENDATIONS NOT CONFIRMED AS IMPLEMENTED DURING THE QUARTER	4.5	~	~	~
INVESTIGATIONS MOVEMENTS DURING QUARTER (START + NEW - CLOSED)	1	~	~	~

**PROPERTY FACILITIES & ENVIRONMENTAL IMPACT**

	TARGET (14/15)	Q1	Q2	Q3	Q4	RAG
TOTAL BUSINESS MILES CLAIMED (000s) (projected)	7,580	7565 (Q4)	~	~	~	G
TOTAL CO2 EMISSIONS FROM LCC SITES (tonnes) (rolling 12 month)	27,062	28692 (Q4)	~	~	~	A
WASTE PRODUCED FROM LCC SITES (tonnes) (rolling 12 month)	<846	844	~	~	~	G
% WASTE FROM LCC SITES RECYCLED (rolling 12 month)	63%	62.3%	~	~	~	G
PAPER USE (A4 equivalent, millions) (rolling 12 month)	~	12.86	~	~	~	G
OPERATING COST PER WORKSTATION (OFFICE ACCOMMODATION)	~	~	~	~	~	

**TRANSFORMATION & SAVINGS**

	TARGET	ACTUAL	RAG	CHART
EFFICIENCIES /OTHER SAVINGS ACHIEVED (000's)	£10,905	£10,905	G	AC CF ET CE CR PH
SERVICE REDUCTIONS ACHIEVED (000's)	£7,380	£7,200	A	AC CF ET CE CR PH
TRANSFORMATION PROJECTS/ IMPROVED OUTCOMES	Separate monitoring & reporting being established			

**RESIDENTS**

	PREV YEAR TOTAL	Q1	Q2	Q3	Q4	STATUS
% think local public services treat all types of people fairly	93.6%	88.8%	~	~	~	
% think Leicestershire County Council doing a good job	NA	72.5%	~	~	~	
% agree that Leicestershire County Council provides value for money	NA	72.1%	~	~	~	
% feel well informed about Leicestershire County Council	NA	49.3%	~	~	~	

**COMMS & MEDIA RATING**

	TARGET (14/15)	Q1	Q2	Q3	Q4	STATUS
Number of media points	6,000	1,657	~	~	~	G
Number of followers @leicscountyhall		6,852				G
% Campaigns rated green - outcomes	80%	90%				G
Number of interpretation bookings	~	190 *	~	~	~	
Number of British Sign Language interpretations	~	31 *	~	~	~	
Number of translations provided	~	11 *	~	~	~	

\* Q1 data for period April 14 - July 14

**COMMENTARY**

Risk Management  
 1 risk removed - CE,  
 3 risks added to the CRR  
 1 x CE - Compliance with the new Information Security Policy  
 1 x CE & CF - Partnership relationships regarding Community Safety  
 1 x E&T - Funding for transport schemes to deliver economic growth