
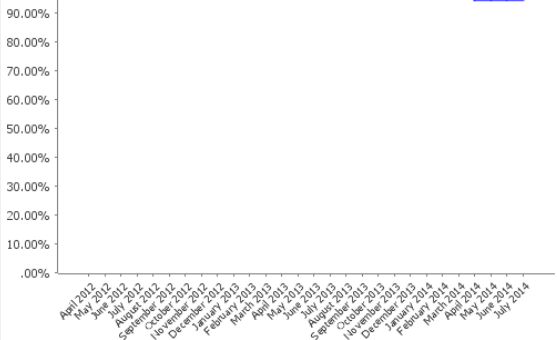


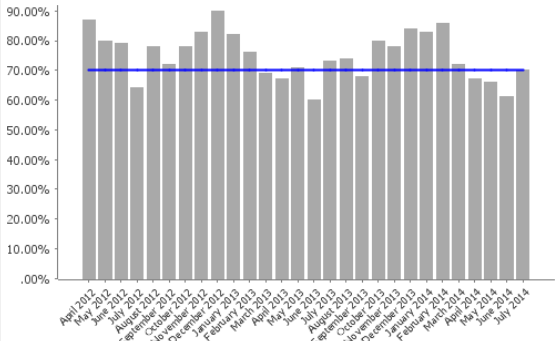



## Strategy & Performance Advisory Committee (July 2014 Data)

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2014/15			
						Value	Target	Status	
LPI DEM 002	Data protection subject access requests sent within 40 days of receipt of payment	N/A	95.00%			N/A	95.00%		No data protection subject access requests received.
LPI CS 001	Percentage of phone calls answered within 20 seconds by the Contact Centre	70.00%	70.00%			66.00%	70.00%		

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2014/15			
						Value	Target	Status	
LPI CS 002	Percentage of phone calls to the Contact Centre abandoned by the caller	4.1%	5%	✔		4.83%	5%	✔	
LPI CS 003	Percentage of all queries resolved at the first point of contact by the Contact Centre	90.17%	80%	✔		87.91%	80%	✔	

Code	Short Name	Current Value	Current Target	Current Status	Performance Chart	Cumulative (Year to Date) Performance			Latest Note
						2014/15			
						Value	Target	Status	
LPI DEM 001	Standard Freedom of Information requests responded to within 20 working days	100.00%	95.00%	✓		98.52%	95.00%	✓	
LPI HR 001	The average number of working days lost to sickness absence per FTE	1.78	3.00	✓		1.78	3.00	✓	