

# Joint Committee Performance Pack

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11<sup>th</sup> July 2023

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# Joint Committee Performance Pack

## Meeting Information

<b>Meeting Date and Time</b>	Tuesday 11 <sup>th</sup> July 2023 18:00 – 20:00
<b>Meeting Location</b>	Online MS Teams Meeting, Southwark Council to Host and Chair

# Performance Management

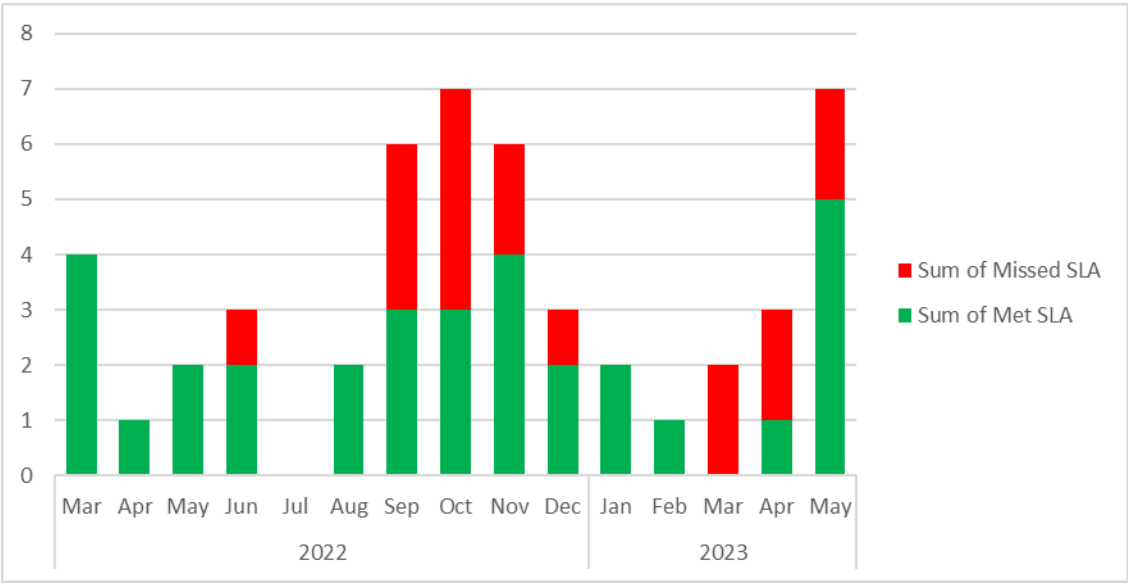
## Key Performance Indicators

### Summary

- There were 12 P1 incidents in this 3-month reporting period – 2 of the 3 months aligned with the SLA target of 3 or less per month
- 6 of the P1 incidents were resolved within SLA
- The key P3 SLA has improved significantly in this period to 71% compared with 60% in the previous reporting period
- The P4 SLA improved to 75% in this reporting period from 72% in the previous reporting period
- Net Promoter Score stands at 61.9%, exceeding the SLA of 60% - anything over 50% is considered excellent

# Performance Management

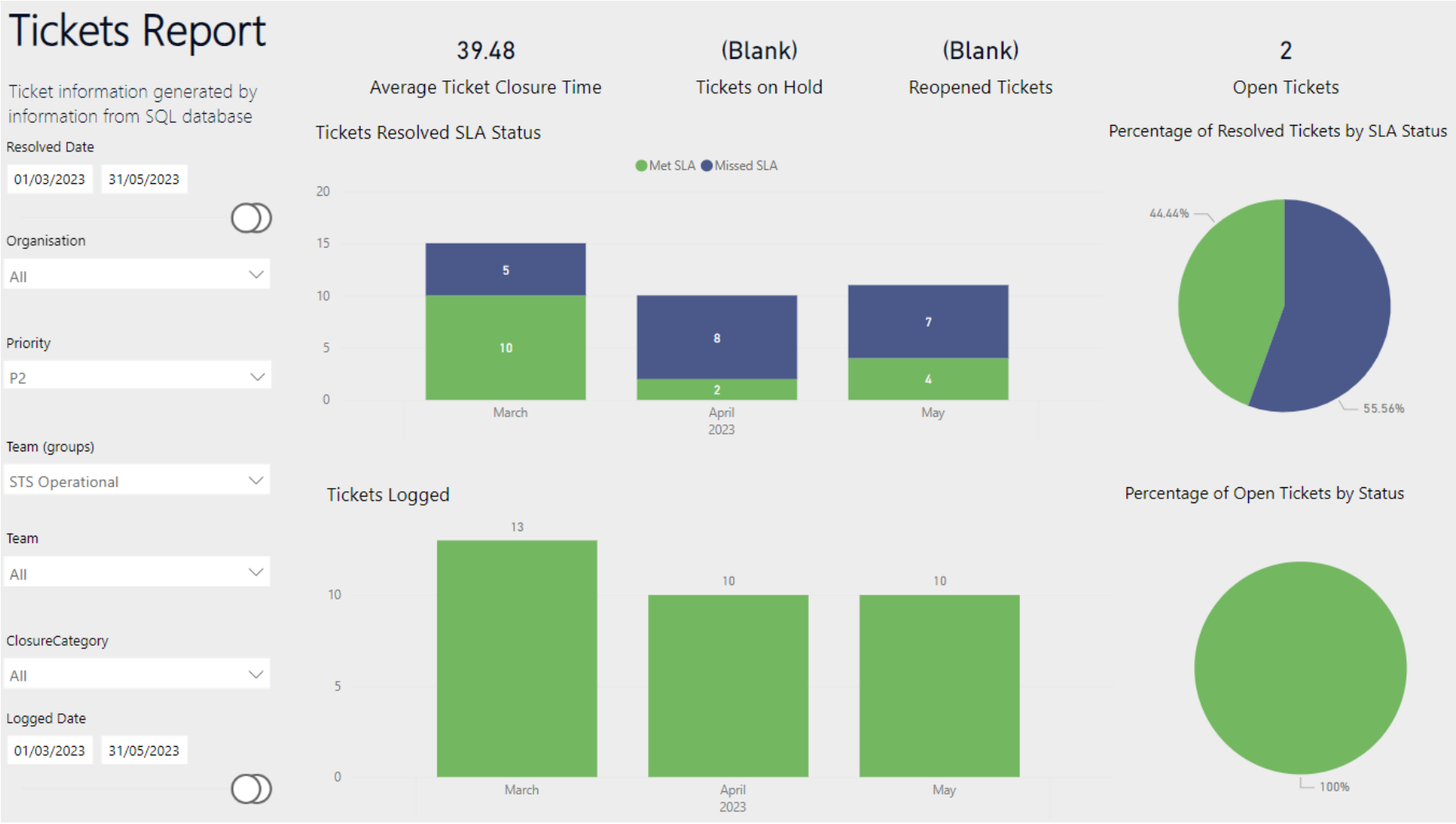
STS P1 - Target  $\leq 3$  per month  
Resolved within 4 hours



Row Labels	Sum of Met SLA	Sum of Missed SLA	Total	Percentage Met	Percentage Missed
2022	23	11	34	68%	32%
Mar	4	0	4	100%	0%
Apr	1	0	1	100%	0%
May	2	0	2	100%	0%
Jun	2	1	3	67%	33%
Jul	0	0	0	0%	0%
Aug	2	0	2	100%	0%
Sep	3	3	6	0%	0%
Oct	3	4	7	43%	57%
Nov	4	2	6	67%	33%
Dec	2	1	3	67%	33%
2023	9	6	15	60%	40%
Jan	2	0	2	100%	0%
Feb	1	0	1	100%	0%
Mar	0	2	2	0%	100%
Apr	1	2	3	33%	67%
May	5	2	7	71%	29%
Grand Total	32	17	49	65%	35%

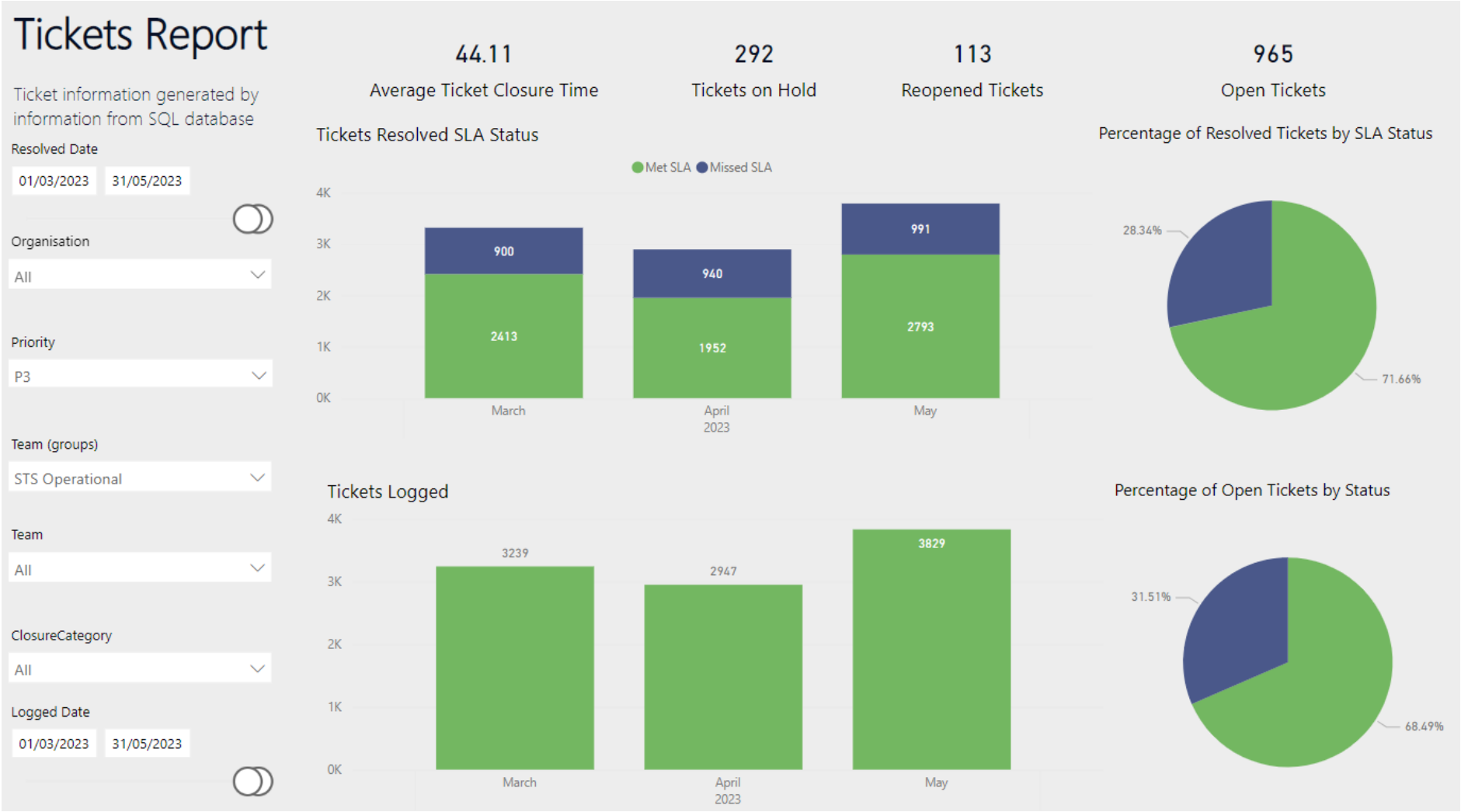
# Performance Management

STS P2 - Target  $\leq 30$  per month  
Resolved within 8 hours



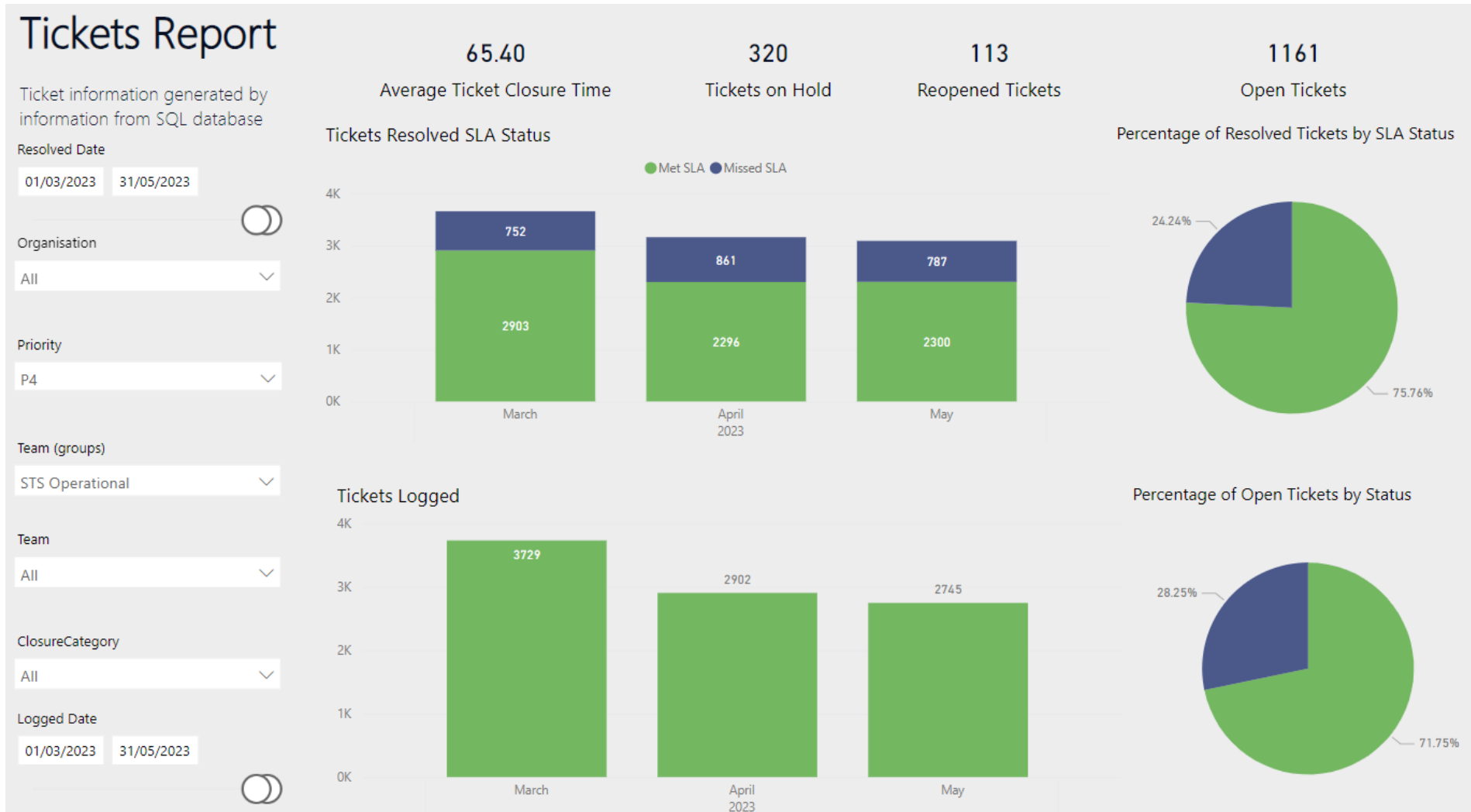
# Performance Management

STS P3 - Resolved within 5 days



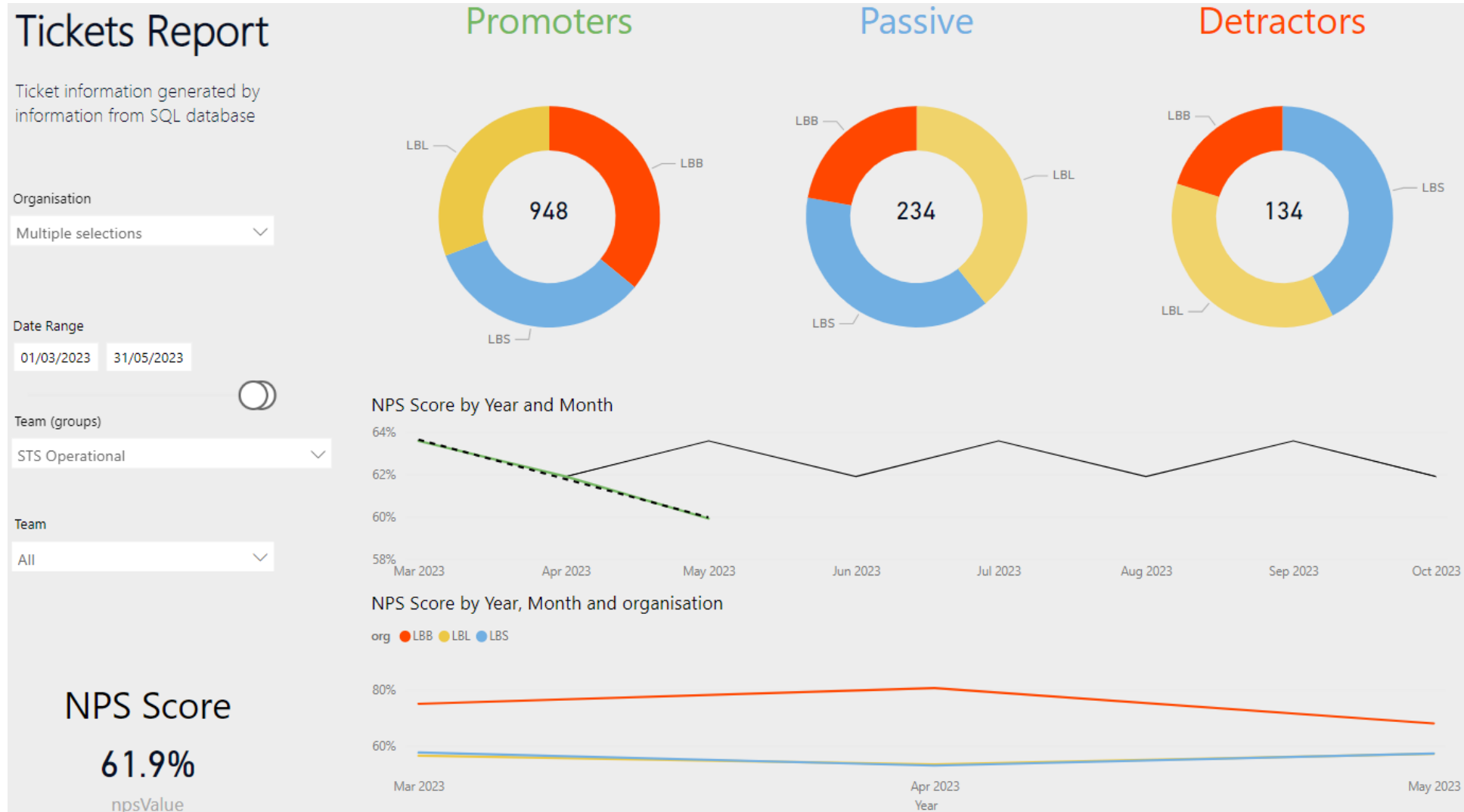
# Performance Management

STS P4 – Target 80% calls fixed within SLA for request type



# Performance Management – Net Promoter Score

STS NPS – Target >60%







March 22