

2018 OCTOBER PERFORMANCE PACK



Shared service summary

	JUNE 2018			JULY 2018			AUGUST 2018			SEPTEMBER 2018		
	Brent	Lewisham	Southwark	Brent	Lewisham	Southwark	Brent	Lewisham	Southwark	Brent	Lewisham	Southwark
Number of P1 Incidents	11	15	2	7	12	8	6	9	11	1	5	3
Number of P2 Incidents	7	37	15	17	28	26	15	32	19	25	45	23
Number of P3 Incidents	1013	1447	1943	742	1097	2057	709	948	1829	841	1244	2228
Number of Service Requests	3117	1475	1554	3160	1615	1456	2993	1527	1435	3031	1682	1454
Total Calls Logged	4148	2974	3514	3926	2752	3547	3723	2516	3294	3898	2976	3708
Avg Number of calls per Employee	1.38	1.18	0.78	1.31	1.09	0.78	1.24	1.00	0.73	1.30	1.18	0.82
Open Calls at Month End	743	649	811	718	621	881	759	580	934	763	853	1077
Open Calls at Month End per Employee	0.24	0.25	0.18	0.23	0.24	0.19	0.25	0.23	0.20	0.25	0.34	0.23
SLA Performance on P1 Incidents	100	92.86	100	83.33	100	75	83.88	88.89	81.82	100	66.67	66.67
SLA Performance on P2 Incidents	77.78	81.25	58.33	76.92	62.07	54.17	71.43	75	41.18	65	62.86	45.83
SLA Performance on P3 Incidents	72.7	70.93	79.46	64.74	73.25	73.95	67.87	69.49	75.92	73.71	74.95	73.06
SLA Performance on Service Requests	89.39	87.6	83.4	89.11	88.33	83.72	86.54	89.15	82.75	88.56	90.30	79.73
Overall SLA Performance	79.15	76.14	79.79	75.6	78.86	74.69	74.89	77.5	76.5	78.34	80.89	73.58
Customer Satisfaction (Net Promoter Score)	66.93	40.91	60.64	78	23.57	61.05	73.85	23.23	57.14	67.74	51.56	56.74
Number of surveys returned	127	176	155	100	123	172	65	99	168	93	128	141