

Sample Service Performance Report



01. Progress in delivery of strategic outcomes
Strategic Outcomes identified by Head of Service

Emerging challenges
Any additional challenges that have arisen

Sample Service Performance Indicator summary

Priority	Indicator	Previous quarters					This quarter				Annual Target	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
01.1 Outcomes and Customer Feedback													
01. Provide an efficient complaints service	% of feedback complaints completed within 10 working days or 28 days for Social Work complaints										100 %	Cumulative number of complaints received	
												Cumulative number completed within 10 days (28 days for SW complaints)	
01.2 Making the Best Use of our Resources													
02. Manage budget effectively	Performance against revenue budget												
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)											Number of days lost (cumulative)	
											Average number of FTE in service (year to date)		
01.3 Corporate Health													
05. Complete all divisional priorities	% of service & corporate priority sub-actions on target / completed, of the total number										90%	Number of service & corporate priority actions	
												Number of service & corporate priority actions on tgt/completed	
06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)										90%	Number received (cumulative)	
												Number paid within 30 days (cumulative)	
08. Improve PI performance	% of PIs that are on target/ have reached their target.										90%	Number of PI's on tgt/ tgt achieved	
												Number of PI's	
09. Control risk	% of high risks that have been reviewed in the last quarter										100 %	Number of high risks reviewed in the last quarter	
												Number of high risks	
01.4 Improving for the Future													
11. Fully implement the Competency Framework	% employees assessed as performing as fully effective or exceptional										100 %	Number of employees with FE or E	
												Number of employees (Excl employed for less than 3 months)	
10. Implement improvement plans	% of internal/external audit/BVR actions on target/ completed, of the total.										90%	Number of on tgt/ completed actions	
												Number of outstanding actions	

Sample Service action report (exception report so only off target actions included)



Corporate Priorities

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
MC.1213.c.....	Council priority	Example action	31-Mar-2013		90 %	Note



Service Priorities

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
SS.1213.S...	Service Priority	Example Action	31-Mar-2013		20 %	Note

Sample Service PI report (exception report so only off target PIs included)



Corporate Priorities

PI Code	Priority	PI	Previous Quarters					This quarter				Annual Target	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
SS.1213.S	Corporate Priority	Example PI												

Service Priorities

PI Code	Priority	PI	Previous quarters					This quarter				Annual Target	Benchmark	In SOA
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note			
SS.1213.S -...	Service Priority	Example PI												09/10-NO6