

Quarter 1 Performance report – Addendum Sheet

The following commentary amendments relate to the Performance Appendix of the Quarter 1 Performance report.

Performance Indicator	Revised Commentary
CD_055 – Number of completed adaptations (Disabled Facilities Grants)	We are on target for our year-end commitment of completing 100 DFG adaptations.
CS_010 – Calls to 410000 answered within the Service Level Agreement	During June we have continued training of new and existing staff. We had 1 new member of the team who required training and 1 who joined in May who also required some additional support. The team have also been getting to grips with planning scripts. Call volumes have increased from the previous month. The team are focussed on achieving this target going forward.
CS_011 – Telephone all abandonment rate	During June this figure continued to drop compared to the previous month. This has been the best performing quarter for this PI in recent years.
CS_012 – Calls handled at first point of contact	In June call volumes increased whereas this figure decreased. This could be due to the new members of the team getting to grips with the new planning scripts.
DE_192 – Percentage of household waste sent for reuse, recycling and composting	April and May’s data reflect the increase in garden waste following the winter. May’s figure of 41.5% is the highest recorded by EBC.
DE_194 – Missed collections	On target for Q1. Specialist Advisors continue to work closely with Kier to further reduce the level of missed collections for Eastbourne residents.