

## Key Indicator Performance

Authority	Indicator Name	Polarity	Target Value	Performance Value September 23/24	Rag	Comment
Chorley	% of service requests received online	Bigger is better	50%	56.91%	On Target	
Chorley	% of customers dissatisfied with the service they have received from the council	Smaller is better	17%	17.46%	In Tolerance	This is slightly off target but within a 5% threshold of tolerance.
Chorley	Percentage of inbound calls to the Contact Centre answered within 90 seconds	Bigger is better	40%	58.91%	On Target	
Chorley	Contact Centre inbound calls answered within a wait time of < 5 minutes	Bigger is better	40%	84.29%	On Target	
South Ribble	Service requests received via self-service channels	Bigger is better	40%	37.53%	Off Target	This is 2.47% off target but performance has increased by 7.73% since last year.
South Ribble	Customers satisfied with the service they receive from the council	Bigger is better	80%	Not Entered	N/A	Work is underway to implement a system to collect customer satisfaction data which will be reported from next quarter
South Ribble	Percentage of inbound calls to the Contact Centre answered within 90 seconds	Bigger is better	40%	70.97%	On Target	

South Ribble	Contact Centre inbound calls answered within a wait time of < 5 minutes	Bigger is better	40%	90.89%	On Target
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### Call Centre Performance- Wait Times

Month	Answered <90secs %	Answered <5mins %	Answered <90secs %	Answered <5mins %
	South Ribble		Chorley	
January	49.00%	73.41%	43.45%	73.02%
February	62.41%	85.25%	40.26%	70.79%
March	51.83%	82.09%	42.27%	73.58%
April	59.97%	83.21%	45.52%	82.67%
May	56.27%	82.44%	32.01%	64.66%
June	50.40%	80.23%	45.66%	76.49%
July	48.54%	79.24%	40.31%	71.33%
August	65.97%	86.81%	39.14%	70.31%
Sept	70.97%	90.89%	58.91%	84.29%
Oct	62.42%	84.94%	55.52%	80.47%