

## Corporate Performance Dashboard for the September 2012 Management Board

			Target	Actual	RAG status:	
					current month	change since last month
<b>EFFECTIVE</b>						
Proceedings in the Chamber, Westminster Hall and committees take place as planned		100%	Jul-12	100.0%	G	↔
Overnight production of edited reports of proceedings in the Chamber and Westminster Hall		100%	Jul-12	100.0%	G	↔
Satisfaction with security arrangements		>80% satisfied	Jul-12	85.4%	G	↔
Security clearances		>65% of UK applications processed within 5 working days	Jul-12	96.3%	G	↔
Survey of Services: overall Member satisfaction		>86% "satisfied" >42% "very/completely satisfied"	2012 survey results	92% satisfied 45% very/completely satisfied	G	↔
Cleaning performance		86%	Jul-12	87.5%	G	↔
Maintenance Services:	Reactive maintenance	86%	Jul-12	N/A	N/A	N/A
	Planned maintenance	Under development - overdue	Jul-12	N/A		
Staff survey: overall staff satisfaction		>63% of staff satisfied with their jobs	2011 annual	62.0%	A	↔
Staff appraisal system		90% of staff PDMs completed to the agreed quality standard	Jul-12	63.0%	R	↔

<b>EFFICIENT</b>						
Forecast out-turn expenditure should match budget (Resource)		+/- 2% of budget	Jul-12	-0.9%	G	N/A
Invoice payment performance		95% within 30 days	Jul-12	Data not yet available		N/A
ICT network availability		99.95%	Jul-12	99.8%	A	↓
Outlook / email availability		99.95% (excluding scheduled downtime)	Jul-12	100.0%	G	↔
We meet our environmental targets to reduce carbon emissions, waste generation and water usage and increase our recycling rate		9% carbon, 11.5% waste, 13% water reduction and recycle 61.5% of waste between 2008/09 baseline and end of 2011/12	Jul-12		G	↔

<b>WELL-INFORMED</b>						
Research enquiries from Members are answered within deadline		· 97% within deadline · 90% within ten working days if no deadline	Apr-12	· 98.4% within deadline · 99.8% within ten working days	G	↔
Members are regular library users		75% use Library at least ten times per year	Jul-12	81.0%	G	↔
ICT helpdesk cases resolved (Members and their staff / House staff)		90%	Jul-12	94.1%	G	↔

<b>RESPECTED</b>						
Agendas, reports, and other papers of chambers and committees made available to the public		Accurate papers produced on time	Jul-12	Late delivery of House business papers, but no disruption to the House or its committees. Target times for publishing business papers on the web not met because of CMS issues: now fixed.	A	↓
Satisfaction levels of the public visiting Westminster		95% giving a score of either 4 or 5 (with 5 being "excellent")	Jul-12	Data unavailable		N/A
Satisfaction survey of those using the website		75% of respondents being "happy" or "very happy"	Jul-12	81.0%	G	↔
Number of inward education visits		42,000	Jul-12	Forecasting an annual total of 45,689	G	↔