

	% of calls minus requests resolved within 2 working days	KPI - requests resolved within 2 working days
January	79.00%	50.00%
February	78.00%	50.00%
March	78.00%	50.00%
April	80.00%	50.00%
May	82.00%	50.00%
June	80.00%	50.00%
July	78.00%	50.00%
August	75.00%	50.00%
September	82.00%	50.00%
October	83.00%	50.00%
November	82.00%	50.00%
December	82.00%	50.00%
AVERAGE	79.92%	

	% of calls resolved on the spot	KPI - calls resolved on the spot
January	81.00%	50.00%
February	78.00%	50.00%
March	81.00%	50.00%
April	78.00%	50.00%
May	82.00%	50.00%
June	80.00%	50.00%
July	81.00%	50.00%
August	78.00%	50.00%
September	78.00%	50.00%
October	77.00%	50.00%
November	82.00%	50.00%
December	77.00%	50.00%
AVERAGE	79.42%	

	% of calls resolved within 2 working days	KPI - % of calls resolved within 2 working days
January 2007	74.00%	50.00%
February	74.00%	50.00%
March	76.00%	50.00%
April	76.00%	50.00%
May	71.00%	50.00%
June	78.00%	50.00%
July	78.00%	50.00%
August	77.00%	50.00%
September	81.00%	50.00%
October	77.00%	50.00%
November	75.00%	50.00%
December	71.00%	50.00%
AVERAGE	75.67%	

	% of calls resolved within 2 working days	KPI - % of calls resolved within 2 working days
January 2008	73.00%	50.00%
February	74.00%	50.00%
March	75.00%	50.00%
April	77.00%	50.00%
May	78.00%	50.00%
June	78.00%	50.00%
July	78.00%	50.00%
August	79.00%	50.00%
September	79.00%	50.00%
October	77.00%	50.00%
November	81.00%	50.00%
December		50.00%
AVERAGE	77.18%	

2005

% of calls minus requests resolved within 5 working days

86.00%
84.00%
82.00%
87.00%
88.00%
85.00%
84.00%
82.00%
87.00%
88.00%
89.00%
87.00%
85.75%

2006

% of calls resolved within 5 working days

88.00%
84.00%
86.00%
84.00%
87.00%
85.00%
87.00%
84.00%
84.00%
84.00%
87.00%
83.00%
85.25%

2007

% of calls resolved on the spot and calls resolved within 5 working days

81.00%
82.00%
82.00%
81.00%
77.00%
84.00%
84.00%
84.00%
87.00%
82.00%
80.00%
76.00%
81.67%

2008

% of calls resolved on the spot and calls resolved within 5 working days

80.00%
80.00%
81.00%
84.00%
84.00%
84.00%
86.00%
86.00%
86.00%
84.00%
87.00%
83.82%

KPI - requests resolved within 5 working days	Total calls minus identified requests	
80.00%		2389
80.00%		3013
80.00%		3366
80.00%		2,881
80.00%		3,353
80.00%		2,815
80.00%		3,024
80.00%		2,680
80.00%		2,724
80.00%		2,641
80.00%		2,678
80.00%		2,140

KPI - calls resolved within 5 working days	Total Calls Logged	
80.00%		2,540
80.00%		3,187
80.00%		3,437
80.00%		2,677
80.00%		4,031
80.00%		3,411
80.00%		3,332
80.00%		3,242
80.00%		2,939
80.00%		3,118
80.00%		3,116
80.00%		2,157

KPI - % of calls resolved on the spot and calls resolved within 5 working days	Total Calls Logged	
80.00%		3,317
80.00%		3,416
80.00%		3,842
80.00%		2,951
80.00%		4,053
80.00%		3,537
80.00%		4,096
80.00%		4,200
80.00%		5,560
80.00%		3,646
80.00%		3,470
80.00%		2,520

KPI - % of calls resolved on the spot and calls resolved within 5 working days	Total Calls Logged	
80.00%		3,904
80.00%		3987
80.00%		3444
80.00%		4368
80.00%		4411
80.00%		4050
80.00%		5070
80.00%		4019
80.00%		4255
80.00%		4029
80.00%		3400
80.00%		

Instructions for obtaining data:

1. Start HEAT and log in
2. Click Report
3. Click Manage
4. Click All
5. Click KPI
6. Click Staff
7. The data in the totals section is entered into this spreadsheet