

Written response to:

Business & Transformation Scrutiny Panel

Resolution:

That the Policy and Performance Officer circulate the definition of Key Performance Indicator CP06 to all Members of the Panel

Written response from:

Policy & Performance Officer

Response:

Code	Measure	Service Manager	Further Info / Definition / Process
CP06	Reducing the unnecessary scheduled service activities, linked to the use of real-time data	Customer Services Manager and Policy & Communications Manager	<ol style="list-style-type: none"> 1. Baseline scheduled service activities 2. Identify actuals and compare to predicted 3. Identify real-time data 4. Integrate real-time data into CRM 5. Review scheduled service activities 6. Reduce scheduled service activities 7. New baseline schedules service activities 8. % change (1-(baseline 7/baseline 1))

Date: 14/11/18