

# Local Dashboard

Measuring success in a Local



# "Performance" in Chorus 2.0



1. Measured for each Local
2. Assess performance against the four commitments
3. This will be a transparent fortnightly conversation
4. Success of the Locals = Success of Chorus = Everyone has a role to play

# Bringing the 4 commitments to life in 2.0...



## **Great place to be:**

- Increased sense of belonging and connection to a team.
- Life is simple, people can focus on work that is most meaningful and know where to go for support.
- People feel valued and there are opportunities to keep developing.

## **Easier for customers:**

- Customers have a Local team they know.
- It's easier for customers to get in touch and for us to update them on changes.
- We are all able to deliver a better experience for customers.

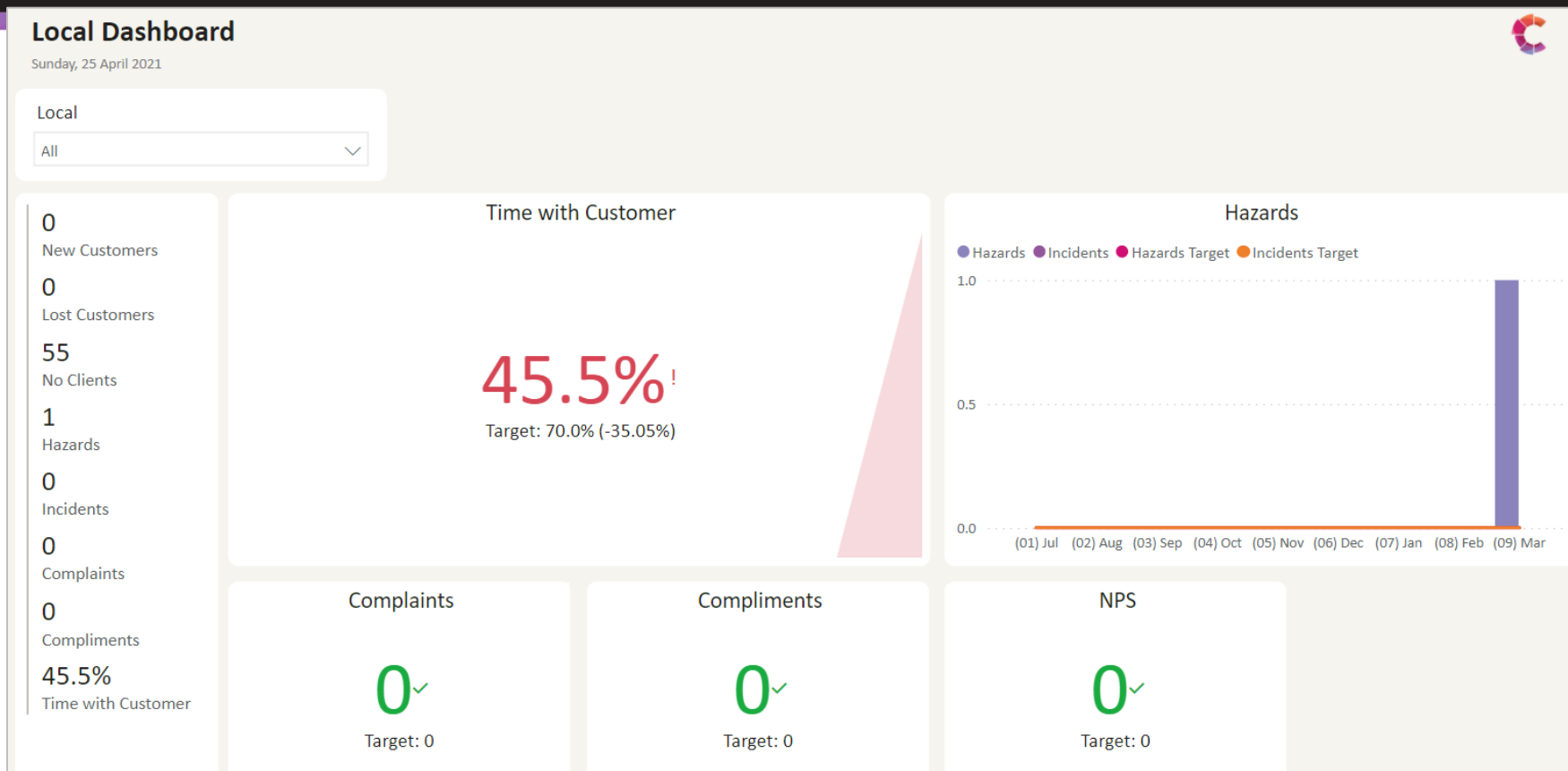
## **Safe and well:**

- Safety becomes an ongoing conversation within the team.
- Less time travelling.
- People have the support of their peers and are happier at work.

## **Confident in managing money:**

- Meeting financial objectives is no longer a separate task. We achieve this through working more collaboratively and delivering an exceptional service to customers.
- People are supported to understand how they can contribute and support each other within the team.
- Expectations are clear and performance is visible and transparent.

# The Local Dashboard – measuring the 4 commitments



# How do we measure success in a Local?



## Confidence in managing money:

- Time with Customer
- We will have clarity on expectations for % time with customer as we learn from Peel

## Safe and well:

- Hazard and Incidents

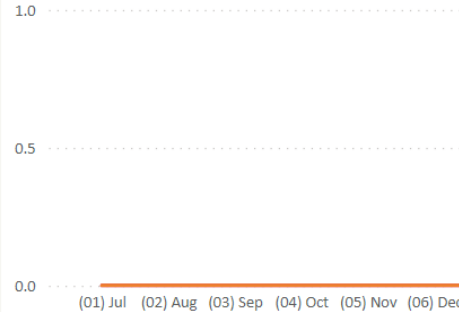
Time with Customer

45.5%!

Target: 70.0% (-35.05%)

Hazards

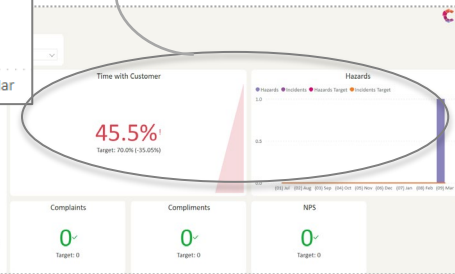
● Hazards ● Incidents ● Hazards Target ● Incidents Target



SMS

Payroll

SOLV



# How do we measure success in a Local?

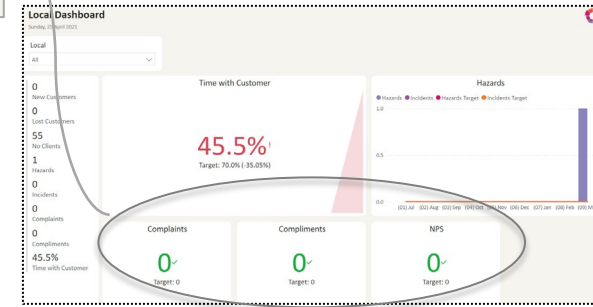
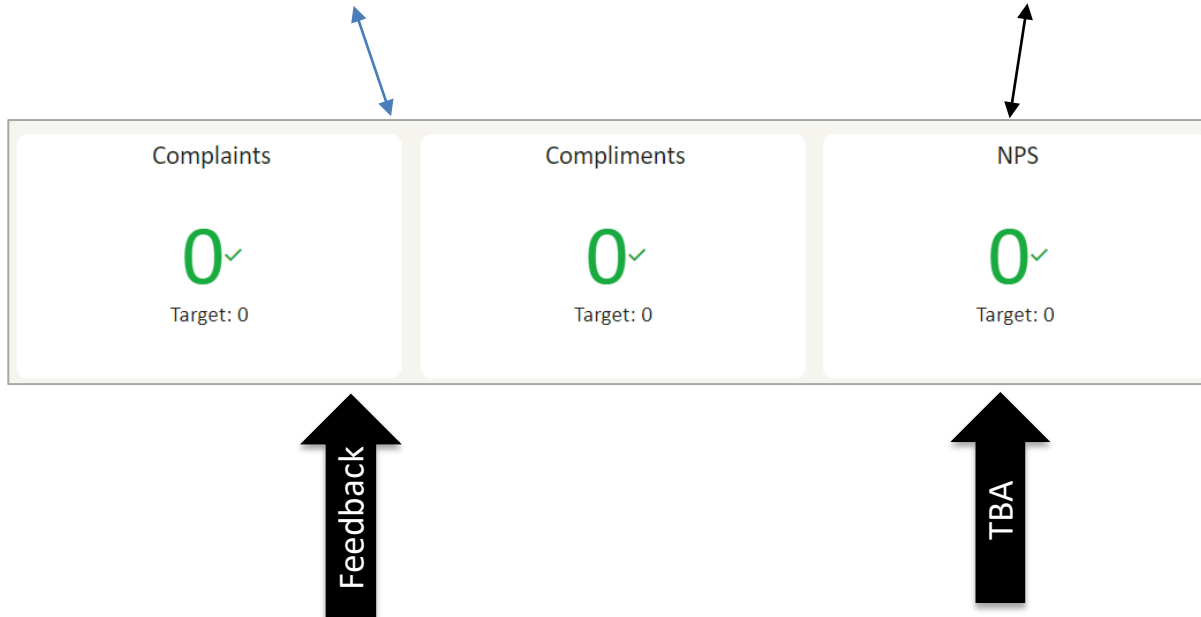


## Easier for customers:

- Compliments and complaints through feedback received from customers

## Great place to be:

- Measurement of employee engagement
- How well do we work together as a team?



# What role might you play?



What can you do to make sure your data is accurate?

- Log hazards when you see them
- Report incidents
- Capture feedback from customers including compliments and complaints
- Ensure services data in SMS is accurate including cancellations, leave

If you need help with any of the above, reach out to:

- Your colleagues
- Your leader
- Coaching & Performance Team

