







## Performance Indicators for HQ Theatres Contract – Quarter 1 2015/16

HQ THEATRES									
Ref	Indicator	Target for year	Profile for period (Q1)	Results for period (Q1)	Cumulative result (Q1)	  % variance	Trend since last year (Q1 2014/15)	Trend since last period (Q4 2014/15)	Comment
LC11	Watford Colosseum Number of complaints & Number of compliments:—classified as: <ul style="list-style-type: none"> <li>• service delivery</li> <li>• customer service</li> <li>• policy</li> </ul>	-	-	<b>38</b> complaints  <b>22</b> compliments	22 complaints  28 compliments	-	↓ [10 complaints] [Q1: 14/15]	↓ [14 complaints] [Q4:14/15]	<b>Complaints:</b> <ul style="list-style-type: none"> <li>• 12 Policy/</li> <li>• 18 service delivery</li> <li>• 8 customer service</li> </ul> Top 3 areas of complaint: <ol style="list-style-type: none"> <li>1. Bar Queues <i>HQ will continue to train staff on delivering good service and make sure there are adequate staffing levels for larger scale events.</i></li> <li>2. Show Content/Length <i>Look at future programming and highlight any events that may encounter issues e.g. children's shows that are shorter and making sure that information is made clear.</i></li> <li>3. Sound issues <i>Will continue to stress to incoming</i></li> </ol>

HQ THEATRES									
Ref	Indicator	Target for year	Profile for period (Q1)	Results for period (Q1)	Cumulative result (Q1)	 % variance	Trend since last year (Q1 2014/15)	Trend since last period (Q4 2014/15)	Comment
									<i>companies the need for touring with experienced sound technicians. The Technical Team will monitor sound throughout the performance and following any customer feedback immediately.</i>
LC12	Watford Colosseum Number of commercial hires	-	-	<b>12</b>	12	-	↓ [30] [Q1:14/15]	↑ [10] [Q4:14/15]	
LC13	Watford Colosseum Number of community hires & workshops	20% of total events	-	<b>7</b> [37% of total hires]	7	 [85.0%]	↓ [8] [Q1:14/15]	↑ [5] [Q4:14/15]	Total hires (commercial + community = 19). Community hires = 37% of total hires so on target.
LC14	Watford Colosseum Number of ticketed performances	154	39	<b>49</b>	49	 [25.6%]	↑ [39] [Q1:14/15]	↓ [53] [Q4:14/15]	
LC15	Watford Colosseum Number of dark days	84	21	<b>22</b>	22	 [4.76%]	↑ [25] [Q1:14/15]	↓ [15] [Q4:14/15]	