

Customer Access Measure	Ref	Target	Oct	Nov	Dec	Status	Comments
Cost per Transaction (Face to Face)	CAO1	4.5	3.17			★	Quarterly measure, reporting 1 month in arrears; smaller is better target.
Versatility Measure	CAO2	90	96.2	96.2	96.06	★	
First Contact Resolution by Channel (Face to Face)	CAO3	100	100	100	100	★	
First Contact Resolution by Channel (Telephony)	CAO3	95	100	100	97.5	★	
Average Call Quality Assessment	CAO4	95	97.54	97.97	97.63	★	
% of Contact not Abandoned (Face to Face)	CAO5	85	99.86	99.87	99.56	★	
% of Contact not Abandoned (Telephony)	CAO5	90	97.44	95.04	59.13	▲	Measure was significantly impacted by increased number of calls due to extreme weather causing excessively high call demand
Complaints Handling	CAO7	90	100	100	100	★	Reported quarterly with additional information for tracking.
Provision of Management Data	CAO9	100	100	100	100	★	

More than 2% above target  
 Within 2% of target  
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 Unable to report at this time



HR&P Measure	Ref	Target	Oct	Nov	Dec	Status	Comments
Accuracy of Contracts	HRO1	95	100	100	100	★	
Accuracy of Payment	HRO2	99.5	99.89	99.89	99.92	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	98.76	98.76	98.84	★	
P45s issued within 3 working days	HRO4	98	100	100	100	★	
Manual Cheques issued within 1 working day	HRO5	98	100	100	100	★	
Non-Statutory Returns by Due Date	HRO6	100			100	★	Quarterly Measure
Quality of Information Given to Caller	HRO7	90	100	100	100	★	
% Contracts of Employment Issued within 15 working days	HRO8	90	100	100	100	★	
CRB Process	HRO9	95	100	100	100	★	
Provision of Management Data	HRO10	100	100	100	100	★	

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ICT Measure	Ref	Target	Oct	Nov	Dec	Status	Comments
% Availability of Website	ICTO1	99	99.95	100	100	★	Measure is being renegotiated as only monitoring online payments since website move to Jadu.
% Availability of Business Critical Applications	ICTO2	99	99.97	99.91	100	★	
% Availability of Telephony Systems	ICTO3	99	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	94	97.11	97.27	95.93	★	
% ICT Change Requests Completed in Agreed Timescales	ICTO5	95	98	95.41	99.49	★	
% Complex Change Requests Completed to Agreed Specification	ICTO6			75	81.5	❓	New measure; currently baselining prior to a target being negotiated.
First Contact Resolution	ICTO7	30	40.74	36.35	40.35	★	
% Print Jobs Completed as Agreed	ICTO8	95	100	100	100	★	
Anti-Virus Measure	ICTO9		82.38	81.48	75.97	❓	New measure; currently baselining prior to a target being negotiated.
Average Time Taken to Answer Calls	ICTO10	85	90.32	90.49	91.09	★	

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Procurement Measure	Ref	Target	Oct	Nov	Dec	Status	Comments
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	97.39	98.02	99.42	★	
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	98.58	100.00	98.23	▲	Due to severe weather staff were unable to process all cheque requisitions in time for relevant payment run
% Undisputed Invoices Input within 25 calender days	PO3	99.22	99.38	99.41	99.23	★	
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	78	85.29	82.14	85.76	★	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96			100	★	Quarterly measure.
% Framework Agreements Developed with consideration given to Sustainability	PO8	98			100	★	Quarterly measure.
Provision of Management Data	PO9	100	100	100	100	★	

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Revenue & Benefit Measure	Ref	Target	Oct	Nov	Dec	Status	Comments
% Council Tax Collected	RBO1	97	64.94	74.38	82.90		Annual measure.
% NNDR Collected	RBO2	98.50	70.58	79.77	87.40		Annual measure.
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	13.10	13.44	13.72		Annual smaller is better measure.
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	3.89	4.75	5.65		Annual measure.
Cumulative Council Tax Arrears as compared to Council Tax Year End Total Collectable Debt	RBO5	4.8					Annual smaller is better measure; monitoring data not available.
Year End Council Tax Write Off as % of Collectable Debt	RBO6	0.27					Annual smaller is better measure; monitoring data not available.
Number of Changes in HB/CTB Entitlements within the year per 1000	RBO7	TQM	329.10	329.10	539.80		Annual measure.
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.36	0.36	0.37		Annual smaller is better measure.
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	30.83	45.59	44.40		Annual measure.
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	90.49	91.27	91.57		Quarterly measure.
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	6.99	1.37	1.41	1.70		Annual smaller is better target; monitoring data not available.
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	87.88	88.43	87.45		Annual measure.
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	97.50	97.73	98.00		Annual measure.
Provision of Management Data	RBO14	100	100	100	100		

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