

Strategic Measures - Customer Access

Customer Access Measure	Ref	Target	Year End	Year End Status	Comments
Contact Centre Accreditation	CAS1	Yes	Yes	★	Measure is to retain accreditation
Customer Service Excellence	CAS2	Yes	Yes	★	Measure is to retain accreditation
Customer Perception	CAS3	75%	93%	★	
Efficiency Face to Face	CAS4a	60%	69.42%	★	Measure was to achieve target in month of March 2011 to be an annualised measure for 2011-12
Efficiency Telephony	CAS4b	60%	65.53%	★	Measure was to achieve target in month of March 2011 to be an annualised measure for 2011-12
Average Waiting Time Face to Face	CAS5a	85%	88.78%	★	Target is to see 85% of customers within 15 mins
Average Waiting Time Telephony	CAS5b	75%	77.86%	★	Target is to answer 75% of calls within 21 seconds

More than 2% above target



Within 2% of target



More than 2% below target



Unable to report at this time



NB: Measures CAS4 & CAS5 are separated for telephony and face to face elements

Strategic Measures - Human Resources and Payroll

HR&P Measure	Ref	Target	Year End	Year End Status	Comments
Failures Affecting Pay	HRS1	2	0	★	Measure is smaller is better
Operation management	HRS2	3	0	★	Measure is smaller is better
Statutory Returns	HRS3	100%	100%	★	
Accuracy of Contracts	HRS4	75%	100%	★	
Customer Perception	HRS5	n/a	n/a	🚫	Not measured due to lack of client resources, to be measured in 2011-12

★ More than 2% above target
● Within 2% of target
▲ More than 2% below target
🚫 Unable to report at this time



Strategic Measures - ICT

ICT Measure	Ref	Target	Year End	Year End Status	Comments
% Availability: RMBC Voice & Data Network	ICTS1	99%	99.66%	★	
% Availability: Business Critical Applications	ICTS2	99%	99.94%	★	
% Availability: Telephony	ICTS3	99%	100.00%	★	
% Faults Fixed in Timescale	ICTS4	95%	96.89%	★	
Customer Perception	ICTS5	85%	84.90%	●	Failure of measure is tied to production and implementation of an action plan to address areas of under performance which has been completed

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



Strategic Measures - Procurement

Procurement Measure	Ref	Target	Year End	Year End Status	Comments
BIGS Savings	PS1	£3.451m	£3.77m	★	Target is to achieve savings as set out in the Annual Plan
Delivery against Lead Times	PS2	88.72%	95.01%	★	
Cheque Requests	PS3	98.46%	99.18%	★	
Payment of Invoices	PS4	99.22%	99.46%	★	
Customer Perception	PS5	90%	85.50%	●	Failure of measure is tied to production and implementation of an action plan to address areas of under performance which has been completed

TQM = Top Quartile of Metropolitan Authorities.

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



Strategic Measures - Revenues and Benefits

Revs & Bens Measure	Ref	Target	Year End	Year End Status	Comments
Council Tax Collection	RBS1	TQM	97.4%	?	Target is to achieve Top Quartile Mets position, information on other Councils' performance not yet available
NNDR Collection	RBS2	TQM	98.4%	?	Target is to achieve Top Quartile Mets position, information on other Councils' performance not yet available
Time Taken to Process HB/CTB Claims & Changes	RBS3	TQM	11.44 days	?	Target is to achieve Top Quartile Mets position, information on other Councils' performance not yet available
Fraud Prosecutions	RBS4	TQM	7.22	?	Target is to achieve Top Quartile Mets position, information on other Councils' performance not yet available
Customer Perception	RBS5	75%	93%	★	
Telephony Contact not Abandoned	RBS6	95%		?	New measure with target applicable for 2011-12

TQM = Top Quartile of Metropolitan Authorities.

More than 2% above target



Within 2% of target



More than 2% below target



Unable to report at this time

