











Customer Access Measure	Ref	Target	Sept	Oct	Nov	Status	Comments
Cost per Transaction (Face to Face)	CAO1	4.5		4.41			Quarterly measure, reporting 1 month in arrears; smaller is better target.
Versatility Measure	CAO2	90	96.86				Measure suspended as all staff members are currently training and are therefore excluded from the calculation; work ongoing to look at alternative measures
First Contact Resolution by Channel (Face to Face)	CAO3	100	100	100	100		
First Contact Resolution by Channel (Telephony)	CAO3	95	97.5	100	100		
Average Call Quality Assessment (Face to Face)	CAO4	95	99.12	99.57	98.45		
Average Call Quality Assessment (Telephony)	CAO4	95	97.17	97.5	96.5		
% of Contact not Abandoned (Face to Face)	CAO5	85	99.95	99.84	99.75		
% of Contact not Abandoned (Telephony)	CAO5	90	96.88	96.71	96.4		
Complaints Handling	CAO7	90	100	100	100		Reported quarterly with additional information for tracking.
Provision of Management Data	CAO9	100	100	100	100		

On or above target



Within 2% of target



More than 2% below target



Unable to report at this time



HR&P Measure	Ref	Target	Sept	Oct	Nov	Status	Comments
Accuracy of Contracts	HRO1	95	100	100	100	★	
Accuracy of Payment	HRO2	99.5	99.75	99.88	99.92	★	
% of Enquiries Resolved at First Point of Contact	HRO3	80	98.93	98.68	99.06	★	
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	100	100	★	
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	Sept	Oct	Nov	Status	Comments
% Availability of RMBC Voice & Data Network	ICTO1	99	99.16	99.66	99.11	★	
% Availability of Business Critical Applications	ICTO2	99	99.14	99.98	99.83	★	
% Availability of Telephony Systems	ICTO3	99	100	100	100	★	
% Faults Fixed in Agreed Timescales	ICTO4	94	98.1	97.07	95.12	★	
% ICT Change Requests Completed in Agreed Timescales	ICTO5	95	97.64	98.97	89.47	▲	Drop in performance due to increase number of VPN requests due to move to Riverside House. Performance excluding VPN requests achieved 98.05%
% Complex Change Requests Completed to Agreed Specification	ICTO6	85	85.71	100	100	★	
First Contact Resolution	ICTO7	30	57.3	49.71	46.54	★	
% Print Jobs Completed as Agreed	ICTO8	95	100	100	100	★	
Anti-Virus Measure	ICTO9		87.79	97.44	98.46	?!	New measure; currently baselining prior, target being negotiated.
Average Time Taken to Answer Calls	ICTO10	85	96.15	91.74	92.4	★	

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Procurement Measure	Ref	Target	Sept	Oct	Nov	Status	Comments
% Catalogued Goods or Services Delivered within Lead Times	PO1	88.72	98.53	90.61	93.31	★	
% Cheque Requests Processed on Next Available Payment Run	PO2	98.46	100.00	99.07	99.91	★	
% Undisputed Invoices Input within 25 calender days	PO3	99.22	99.80	99.57	99.69	★	
% non-eRFQ Open Requisitions Consolidated into Purchase Orders	PO4	78	92.16	90.69	91.00	★	
% Framework Agreements Risk Assessed for Impact on Local Economy	PO5	96	100	100	100	★	Quarterly measure, additional information for tracking
% Framework Agreements Developed with consideration given to Sustainability	PO8	98	100	100	100	★	Quarterly measure, additional information for tracking
Provision of Management Data	PO9	100	100	100	100	★	

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Revenue & Benefit Measure	Ref	Target	Sept	Oct	Nov	Status	Comments
% Council Tax Collected	RBO1	97	55.80	64.96	74.11	?	Annual measure, information for monitoring
% NNDR Collected	RBO2	98.50	58.95	69.63	78.17	?	Annual measure, information for monitoring
Time Taken to Process HB/CTB New Claims and Change Events	RBO3	15	12.62	12.66	12.76	?	Annual smaller is better measure, information for monitoring
Number of Fraud Prosecutions & Sanctions per 1000 caseload	RBO4	4.25	4.45	5.35	5.85	?	Annual measure, information for monitoring
Cumulative Council Tax Arrears as compared to Council Tax Year End Total Collectable Debt	RBO5	TQM				?	Annual smaller is better measure; information not available until year end
Year End Council Tax Write Off as % of Collectable Debt	RBO6	TQM	0.08	1.06	0.11	?	Annual smaller is better measure, information for monitoring
Number of Changes in HB/CTB Entitlements within the year per 1000	RBO7	TQM				?	Annual measure; information not available until year end
Level of LA Overpayments not to exceed LA Error Local Subsidy Threshold	RBO8	0.48	0.25	0.24	0.25	?	Annual smaller is better measure
Total Amount of HB Overpayments recovered in period as % of HB Overpayments outstanding	RBO9	41	36.03	39.01	41.51	?	Annual measure
% New Benefit Claims Decided within 14 days of Receipt	RBO10	90.5	95.05	95.22	95.26	?	Quarterly measure, information for monitoring
Total Amount of HB Overpayments written off during the period as % of Total Amount of HB Overpayments	RBO11	6.99	1.41	1.52	1.56	?	Annual smaller is better target, information for monitoring
% Applications for HB/CTB Reconsideration / Revision Actioned & Notified within 4 weeks	RBO12	75	95.81	94.42	95.24	?	Annual measure, information for monitoring
% HB/CTB Appeals Submitted to the Tribunal Service in 4 weeks	RBO13	85	100	100	100	?	Annual measure, information for monitoring
Provision of Management Data	RBO14	100	100	100	100	★	Monthly measure
First Contact Resolution	RBO15	85	98.20	100.00	99.10	?	Quarterly measure, information for monitoring

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