Appendix A

	January 16 - March 16		
IT	**Target**		**Average**
Critical System Availability During Core Hours (ICT4)	99.50%		99.91%
Severity level 1, 2, 3, 4 incidents completed within Service Level Targets (ICT15 & 16)	98.00%		98.21%
% of Council users who are satisfied with the outcome of their enquiry (ICT12)	98.00%		98.62%
Network Availability LAN (ICT5)	99.50%		100.00%
Revenues & Benefits	**Target**		**Actual**
Council Tax Collection (This target reflects how far through the year we are)	97.70%		98.08%
NNDR Collection (This target reflects how far through the year we are)	99.10%		99.29%
Days taken to process new benefit claims and change events (NI181)	7.00		6.83
Days to process new benefits claims. (78a)	16		14.58
Customer Services	**Target**		**Actual**
Contact Centre - Incoming contacts dealt with within 30 seconds	88.50%		89.09%
Switchboard - % of calls answered within 14 seconds	91%		92.98%
Reception - % of visitors greeted at reception within 3 minutes	97%		97.81%