Appendix A

	October 15 - December 15		
IT	**Target**		**Average**
Critical System Availability During Core Hours (ICT4)	99.50%	🟩	100.00%
Severity level 1, 2, 3, 4 incidents completed within Service Level Targets (ICT15 & 16)	98.00%	🟥	97.68%
% of Council users who are satisfied with the outcome of their enquiry (ICT12)	98.00%	🟩	98.78%
Network Availability LAN	99.50%	🟩	100.00%
Revenues & Benefits	**Target**		**Actual**
Council Tax Collection (This target reflects how far through the year we are)	85.85%	🟩	85.93%
NNDR Collection (This target reflects how far through the year we are)	86.00%	🟧	85.54%
Days taken to process new benefit claims and change events (NI181)	7.00	🟩	6.94
Days to process new benefits claims. (78a)	16	🟩	14.11
Customer Services	**Target**		**Actual**
Contact Centre - Incoming contacts dealt with within 30 seconds	88.50%	🟩	91.39%
Switchboard - % of calls answered within 14 seconds	91%	🟩	95.33%
Reception - % of visitors greeted at reception within 3 minutes	97%	🟩	97.88%

Reception - Data is only for December due to new queuing system.