

## Appendix A

<u>IT</u>	Apr 16 - Jun 16		Apr 17 - Jun 17	
	<u>Target</u>	<u>Average</u>	<u>Target</u>	<u>Average</u>
Critical System Availability During Core Hours (ICT4)	99.50%	100.00%	99.50%	100.00%
Severity level 1 incidents completed within Service Level Targets (ICT7)	99.50%	100.00%	99.50%	100.00%
Severity level 1, 2, 3, 4 incidents completed within Service Level Targets (ICT15 & 16)	98.00%	98.24%	98.00%	96.37%
% of Council users who are satisfied with the outcome of their enquiry (ICT12)	98.00%	98.20%	98.00%	99.28%
Network Availability LAN (ICT5)	99.50%	100.00%	99.50%	100.00%
<u>Revenues &amp; Benefits</u>				
Council Tax Collection (This target reflects how far through the year we are)	29.50%	29.89%	29.50%	30.11%
NNDR Collection (This target reflects how far through the year we are)	30.00%	31.78%	30.00%	31.03%
Days taken to process new benefit claims and change events (NI181)	9.50	9.23	9.50	13.76
Days to process new benefits claims. (78a)	18	17.40	18	14.70
<u>Customer Services</u>				
Contact Centre - Incoming contacts dealt with within 30 seconds	88.50%	90.67%	89.00%	78.00%
Switchboard - % of calls answered within 14 seconds	91%	94.00%	92%	94.54%
Reception - % of visitors greeted at reception within 3 minutes	97%	97.75%	97.50%	97.05%