

Description	Ref	2004/05 Actual	04/05 C/parison data	Target 2005/06	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2005/06 Actual	Assessment	Comments	BVPI Quartile
Customer Services												
No of racial incidents recorded per 100,000 of population	BV174	1.17	N/A	2.5	0	0	0	0	0	Green		
% of racial incidents that resulted in further action	BV175b	1.75	N/A	100%	0	0	0	0	0	Green		
Number of enquiries handled at first point of contact	CG	25.00%	N/A	40.00%	23.00%	26.33%	28.50%	45.00%	30.70%	Orange	Good progress continues to be made. Carried forward to 2006/07	
Deliver key stages in the project plan for 'Customer First'	CPM/CG 29	N/A	N/A	Mar-06			Hit target			Green		
Make improvements to the Council's website and establish arrangements for ensuring that information is kept up to date	CPM/CG 79	N/A	N/A	Mar-06		Hit target				Green		
Abandoned telephone calls	SP	4.00%	N/A	6.00%	3.83%	3.67%	4.60%	4.00%	4.02%	Green		
Minimum % of calls answered within 20 seconds	SP	80.00%	N/A	70.00%	87.00%	89.33%	88.70%	90.00%	88.70%	Green		
Print Room deliver all print requests on time	SP	92.00%	N/A	90.00%	93.33%	93.67%	95.67%	96.00%	94.60%	Green		
Establish Service Standards for use by all services	CPM 30	N/A	N/A	Mar-06						Orange	Key stages delivered. Carried forward 2006/07	
Review customer complaints procedure	CG	N/A	N/A	Mar-06		Hit target				Green		
IT												
Achieve the targets set in the IEG 5 statement for electronic service delivery	BV157(P) CPM/CG	70.45%	T 87.50% M 77.07% B 66.59%	100%	84.00%	84.00%	96.00%	100%	100%	Green		1

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Priority Service Outcomes	Priority Service Outcomes	N/A	N/A	54	Grn 26 Amb 23 Red 5	Grn 28 Amb 21 Red 5	Grn 35 Amb 18 Red 1	Grn 50 Amb 4 Red 0	Grn 50 Amb 4 Red 0	Green		
Video conferencing of Council Meetings	CG	N/A	N/A	Mar-06						Red	Service Bid unsuccessful	
Provision of Information Kiosks	CG	N/A	N/A	Mar-06						Green		
Computer Disaster Recovery Policy	CG	N/A	N/A	Mar-06						Green		
Overall Service Rating	SP	N/A	N/A	75%	75.00%	85.00%	80.00%	75.00%	78.75%	Green		
Network Availability (excluding maintenance)	SP	N/A	N/A	97%	99.00%	99.00%	99.00%	99.00%	99.00%	Green		
Deliver IT Projects on time and in budget	SP	N/A	N/A	80%	75.00%	75.00%	75.00%	75.00%	75.00%	Orange	See separate report	
Corporate Procurement												
Refresh' the current Procurement Strategy and Year 1 Actions	CPM 40								Hit target	Green		
IT & Customer Services												
Sickness Absence	SP	8.52 days	T 8.48 M 9.59 B 11.10	8 days	1.04 days	3.61 days	7.72 days	10.9 days	10.90 days	Red	Two employees long term sickness absence	