

[illegible]

January 14	February 14	Comments
N/A	Achieved	
100.00%	100.00%	
100.00%	100.00%	
100.00%	100.00%	
100.00%	100.00%	
100.00%	100.00%	
91.10%	93.40%	Target not agreed, WR impact
15.03%	15.59%	
94.00%	95.20%	Target not agreed, aspirational
20.38	20.30	Target not agreed, aspirational
0.34%	0.35%	Excluding CTS from June 13
N/A	Achieved	
100.00%	100.00%	
100.00%	100.00%	
94.73%	95.45%	
11.33	9.23	
N/A	N/A	KPI to be removed.
104.36%	101.61%	
100.00%	100.00%	
N/A	N/A	Not yet due.
100.00%	100.00%	
100.00%	100.00%	
100.00%	100.00%	
0.01%	0.03%	
100.00%	75.00%	Could not open due to EDL march
99.99%	99.99%	Banking Error
93.12%	98.02%	
97.49%	97.45%	
100.00%	100.00%	

N/A	N/A	Annual task performed in February each year.
N/A	N/A	
100.00%	100.00%	
100.00%	100.00%	
100.00%	100.00%	
100.00%	100.00%	
100.00%	100.00%	
100.00%	100.00%	
100.00%	100.00%	
100.00%	100.00%	
100.00%	100.00%	Reported one month in arrears.
100.00%	100.00%	Reported one month in arrears.
100.00%	100.00%	Reported one month in arrears.
100.00%	68.40%	Staffing matter, currently under investigation
99.80%	99.90%	Reported one month in arrears.
100.00%	100.00%	Reported one month in arrears.
62.10%	Error	Unable to report due to system failure
42.10%	Error	Unable to report due to system failure
54.60%	Error	Unable to report due to system failure
		Report to be defined
76.70%	Error	Unable to report due to system failure
0.03%	Error	Unable to report due to system failure
		System not available for reporting
28.80%	17.60%	Over twice as many Flood & Housing allocation contacts made
25.10%	16.10%	Over twice as many Flood & Housing allocation contacts made
29.30%	16.20%	Over twice as many Flood & Housing allocation contacts made
		System not available for reporting
68.10%	52.70%	Base-lining period & over twice as many Ctax & Housing allocation contacts made
67.30%	54.00%	Base-lining period & over twice as many Ctax & Housing allocation contacts made
66.60%	52.80%	
16.40%	25.90%	
		Report to be defined
		Report to be defined
		Report to be defined