
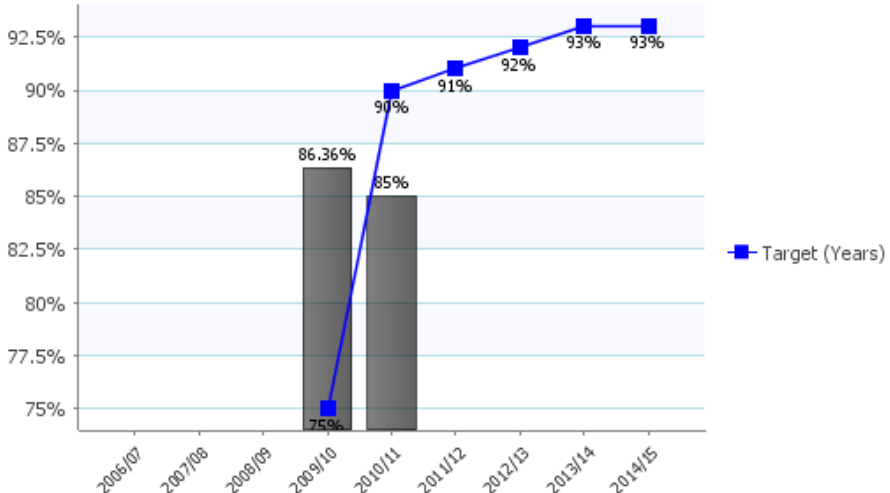

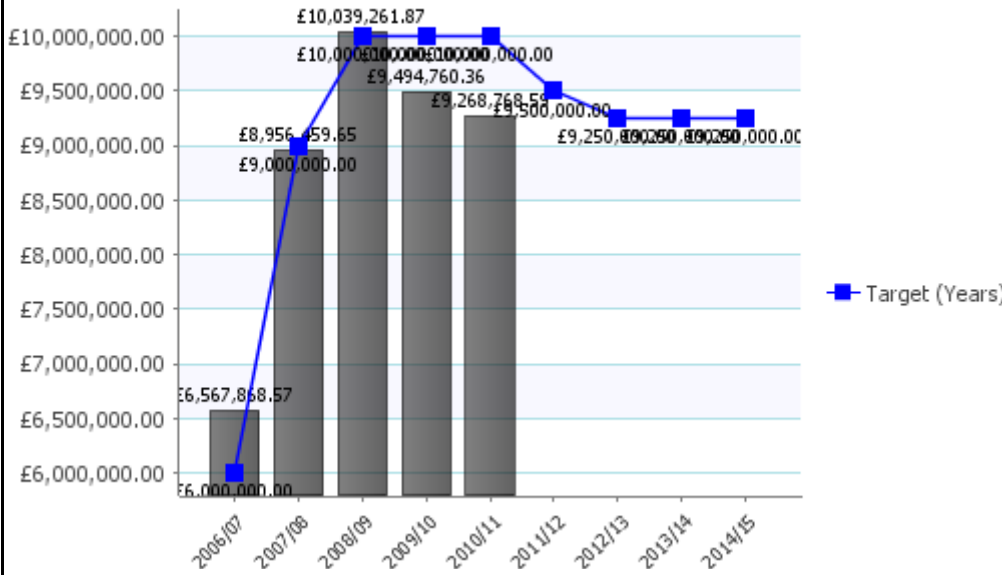


## Appendix 3

### Poorly performing locally derived measures for 2010/11: Top 2

CS/ICT/003 Percentage of users of the Council's Contact Centre who are satisfied or very satisfied with the services delivered by the Contact Centre.			Current status																									
CS/ICT/003 Percentage of users of the Council's Contact Centre who are satisfied or very satisfied with the services delivered by the Contact Centre.																												
 <table><thead><tr><th>Year</th><th>Value</th><th>Target</th></tr></thead><tbody><tr><td>2008/09</td><td>N/A</td><td></td></tr><tr><td>2009/10</td><td>86.36%</td><td>75%</td></tr><tr><td>2010/11</td><td>85%</td><td>90%</td></tr><tr><td>2011/12</td><td></td><td>91%</td></tr><tr><td>2012/13</td><td></td><td>92%</td></tr><tr><td>2013/14</td><td></td><td>93%</td></tr><tr><td>2014/15</td><td></td><td>93%</td></tr></tbody></table>					Year	Value	Target	2008/09	N/A		2009/10	86.36%	75%	2010/11	85%	90%	2011/12		91%	2012/13		92%	2013/14		93%	2014/15		93%
Year	Value	Target																										
2008/09	N/A																											
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<table><tr><td></td><td colspan="2">Value</td></tr><tr><td>2008/09</td><td colspan="2">N/A</td></tr><tr><td>2009/10</td><td colspan="2">86.36%</td></tr><tr><td></td><td>Value</td><td>Target</td></tr><tr><td>2010/11</td><td>85%</td><td>90%</td></tr></table>				Value		2008/09	N/A		2009/10	86.36%			Value	Target	2010/11	85%	90%	Scoring still remains in the 80-90% area. Monthly scoring shows change in satisfaction can be related to the type of contact with the council and the volume of calls being received.										
	Value																											
2008/09	N/A																											
2009/10	86.36%																											
	Value	Target																										
2010/11	85%	90%																										
Managed By		Patricia Marshall		Assigned To	Stephen Daly																							
Linked Actions			Status		Progress Bar																							

SW/WR/001 Value of benefits maximised through representation from Welfare Rights Money Advice Service.			Current status																						
<div><div>SW/WR/001 Value of benefits maximised through representation from Welfare Rights Money Advice Service.</div><table><caption>Chart Data: Value of benefits maximised</caption><thead><tr><th>Year</th><th>Value (£)</th></tr></thead><tbody><tr><td>2006/07</td><td>£6,567,868.57</td></tr><tr><td>2007/08</td><td>£8,956,59.65</td></tr><tr><td>2008/09</td><td>£10,039,261.87</td></tr><tr><td>2009/10</td><td>£9,494,760.36</td></tr><tr><td>2010/11</td><td>£9,268,768.59</td></tr><tr><td>2011/12</td><td>£9,500,000.00</td></tr><tr><td>2012/13</td><td>£9,250,000.00</td></tr><tr><td>2013/14</td><td>£9,250,000.00</td></tr><tr><td>2014/15</td><td>£9,250,000.00</td></tr></tbody></table><p>■ Target (Years)</p></div>						Year	Value (£)	2006/07	£6,567,868.57	2007/08	£8,956,59.65	2008/09	£10,039,261.87	2009/10	£9,494,760.36	2010/11	£9,268,768.59	2011/12	£9,500,000.00	2012/13	£9,250,000.00	2013/14	£9,250,000.00	2014/15	£9,250,000.00
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			Reduction due to cessation of projects and longer waiting times for claim decisions and appeals. Further monitoring information to be developed in 2011/12.																						
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		Value		Target																					
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Managed By		Peter Barry		Assigned To																					
Linked Actions				Mary Holt																					
				Status																					
Analysis of previous years financial gains to identify areas where reduction occurred.				Progress Bar																					
				0%																					
Increased monitoring, review and analysis of impact of welfare reforms on financial gains				0%																					