

**Committee:** Scrutiny 2  
**Date:** 6 July 2005  
**Agenda Item No:**  
**Title:** CS1  
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### **Summary**

1. This report provides an update on the CS1 local performance indicator.

### **Background**

2. This indicator shows the percentage of letters responded to within 10 working days. It only measures performance in the Council Tax, Business Rates and Benefits sections of Customer Services.

### **Performance - 2004/05**

3. The target for 2004/05 was set without consultation with the Executive Manager – Customer Services and was always considered to be unrealistic. Although, the actual performance achieved of 95.92% did not meet the target, it is still felt that this represented a high level of performance. To put this into perspective, 14,868 out of 15, 500 items of correspondence were dealt with within 10 working days. By comparison, performance for 2003/04 was 92.33%.
4. The information available through the use of document imaging processing within the above sections also enables the measurement of the average number of days to process correspondence. Performance in 2004/05 was 5 calendar days.

### **Performance – 2005/06**

5. In view of the above comments, the target for 2005/06 has been set at a more realistic 95%.
6. Historically, the 1<sup>st</sup> quarter in the year is the busiest for correspondence received. Performance for the 1<sup>st</sup> quarter in 2005/06 is 95.81%. The table below explains this in more detail and compares performance against quarter 1 in 2004/05: -

	<b>2004/05 Qtr 1</b>	<b>2005/06 Qtr 1</b>
Total received	4345	5465
Number responded to within 10 working days	4143	5236
Percentage within 10 working days	95.35%	95.81%
Average number of days to respond	5	4

### **Conclusion**

7. It is expected that the target of 95% for 2005/06 will be achieved.
8. Measurement of performance against this local indicator in other services will take place as document imaging is implemented throughout the Council.

### **Background papers**

ICLipse document imaging processing management reports