

Business Transformation

Director : Richard Ellis

Portfolio Holder for Business Transformation - Cllr Richard Stay

Indicators	Linked to LAA	Unit	Good is	Outturn 08/09	Quarter 1 June 09	Quarter 2 Sept 09	Quarter 3 Dec 09	Quarter 4 March 10	Year to Date	Performance Judgement (Q compared with Q)	Target 09/10	Comments
NI 14 - Reducing Avoidable Contact	No	No.	Low	NA	NA	-	-	-	-	-	NT	Work is under way to establish a councilwide approach to collecting this information
% first point resolution by Customer Service Centres	No	%	High	NA	NA	-	-	-	-	-	NT	Without CRM system a manual process is being developed
% of incoming calls handled via contact centre	No	%	High	NA	NA	-	-	-	-	-	NT	Investigation with IT as to how to gather data on all incoming calls excluding duplication where calls are transferred from Customer Service to other areas
Mystery Shopper - Customer Satisfaction measures	No	%	High	NA	NA	-	-	-	-	-	NT	The first mystery shopping exercise will commence at the end of the year
% of council tax collected	No	%	High	NA	94.65 (July 09)	-	-	-	-	-	97%	The amount of Council Tax due for 2009/10 is £134,460,021. The amount collected for July is £50,905,558. This is 94.65% of the full amount for this period.
CO2 reduction from CBC	Yes	%	High	NA	NA	-	-	-	-	-	40% reduction by 2015 from 08/09 baseline	33,193 tonnes of CO2 is the 08/09 baseline. Schools energy use accounts for 52% of this. CBC has been selected to take part in the carbon Trust's council carbon management programme.