

Council Priority:	LIVING WITHIN OUR MEANS - Where services are delivered efficiently to achieve value for money for the tax payer
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Measuring Success

PI Ref	Performance Measure	2014/15	2015/16		2016/17		Comments
		Actual	Actual	All Wales Average	Annual Target	Qtr 3 Actual Performance	
LACP005	Gross Revenue Expenditure on Council Tax Benefits & Administration per head of population	7**	9**	11	N/A	10**	Reported for information only. Latest data available relates to the 2015/16 financial year and shows the cost of the service to be lower than the average across Wales
LACP004	The level of Council Tax increase	4.50	3.80	4.36	3.80	2.75	This excludes Community Council precepts and the Police and Crime Commissioner for South Wales Precept, both of which are outside of the Council's control. All Wales average increase for 16/17 was 3.63%
LCSC308	% of customer interaction via the web and mobile devices	N/A	N/A	N/A	NEW - BASELINE YEAR	N/A	Data Available Q4
LCSC401	% of payments receipted via Customer Care that are self served via website and/or touchtone or kiosks	70	72	N/A	>70	76	
LCSC206	% enquiries resolved at first point of contact based on customer view - One4aLL centres	N/A	N/A	N/A	NEW-BASELINE YEAR	N/A	Data Available Q4
LCSC110	% of enquiries resolved at first point of contact based on customer view - telephone, daytime service	N/A	N/A	N/A	NEW-BASELINE YEAR	N/A	Data Available Q4
LCSC309	% enquiries resolved at first point of contact based on customer view - website/e-access	N/A	N/A	N/A	NEW-BASELINE YEAR	N/A	Data Available Q4
LEST001	% Reduction in the occupied office accommodation floor space across the Council (m2)	N/A	N/A	N/A	11.12	10.74	Reported for information only. Reported against target at year end.

Key:

Within Top Quartile performance for all of Wales 2015/16	Performance met or exceeded target	Performance within 5% of the target	Performance below target
Within Bottom Quartile performance for all of Wales 2015/16			

Bolded PIs denote that an existing Corporate Plan high level

** reported a year in arrears