

## Appendix A Granular Performance Data

### Customer Services

<b>Monthly - KPI002 - % First Time Resolution - R&amp;B</b>								<b>Monthly - PI002 - % Calls Answered within 20 seconds</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23		Overall	39.00%	78.00%	89.60%	88.10%	96.40%	97.90%
Overall	95%	94%	93%	97%	97%	98%		South Oxfordshire & Vale of White Horse	64.00%	83.50%	92.10%	93.60%	98.20%	99.80%
South Oxfordshire	95%	95%	94%	100%	99%	99%		Mendip						
Vale of White Horse	95%	95%	95%	97%	96%	99%		Havant	37.00%	77.40%	83.60%	87.50%	96.20%	96.70%
Mendip	98%	97%	97%	100%	99%	98%								
Havant	90%	92%	88%	94%	94%	99%		<b>Monthly - PI003 - % Calls Answered in 50 seconds - Out of Hou</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Hart	92%	90%	91%	94%	94%	96%		Overall	77.00%	100.00%	84.00%	99.00%	98.00%	97.00%
								South Oxfordshire	81.00%	100.00%	84.00%	99.00%	99.00%	97.00%
<b>Monthly - KPI003 - % First Time Resolution - Non R&amp;B</b>								Vale of White Horse	75.00%	100.00%	84.00%	99.00%	99.00%	97.00%
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23								
Overall	99.00%	99.70%	99.40%	99.60%	99.40%	99.40%		<b>Monthly - PI004 - % Council Tax and Benefits Calls Answered within 20 seconds</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Mendip								Overall	76.00%	79.60%	79.10%	81.10%	80.10%	82.90%
Havant	99.00%	99.70%	99.40%	99.60%	99.40%	99.40%		South Oxfordshire	86.00%	79.50%	78.80%	77.60%	80.20%	81.50%
								Vale of White Horse	85.00%	79.70%	76.90%	75.60%	74.80%	80.60%
<b>Monthly - PI001 - % Email Responses on time</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23		Mendip	80.00%	79.20%	85.80%	89.20%	71.20%	73.40%
Overall	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		Hart	58.00%	72.60%	74.50%	89.20%	79.80%	84.70%
Mendip								Havant	64.00%	82.50%	82.30%	83.90%	93.00%	94.00%
Havant	100.00%	100.00%	99.80%	100.00%	100.00%	100.00%								
								<b>Quarterly - KPI004 - % Customer Satisfaction</b>						
									Sep-23					
								Overall	98%					
								South Oxfordshire	100%					
								Vale of White Horse	92%					
								Mendip	97%					
								Havant	100%					
								Hart						

## Land Charges

Monthly - PI002 - % Local Land Registrations completed on time	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Quarterly - KPI001 - % Achievement of 5 Day Search Target	Sep-23
Overall	100%	100%	100%	100%	100%	100%	Overall	72.70%
South Oxfordshire	100%	100%	100%	100%	100%	100%	South Oxfordshire	73.20%
Vale of White Horse	100%	100%	100%	100%	100%	100%	Vale of White Horse	73.80%
Mendip	100%	100%	100%	100%	100%	100%	Mendip	71.40%
Havant	100%	100%	100%	100%	100%	100%	Havant	73.50%
Hart	100%	100%	100%	100%	100%	100%	Hart	72.10%
Monthly - PI003 - Complaint Volumes	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Quarterly - PI001 - % Achievement of 8 Day Search target	Sep-23
Overall	0	0	0	0	0	0	Overall	100.00%
South Oxfordshire	0	0	0	0	0	0	South Oxfordshire	100.00%
Vale of White Horse	0	0	0	0	0	0	Vale of White Horse	100.00%
Mendip	0	0	0	0	0	0	Mendip	100.00%
Havant	0	0	0	0	0	0	Havant	100.00%
Hart	0	0	0	0	0	0	Hart	100.00%

# IT

<b>Monthly - KPI001 - % Internal Service Availability</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23		<b>Monthly - KPI003 - % External Service Availability OOH</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Overall	100%	100%	100%	100%	100%	100%		Overall	100%	100%	100%	100%	100%	100%
South Oxfordshire	100%	100%	100%	100%	100%	100%		South Oxfordshire	100%	100%	100%	100%	100%	100%
Vale of White Horse	100%	100%	100%	100%	100%	100%		Vale of White Horse	100%	100%	100%	100%	100%	100%
East Hampshire	100%	100%	100%	100%	100%	100%		East Hampshire	100%	100%	100%	100%	100%	100%
Havant	100%	100%	100%	100%	100%	100%		Havant	100%	100%	100%	100%	100%	100%
Mendip														
<b>Monthly - KPI002 - % External Service Availability</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23		<b>Monthly - PI003 - % Achievement of P2 - P4 Incident Management Targets</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Overall	100%	100%	100%	100%	100%	100%		Overall	95.86%	97.49%	99.09%	97.17%	97.32%	97.49%
South Oxfordshire	100%	100%	100%	100%	100%	100%		South Oxfordshire	93.04%	97.27%	98.25%	96.92%	97.95%	100.00%
Vale of White Horse	100%	100%	100%	100%	100%	100%		Vale of White Horse	93.04%	97.27%	98.25%	96.92%	97.95%	100.00%
East Hampshire	100%	100%	100%	100%	100%	100%		East Hampshire	98.01%	97.71%	100.00%	97.44%	96.45%	94.02%
Havant	100%	100%	100%	100%	100%	100%		Havant	98.01%	97.71%	100.00%	97.44%	96.45%	94.02%
Mendip								Mendip						
<b>Monthly - PI004 - % Achievement of Service Requests to Target</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23		<b>Monthly - PI001 - % Delivery of Patch Management to Target</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Overall	99.49%	97.62%	100.00%	100.00%	98.01%	99.12%		Overall	100%	100%	100%	100%	100%	100%
South Oxfordshire	100.00%	95.10%	100.00%	100.00%	99.34%	99.06%								
Vale of White Horse	100.00%	95.10%	100.00%	100.00%	99.34%	99.06%		<b>Monthly - PI005 - % Delivery of Change Requests to Target</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
East Hampshire	99.12%	99.32%	100.00%	100.00%	96.64%	99.21%		Overall	100%	100%	100%	100%	100%	100%
Havant	99.12%	99.32%	100.00%	100.00%	96.64%	99.21%		South Oxfordshire	100%	100%	100%	100%	100%	100%
Mendip								Vale of White Horse	100%	100%	100%	100%	100%	100%
								East Hampshire	100%	100%	100%	100%	100%	100%
<b>Monthly - KPI004 - % Management of P1 Incidents to Target</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23		Havant	100%	100%	100%	100%	100%	100%
Overall	100%	100%	0%	98.75%	100%	100%		Mendip						
South Oxfordshire	100%	100%	0%	99.49%	100%	100%								
Vale of White Horse	100%	100%	0%	99.49%	100%	100%		<b>Monthly - PI006 - % Achievement of First Time Fixes to Time</b>	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
East Hampshire	100%	100%	100%	98.04%	100%	100%		Overall	86.24%	88.53%	85.42%	81.28%	86.63%	85.71%
Havant	100%	100%	100%	98.04%	100%	100%		South Oxfordshire	80.33%	90.91%	86.15%	90.41%	85.19%	88.04%
Mendip								Vale of White Horse	80.33%	90.91%	86.15%	90.41%	85.19%	88.04%
								East Hampshire	88.54%	87.50%	85.04%	76.15%	87.60%	83.65%
								Havant	88.54%	87.50%	85.04%	76.15%	87.60%	83.65%
								Mendip						