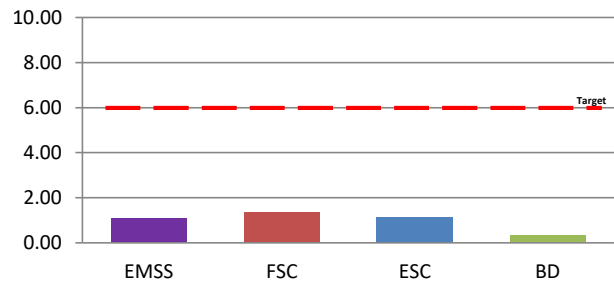
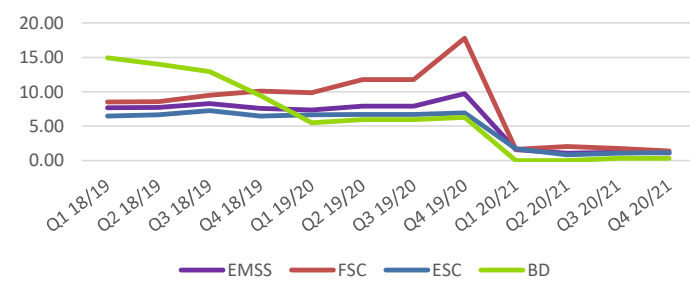


People

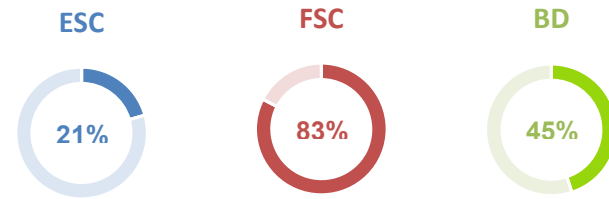
Sickness Days Lost per FTE



Sickness % Days Lost per FTE Trend

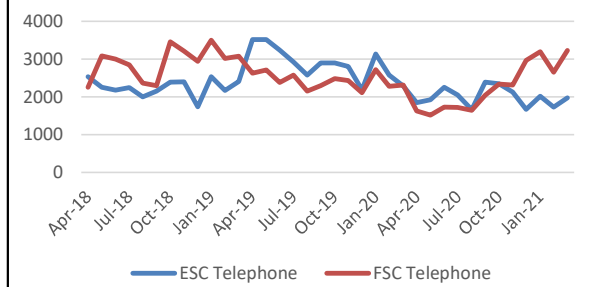


APRs Completed

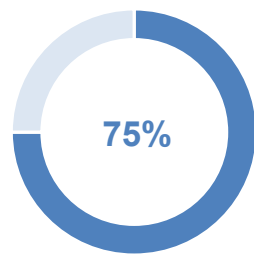


Customers

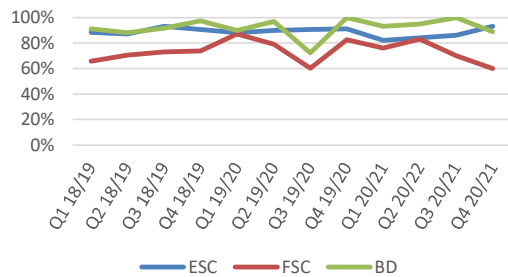
Telephone Volumes



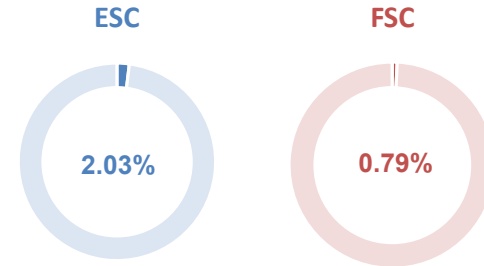
Customer Satisfaction



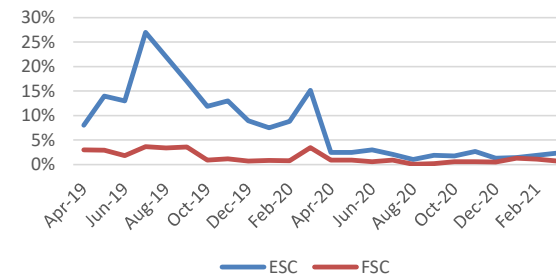
Customer Satisfaction Trend



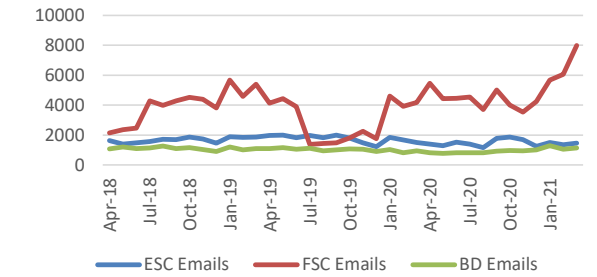
Abandon Rate



Abandon Rate Trend

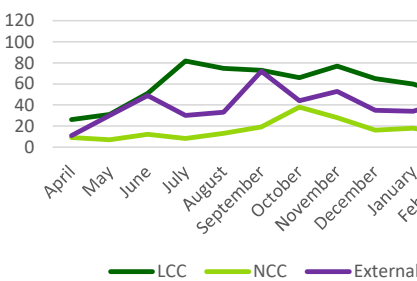


Email Volumes

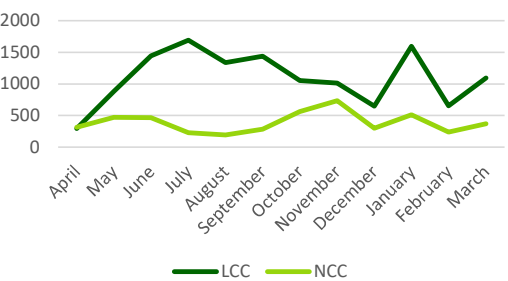


ESC

Adverts processed against target

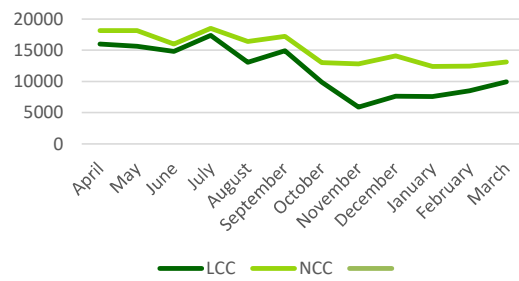


Applications Received

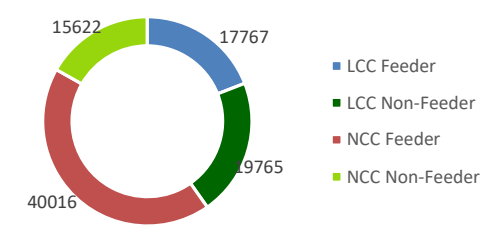


FSC

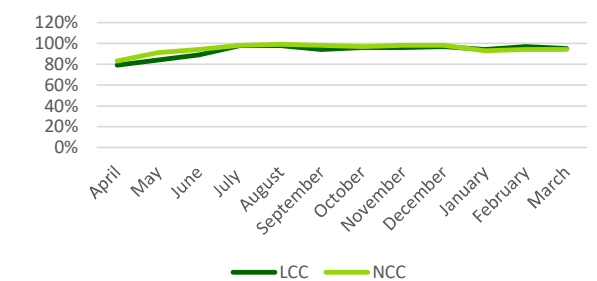
Number of Total Payments made



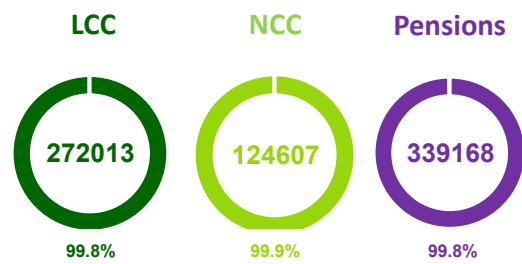
Number of Feeder/ Non-Feeder payments



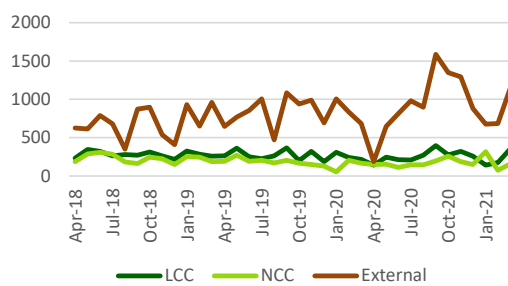
% of Suppliers set up against target



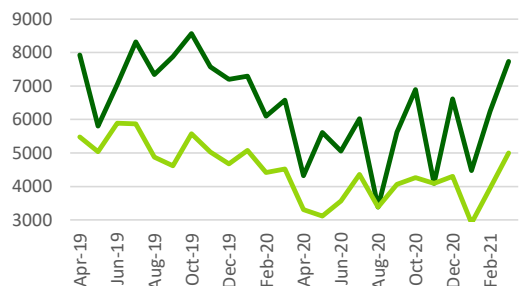
Payrolls Processed against target



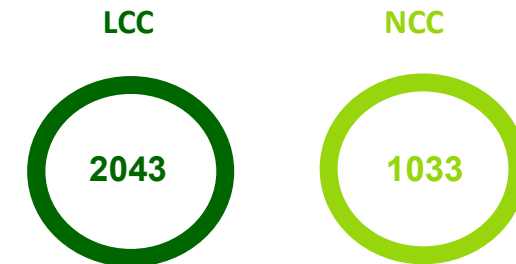
DBS Checks Processed



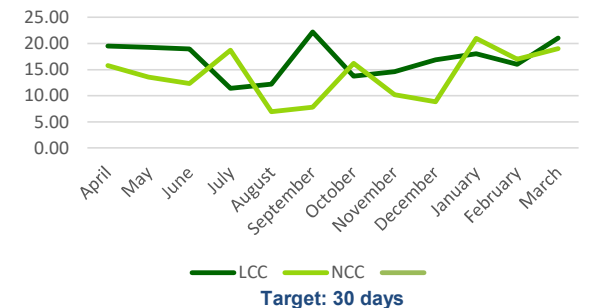
Number of Invoices processed



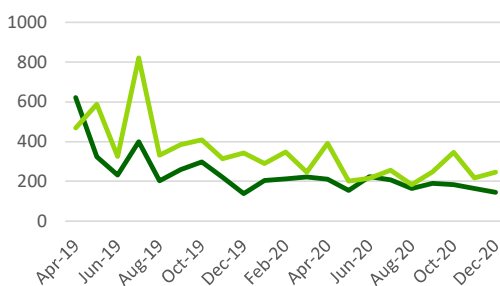
Number of Invoices on hold



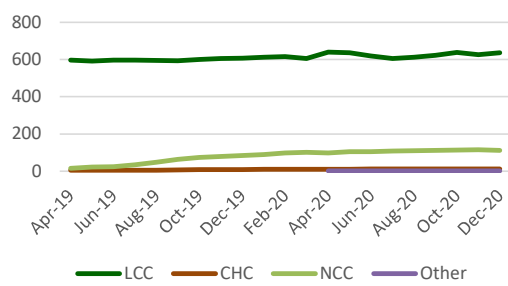
Average days to pay against target



Contracts Processed



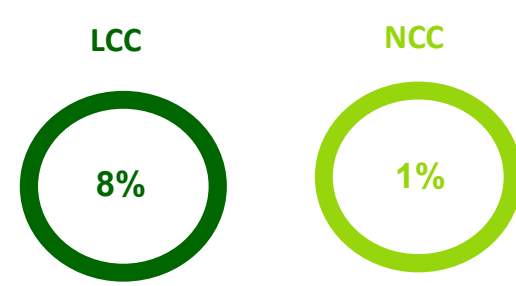
Personal Budgets Users/Employers



Total Sundry Debt

	LCC	NCC
Total Sundry Debt Value:	17,952,461	17,921,556
Total Sundry Debt Open to Collect:	10,881,147	14,831,397
Total Sundry Debt Past due:	4,526,203	4,771,509
Total Sundry Debt Past due Open to Collect:	2,865,373	3,168,752
Total Sundry Debt >90 days Open to Collect:	841,439	145,471
% Sundry Debt >90 Days against open to collect	7.73%	0.98%

% of 90 days open to collect debt



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