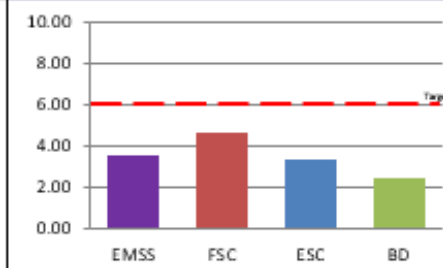
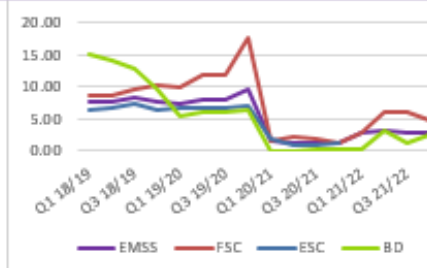


**People**

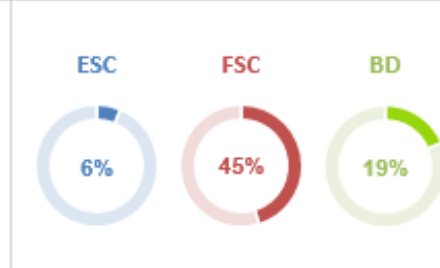
**Sickness Days Lost per FTE**



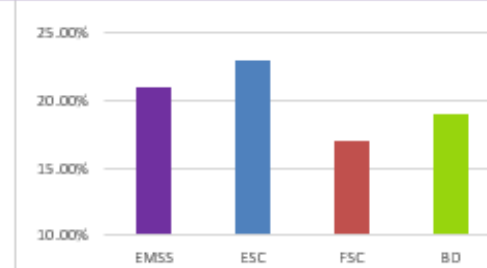
**Sickness % Days Lost per FTE Trend**



**APRs Completed**

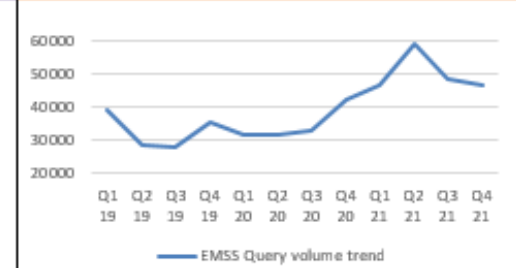


**Attrition Rates**

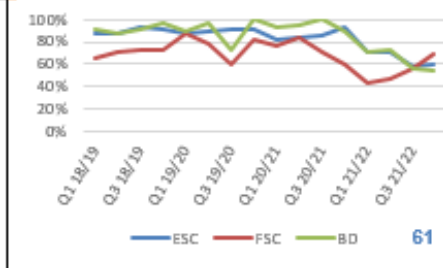


**Customers**

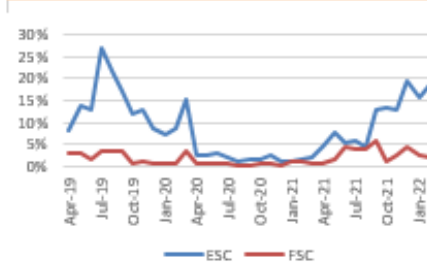
**EMSS Query Volumes**



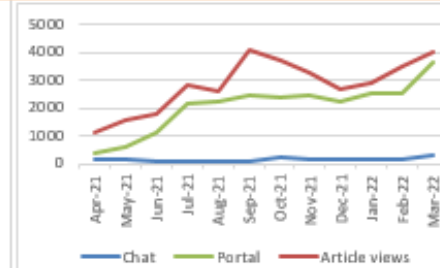
**Customer Satisfaction Trend**



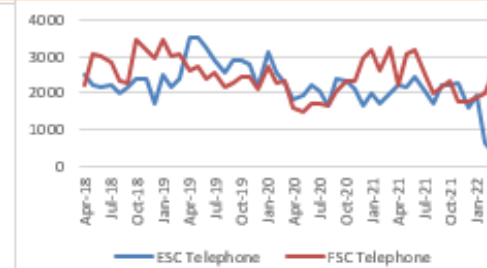
**Abandon Rate Trend**



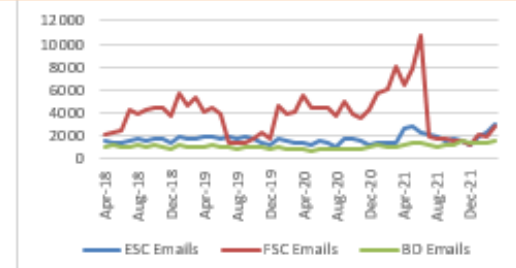
**Freshdesk Self-Service**



**Telephone Volumes**

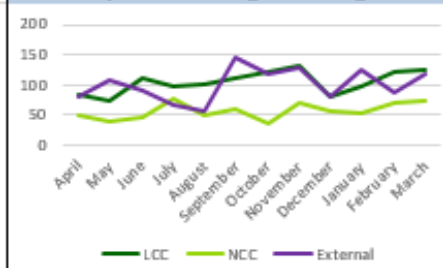


**Email Volumes**

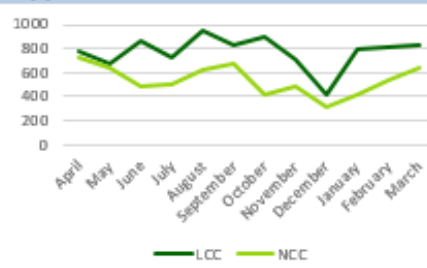


**ESC**

**Adverts processed against target**

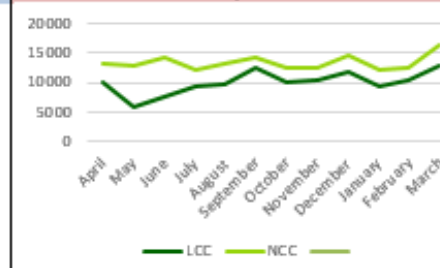


**Applications Received**

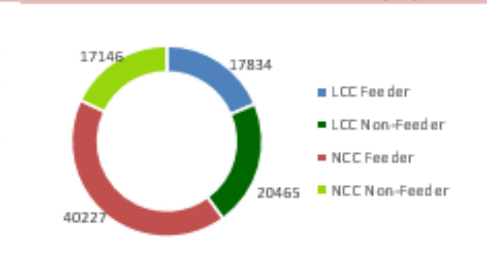


**FSC**

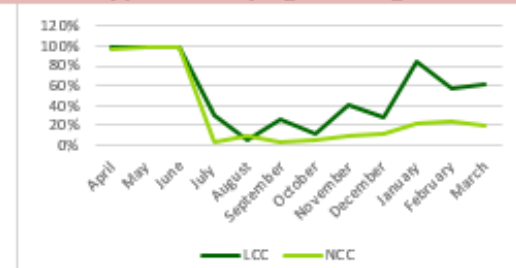
**Number of Total Payments made**



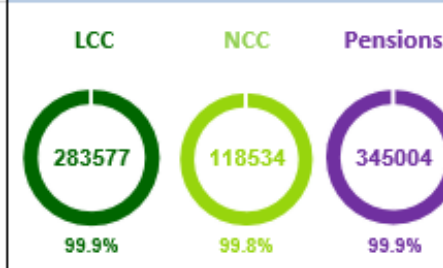
**Number of Feeder/ Non-Feeder payments**



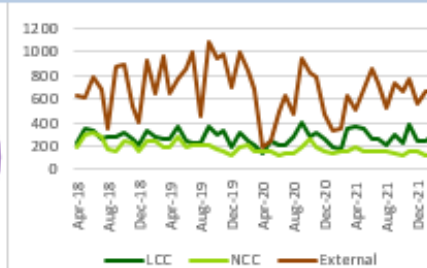
**% of Suppliers set up against target**



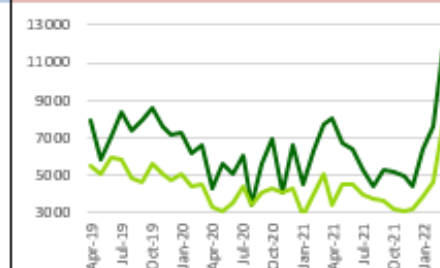
**Payrolls Processed against target**



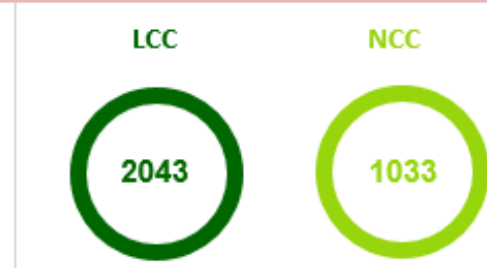
**DBS Checks Processed**



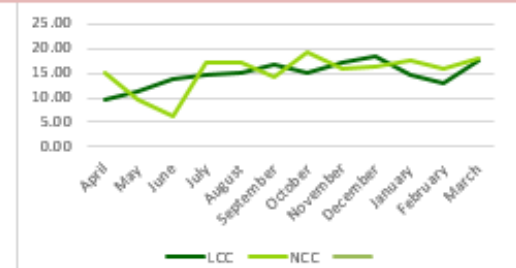
**Number of Invoices processed**



**Number of Invoices on hold**



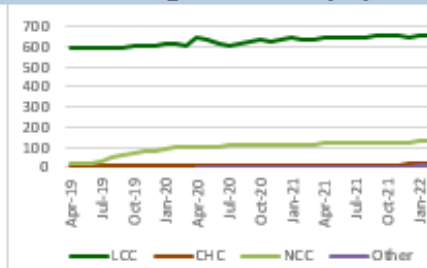
**Average days to pay against target**



**Contracts Processed**



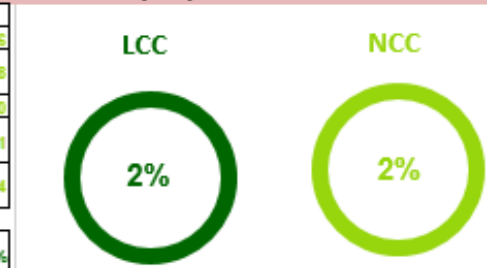
**Personal Budgets Users/Employers**



**Total Sundry Debt**

	LCC	NCC
Total Sundry Debt Value:	25,824,624	20,090,606
Total Sundry Debt Open to Collect:	21,683,208	15,631,188
Total Sundry Debt Past due:	7,287,407	7,843,870
Total Sundry Debt Past due Open to Collect:	3,165,247	3,444,901
Total Sundry Debt >90 days Open to Collect:	414,320	294,334
% Sundry Debt >90 Days against open to collect	1.91%	1.88%

**% of 90 days open to collect debt**



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