



NORTHAMPTON
BOROUGH COUNCIL

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OVERVIEW AND SCRUTINY

SCRUTINY PANEL 3 - CUSTOMER SERVICES

2ND FEBRUARY 2012

BRIEFING NOTE: BASELINE DATA

Performance Indicator data.

This relates to the key measures data (e.g. Management Board and Cabinet measures)

CS05 Percentage satisfied with the overall service provided by the Customer Service Officer

Dec YTD Actual: 92.03%

Dec YTD Target: 90%

Colour: Green

CS13 Percentage of ALL calls into the Contact Centre answered

Dec YTD Actual: 88.26%

Dec YTD Target: 95%

Colour: Red

CS14 One-Stop shop: Percentage of all customers waiting less than 15 minutes (excl. licensing)

Dec YTD Actual: 82.6%

Dec YTD Target: 95%

Colour: Red