

Our Organisational Priorities

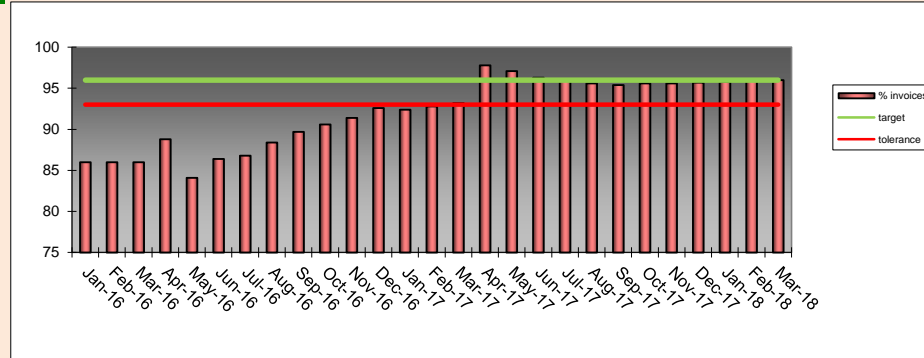
OG1 - Customer Focus - Delivering quality services to businesses and residents; understanding what really matters to our customers

Measure Current performance

Undisputed invoices paid within 30 days

96.0 %

Last 2 years' performance

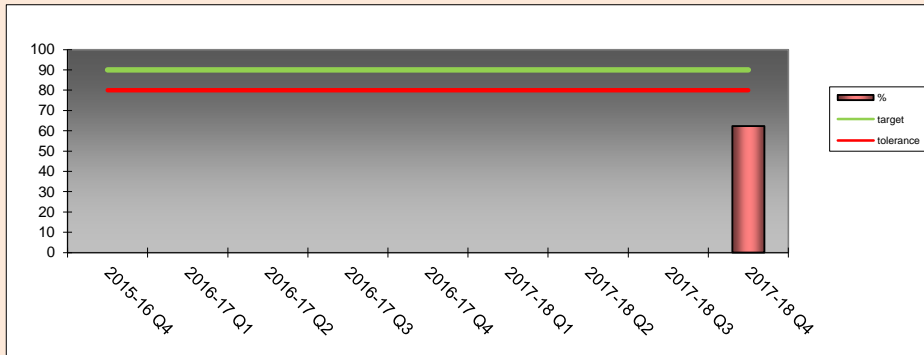


% of calls received which are answered efficiently

n/a %

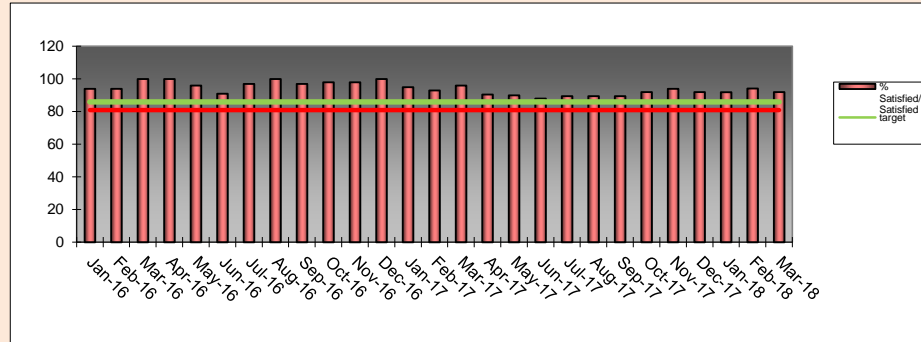
Good Govmetric feedback - % of responders rating services at least 'Good'

62.3 %



% of the total (Leics ICT Partnership) user population who have responded to the surveys reported Satisfied or Very Satisfied.

92.0 %



Number of ombudsman complaints upheld

0 number

OG2 - Transformation - maintaining a personal approach, but harnessing appropriate technology to make our services more accessible and fit for the digital economy

Measure **Current performance**

Last 2 years' performance

% of total contacts which are self-serve

n/a %

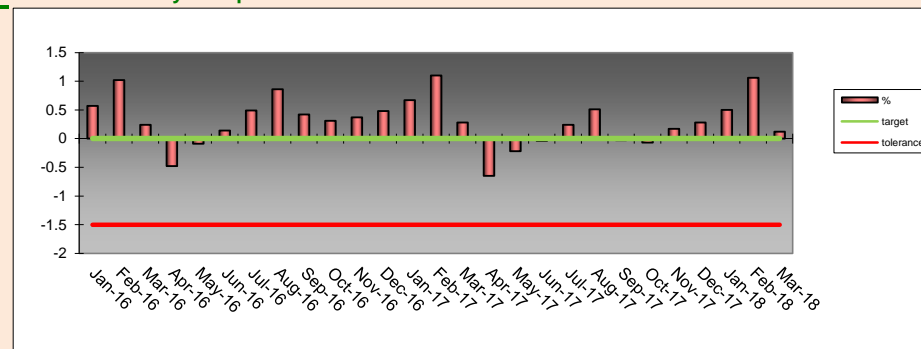
OG3 - Financial sustainability - becoming a more agile and commercial council; securing our financial future

Measure **Current performance**

Last 2 years' performance

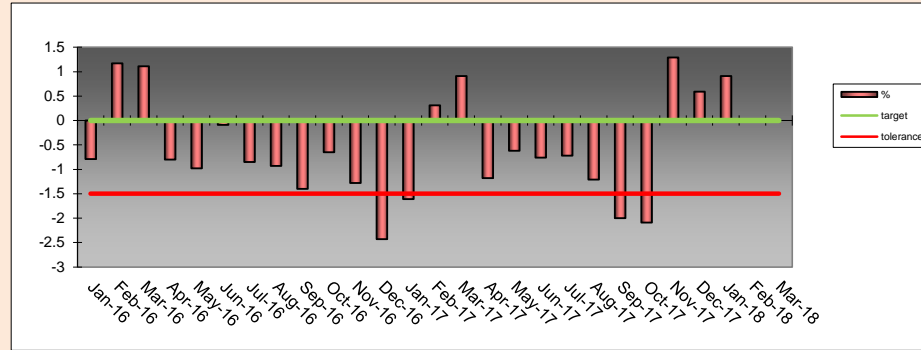
Council tax collection efficiency (%) - performance against profile

0.12 %



NNDR collection efficiency (%) - performance against profile

0.00 %



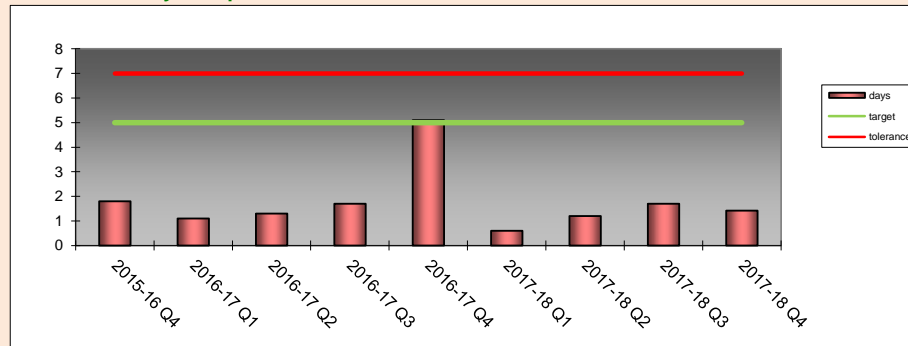
OG4 - Good employer - Being a great place to work and build a career

Measure **Current performance**

Sickness – number of days per FTE employee in a year

1.4 days

Last 2 years' performance



% of Staff Turnover per annum

18.0 %

