Service	Service Area	KPIs in Quarterly Performance	Target	Currently measured?	Recommend?
ICT	ICT	% of system availability	99.50%	✓	✓
		% of calls resolved within SLA by severity type (severity 1 and 2)	82.50%	✓	✓
		Projects and PI on the delivery	TBD	✗	✓
Asset Management	Facilities Management	Repairs addressed with in the relevant priority target.	90%	✓	✓
	Health and Safety	H&S assessments carried out against the annual plan target of 50	95%	✗	✓
	Projects and Programmes	Projects delivered within gross cost projection as detailed in quarterly cost reports.	95%	✗	✓
	Property	Occupancy rate in the commercial portfolio.	93%	✗	✓
	Technical Services	95% projects delivered within gross cost projection	95%	✓	
Exchequer and Transactional	Council Tax and Benefits	NNDR collection rate (LBN, LBB, LBH)	Variable - depends on council	✓	✓
		Council tax collection rate (LBH, LBB)	Variable - depends on council	✓	✓
		Housing benefit new claims (LBH, LBB)	20 days	✓	✓
		Housing benefit CICs (LBH, LBB)	9 days	✓	✓
	Accounts Payable	Payments made in 30 days	95%	✓	✓
		Percentage of invoices paid through P2P	TBD	✗	✓
Strategic Finance	Reconciliation	Percentage of suspense items cleared within 10 working days	TBD	✗	✓
	Internal Audit	Percentage of agreed audit plans completed on time	TBD	✗	✓
		Percentage of high risk audit recommendations not implemented on time	TBD	✗	✓
HROD	HROD	Percentage of Job Evaluations completed within 5 working days	TBD	✓	✓
		Percentage of services requests completed within timescales	TBD	✗	✓
Legal Services	Legal Services	Percentage of standard contracts drafted within 20 working days	TBD	✓	✓
		External spend on external barristers through LBLA framework	TBD	✓	✓
		% of initial advice given within 10 days	TBD	✓	✓
		External spend on external solicitors through LBLA framework	TBD	✓	✓
oneSource corporate	Corporate Health	Total days absence per FTE	TBD	✗	✓
		Total leavers as a percentage of headcount	TBD	✗	✓
		Voluntary leavers (resignations) as a percentage of headcount	TBD	✗	✓
	oneSource	Percentage of oneSource MTFS savings delivered?	TBD	✗	✓
		Agency spend	TBD	✗	✓
		Customer satisfaction	TBD	✗	✓