

## Community

### Housing

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Affordable Housing	NI155B	Number of affordable homes delivered (gross - by the Council)	24	17	Actual	The market remains competitive and purchase prices have continued to climb. There are currently four units with offers accepted and in the conveyance process (our robust approach to appraisals has led to some of our earlier offers being accepted after initially being rejected). However, the targets set for this measure were based on an Open Market Acquisition Programme. In response to the difficult market conditions experienced (a national issue) a change of strategy was adopted. This has involved shifting focus to acquiring land led schemes as well as bulk purchase opportunities. In the next financial year we expect this strategy to provide opportunities to deliver increased unit numbers of affordable housing but also better quality housing where we can influence the design to achieve added value for our residents;for example, lower energy costs because new build homes are better insulated.	71
Housing Services	ELL1	Percentage of known Houses of Multiple Occupation (HMOs) that are free from category 1 hazards and (where necessary) licensed	98	100	Actual		102

## Compendium for 2015/16

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Housing Services	HPS1	Tenant satisfaction with the Homes Improvement Service	96	82.54	Actual	Performance remains below target, but has further improved in the last quarter. The new Programme Manager started in March and the new performance suite will commence in April. Fortnightly operational meetings have been launched with all contractors and monthly strategic meetings have been implemented to enable greater insight.	86
Housing Services	NI158R	The percentage of 'Decent' Council homes	83.43	83.84	Actual	The target for the year has been exceeded with 83.84% homes being decent against a target of 83.43%.	100
Housing Services	REP2	Percentage user satisfaction with repairs service	98	98.26	Actual		100
Housing Services	REP3	Percentage of repairs where appointments were made and kept	97	98.28	Estimated	An estimate has been provided as it has been necessary to recover some appointment data from archive systems to facilitate reporting for this measure that requires complex data reconciliation with live system information. Unfortunately, due to the nature of these issues, it is not currently possible to provide a definitive timeline for resolution. Management will continue to monitor the situation.	101

# Compendium for 2015/16

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Housing Services	VOIDS1A	The average time taken to re-let standard void properties	28	33.89	Actual	<p>The re-let time of standard voids, at 33.89 is showing a decline in performance and is above the quarter four target of 28 days. Whilst it was expected that end of year performance would have achieved target, significant staffing issues experienced from October 15, together with contractor issues towards the end of the financial year, have directly impacted on our ability to achieve the target.</p> <p>The time taken to re-let void properties varies according to the size, location and type of property concerned and the degree of remedial work required. Action is being taken on a number of fronts to address the different challenges. For example, promotion of our sheltered schemes and conversion of some studio flats to one bedroom properties. A supported housing review is also looking at options for delivery of the service going forward.</p>	82
Housing Services	VOIDS4	Void rent loss for the year to date	213,776	229,436	Actual	<p>End of year performance is recorded at £229,436 against a target of £213,776 resulting in an over target performance of £15,660. Whilst at quarter 3 it was anticipated that a close to target performance could be achieved for year end, subsequent staffing issues arose in regards to project management of voids, which was further compounded by contractor issues. 43% of the void rental loss was attributable to sheltered housing, which only made up 26% of the total number of lets.</p>	93

# Compendium for 2015/16

## Environment

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Cleanliness	FT1	Percentage of reported fly-tips, that require removal by Stevenage Borough Council, removed within specified target time	92	96	Actual		104
Cleanliness	NI195A	Percentage of inspected areas where levels of litter fall below an acceptable standard	3	3	Estimated		100
Cleanliness	NI195B	Percentage of inspected areas where levels of detritus fall below an acceptable standard	10	10	Estimated		100
Cleanliness	NI195C	Percentage of inspected areas where visible graffiti falls below acceptable levels	1.75	1.75	Estimated		100
Cleanliness	NI195D	The percentage of inspected areas where visible fly-posting falls below acceptable levels	0	0	Estimated		100
Climate and Conservation	GHG1	Green House Gas (GHG) emissions (kg) through Stevenage Borough Council Transport Fleet	1,355,000	891,987	Actual		105
Climate and Conservation	GHG2	Green House Gas (GHG) emissions (kg) through Stevenage Borough Council Estate and Operations	2,660,000	2,660,000	Estimated	This is an estimated result as we are awaiting the latest energy bills. Once these have been provided, the actual figures will be calculated and the result updated.	100
Waste	NI191	Residual household waste per household (kgs)	500	500	Estimated	This is an estimated result. The actual figure will be not be available until the end of June, when information is collated with that provided by the County Council.	100

# Compendium for 2015/16

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Waste	NI192	Percentage of household waste sent for reuse, recycling and composting	46	46	Estimated	This is an estimated result. The actual figure will be not be available until the end of June, when information is collated with that provided by the County Council.	100

# Compendium for 2015/16

## Health and Leisure

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Children's Services	LCCS6	Number of child attendances at play sessions for five to fourteen year olds	61,400	61,456	Actual		100
Leisure	LCCS11A	The total number of visits to / usages of Stevenage's cultural and leisure facilities managed by Stevenage Leisure Ltd in the current year	758,222	782,094	Actual		103
Museum	LCCS10	Number of children in school groups accessing museum education services	430	1,724	Actual		105
Museum	LCCS14	The number of visits to/ usages of museum (excluding website visits)	5,000	13,891	Actual		105

## Supporting the Vulnerable

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Advice Provision	CAB1	Total number of debt enquiries dealt with by the Citizens Advice Bureau (to meet contractual arrangements with the Council)	3,110	3,167	Actual		102
Housing	BV213	Number of households who consider themselves as homeless, who approached the local authority's housing advice service(s) and for whom housing advice casework intervention has resolved their situation	360	407	Actual	There was a large increase in preventions finalised in quarter 4 following a number of reviews completed on open cases. Some of these were carried over from last quarter, but at the time could not be concluded as successful preventions. Had these cases been in a position to be closed at an earlier stage, it would have produced a more even distribution of prevention cases across the year.	105
Housing	NI156	Number of households living in temporary accommodation	80	91	Actual	Whilst numbers have increased again in the final quarter a number of households are pending move on or direct property allocation. Case complexity continues to be above that of previous years and is adding to the length of time individual households are staying in temporary accommodation. There is a lack of move on accommodation available in the private rented sector, and what there is, is often unaffordable. There are a number of initiatives being worked on in relation to improving the supply and flexibility of emergency and temporary accommodation. Individual targets are being set from April 16 and these will be monitored at regular intervals. The Homeless Strategy action plan is also being implemented.	87

## Compendium for 2015/16

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Welfare Support	CTS1	Collection rate of Council Tax for working age claimants in receipt of full allowance of Council Tax Support	70	73.28	Actual		105
Welfare Support	HM1	Number of rent accounts in arrears	1,500	1,349	Actual	At the end of the final quarter, 1,349 rent accounts were in arrears. This result is 151 cases below the threshold target for the year; a very good performance which is also reflected in the arrears recovery rate of 92%.	105



**Community Safety Partnership**

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Compliancy	NI184	Food establishments in the area which are broadly compliant with food hygiene law	95	96.87	Actual		102
Housing Services	ASB1	Satisfaction with the final outcome of anti-social behaviour intervention (score out of five)	4.4	4.47	Actual	Satisfaction levels with service have increased over the year to 4.47 at year-end. Satisfaction for March is 4.9 which is excellent. We have carried out a lot of enforcement action. Since June 2015 we have completed 53 CPN (Community Protection Notice) warnings and 12 full CPNS. Two cases have been to court for breach. During 2015-16 we have carried out 2 cases of mandatory possession, 1 restraining order, 1 demotion order, 2 possession cases and one closure order. The current case load is 57.	102

# Compendium for 2015/16

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Reducing Crime and Fear of Crime	CS8	Anti-social behaviour per 1,000 population	29.19	33.8	Actual	<p>Due to a change in the reporting methodology for a number of community safety related measures including CS8, CS9 and NI15b, it was recognised that the Community Safety Partnership (CSP) would be unable to meet the targets set during 2015/16.</p> <p>As with previous quarters, the results for these measures have seen a year on year increase during quarter four, leaving the CSP below its cumulative target level. This is due in part to the continued knock on effect of improved crime recording standards across all crime types. However, a slight improvement was recorded in relation to Anti-Social Behaviour.</p> <p>The council has completed a longer term crime reporting analysis for discussion with the CSP to inform future target setting. These indicators link into the CSP action plan which is in development.</p>	86
Reducing Crime and Fear of Crime	CS9	Criminal damage per 1,000 population	9.57	12.8	Actual	<p>Due to a change in the reporting methodology for a number of community safety related measures including CS8, CS9 and NI15b, it was recognised that the Community Safety Partnership (CSP) would be unable to meet the targets set during 2015/16.</p> <p>As with previous quarters, the results for these measures have seen a year on year increase during quarter four, leaving the CSP below its cumulative target level. This is due in part to the continued knock on effect of improved crime recording standards across all crime types. The council has completed a longer term crime reporting analysis for discussion with the CSP to inform future target setting. These indicators link into the CSP action plan which is in development.</p>	76

## Compendium for 2015/16

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Reducing Crime and Fear of Crime	NI15B	The rate of violence against the person (victim based crime) per 1,000 population	18	24.8	Actual	<p>Due to a change in the reporting methodology for a number of community safety related measures including CS8, CS9 and NI15b, it was recognised that the Community Safety Partnership (CSP) would be unable to meet the targets set during 2015/16.</p> <p>As with previous quarters, the results for these measures have seen a year on year increase during quarter four, leaving the CSP below its cumulative target level. This is due in part to the continued knock on effect of improved crime recording standards across all crime types.</p> <p>The council has completed a longer term crime reporting analysis for discussion with the CSP to inform future target setting. These indicators link into the CSP action plan which is in development.</p>	69

# Compendium for 2015/16

## Efficiency

## Finance

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Significant Expenditure	L_EXP	Percentage actual against budgeted spend for employee costs	100	99.4	Estimated	Estimated salary expenditure before final accruals have been made.	101
Significant Expenditure	NB1	Percentage of 2015/16 'New Build Budget' allocated to identified New Build Schemes	100	31.7	Estimated	The result is slightly lower to that reported at quarter three as one purchase was completed in April. As reported to Executive 8 March 2016, based on the current new build programme, the council will not have used all of the projected Right to Buy receipts by the three year deadline. This is because of the restrictions on their use; only 30% of the one for one receipts can be applied to any one scheme and may not be used for replacement of existing affordable housing. £3.9Million of the 2015/16 receipts have been returned in April 2016 in order to minimise costs to the HRA from interest charges payable on unspent receipts. This issue has affected councils across the country and nationally £46Million of receipts has already been returned to the treasury.	32
Value for Money	LACC1	Projection of General Fund approved savings actually removed from the General Fund budget, identified through Priority Based Budgeting2	727,368	592,920	Actual	Eighty-two per cent of savings identified for 2015/16 have been achieved. Three savings were withdrawn with a total value of £76,540. The remaining saving shortfall in 2015/16 has no impact on future years and has arisen from later than anticipated implementation dates.	82

## Compendium for 2015/16

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Value for Money	LACC2	Projection of Housing Revenue Account approved savings actually removed from the Housing Revenue Account, identified through Priority Based Budgeting2	283,920	218,780	Actual	In calculating the saving arising from the new gas contract, actual maintenance visits in the first half of 2015/16 under the old contract were higher than estimated giving rise to a net in year pressure of £62,590. There is no ongoing pressure as all visits will be completed under the new contract in 2016/17.	77

**Customer Service Centre**

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Accessibility	CSC12	Percentage of calls abandoned in the Customer Service Centre	8.8	10.1	Actual	<p>The quarter 3 improvement measures plus the implementation of our full apprentice programme during quarter 4 had a positive impact on performance. Abandonment rate decreased during quarter 4 to 3.8% which is a decrease of 5.4% from quarter 3 and has improved the cumulative score for the year to 10.1%.</p> <p>In addition, actual results for the final quarter were 69.8% of calls answered within 20 seconds which is a 15.3% improvement on quarter 3 and has improved the cumulative result for the year to 49.21%</p> <p>Further work was carried out during quarter 4 to multi-skill advisers across all channels and services which will strengthen the resilience of the service. Work has begun to identify areas of the service which can be redesigned to improve the customer experience and increase the centre's ability to meet demand.</p>	90
Accessibility	CSC13	Percentage of calls closed at first point of contact by the Customer Service Centre	62	56.8	Actual		92
Accessibility	CSC14	Percentage reduction in balance and payment enquiries by telephone through the Customer Service Centre	15	16.9	Actual		105

# Compendium for 2015/16

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Accessibility	CSC4	Telephone calls to the Customer Service Centre answered within 20 seconds	55	49.21	Actual	<p>A review of the Customer Service Centre (CSC) took place between September and November 2015. This led to a number of improvement measures being implemented to increase capacity within the CSC and further improve customer experience.</p> <p>The quarter three improvement measures plus the implementation of our full apprentice programme during quarter four had a positive impact on performance.</p> <p>Actual results for the final quarter were 69.8% of calls answered within 20 seconds which is a 15.3% improvement on quarter three and has improved the cumulative result for the year to 49.21% Further work was carried out during quarter four to multi-skill advisers across all channels and services which will strengthen the resilience of the service. Work has begun to identify areas of the service which can be redesigned to improve the customer experience and increase the centre's ability to meet demand.</p>	89
Accessibility	CSC5	Percentage of walk-in customers to the Customer Service Centre served within 20 mins	85	77.33	Actual	<p>The additional capacity created by the new CSC apprentice scheme has enabled the upskilling of advisers during quarter four. This creates more flexibility for providing resource in the walk-in centre and the benefits of this are likely to be seen in 2016/17 performance.</p>	91
Satisfaction	CSC8	Percentage satisfaction with Customer Service Centre services. (Rated the service as good)	88	87.6	Actual		100

# Compendium for 2015/16

## Regulation Services

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Benefits Management	NI181	Time taken (days) to process Housing Benefit new claims and change events.	16	8.94	Actual		105
Business Regulation	NI182	Satisfaction of businesses with Local Authority regulation services.	80	83	Actual		104
Planning	NI157A	Percentage of major planning applications determined in thirteen weeks	60	100	Actual		105
Planning	NI157B	Percentage of minor planning applications determined in eight weeks.	65	93.86	Actual		105
Planning	NI157C	Percentage of other planning applications determined in eight weeks	80	92.91	Actual		105



## Future

## Regeneration

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Economic/Social Regeneration	REGEN5	Client satisfaction with business support provided by the Business and Technology Centre	98	100	Actual		102
Physical Regeneration	LDS3	Percentage progress to delivery of the milestones for the Local Plan in the current year.	100	75	Actual	The Local Plan timetable has slipped due to receiving double the expected level of consultation responses. It is programmed to report the updated timetable to July Executive and seek approval to submit the plan. It is anticipated that the target will be achieved in quarter two 2016/17, subject to Executive approval.	75
Physical Regeneration	NI159	Supply of ready to develop housing sites	100	100	Actual		100

# Compendium for 2015/16

## Finance

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Capital	ASSETS14	Percentage of General Fund capital receipts achieved against target	100	44.38	Actual	A number of disposals were completed in quarter four, however three of the more substantial sites have been delayed and are now scheduled for completion in quarter one 2016/17. This has mainly been due to delays in the legal proceedings and third party negotiations. It is very difficult to accurately predict when the disposals will be completed as sometimes this is due to factors outside of our control. Overall however, the considered approach being taken to disposals is ensuring the council achieves better outcomes in terms of income generation and Housing delivery.	44
Capital	FUT_CAP2A	Percentage of the General Fund capital programme funded in the strategy	100	100	Actual		100
Capital	HRA_CAP	Percentage of Housing Revenue Account Capital spend against the strategy	95	100.07	Actual	Expenditure is based on actual invoices and assumed accrual values.	105
Revenue Balances	LACC6A	Percentage of minimum level risk assessed balances for 2015/16 General Fund in line with Medium Term Financial Strategy (at February 2015)	100	100	Actual		100
Revenue Balances	LACC7A	Percentage of minimum level of risk assessed balances for 2015/16 Housing Revenue Account (HRA) in line with Medium Term Financial Strategy (at January 2015)	100	99	Estimated	Expenditure is based on estimated accrual values and before the ledger is closed for 2015/16.	99

## Compendium for 2015/16

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Savings	FUT_SAV1B	Level of General Fund new savings identified to achieve 2016/17 savings target	502,605	572,364	Actual	The start date of two savings options was later than anticipated due to staff consultation (shortfall in year one (£19,966)). There is no ongoing impact to savings in future years.	105
Savings	FUT_SAV2B	Level of Housing Revenue Account savings identified to achieve 2016/17 savings target	349,300	367,440	Actual		105

**Workforce Planning**

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Workforce Development	HR16	Percentage of trainees stating in their post training evaluation forms that 80% or more of the learning objectives for the course were met	87	91.38	Actual	Target exceeded.	105
Workforce Development	WP1	The number of days in-house training delivered per head of staff.	3	3.48	Actual	An average of 3.48 training days were delivered per head of staff in year. It should be noted that there is variation across services.	105

## Resources

### Finance

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Significant Income	BV10	Percentage of non domestic rates due for the financial year which were received by the authority	96	98.35	Actual		102
Significant Income	BV66A	Rent collection rate	98.8	98.84	Actual	The rent collection rate has exceeded the target again for the final quarter and stands at 98.84% at the end of the financial year. This excellent performance demonstrates the team's efforts to deliver continuous improvement.	100
Significant Income	BV9	Percentage of Council Tax collected	96	96.3	Actual		100
Significant Income	L_INC	Percentage of income achieved for the 3 major income streams (against anticipated receipts)	100	100.6	Actual		101
Significant Income	NNDR1	Percentage Stevenage Business Rates retained for the year compared to forecast amount	98	98.51	Actual		101
Significant Income	RTB2	Loss of rental income for the current year resulting from Right to Buy sales	256,037.84	245,818	Actual	106 Right to Buy sales were completed in 2015/16.	104

# Compendium for 2015/16

## People

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Capacity	HR21	Percentage of staff turnover	10	15.2	Actual	<p>Whilst stability remained high during 2015/16, actual turnover was above the target of 12% at quarter three. As this is a cumulative figure we have remained above target.</p> <p>The figure is based on a total of 97 leavers for the year to 31st March 2016, both voluntary and non-voluntary. When compared with 2014/15 a small increase in voluntary leavers has been observed (72-2015/16 compared with 65 -2014/15) and a significant decrease in non-voluntary leavers (25-2015/16 compared with 59 -2014/15). This year voluntary leavers have increased in areas of the council undergoing organisational change and higher levels of turnover were anticipated during this process.</p>	63
Competencies	HR5	Percentage of Staff Appraisals completed	95	95.22	Actual		100
Health and Well-Being	BV12	The number of working days/shifts lost due to sickness absence.	8.5	8.16	Actual	<p>The quarter four figure is for actual sickness for the 12 months to February 2016. The improvement trend reported to Executive 8 March 2016 has been sustained. Sickness absence has continued to fall and is now 8.16 days against the target of 8.5 days. Three of the 15 Service Delivery Units remain above target, however this continues to be managed.</p>	103

## Asset Management

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Infrastructure	ASSETS12	Percentage of garage rent collected	100	100.23	Actual		100
Infrastructure	ASSETS 5	Percentage of assets known to be health and safety compliant (as per SBC definition)	95	92	Actual	The target was not achieved predominantly due to a delay in completing all of the portable appliance testing (PAT), but this is programmed to be carried out over the coming weeks.	97
Infrastructure	ASSETS 6	Occupancy rate for commercial property	95	95.5	Actual		101
Infrastructure	ASSETS 7	Percentage of commercial rent collected	97	101.73	Actual		105
Infrastructure	ASSETS 8	Garage voids as a percentage of stock	12	12.01	Actual		100

# Compendium for 2015/16

## Reputation

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
Internet	WEB5	Percentage of (randomly selected) website pages that meet the Worldwide Web Consortium minimum accessibility requirements	100	100	Actual		100
Internet	WEB7	Number of visitors per day to the council's website	1,113	1,154	Actual		104
Internet	WEB7A	Percentage increase in online transactions (through the Council's website for targeted areas)	15	26	Actual		105
Publicity	CC1	Number of press releases issued	150	101	Actual	The Corporate Communications Team experienced a reduction in staffing capacity to work on proactive media relations during 2015/16. However 100% of issued press releases were published in the media against a target of 87%. Whilst 100% of media coverage was either neutral or positive. The council is shortly to commence the recruitment of a new Communications Officer during quarter one of 2016/17. The team will continue to ensure the production of high quality and focused press releases during 2016/17.	67
Publicity	CC2	Percentage of issued press releases published in the media	87	100	Actual		105
Publicity	CC3	Percentage of media coverage that is positive or neutral	97	100	Actual		103



# Compendium for 2015/16

## ICT

	Measure Ref	Measure Desc	Q4 Target	Q4 Actual	Q4 Actual Type	Q4 Actual Comments	Q4 Score
ICT	ICT1	Percentage availability of Core Systems during supported hours (based on a weighted system)	99	99.26	Actual	This target has been reached for the year despite issues with system availability earlier in the year. Availability has been very high in the last quarter.	100
ICT	ICT10	Average number of ICT incidents per day	10	7.83	Actual	Total number of incidents has fallen and performance is well above target for the year.	105
ICT	ICT6	Percentage resolution of ICT incidents within 4 hours	85	83.55	Actual	Performance has improved from the previous year and is only marginally below target. Further improvements are anticipated next year.	98
ICT	ICT7A	Percentage of calls abandoned on ICT Service Desk (excluding calls abandoned at six seconds or less)	6	3.9	Actual	Performance is well above target.	105
User Satisfaction	ICT3	Level of user satisfaction with the business benefits delivered by ICT facilities	60	73	Actual	User satisfaction has increased significantly from the previous year.	105