

Appendix 2 BSC Key Performance Indicators

Corporate KPI's

Indicator	Floor Standard	Target
ICT01 - Calls to ICT Help Desk resolved at first point of contact	65%	70%
ICT02 - Positive feedback rating with ICT help desk	90%	95%
ICT03 - Working hours where Kent Public Sector Network available to staff	99%	99.8%
ICT04 - Working hours where ICT Service available to staff	98%	99%
ICT05 - Working hours where email available to staff	98%	99%
FP03 - % of invoices received by AP within 30 days of KCC received date	80%	85%
FP04 - % of invoices received on time and entered onto AP systems by the KCC due date	90%	95%
FP05 - % of outstanding debt under 60 days old	57%	75%
FP06 - % of outstanding sundry debt over 6 months old	20%	15%
% of training that delivers commissioned learning outcomes	90%	95%
Satisfaction with KCC induction learning outcomes rated good or above	60%	80%

Additional BSC KPI measures

Function	Indicator	Target
ICT	Average Telephone Wait Time	<50 seconds
ICT	Average Telephone Contact Duration	<6 minutes
ICT	Average Time to Fix Incidents	<19 hours
Finance	% of outstanding debt which is unsecured and due for payment that relates to a client who no longer receives a service - % unsecured	<35%
Finance	(a) - Once referred from Case Management the financial assessment should be fully completed ensuring that income has been maximised (indexed linked to	(a) 85%

	<p>payments of Benefits) for the authority and the financial assessment has been accurately entered onto Swift within 0-15 days in total from start of service</p> <p>(b) - Referral received and able to be booked (provision on SWIFT) to assessment completed within 0-15 days</p>	(b) 90%
Finance	<p>(a) - Number (during the client billing period) of Assessments quality assured to ensure accuracy</p> <p>(b) - Value of errors found as an outcome of KP7 (a) being completed</p>	TBC
HR	99.5% Overall provider accuracy of payroll	99.5%
HR	All reported zero payments or severe financial hardship rectified within 24 hours	24 hours
HR	Payroll and HR Admin Customer Satisfaction	90%
HR	% of queries resolved at first point of contact	90%
HR	% of complex queries that required further investigation / escalation resolved within 5 working days	90%