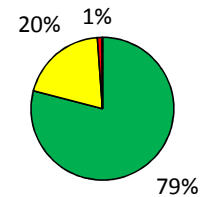


PRIORITY SIX: Excellent Service for our customers

a. Outcome Consistently satisfied customers

Cumulative results until end of Quarter 3



On track to meet outcome

Leading Performance Indicators

Within Benefits the ability to deal with customers at first contact has risen from 19% at the end of 2008/09 to 50% by the 3rd quarter of 2009/10. Although the benefits service is (or we are) looking to increase the 50% figure this improvement may be close to the limits of what is achievable given the need to verify information before assessing and paying benefit

Many projects are progressing well towards this outcome. However, the Local Government Review is preventing some from moving forward.