

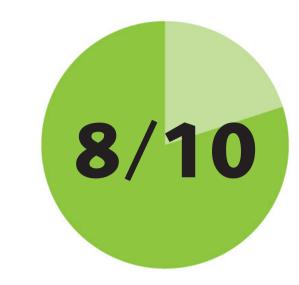
# Our performance 2014/15

### Quarter 1

#### How we performed against our indicators

**Customer**satisfaction

Target: average rating of at least 8 out of 10





Single Payment
Scheme

Target to pay: 93% of customers and 86% of value by end of December 2014

93%

Currently on track

Target to pay: 97% of customers and 97% of value by end of March 2015

97



86%

Trader Schemes Target to

Target to pay: 98% of Fruit & Vegetable producers within 100 days

Target to pay: 96% within 28

days and 99% within 60 days

96%





Cattle records

Target: record 96% of cattle births, movements and deaths within five working days

96%

98%



Rural Development Programme

Target to pay: 98% within five working days of request

98%



Paying accurately

Target: make more than 99% of payments accurately





#### Meeting our customer commitments



Answer calls within 25 seconds and return calls within one working day





Update maps within 30 days





Reply to letters within 10 days



Post cattle passports within five days or two working days if applied for online



Acknowledge emails within one day and reply in full within 10 days





Reply to complaints within 15 days



## Commitments to the taxpayer and Defra

- Maintain a focus on costs
- Minimise the risk of disallowance

- 68% of Single Payment Scheme 2014 applications submitted electronically (target 65%)
- Complete all of our compliance activities, including inspections, within regulatory requirements.