



# Rural Payments Agency

## Our performance 2014/15

### Quarter 1

#### How we performed against our indicators

<b>Customer satisfaction</b>	Target: average rating of at least 8 out of 10	<b>8/10</b>	
<b>Single Payment Scheme</b>	Target to pay: 93% of customers and 86% of value by end of December 2014	<b>93%</b> <b>86%</b>	Currently on track
	Target to pay: 97% of customers and 97% of value by end of March 2015	<b>97%</b> <b>97%</b>	
<b>Trader Schemes</b>	Target to pay: 98% of Fruit & Vegetable producers within 100 days	<b>98%</b>	
	Target to pay: 96% within 28 days and 99% within 60 days	<b>96%</b> <b>99%</b>	
<b>Cattle records</b>	Target: record 96% of cattle births, movements and deaths within five working days	<b>96%</b>	
<b>Rural Development Programme</b>	Target to pay: 98% within five working days of request	<b>98%</b>	
<b>Paying accurately</b>	Target: make more than 99% of payments accurately	<b>99%</b>	

#### 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.