



Rural Payments Agency

Our performance 2014/15

Quarter 3

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		
	Target to pay: 97% of customers and 97% of value by end of March 2015		Currently on track
Trader Schemes	Target to pay: 98% of Fruit & Vegetable producers within 100 days		
	Target to pay: 96% within 28 days and 99% within 60 days		
Cattle records	Target: record 96% of cattle births, movements and deaths within five working days		
Rural Development Programme	Target to pay: 98% within five working days of request		
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



By Post



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.