

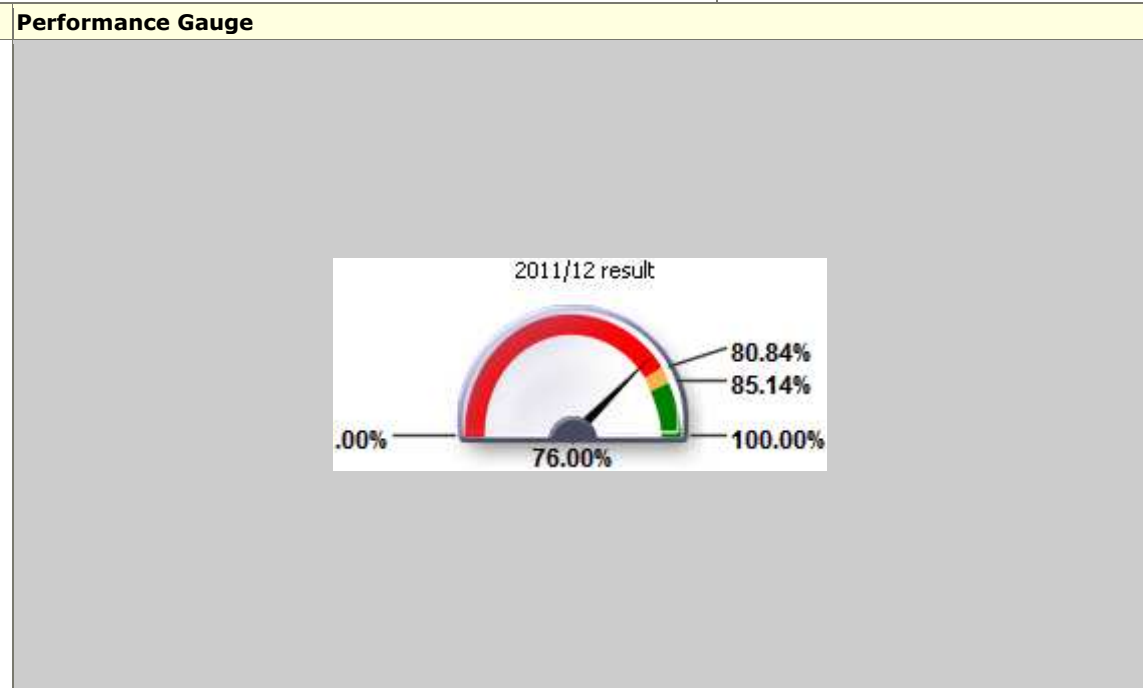


Community Scrutiny Corporate Healthcheck 2012/13 (outstanding 2011/12 annual outturns)

Traffic Light Red
Description People



Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI 1f	% of customers satisfied with the service - Grange Paddocks		76.00%	86.00%		Although the 2011/12 value is slightly down on both previous and target values, the score sits well in the banding that is used by our leisure provider to report customer satisfaction, all three years sitting in the 'Good' band. It is also worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for Grange Paddocks sits within the 'Excellent' band for measuring NPS scores, as it did for the previous year too. NPS assists in getting a clear measure of your company performance through it's customers eyes.	None

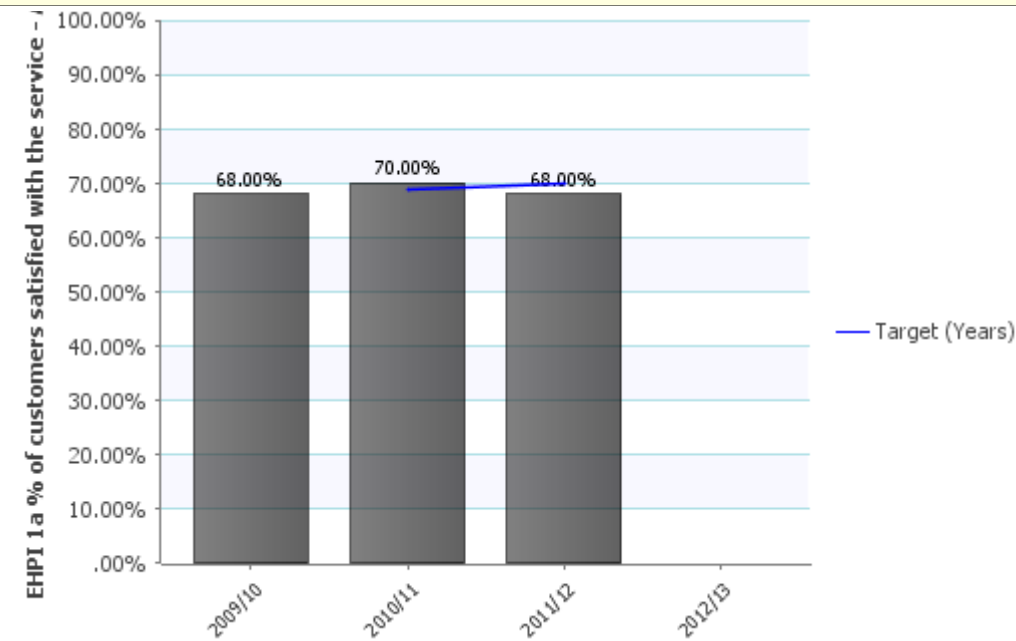


Traffic Light Amber
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI 1a	% of customers satisfied with the service - All		68.00%	70.00%		Although the 2011/12 value is slightly down on both previous and target values the score sits well in the banding that is used by our leisure provider to report customer satisfaction, all three years sitting in the 'Good' band. It is also worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for the leisure contracts five sites sits within the 'Excellent' band for measuring NPS scores, as it did for the previous year too. NPS assists in getting a clear measure of your company performance through it's customers eyes.	None



Trend Chart



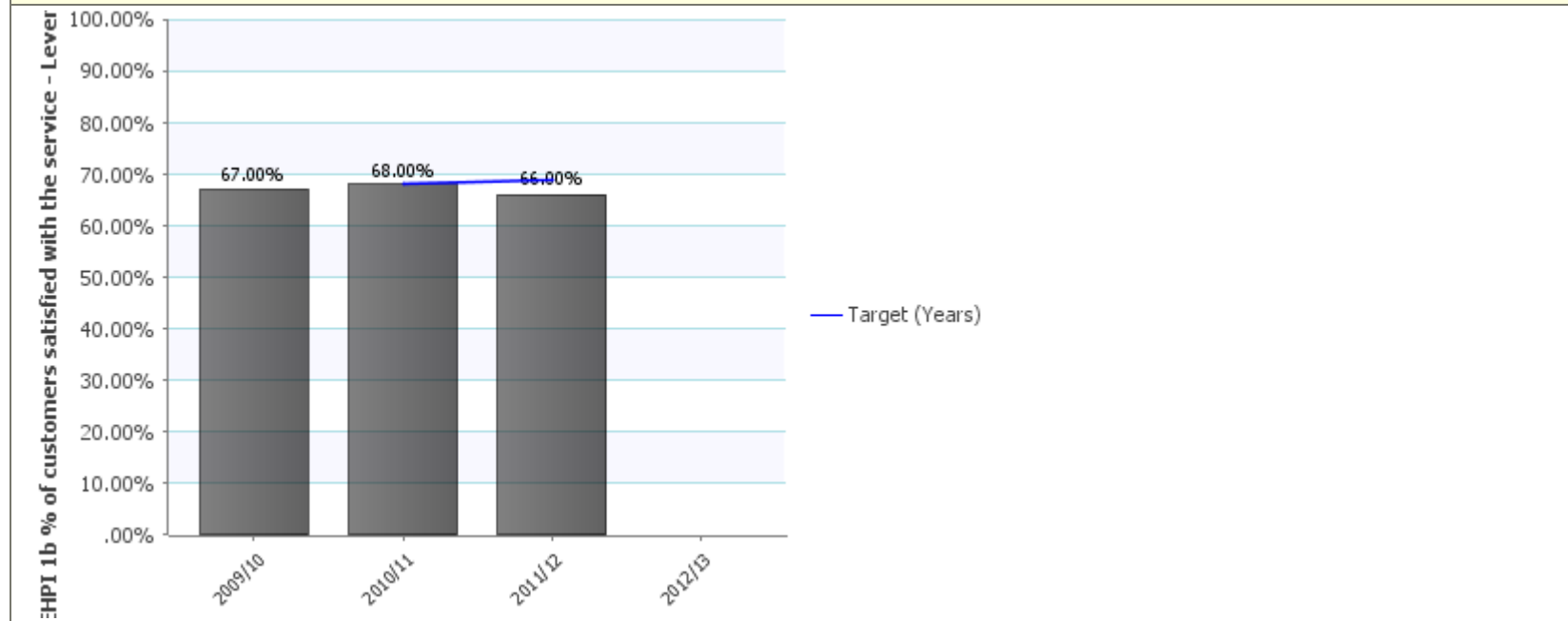
Performance Gauge



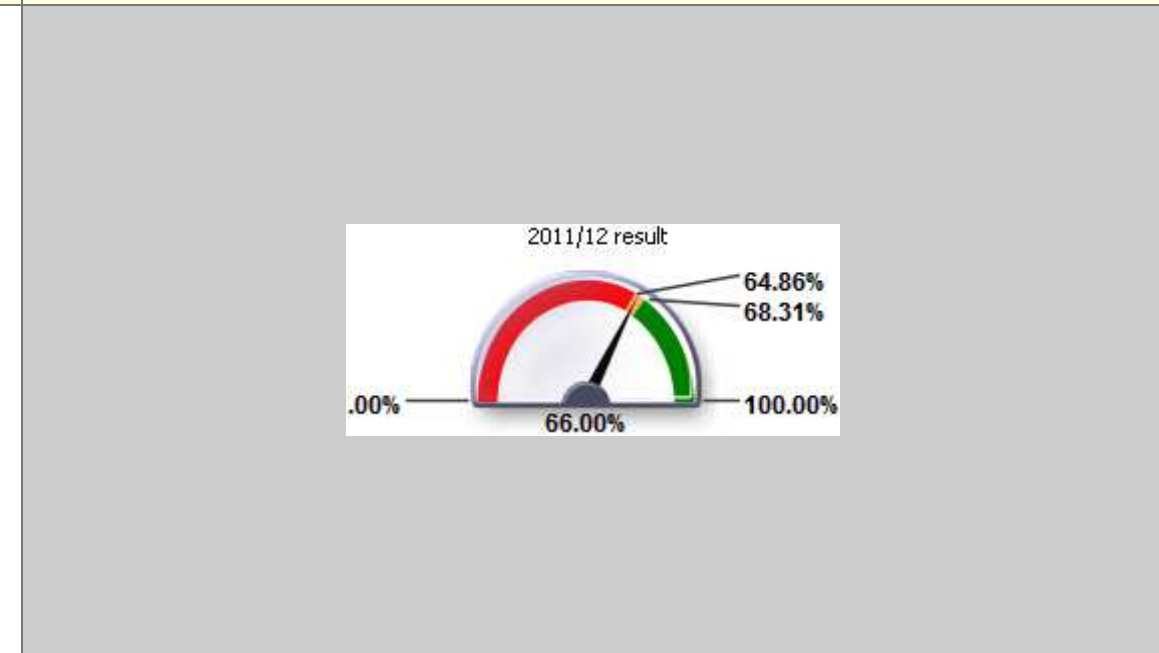
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI 1b	% of customers satisfied with the service - Leventhorpe		66.00%	69.00%		Although the 2011/12 value is slightly down on both previous and target values the score sits well in the banding that is used by our leisure provider to report customer satisfaction, all three years sitting in the 'Good' band. It is also worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for Leventhorpe sits within the 'Good' band for measuring NPS scores. NPS assists in getting a clear measure of your company performance through it's customers eyes.	None



Trend Chart



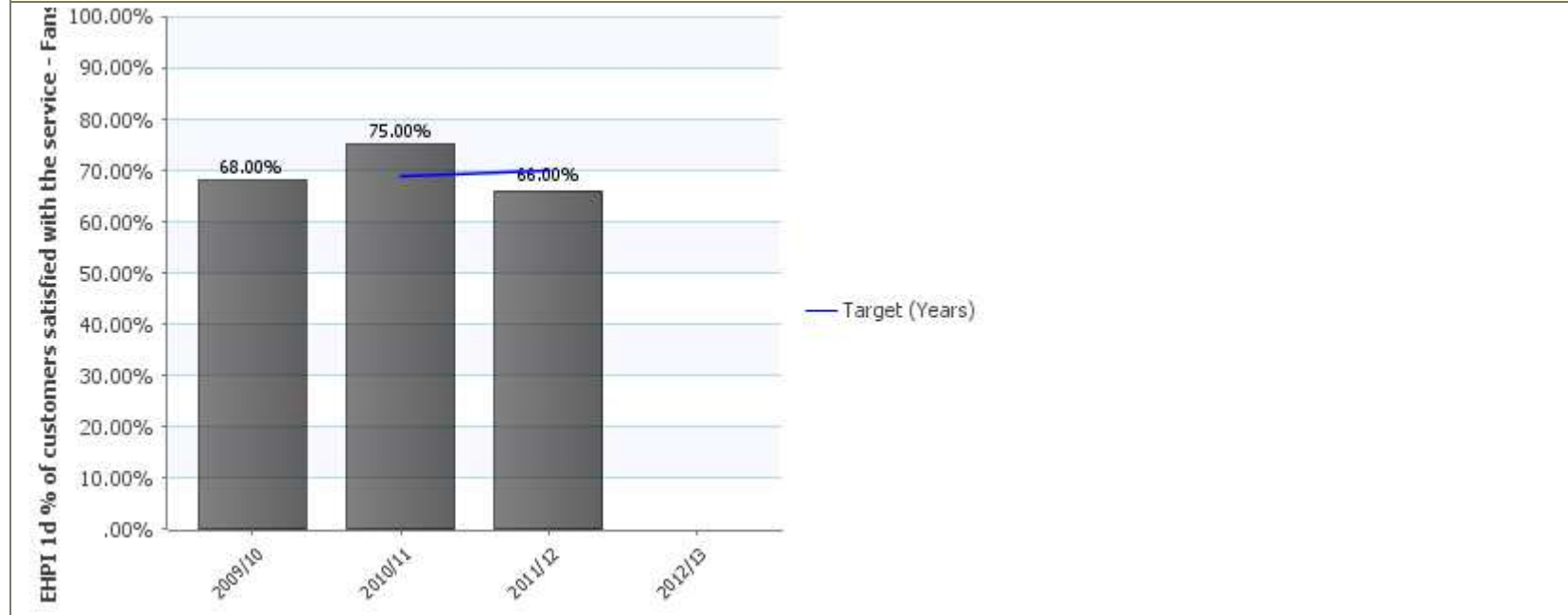
Performance Gauge



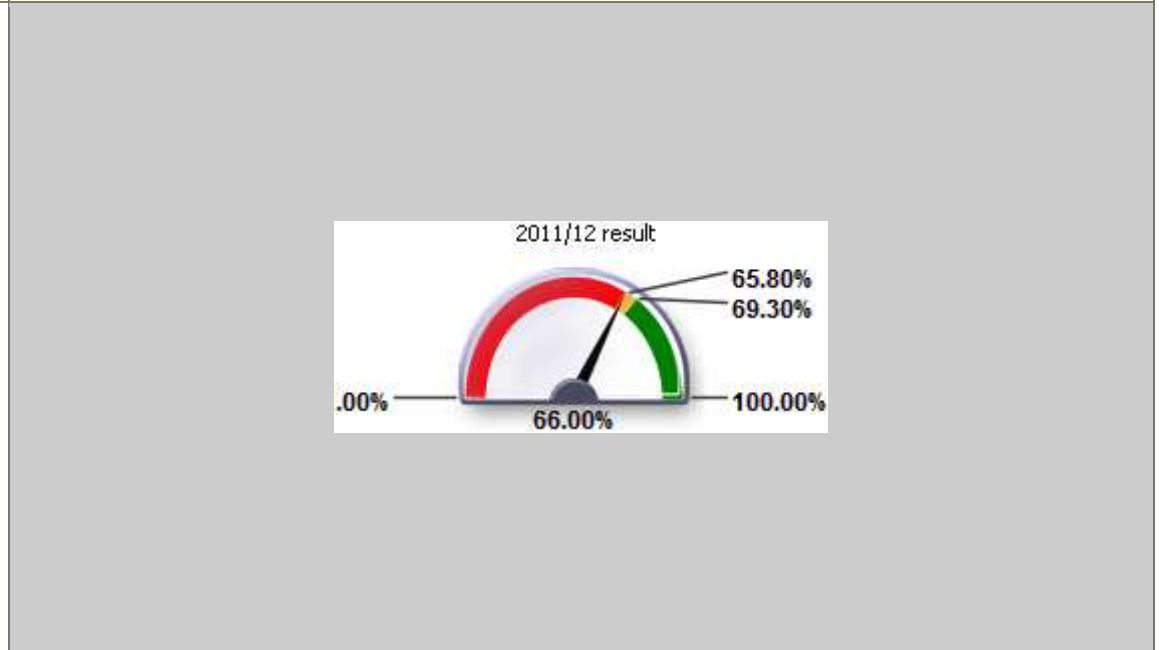
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI 1d	% of customers satisfied with the service - Fanshawe		66.00%	70.00%		Although the 2011/12 value is slightly down on both previous and target values the score sits well in the banding that is used by our leisure provider to report customer satisfaction, all three years sitting in the 'Good' band. It is also worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for the leisure contracts five sites sits within the 'Excellent' band for measuring NPS scores, as it did for the previous year too. NPS assists in getting a clear measure of your company performance through it's customers eyes.	None

Trend Chart



Performance Gauge

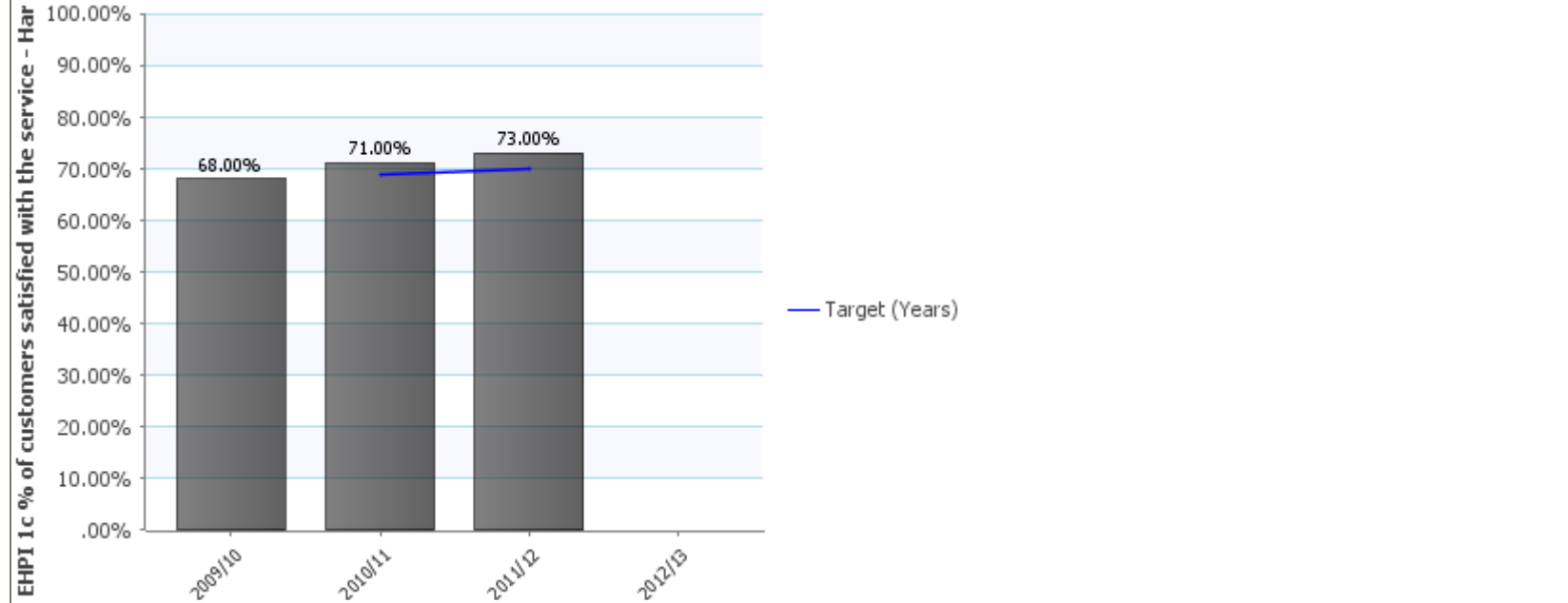


Traffic Light Green
Description People

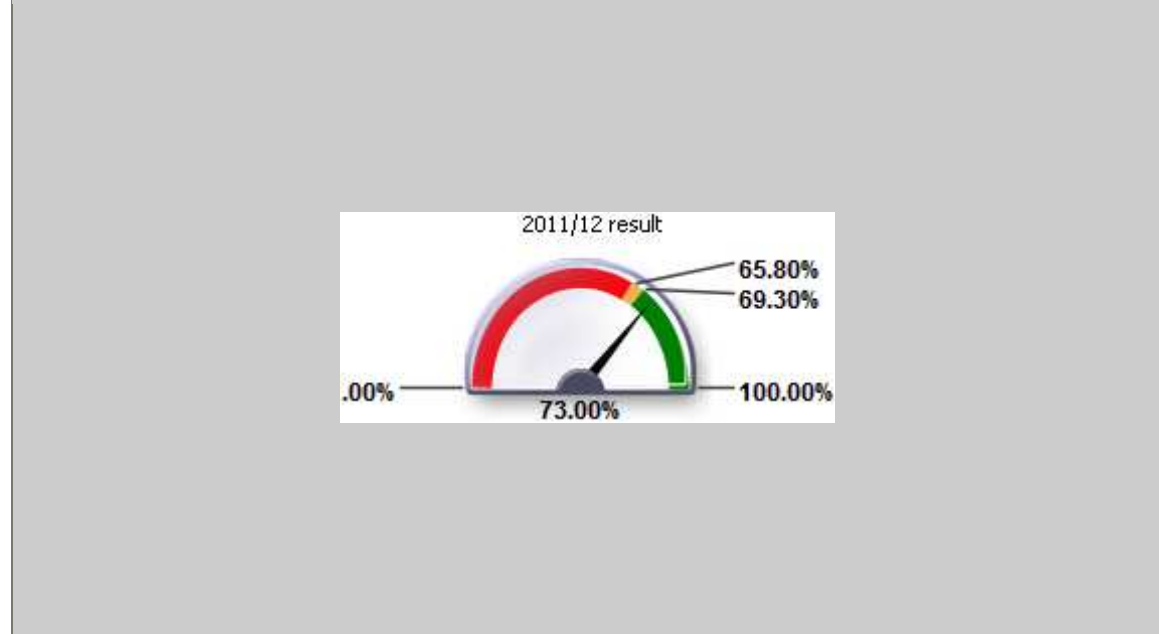
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI 1c	% of customers satisfied with the service - Hartham		73.00%	70.00%		Performance on target.	None

Trend Chart

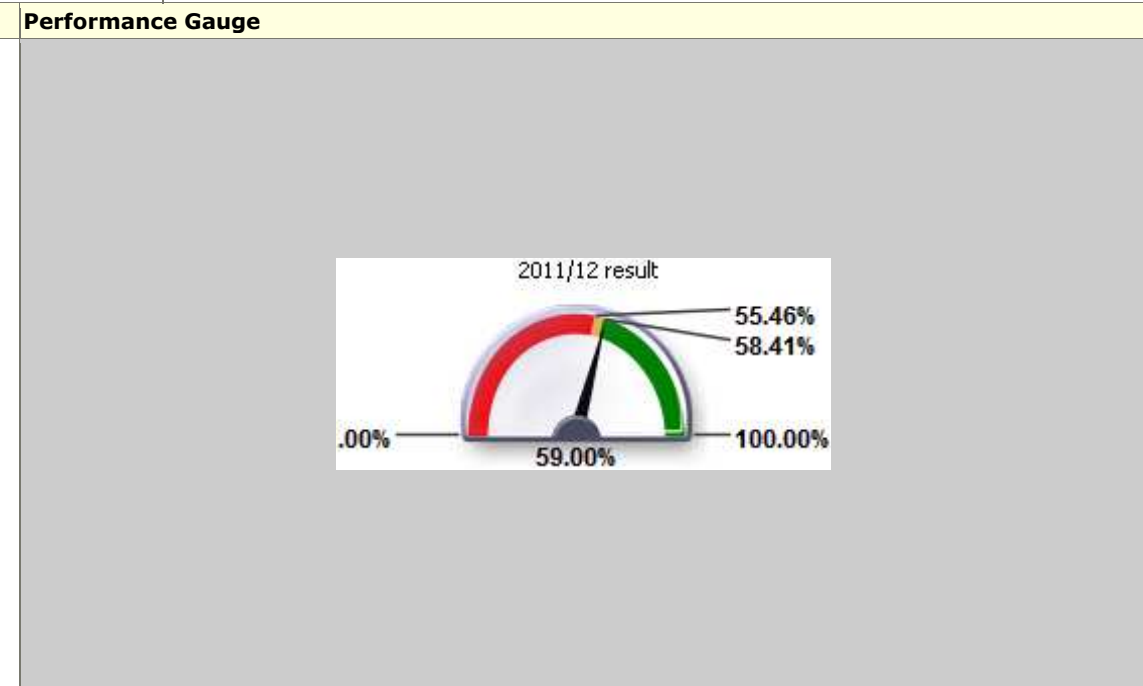
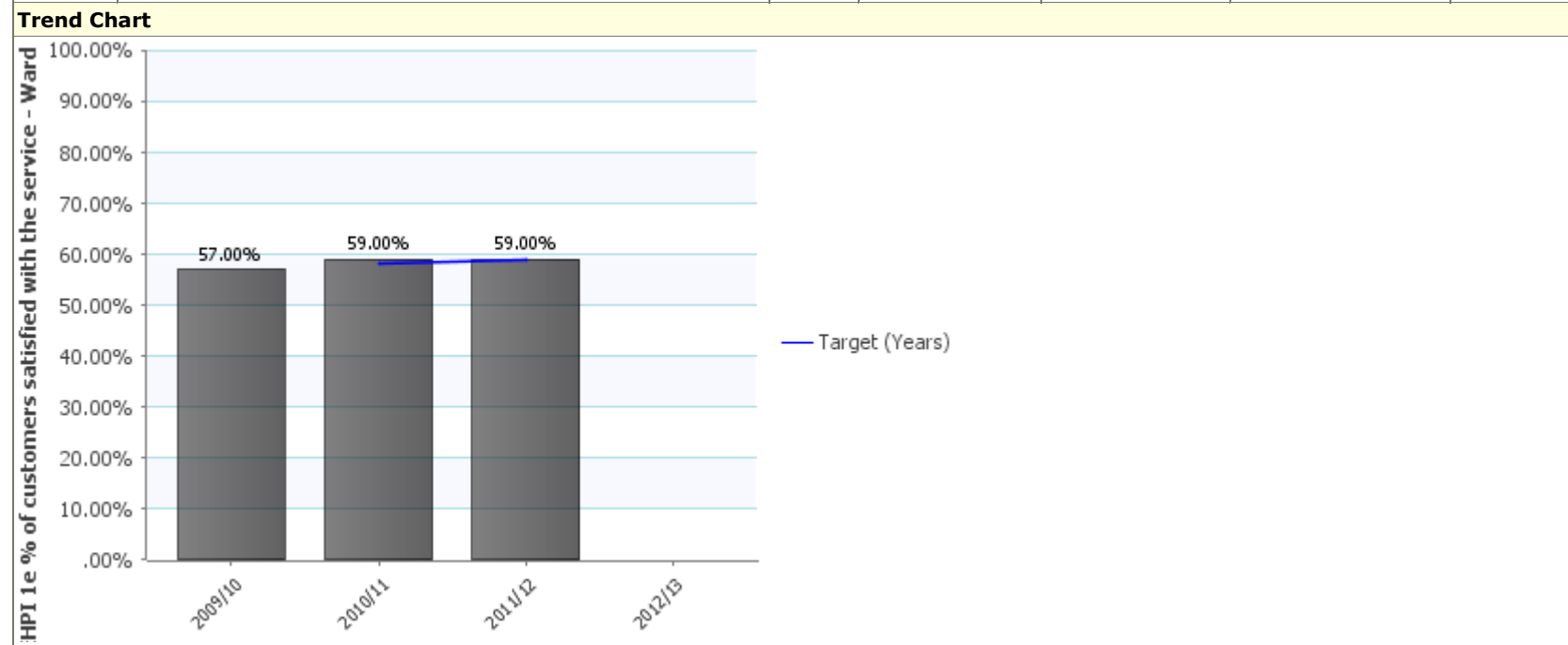


Performance Gauge



Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI 1e	% of customers satisfied with the service - Ward Freman		59.00%	59.00%		Performance on target.	None



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				