

# October to January Corporate Business Scrutiny Healthcheck 2014/15



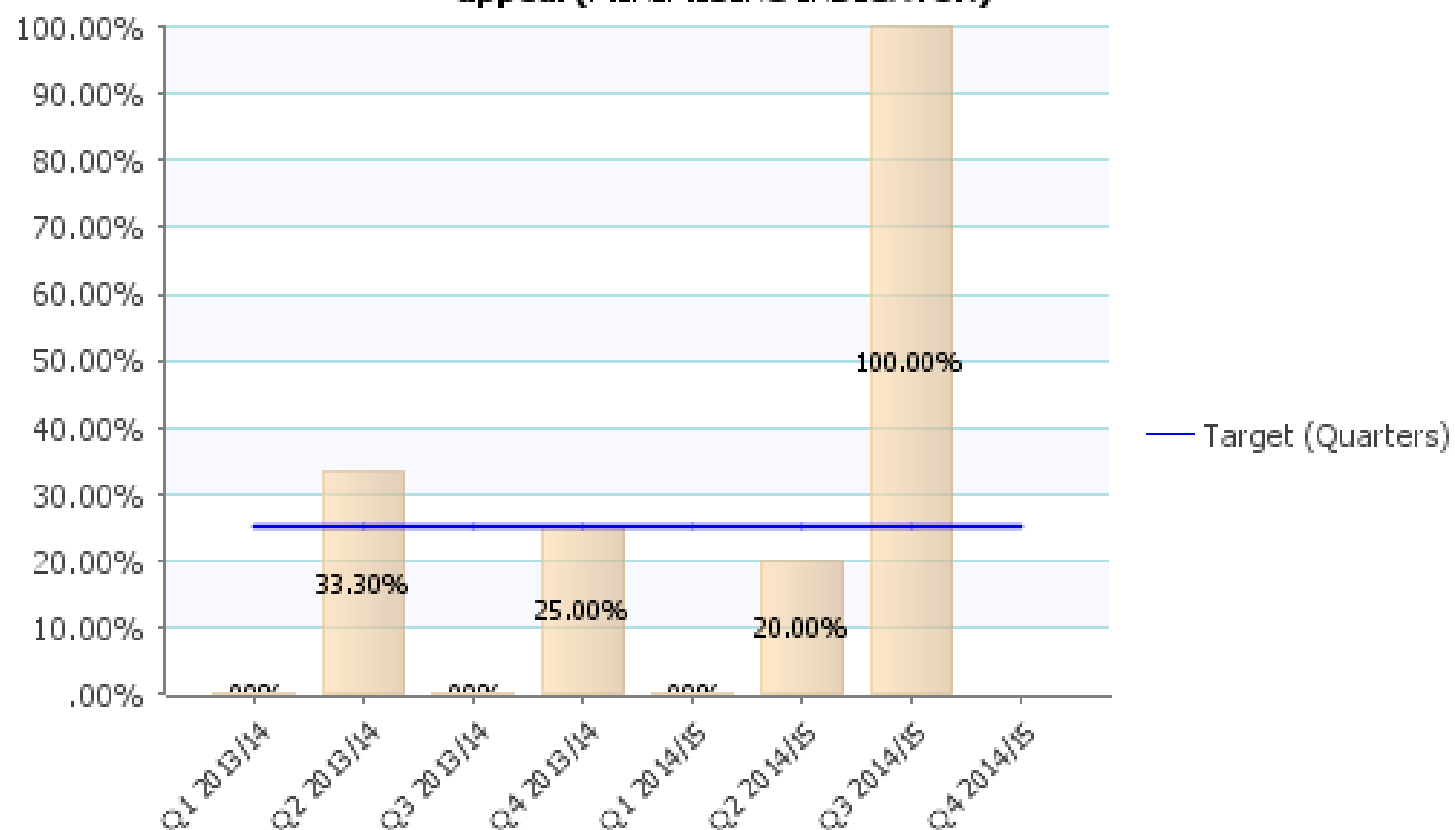
Traffic Light Red  
Corporate Priority: People

## Customer Services



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 5.2b	% of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR)		100.00%	25.00%		Performance was off target as one stage 2 complaint was upheld.	None

Trend Chart Performance Gauge

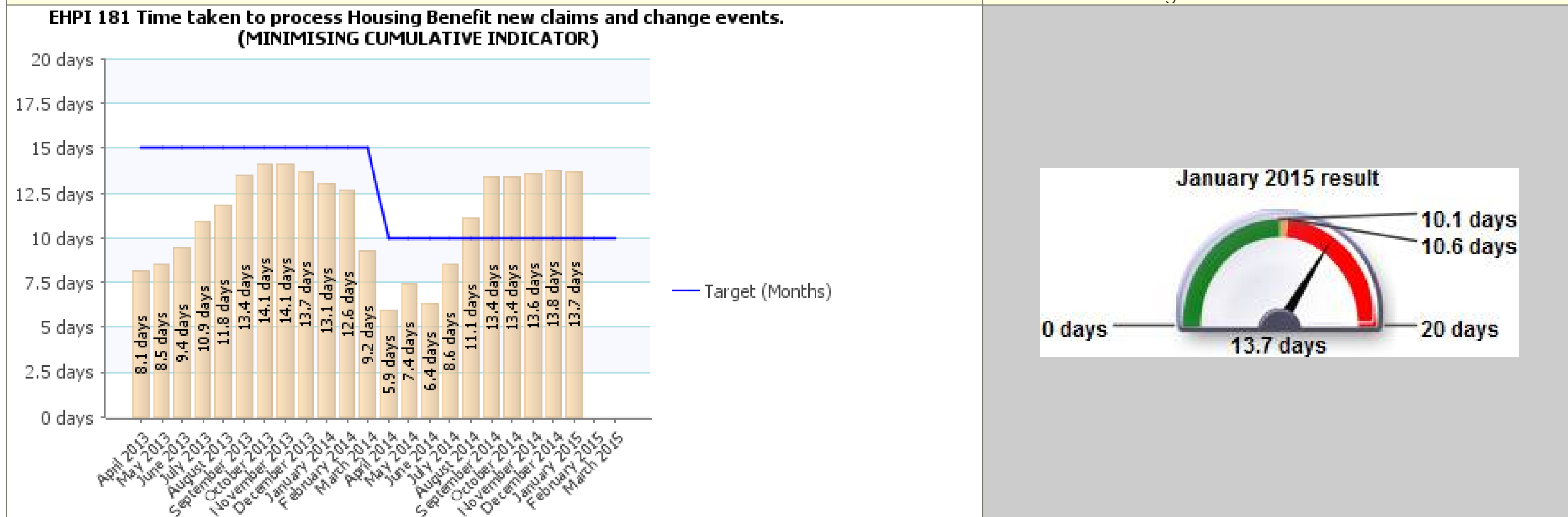
**EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR)**



Revenues and Benefits



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)		13.7 days	10 days		Performance did not meet the target for January 2015 and therefore was 'Red' for this month. However, the short-term trend for the month shows that performance had improved and is expected to continue improving.	None

Trend Chart Performance Gauge



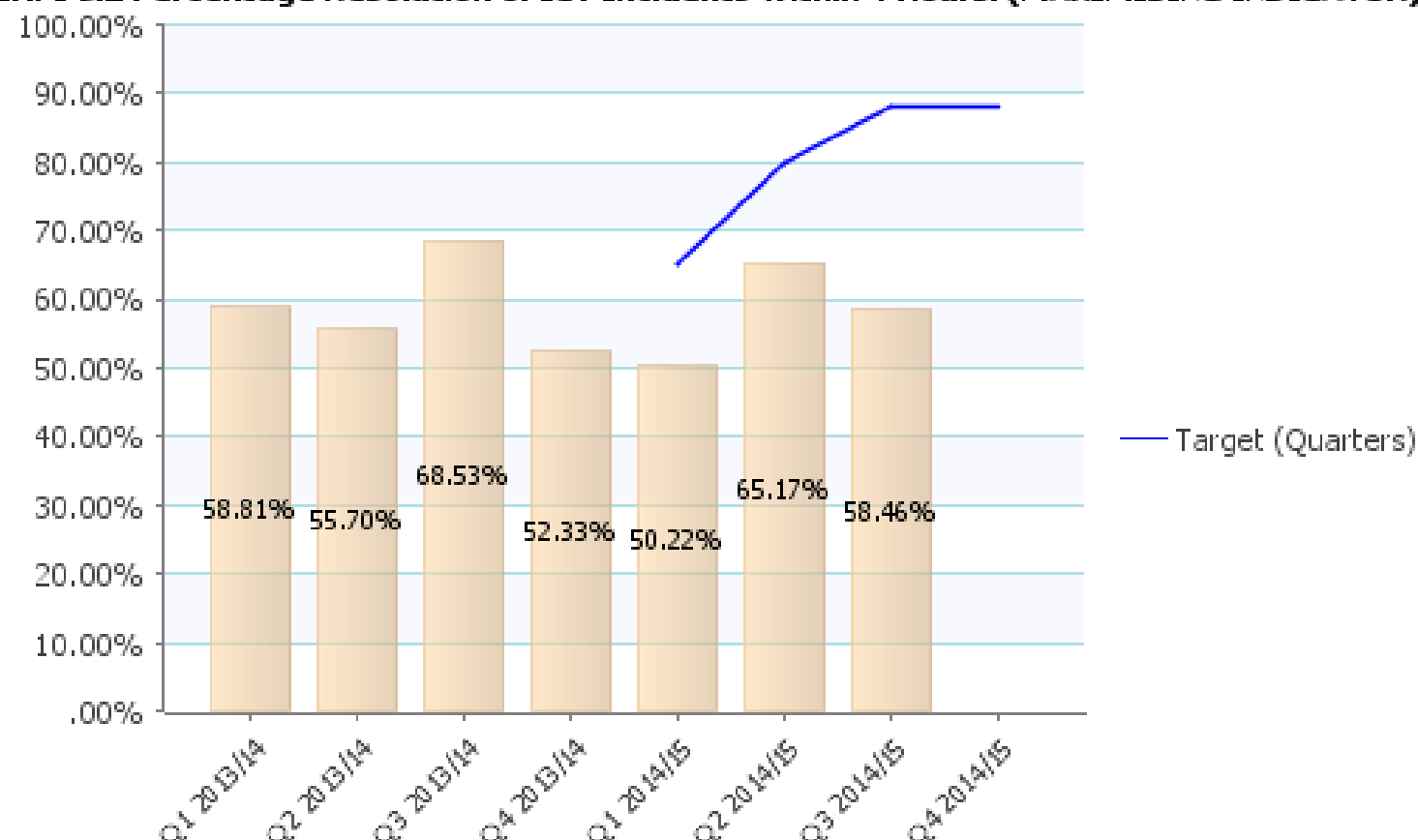
Traffic Light Red  
Corporate Priority: Prosperity

ICT Services

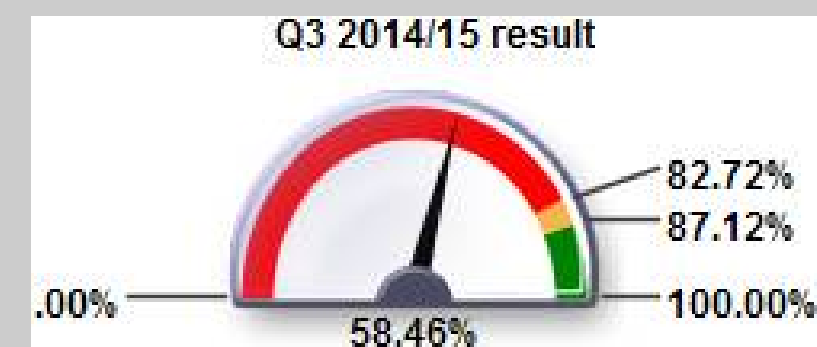
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 9.2	Percentage Resolution of ICT Incidents Within 4 Hours. (MAXIMISING INDICATOR)		58.46%	88.00%		Performance was 'Red' for Quarter 3. For the first three quarters of 2014/15 the IT Service has been operating with two separate service desk systems neither of which is fit for purpose. Tracking calls has been very difficult as a result. A new system was implemented in January 2015 and performance has now improved to over 80% in the new calendar year. This improvement will be reflected in the figures for the 4 <sup>th</sup> quarter.	None



Trend Chart

**EHPI 9.2 Percentage Resolution of ICT Incidents Within 4 Hours. (MAXIMISING INDICATOR)**

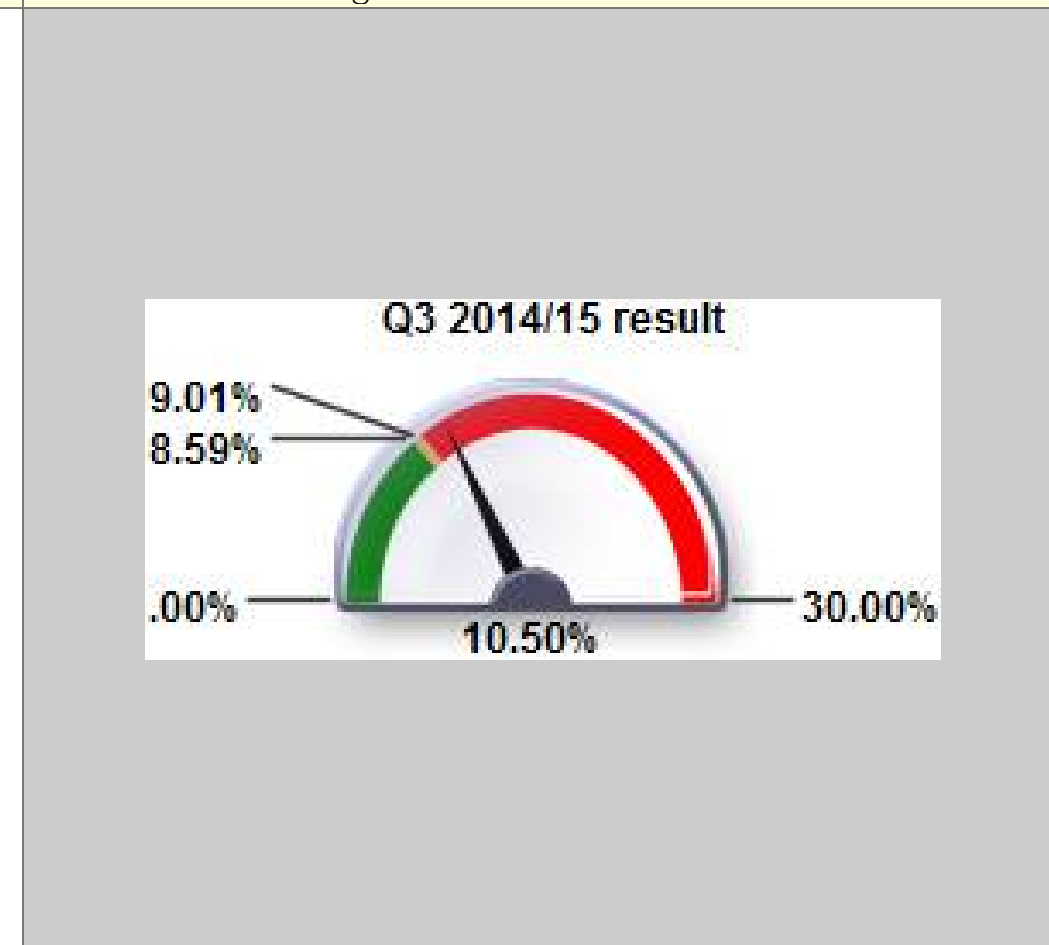
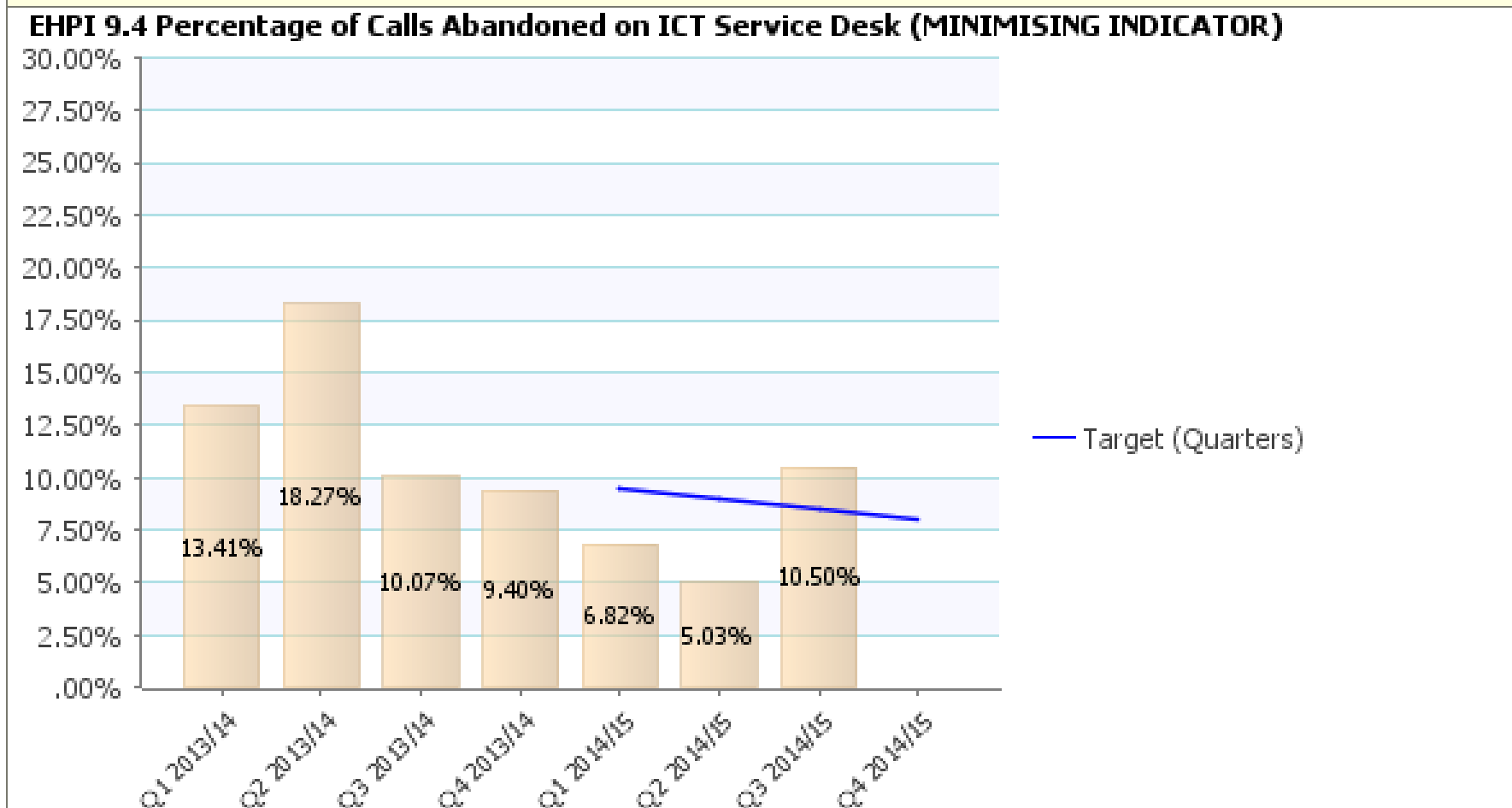


Performance Gauge





ICT Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk (MINIMISING INDICATOR)		10.50%	8.50%		Performance was 'Red' for Quarter 3. This is the first time the measure has been off target. The service has been understaffed in the action desk during November and December while we try to appoint to the new structure. Performance fell as a result but the year to date position is within the annual target.	None

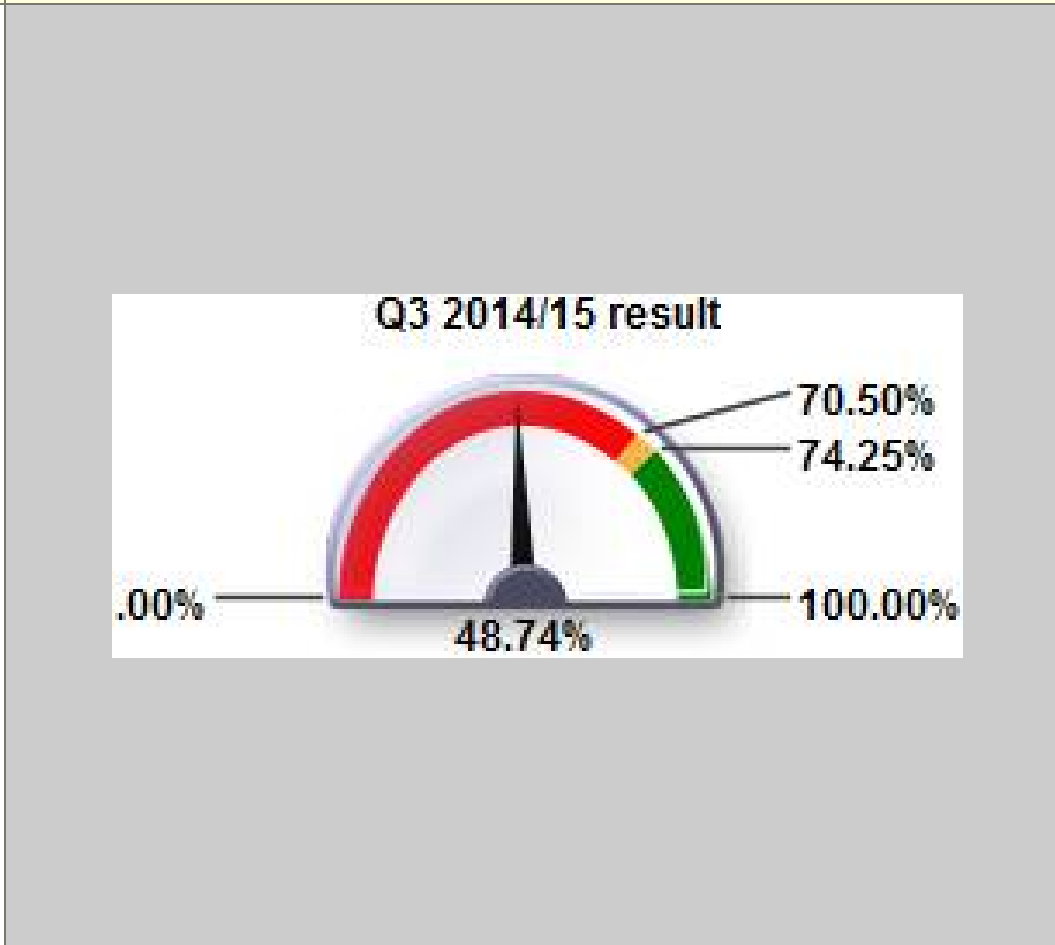
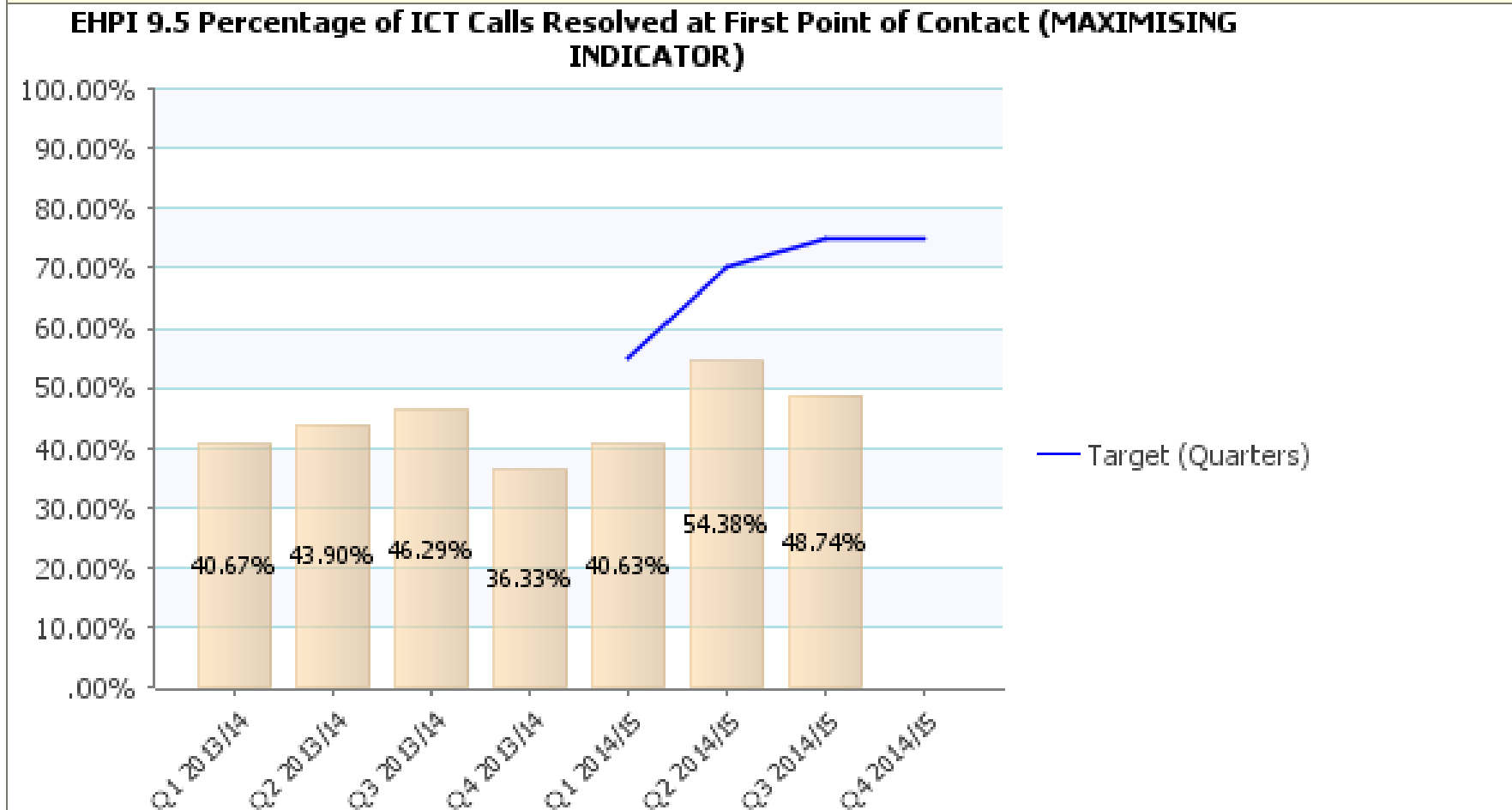
Trend Chart	Performance Gauge
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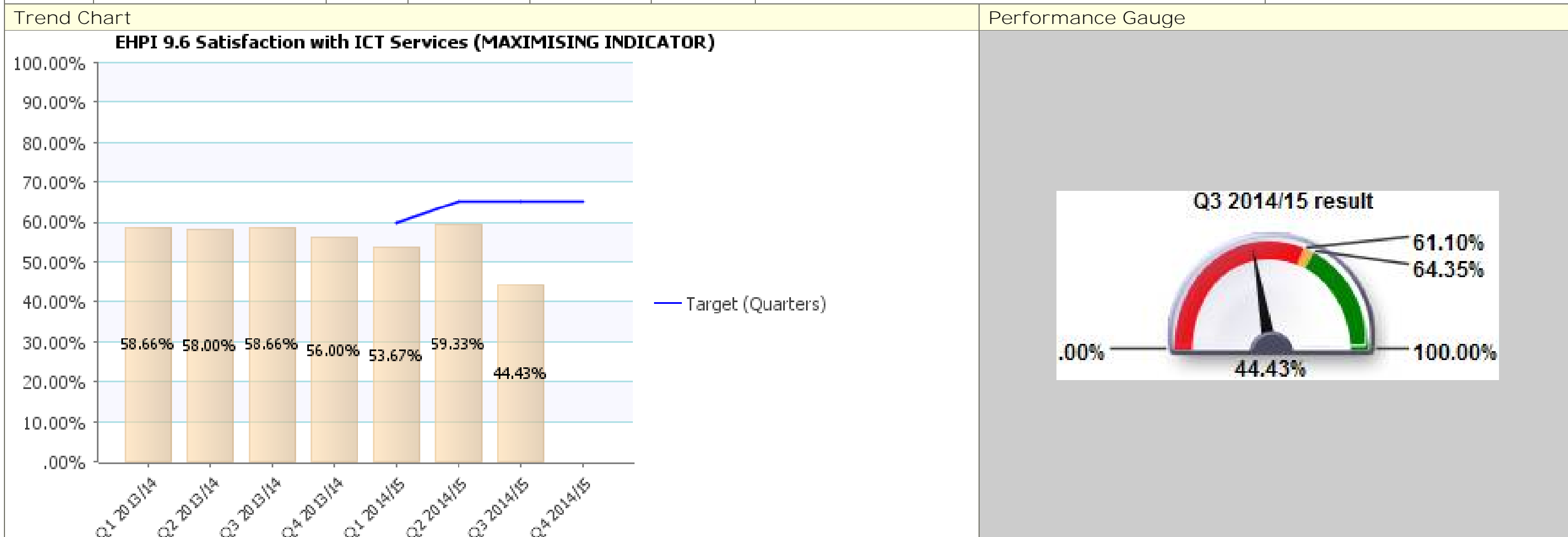
ICT Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 9.5	Percentage of ICT Calls Resolved at First Point of Contact (MAXIMISING INDICATOR)		48.74%	75.00%		Performance was 'Red' for Quarter 3. The ICT Service was restructured during the third quarter and the ICT Service Desk was operating at a much reduced staffing level as a result. The remaining vacancies in the service desk team were filled in January this year. While, staff will need some time to get up to speed, there are now firm foundations upon which to build for the new financial year.	None

Trend Chart Performance Gauge





ICT Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 9.6	Satisfaction with ICT Services (MAXIMISING INDICATOR)		44.43%	65.00%		Performance was 'Red' for Quarter 3. This is the third consecutive quarter this indicator has not met its target. Satisfaction with users fell in the third quarter because of legacy reliability issues and problems in the Bishop's Stortford telephone exchange outside the council's control.	None



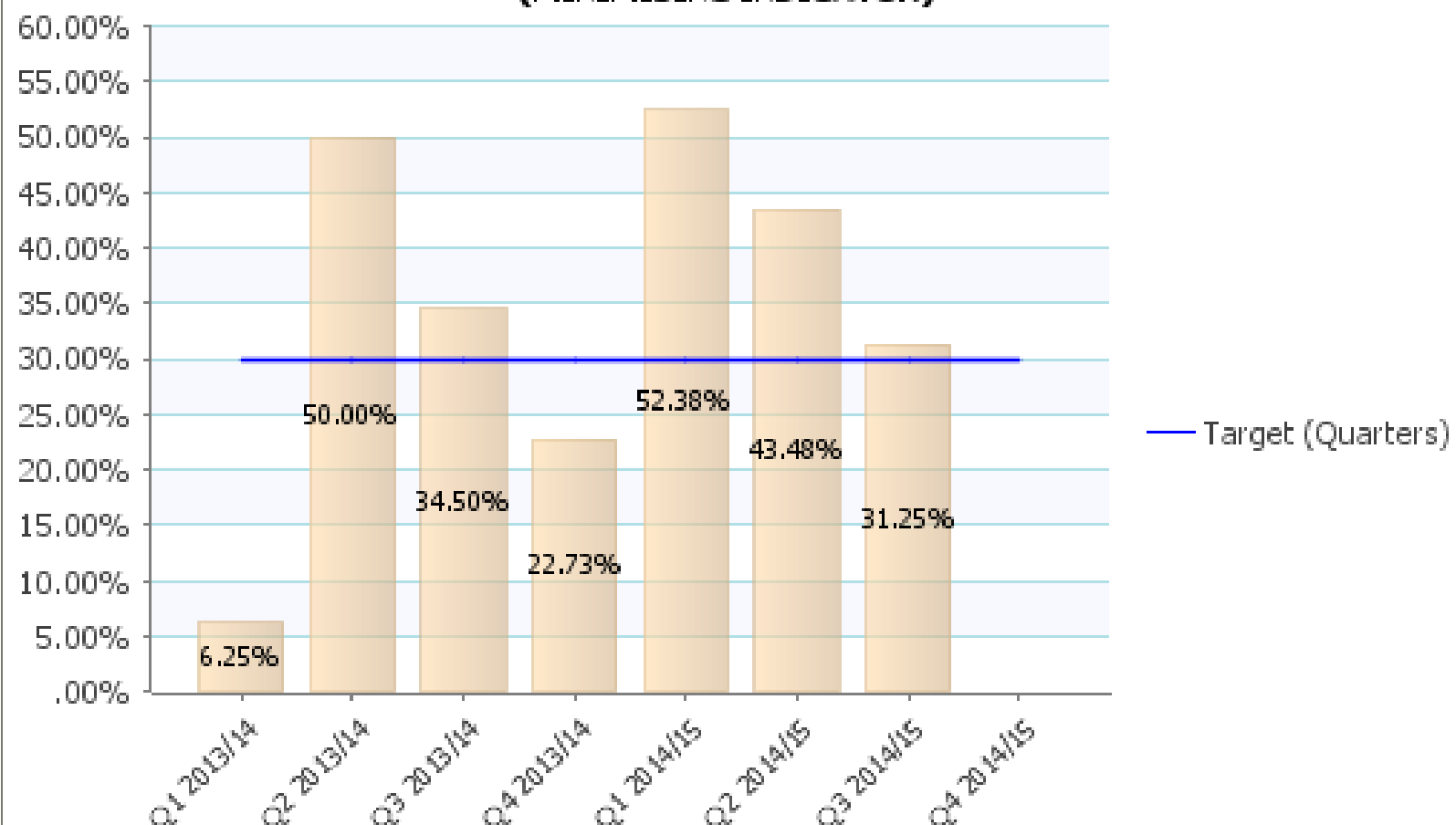
Traffic Light Amber  
Corporate Priority: People

Customer Services

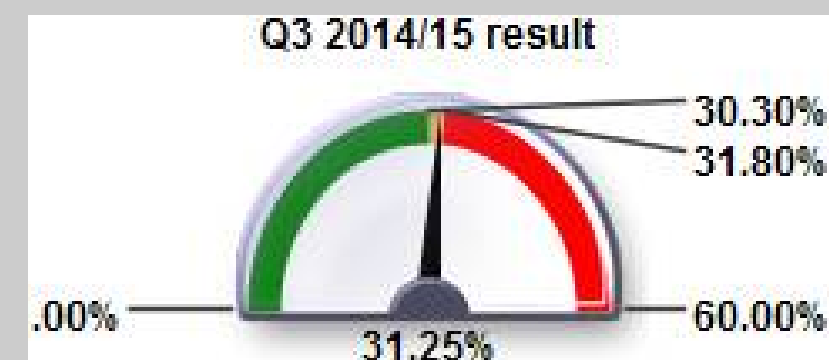
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 5.2a	% of complaints about the Council and its services that are upheld: 1st stage (MINIMISING INDICATOR)		31.25%	30.00%		Performance was slightly off target due to five out of 16 stage 1 complaints were upheld.	None

Trend Chart



**EHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage (MINIMISING INDICATOR)**



Performance Gauge

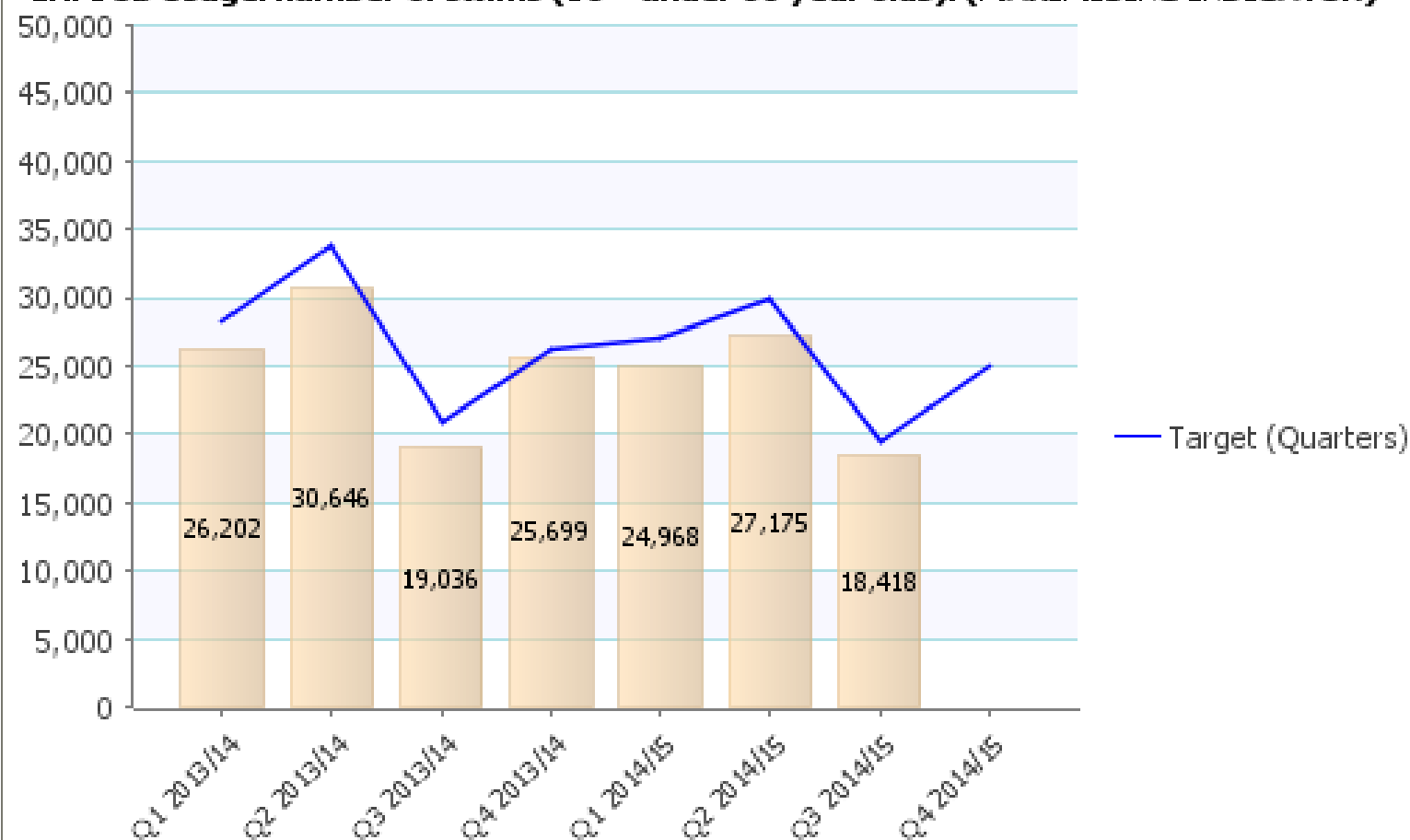


Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 3b	Usage: number of swims (16 - under 60 year olds). (MAXIMISING INDICATOR)		18,418	19,500		Performance was 'Amber' for Quarter 3. This is an improvement compared to the previous quarter when the performance status was 'Red'. However performance is just below target and this downturn in adult swimming is consistent with national trends. In addition locally East Herts has seen an increase in gym membership and as gym members can swim without their visit being recorded this may have affected the achievement of the target this quarter. Everyone Active has been seeking to stem the decline and is looking to increase public swim opportunities at both Hartham and Grange Paddocks leisure centres in the New Year.	None

Trend Chart

**EHPI 3b Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)**





Performance Gauge





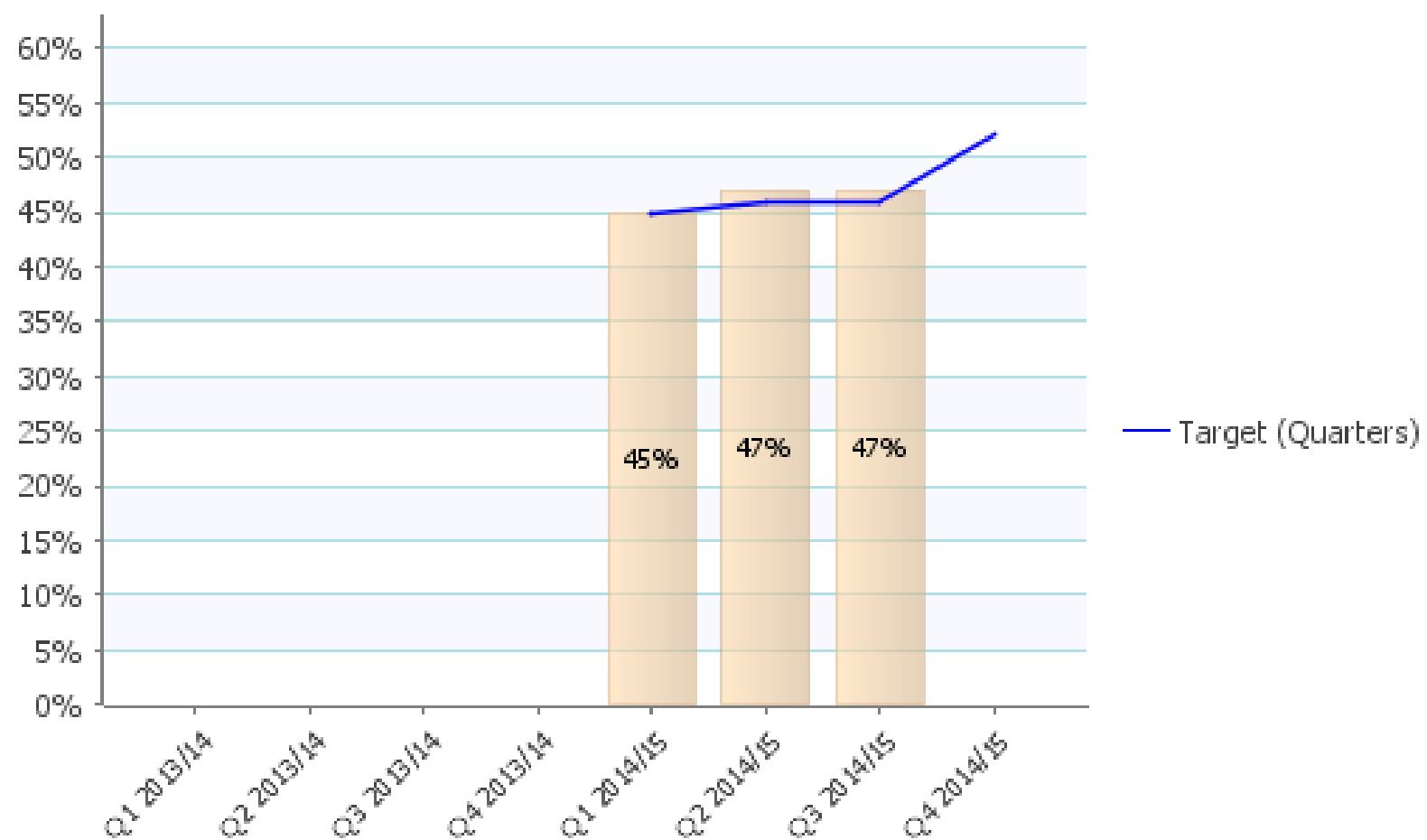
Traffic Light Amber  
Corporate Priority: Place

Environment Services

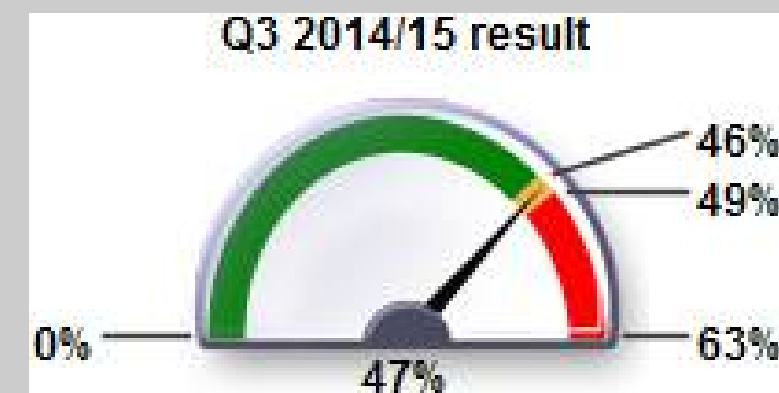
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 2.6	Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)		47%	46%		The performance trend is similar to that experienced last quarter. This is a rolling quarter covering the periods from September 2014 to November 2014.	None

Trend Chart

**EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)**





Performance Gauge

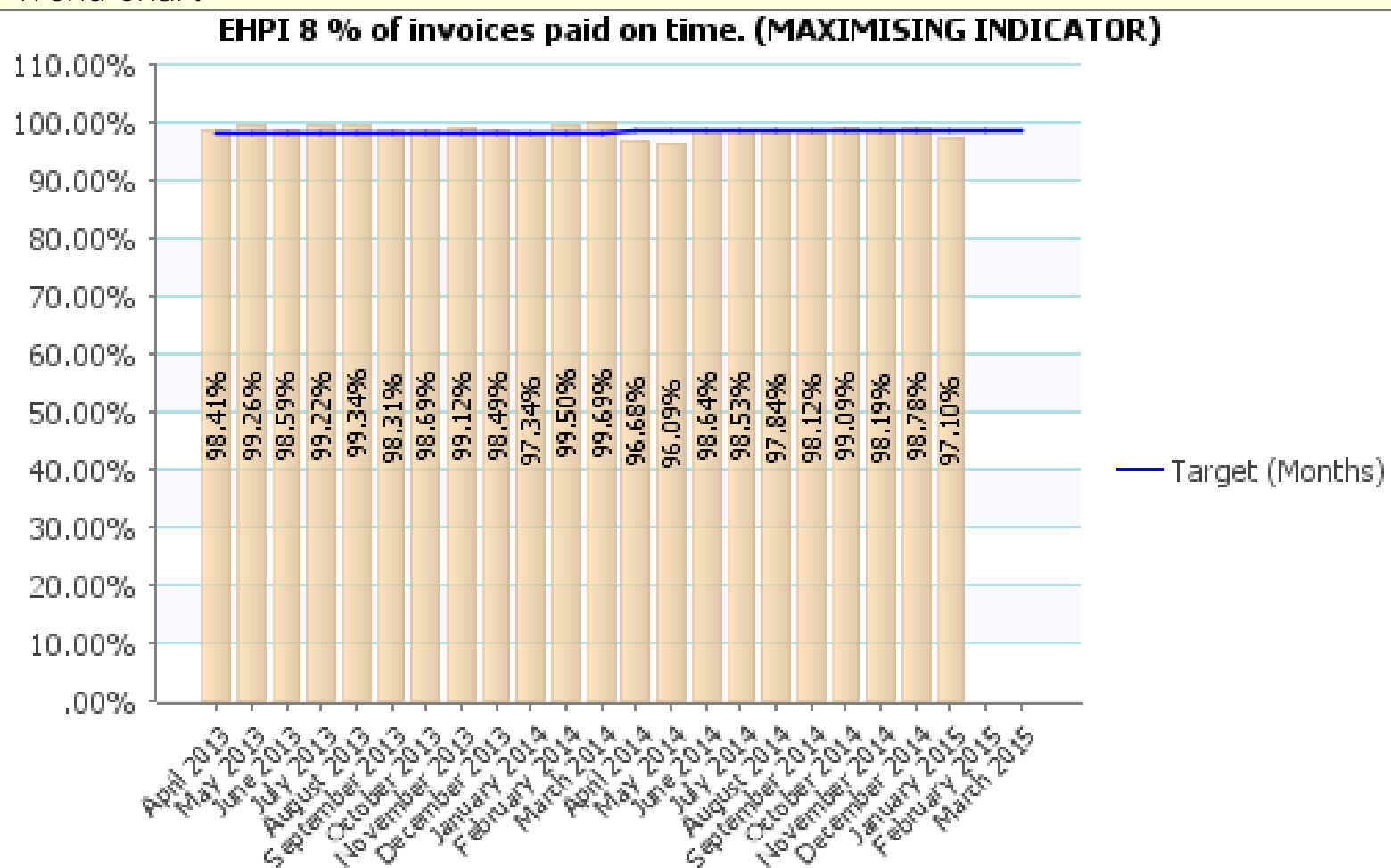


Traffic Light Amber  
Corporate Priority: Prosperity

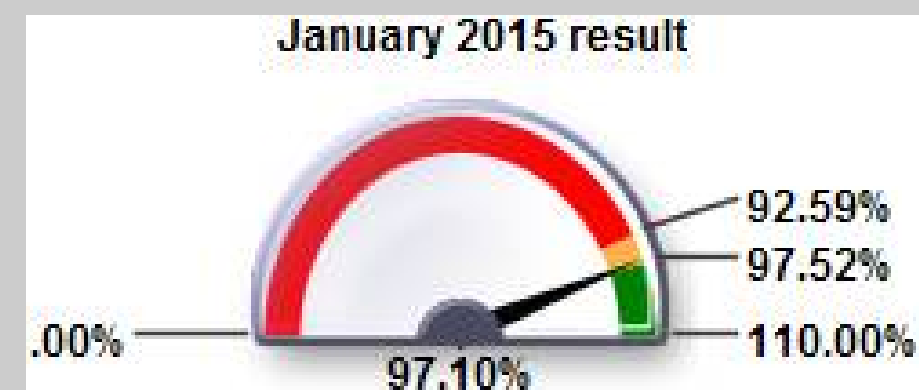
Governance and Risk Management

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 8	% of invoices paid on time. (MAXIMISING INDICATOR)		97.10%	98.50%		There was a small dip in performance due to a delay in processing invoices in one section and delays in transfer of information. Remedial action has been taken and we do not expect this to reoccur. Overall performance in the month was 97.1% against a target of 98.5%.	None



Trend Chart



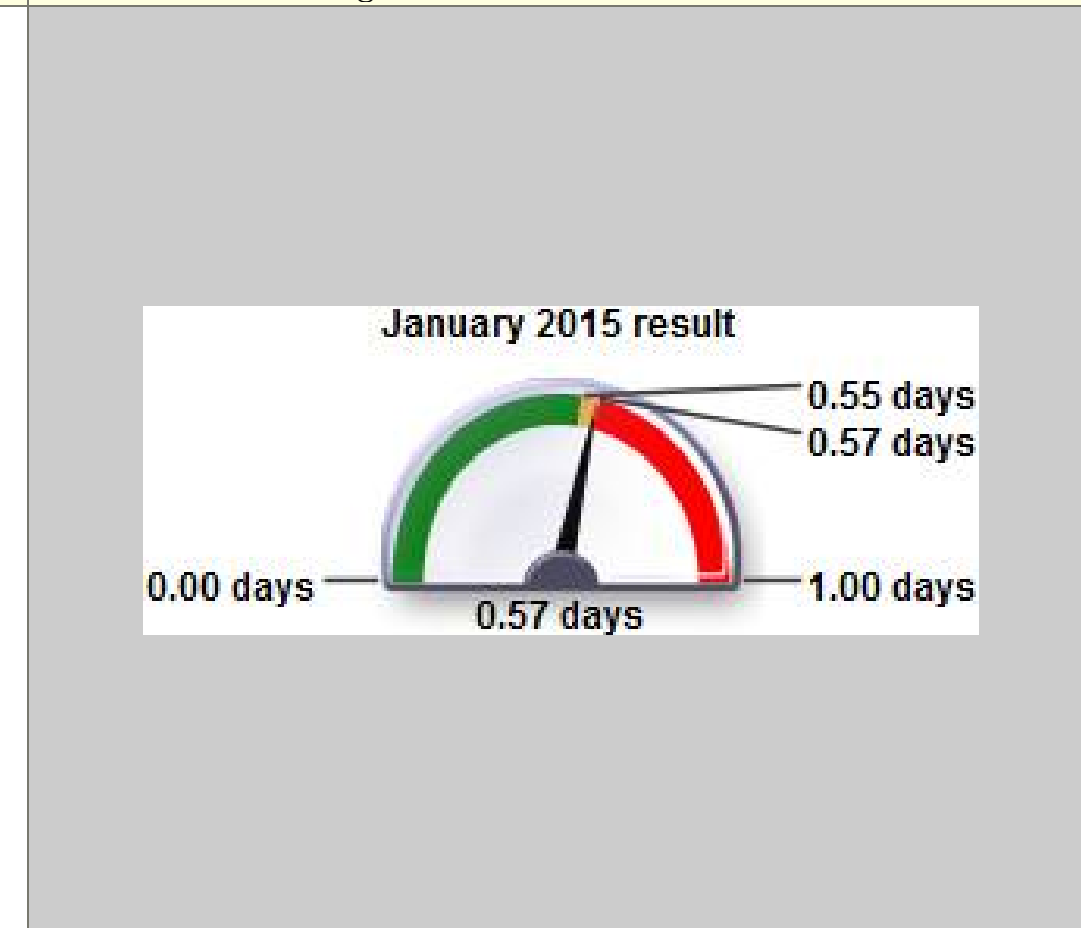
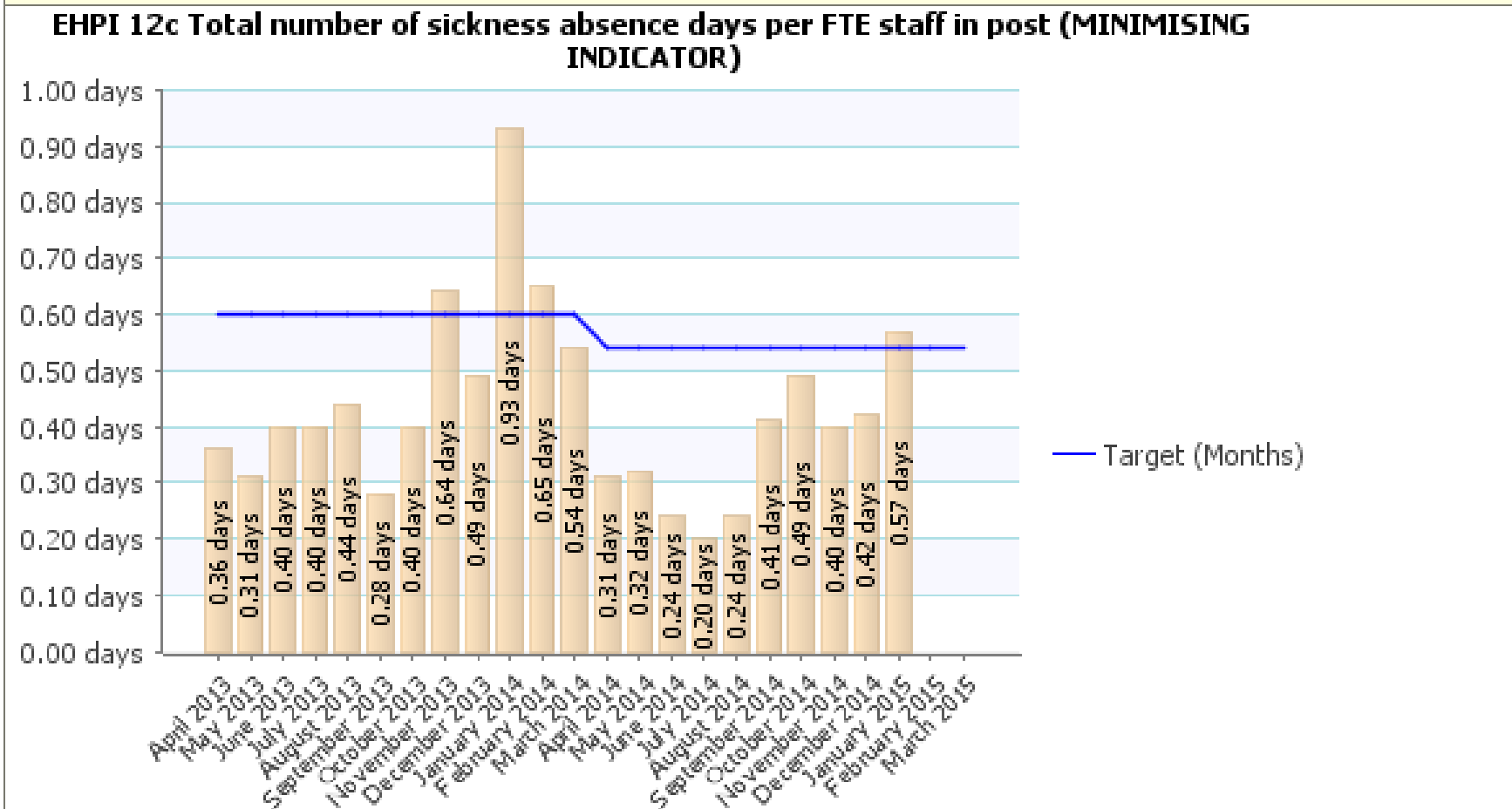
Performance Gauge



People and Property

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 12c	Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)		0.57 days	0.54 days		Performance for January has resulted in this performance indicator performing outside council standards for the first time this year. As a result the short and long term trends are indicating that performance is declining (i.e. getting worse). Total absence for the year so far is 3.52 days (end of year target is 6.5 days) and the indicator is off target this month due to a number of ongoing long term sickness cases which HR Officers are working on with service managers.	None

Trend Chart Performance Gauge



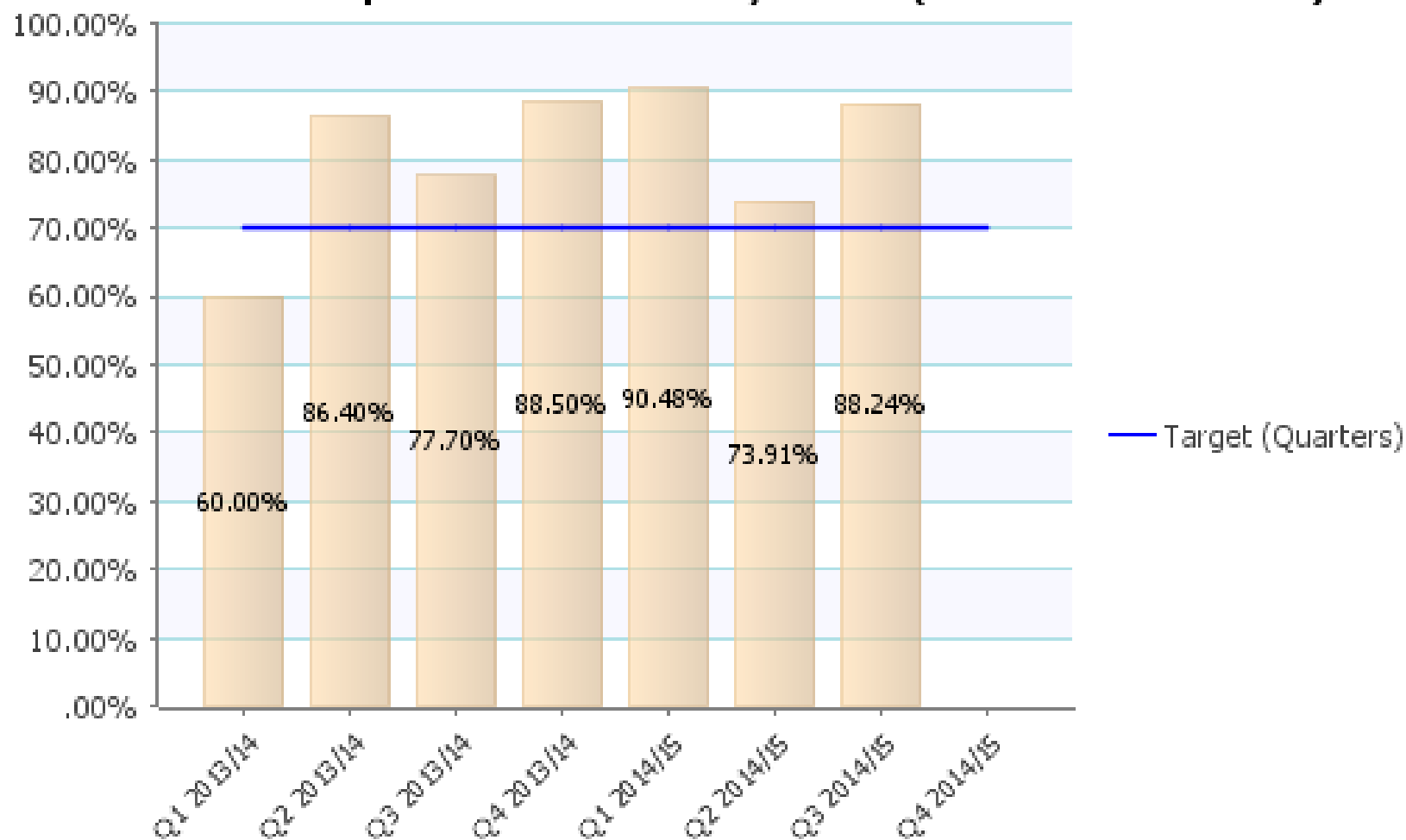
Traffic Light Green  
Corporate Priority: People

Customer Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 5.1	% of complaints resolved in 14 days or less. (MAXIMISING INDICATOR)		88.24%	70.00%		Performance is exceeding target. 17 complaints received - one stage 2 complaint was 18 days overdue but logged incorrectly so should be 14 days. Actions to resolve this issue going forward have been implemented.	None

Trend Chart

**EHPI 5.1 % of complaints resolved in 14 days or less. (MAXIMISING INDICATOR)**



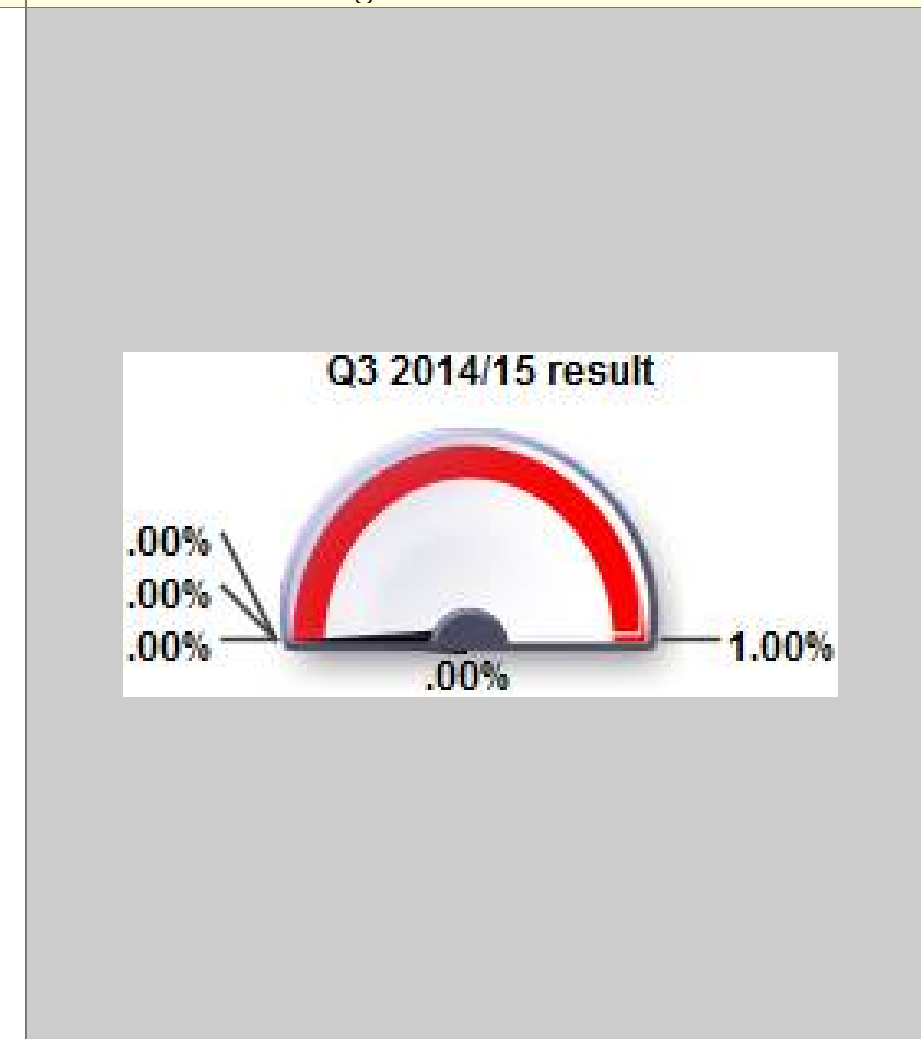
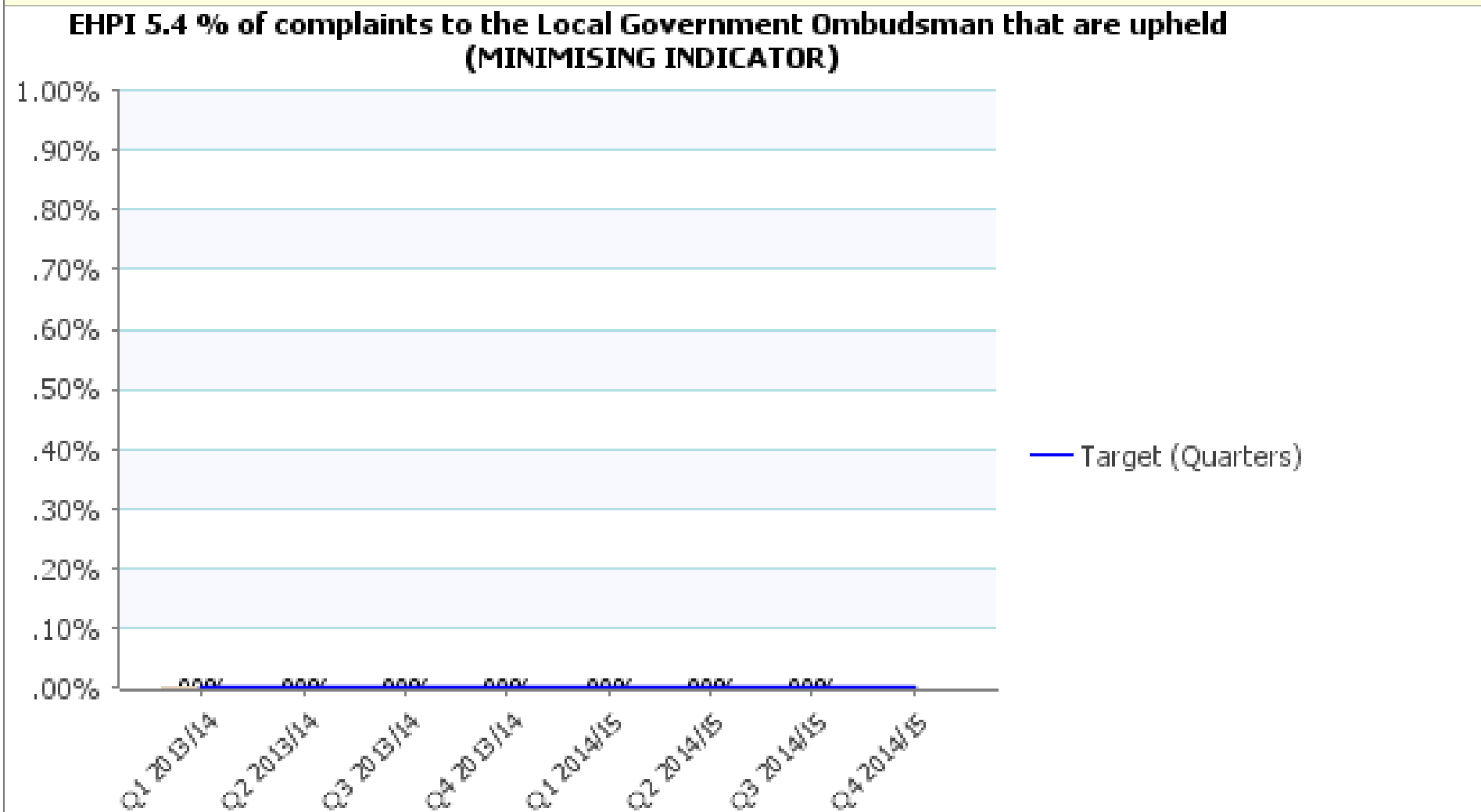
Performance Gauge



Customer Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 5.4	% of complaints to the Local Government Ombudsman (LGO) that are upheld (MINIMISING INDICATOR)		.00%	.00%		Performance on target. Two LGO complaints were received, Neither were upheld.	None

Trend Chart Performance Gauge

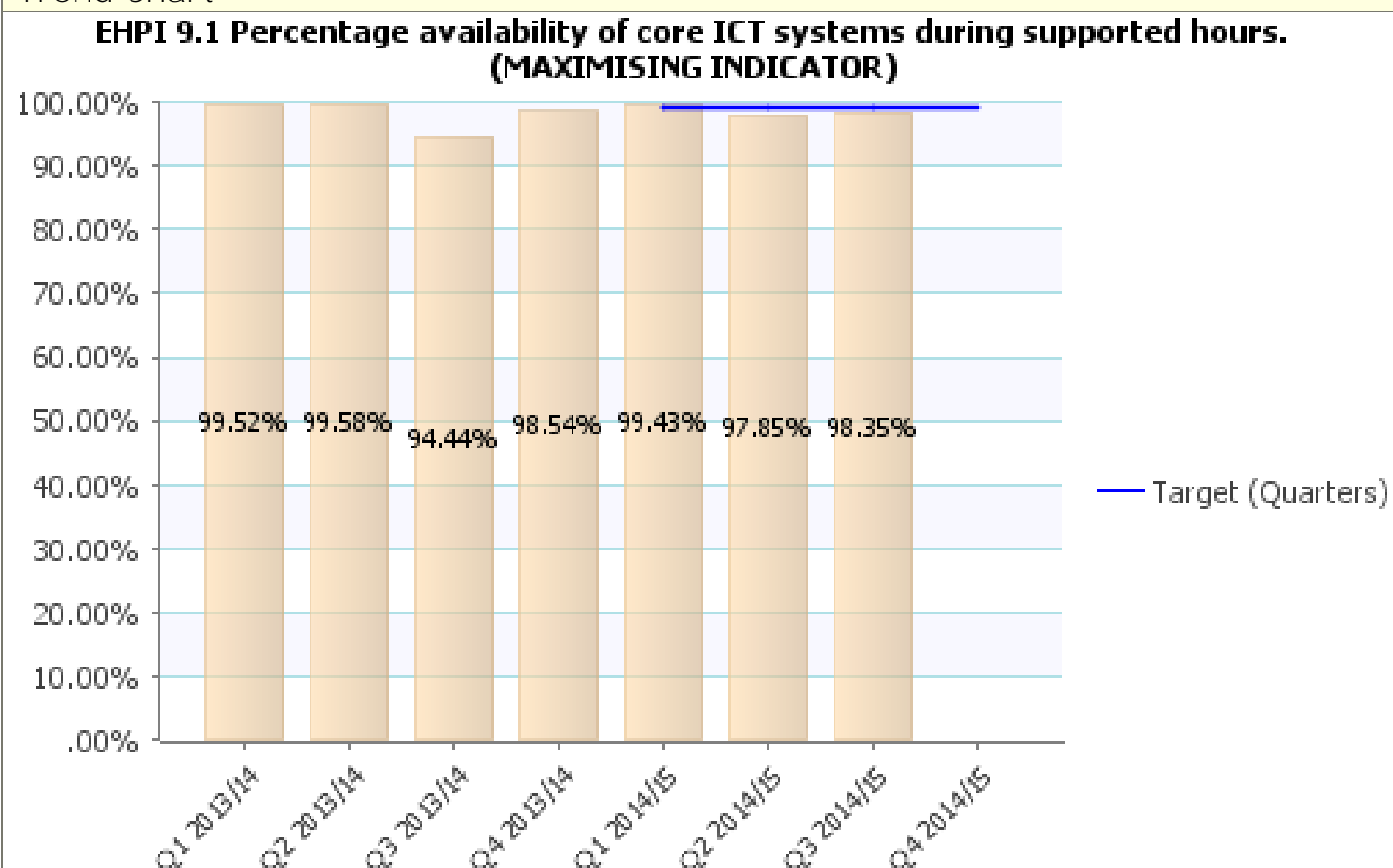


Traffic Light Green  
Corporate Priority: Prosperity

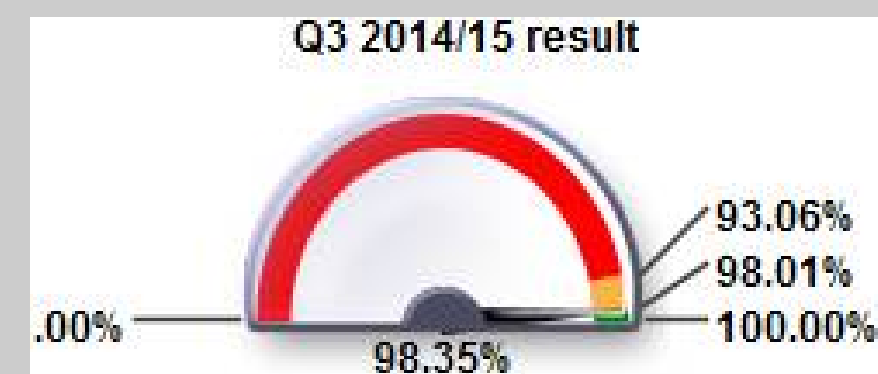
ICT Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 9.1	Percentage availability of core ICT systems during supported hours. (MAXIMISING INDICATOR)		98.35%	99.00%		Performance is still marginally below target for the year to date (however performance is still within the target threshold). The large majority of the reliability issues have related to legacy systems due to be replaced in the next 2 to 3 months.	None

Trend Chart



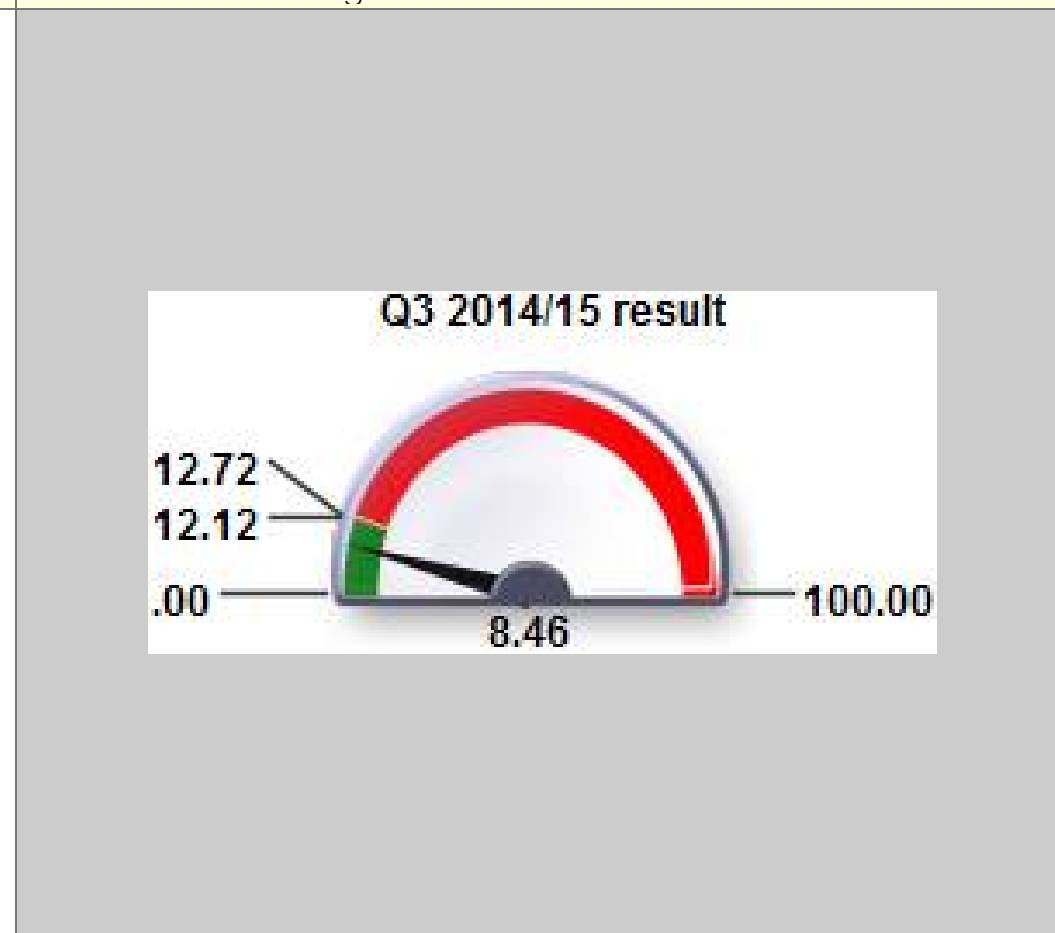
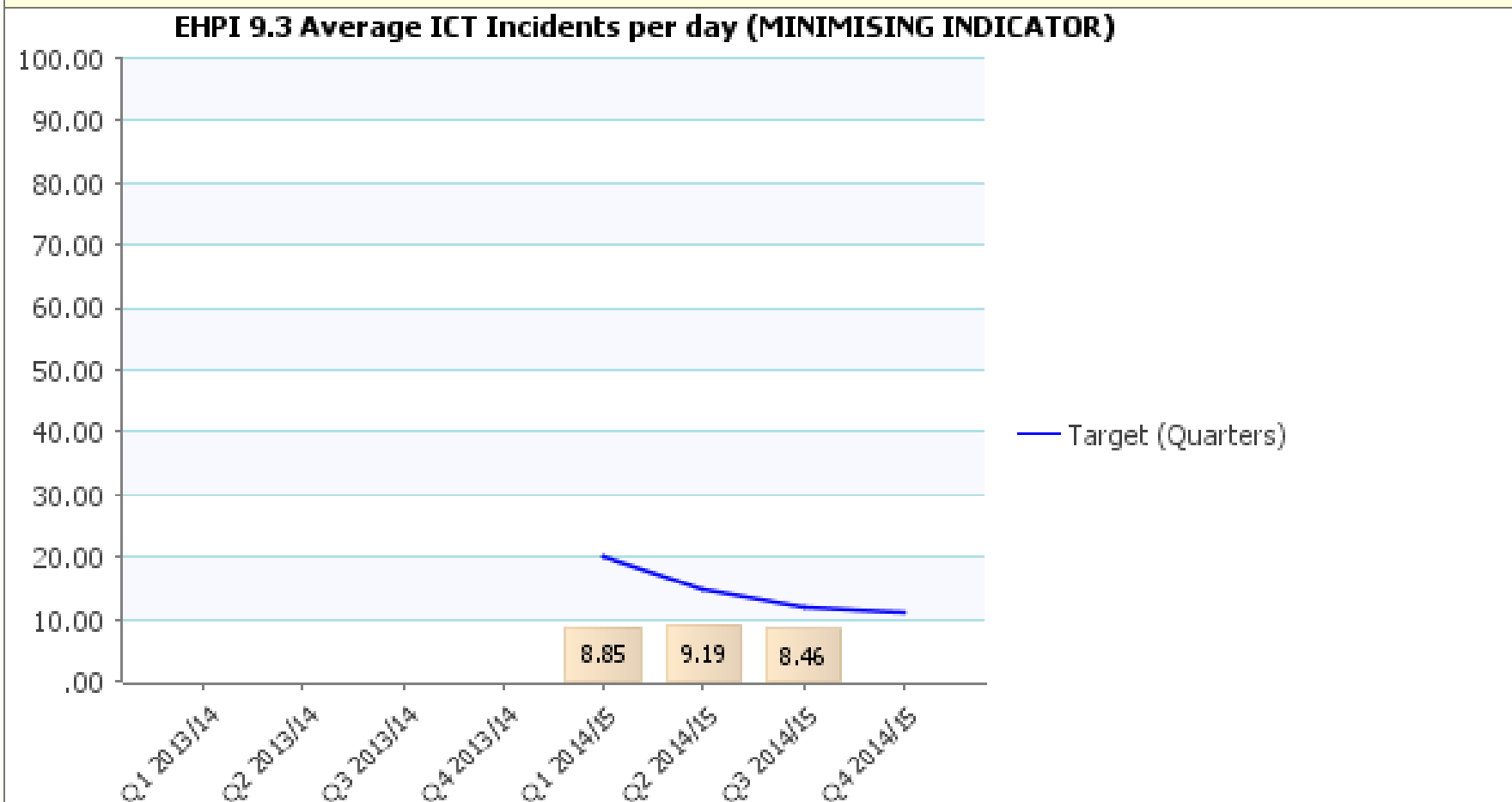
Performance Gauge



ICT Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 9.3	Average ICT Incidents per day (MINIMISING INDICATOR)		8.46	12.00		Performance exceeding target.	None

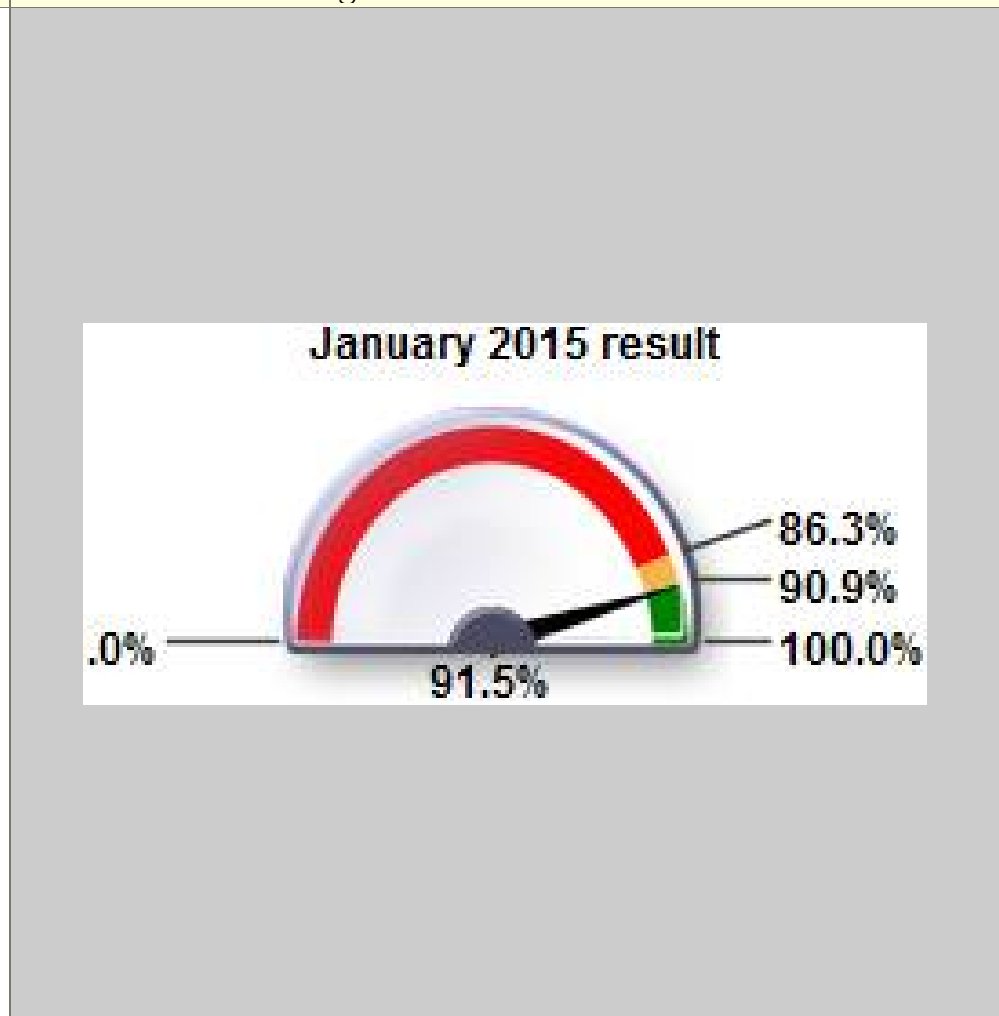
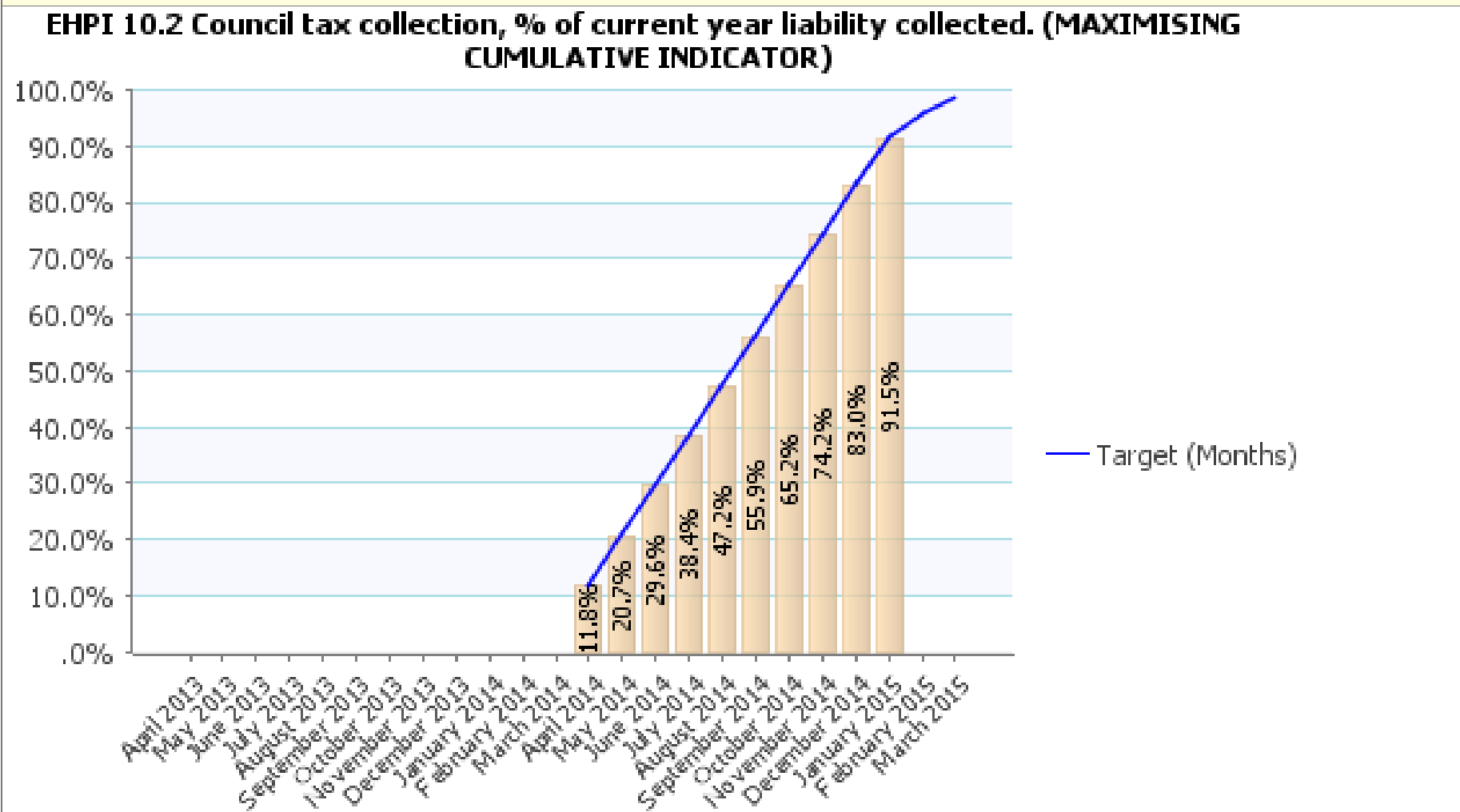
Trend Chart Performance Gauge



Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 10.2	Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)		91.5%	91.8%		Performance is within the target threshold for January 2015.	None

Trend Chart Performance Gauge

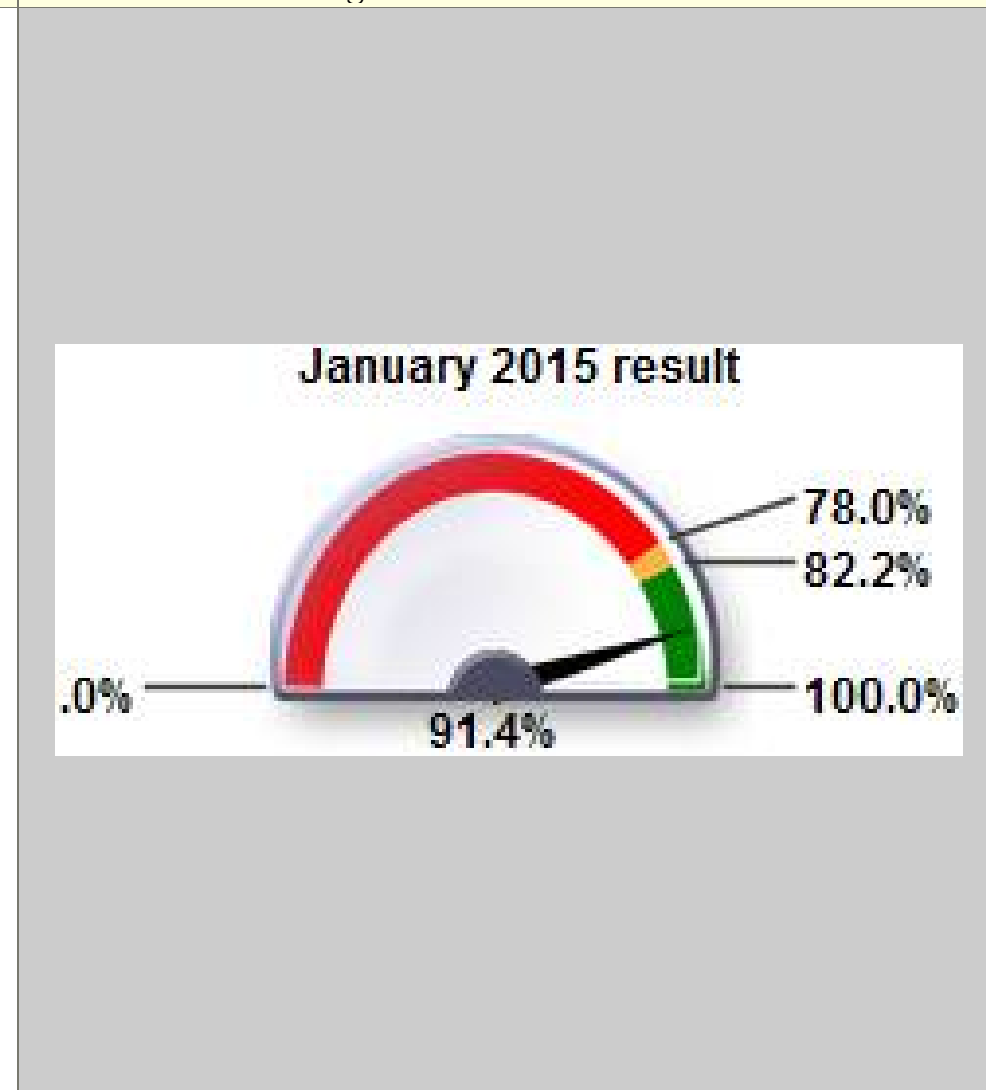
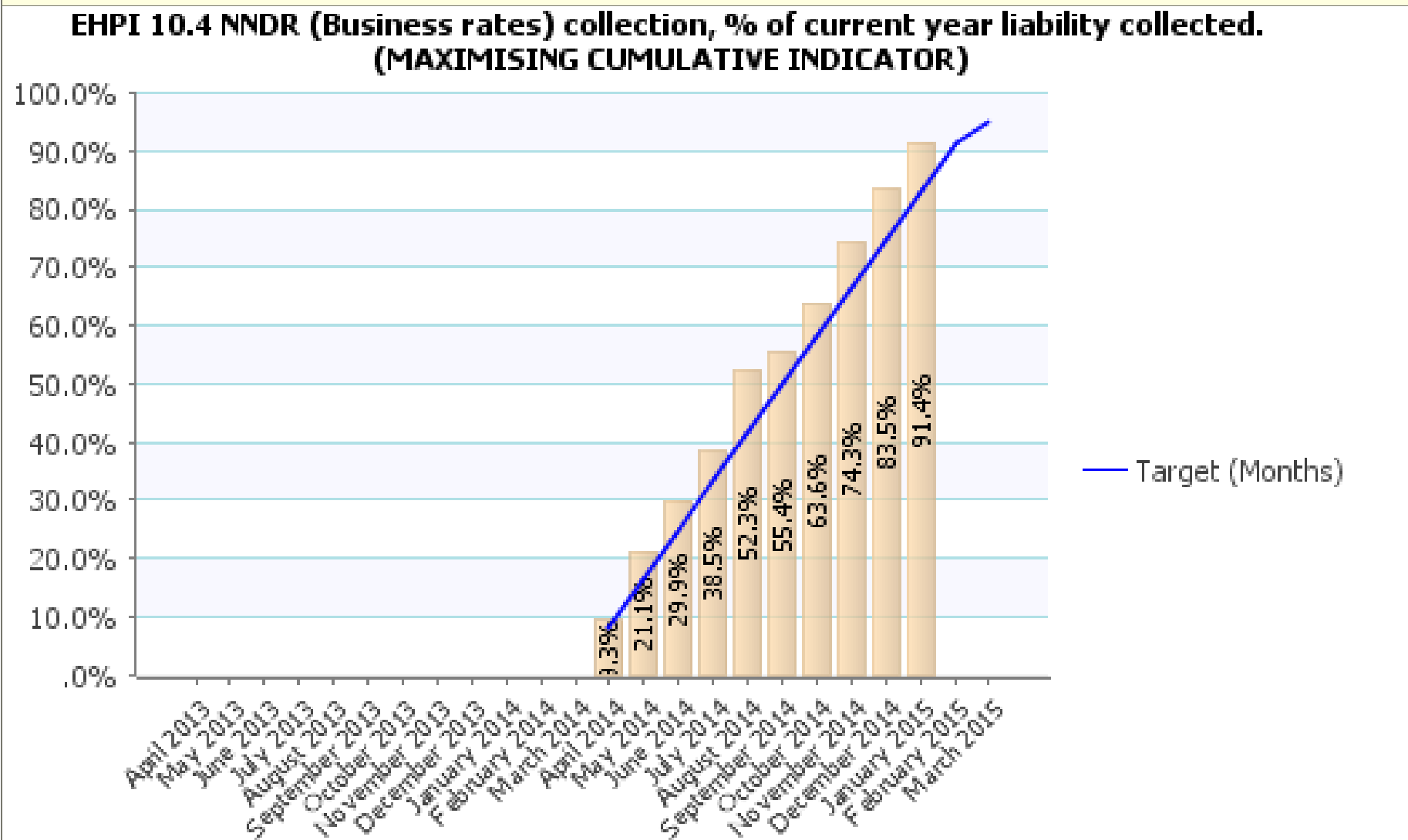




Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 10.4	NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)		91.4%	83.0%		Performance for January 2015 is exceeding the target.	None

Trend Chart Performance Gauge









Traffic Light Unknown  
Corporate Priority: Prosperity

ICT Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 9.7	Delivery of Key ICT Projects (MAXIMISING INDICATOR)	N/A	N/A	75.00%	N/A	Performance data for this indicator is not available, the service has proposed for this indicator to be deleted.	None

ICT Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 November 2014
EHPI 9.8	Delivery of Key Milestones in the ICT Strategy (MAXIMISING INDICATOR)	N/A	N/A	N/A	N/A	Performance not currently available. Consultation on the draft strategy commenced in January 2015 with the aim to launch the Strategy on 1st April 2015. Therefore monitoring against strategy milestones are expected to commence from Quarter 1 in 2015/16.	None

PI Status		Short Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse