








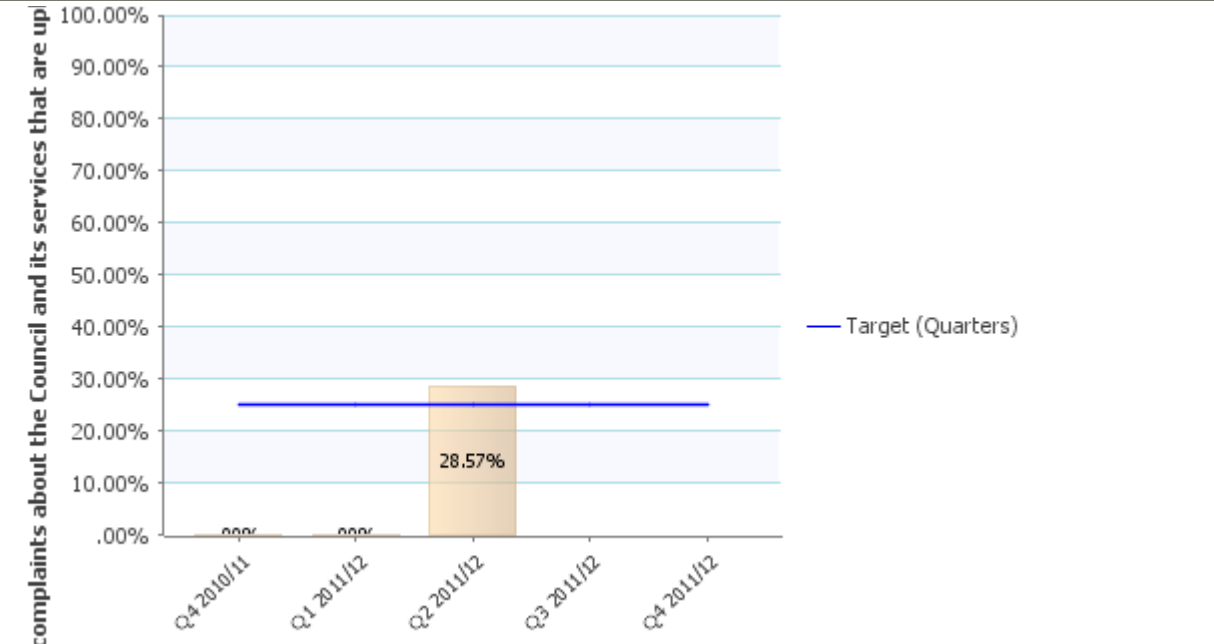

## Monthly Scrutiny Corporate Healthcheck 2011/12

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

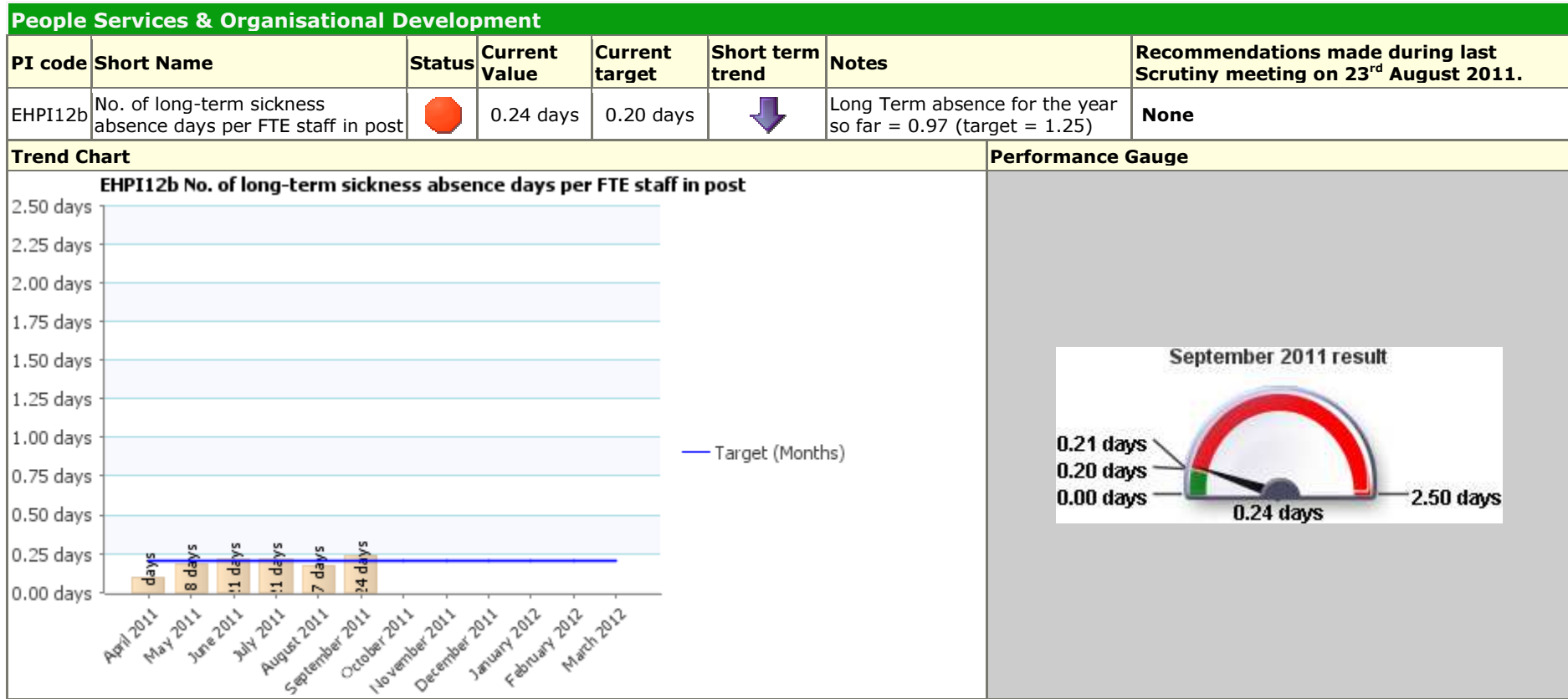
## Essential Reference Paper B

Traffic Light Red							
Description Fit for purpose, services fit for you							
Customer Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 23 <sup>rd</sup> August 2011.
EHP15.1	% of complaints resolved in 14 days or less.		66.60%	90.00%		21 complaints were resolved during this quarter with 14 responded to within 10 working days. There were 14 complaints dealt with at Stage One; 10 within ten working days. 7 Stage Two complaints were dealt with; 4 within ten working days.	<b>None</b>
Trend Chart						Performance Gauge	
<div style="border: 1px solid black; width: 100%; height: 100%; position: relative;"> <span style="position: absolute; top: 5px; left: 5px; border: 1px solid black; padding: 2px;">x</span> </div>						<p><b>Q2 2011/12 result</b></p>  <p>0.00%      66.60%      84.60%      89.10%      100.00%</p>	

## Essential Reference Paper B



Customer Services																															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 23 <sup>rd</sup> August 2011.																								
EHP15.2b	% of complaints about the Council and its services that are upheld: 2nd stage - appeal		28.57%	25.00%		7 complaints were dealt with in this quarter with only two being upheld.	<b>None</b>																								
Trend Chart						Performance Gauge																									
 <p>complaints about the Council and its services that are upheld</p> <p>— Target (Quarters)</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2010/11</td> <td>0.00%</td> </tr> <tr> <td>Q1 2011/12</td> <td>0.00%</td> </tr> <tr> <td>Q2 2011/12</td> <td>28.57%</td> </tr> <tr> <td>Q3 2011/12</td> <td>0.00%</td> </tr> <tr> <td>Q4 2011/12</td> <td>0.00%</td> </tr> </tbody> </table>						Quarter	Value (%)	Q4 2010/11	0.00%	Q1 2011/12	0.00%	Q2 2011/12	28.57%	Q3 2011/12	0.00%	Q4 2011/12	0.00%	 <p style="text-align: center;"><b>Q2 2011/12 result</b></p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>0.00%</td> <td>Green</td> </tr> <tr> <td>25.25%</td> <td>Yellow</td> </tr> <tr> <td>26.50%</td> <td>Yellow</td> </tr> <tr> <td>28.57%</td> <td>Red</td> </tr> <tr> <td>100.00%</td> <td>Red</td> </tr> </tbody> </table>		Value (%)	Zone	0.00%	Green	25.25%	Yellow	26.50%	Yellow	28.57%	Red	100.00%	Red
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100.00%	Red																														

## Essential Reference Paper B



**Traffic Light Red**  
**Description** Leading the way, working together

**Community and Cultural Services**



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 23 <sup>rd</sup> August 2011.
EHP13b	Usage: number of swims (16 - under 60 year olds)		27,220	29,411		Q2 shows <b>normal</b> seasonal increase on Q1 figure, although down against target this may be due to the current economic climate. Leisure Services and Everyone Active investigating what appears to be inconsistent Q1 & Q2 2010/11 throughput figures.	<b>None</b>

**Trend Chart** **Performance Gauge**

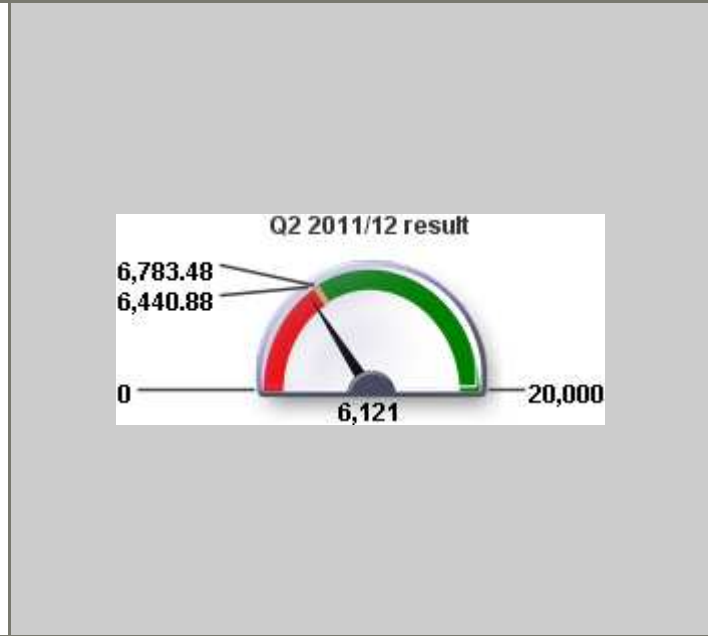


## Essential Reference Paper B

### Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 23 <sup>rd</sup> August 2011.
EHPI3c	Usage: number of swims (60 year old +)		6,121	6,852		Q2 throughput shows normal seasonal increase, shows increase on Q2 2009/10 and only slight decrease on Q2 2010/11 figures. Service expected short fall against target as target affected by throughput figures relating to previous government funded free swims for this age group.	<b>None</b>

Trend Chart	Performance Gauge
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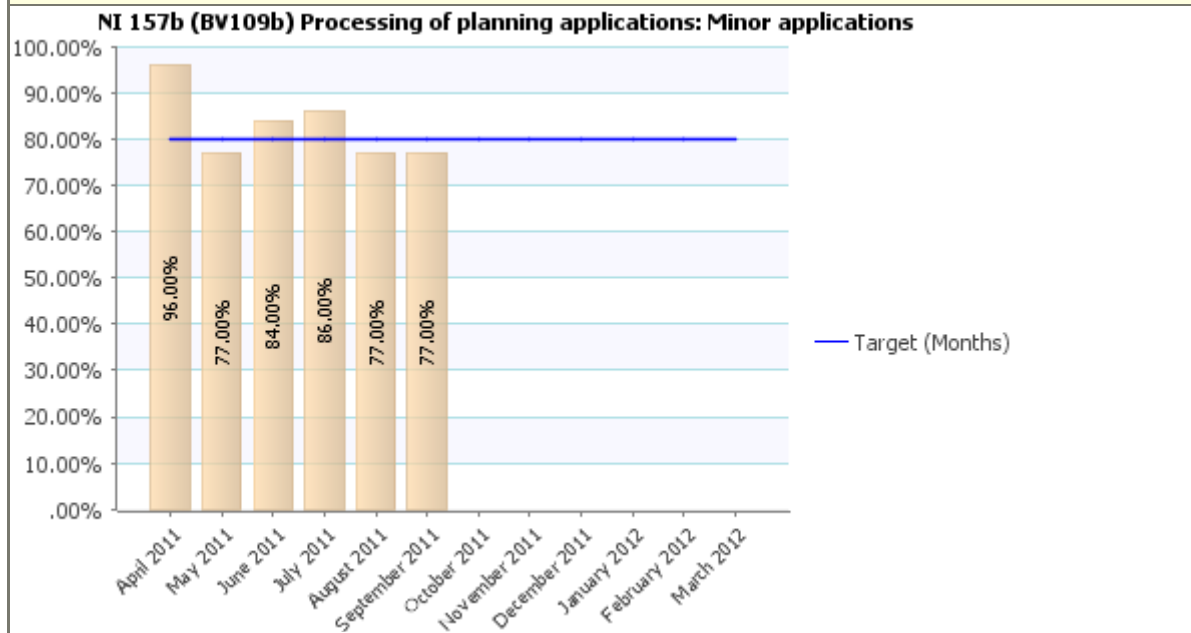


**Traffic Light Amber**  
**Description** Shaping now, shaping the future

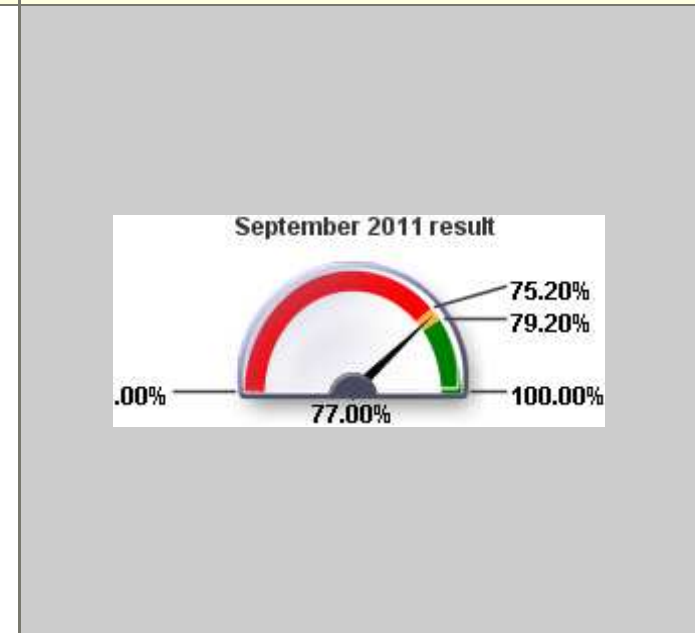
**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 23 <sup>rd</sup> August 2011.
NI 157b (BV109b)	Processing of planning applications: Minor applications		77.00%	80.00%		6 decisions out of 30 were made outside of the timescale.	None

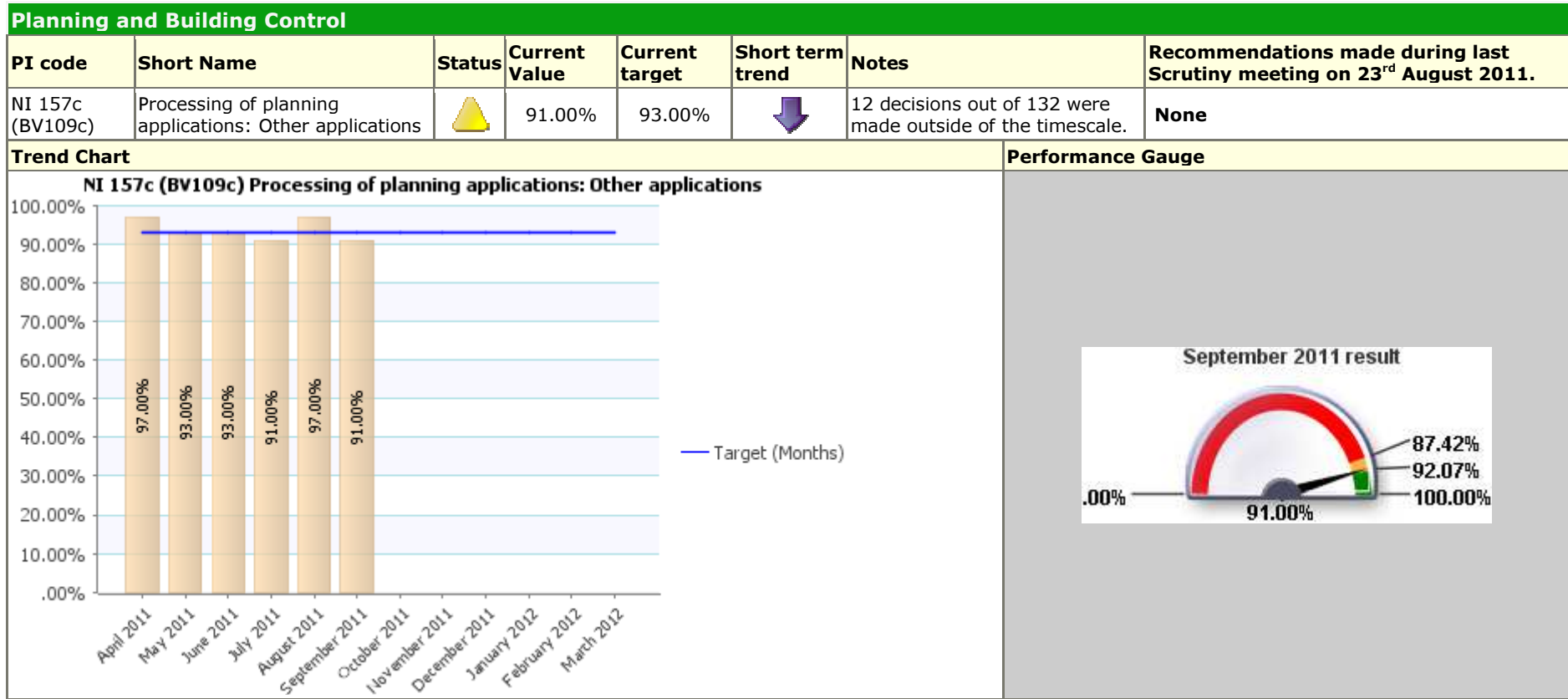
**Trend Chart**



**Performance Gauge**





## Essential Reference Paper B



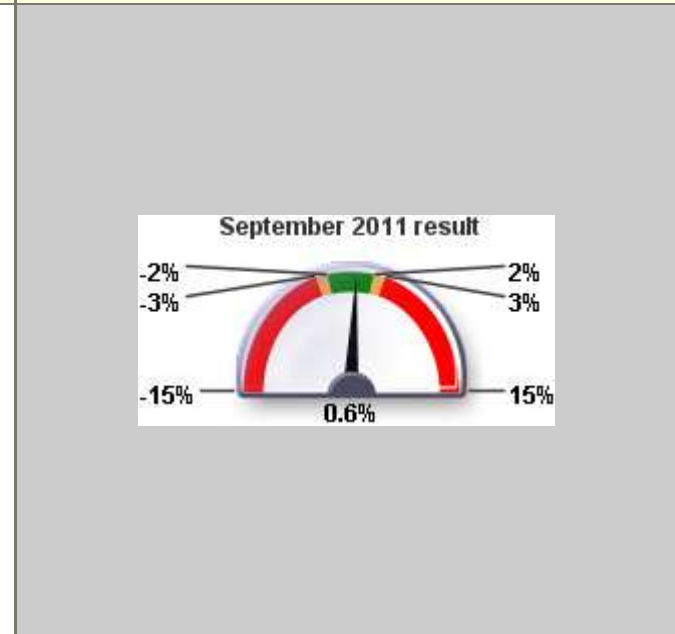
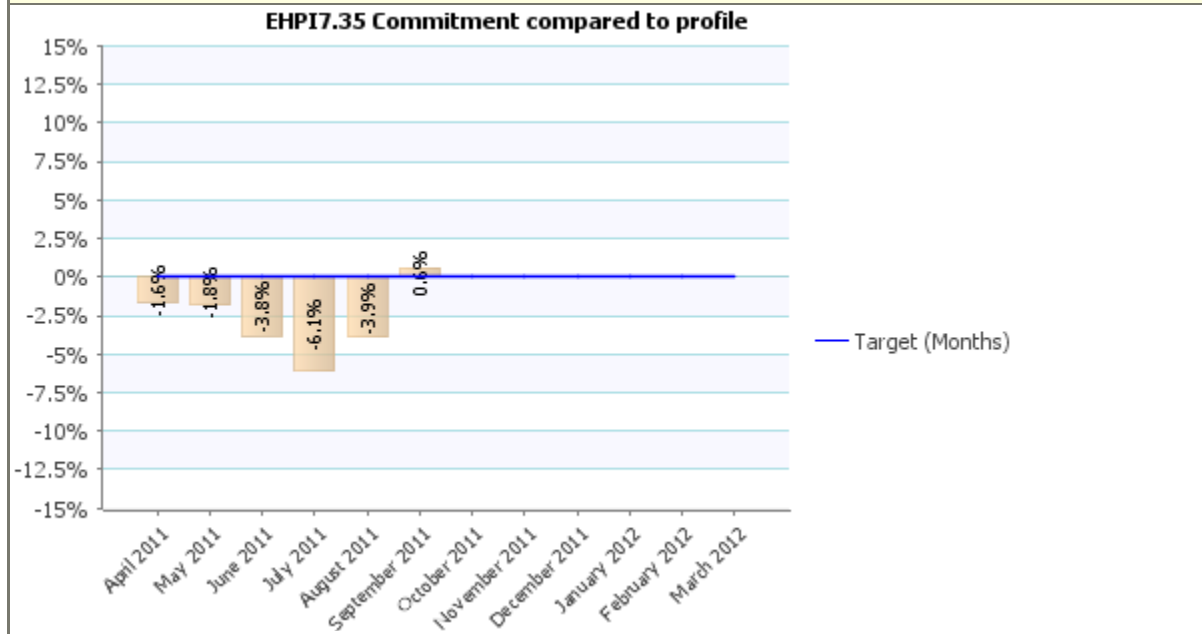


**Traffic Light Green**  
**Description** Fit for purpose, services fit for you





**Business Support Service**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 23 <sup>rd</sup> August 2011.
EHPI7.35	Commitment compared to profile		0.6%	0%		Commitment £246,451 against Profile £245,000 being 0.6% above Profile. The Commitment for the sixth Month of September 2011 has come into line with the anticipated Profile regarding Repairs & Maintenance and General Annual Maintenance Agreements relating to the Councils Assets. It is expected that Commitment will stay in line with Profile over the coming months.	None



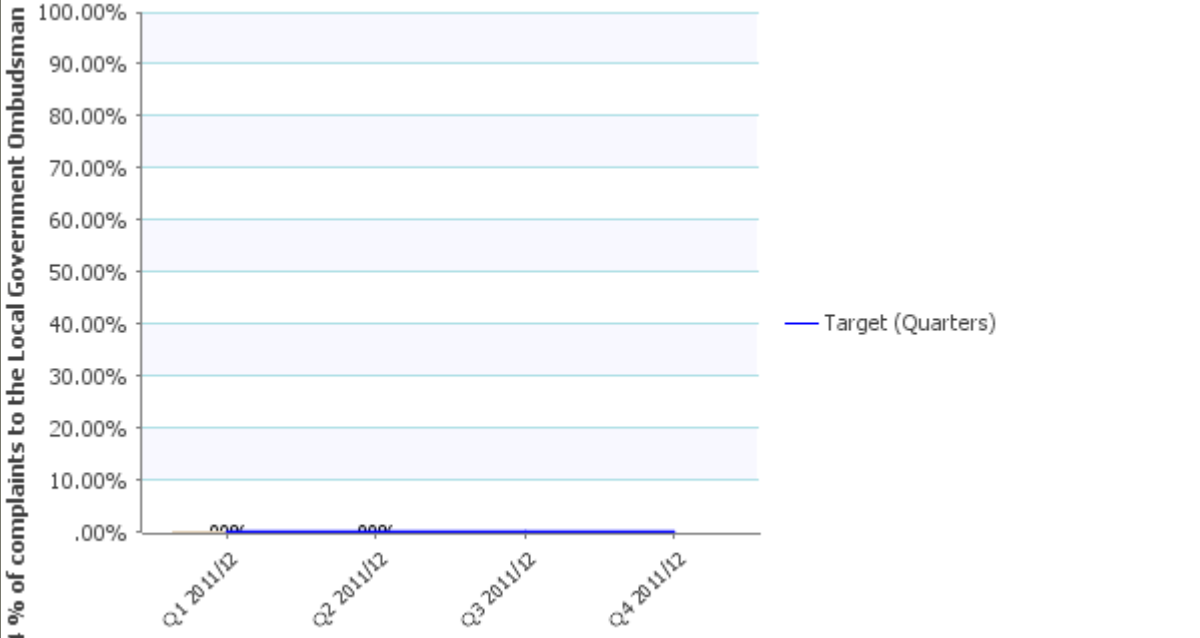

**Trend Chart** **Performance Gauge**





## Essential Reference Paper B

Customer Services																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 23 <sup>rd</sup> August 2011.																						
EHP15.2a	% of complaints about the Council and its services that are upheld: 1st stage		21.43%	25.00%		Only three complaints out of 14 were upheld during this period. As in previous quarters the expectation o customers cannot always be met due to legislation and council procedures.	<b>None</b>																						
Trend Chart						Performance Gauge																							
 <table border="1" style="display: none;"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>% of complaints upheld</th> </tr> </thead> <tbody> <tr> <td>Q4 2010/11</td> <td>21.40%</td> </tr> <tr> <td>Q1 2011/12</td> <td>27.78%</td> </tr> <tr> <td>Q2 2011/12</td> <td>21.43%</td> </tr> <tr> <td>Q3 2011/12</td> <td>-</td> </tr> <tr> <td>Q4 2011/12</td> <td>-</td> </tr> </tbody> </table>						Quarter	% of complaints upheld	Q4 2010/11	21.40%	Q1 2011/12	27.78%	Q2 2011/12	21.43%	Q3 2011/12	-	Q4 2011/12	-	 <p><b>Q2 2011/12 result</b></p> <table border="1" style="display: none;"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>0.00%</td> <td>Green</td> </tr> <tr> <td>25.25%</td> <td>Green</td> </tr> <tr> <td>26.50%</td> <td>Red</td> </tr> <tr> <td>100.00%</td> <td>Red</td> </tr> </tbody> </table>		Value	Zone	0.00%	Green	25.25%	Green	26.50%	Red	100.00%	Red
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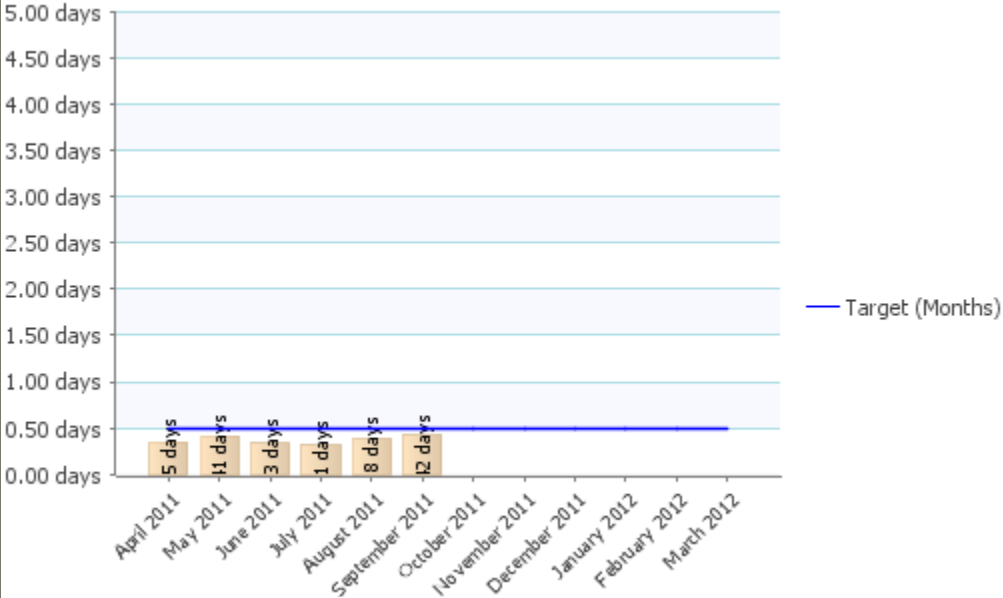

## Essential Reference Paper B

Customer Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 23 <sup>rd</sup> August 2011.
EHP15.4	% of complaints to the Local Government Ombudsman that are upheld		.00%	.00%		Performance on target.	<b>None</b>
Trend Chart						Performance Gauge	
 <p>4 % of complaints to the Local Government Ombudsman</p> <p>100.00% 90.00% 80.00% 70.00% 60.00% 50.00% 40.00% 30.00% 20.00% 10.00% .00%</p> <p>Q1 2011/12    Q2 2011/12    Q3 2011/12    Q4 2011/12</p> <p>— Target (Quarters)</p>						 <p style="text-align: center;"><b>Q2 2011/12 result</b></p> <p style="text-align: center;">.00%    .00%    .00%    100.00%</p> <p style="text-align: center;">.00%</p>	

## Essential Reference Paper B

Financial Support Services																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 23 <sup>rd</sup> August 2011.														
EHP18	% of invoices paid on time		97.72%	98.00%		Performance is not quite as good as last month but the volume processed is greater. Still slightly below target. Full details by service can be found in the attached document.	<b>None</b>														
Trend Chart						Performance Gauge															
<p style="text-align: center;"><b>EHP18 % of invoices paid on time</b></p> <table border="1" style="margin-top: 10px;"> <caption>EHP18 % of invoices paid on time (Historical Data)</caption> <thead> <tr> <th>Month</th> <th>% of invoices paid on time</th> </tr> </thead> <tbody> <tr><td>April 2011</td><td>95.38%</td></tr> <tr><td>May 2011</td><td>96.04%</td></tr> <tr><td>June 2011</td><td>96.90%</td></tr> <tr><td>July 2011</td><td>96.53%</td></tr> <tr><td>August 2011</td><td>98.27%</td></tr> <tr><td>September 2011</td><td>97.72%</td></tr> </tbody> </table> <p style="text-align: right;">— Target (Months)</p>						Month	% of invoices paid on time	April 2011	95.38%	May 2011	96.04%	June 2011	96.90%	July 2011	96.53%	August 2011	98.27%	September 2011	97.72%	<p><b>September 2011 result</b></p> <p style="text-align: center;">97.72%</p>	
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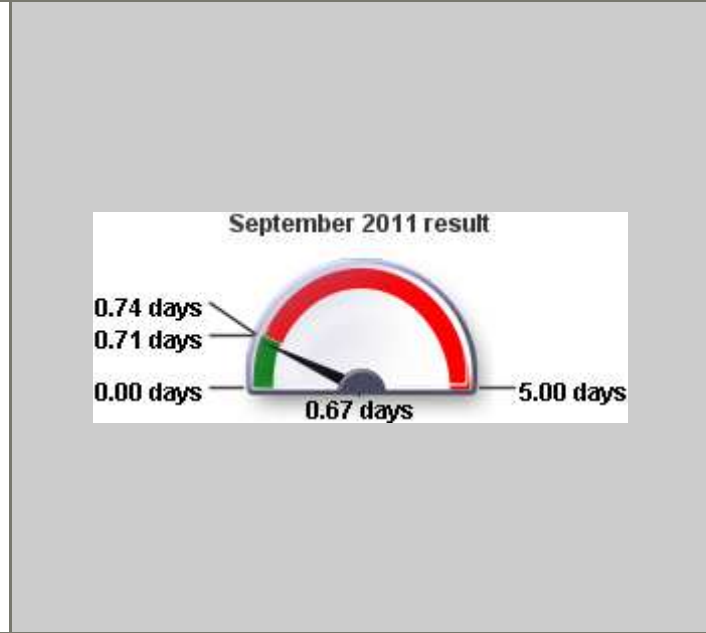
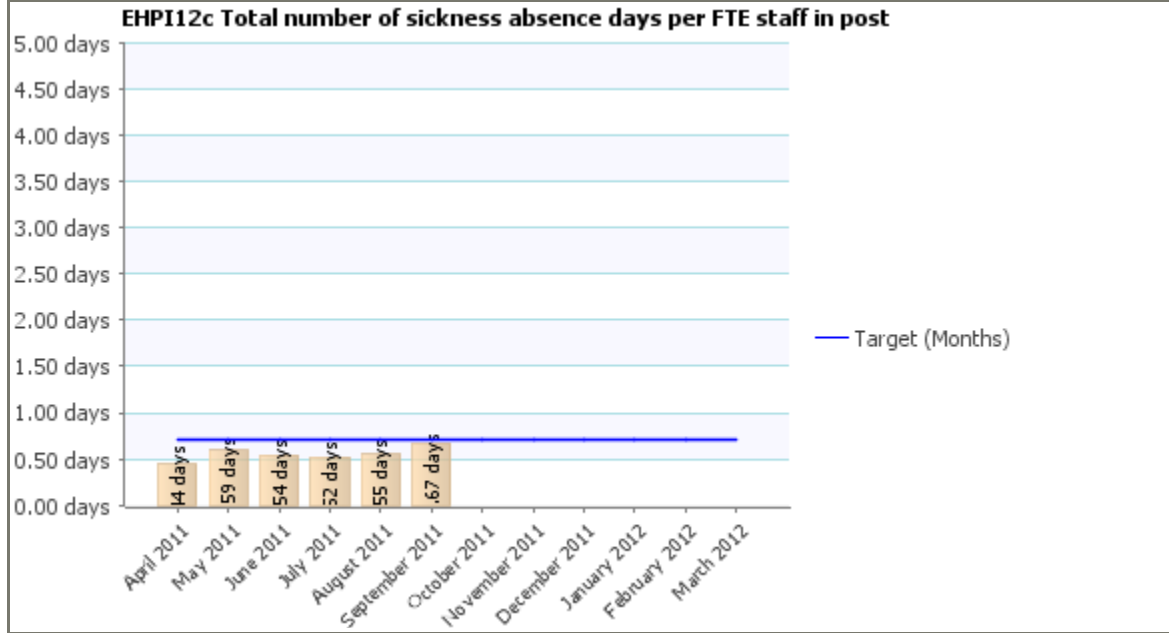
People Services & Organisational Development							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 23 <sup>rd</sup> August 2011.
EHPI12a	No. of short-term sickness absence days per FTE staff in post		0.42 days	0.50 days		Short Term absence for the year so far = 2.04 days (target = 2.5)	<b>None</b>
Trend Chart						Performance Gauge	
<p><b>EHPI12a No. of short-term sickness absence days per FTE staff in post</b></p>  <p style="text-align: right;">— Target (Months)</p>						<p><b>September 2011 result</b></p>  <p>0.53 days 0.51 days 0.00 days      0.42 days      5.00 days</p>	

## Essential Reference Paper B



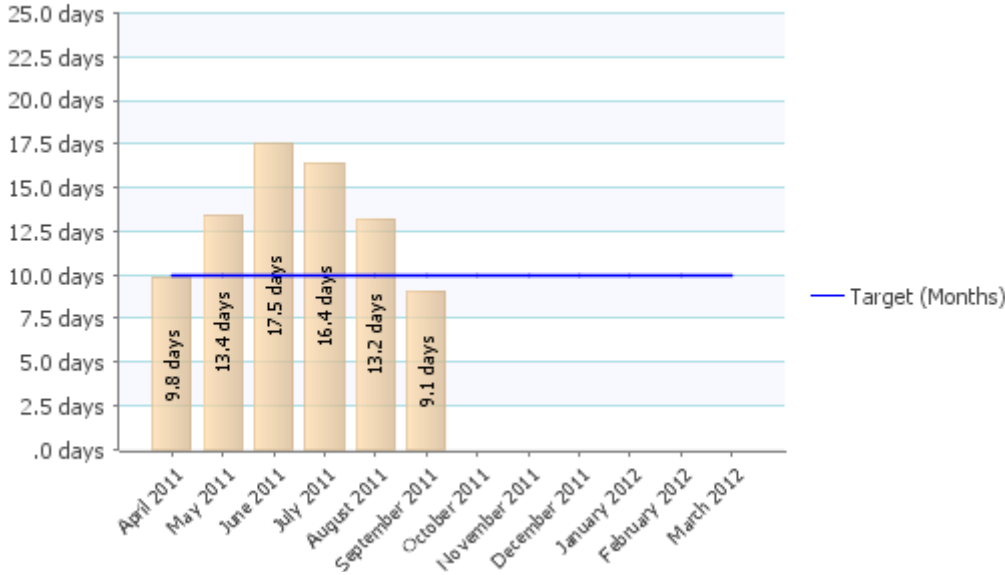

### People Services & Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 23 <sup>rd</sup> August 2011.
EHP112c	Total number of sickness absence days per FTE staff in post		0.67 days	0.70 days		Total absence for the year so far = 3.01 (target = 3.75)	<b>None</b>

Trend Chart	Performance Gauge
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# Essential Reference Paper B

Revenues and Benefits Services																															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 23 <sup>rd</sup> August 2011.																								
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		9.1 days	10.0 days		Performance exceeding target.	None																								
Trend Chart						Performance Gauge																									
<p><b>NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events</b></p>  <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Time taken (days)</th> </tr> </thead> <tbody> <tr><td>April 2011</td><td>9.8</td></tr> <tr><td>May 2011</td><td>13.4</td></tr> <tr><td>June 2011</td><td>17.5</td></tr> <tr><td>July 2011</td><td>16.4</td></tr> <tr><td>August 2011</td><td>13.2</td></tr> <tr><td>September 2011</td><td>9.1</td></tr> </tbody> </table>						Month	Time taken (days)	April 2011	9.8	May 2011	13.4	June 2011	17.5	July 2011	16.4	August 2011	13.2	September 2011	9.1	<p><b>September 2011 result</b></p>  <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (days)</th> <th>Color Segment</th> </tr> </thead> <tbody> <tr><td>0.0</td><td>Green</td></tr> <tr><td>10.1</td><td>Green/Red</td></tr> <tr><td>10.6</td><td>Red</td></tr> <tr><td>25.0</td><td>Red</td></tr> </tbody> </table>		Value (days)	Color Segment	0.0	Green	10.1	Green/Red	10.6	Red	25.0	Red
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