

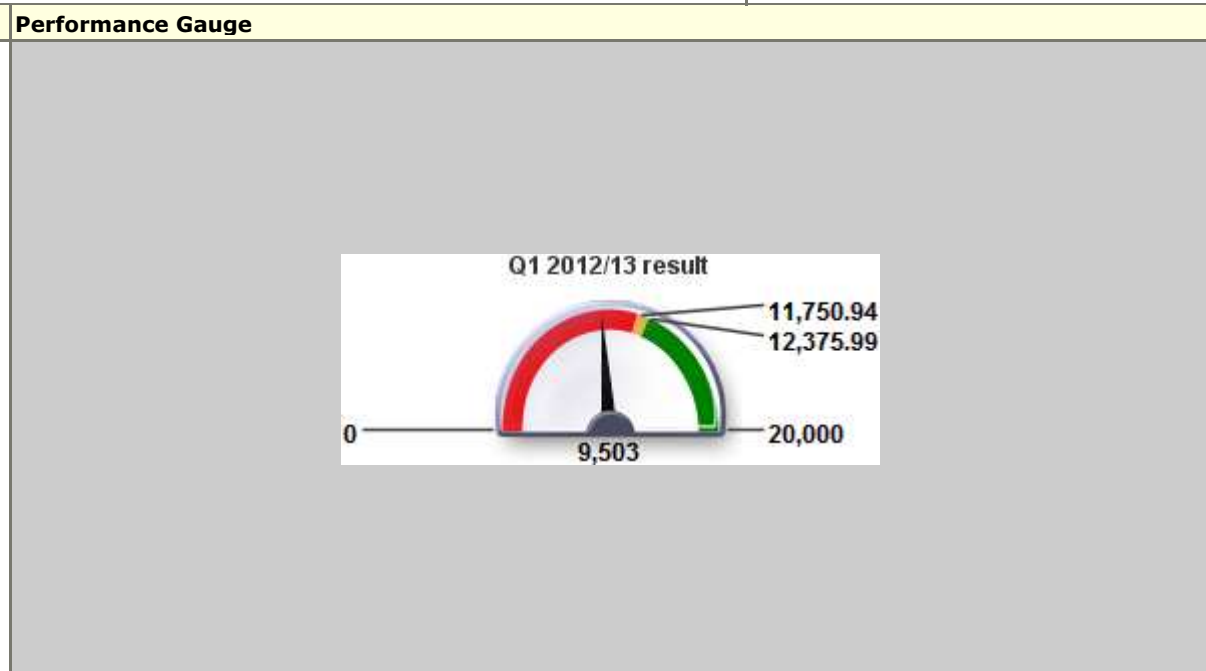


April – June Corporate Business Scrutiny Corporate Health check 2012/13

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 29 th May 2012.
EHP13a	Usage: number of swims (under 16)		9,503	12,501		Figures for 2012/11 Quarter 1 shows that there has been a decline in throughput for the same period last year, although slightly up on the previous quarters throughput. This may be due to the prevailing economic climate, the service is monitoring the continuing decline and is in discussion with SLM on ways to improve throughput for this age group.	None

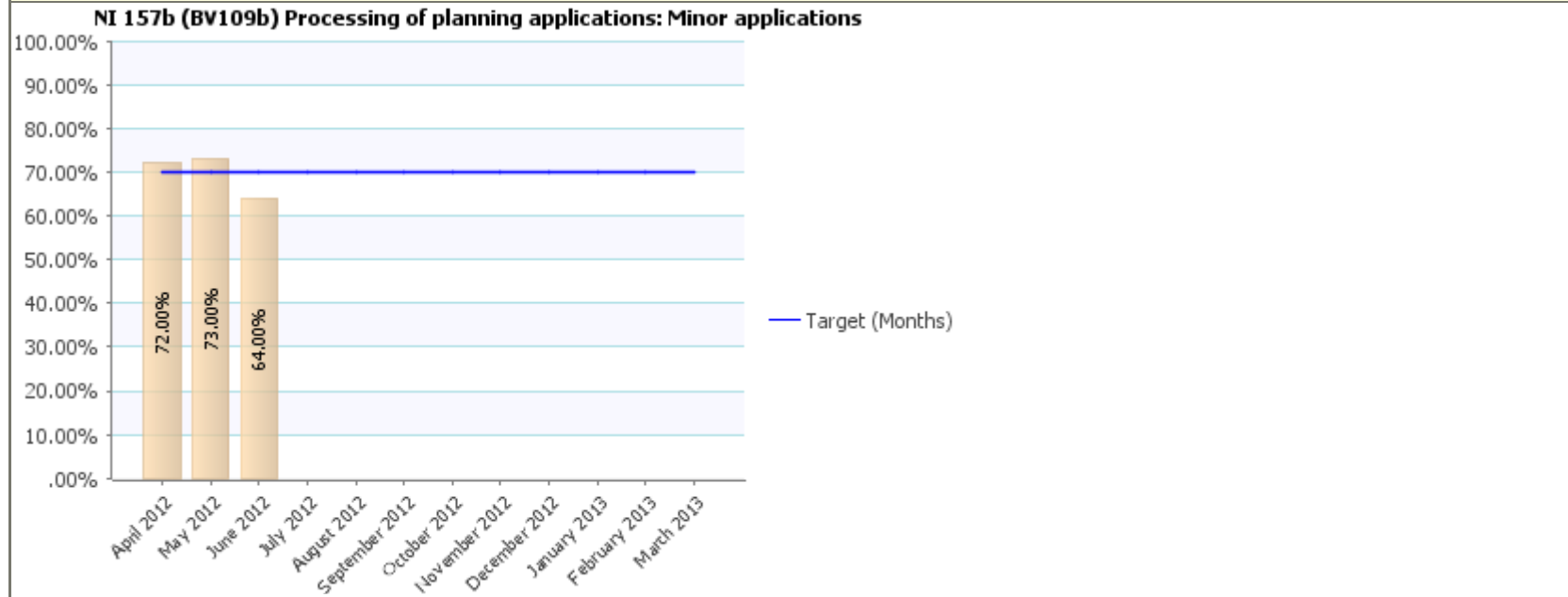


Traffic Light Red
Description Place

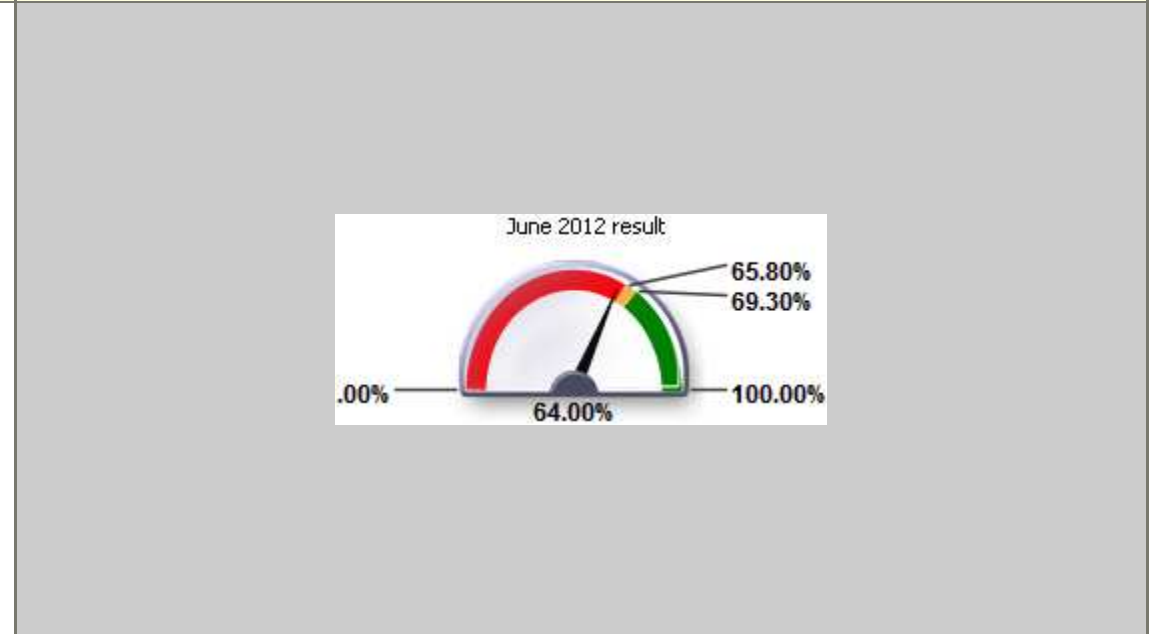
Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 29 th May 2012.
NI 157b (BV109b)	Processing of planning applications: Minor applications		64.00%	70.00%		June 12: Target not achieved. 13 out of a total of 36 decisions took longer than the target timescale. In six of these cases the requirement for a committee decision lengthened the decision timescale	None

Trend Chart





Performance Gauge

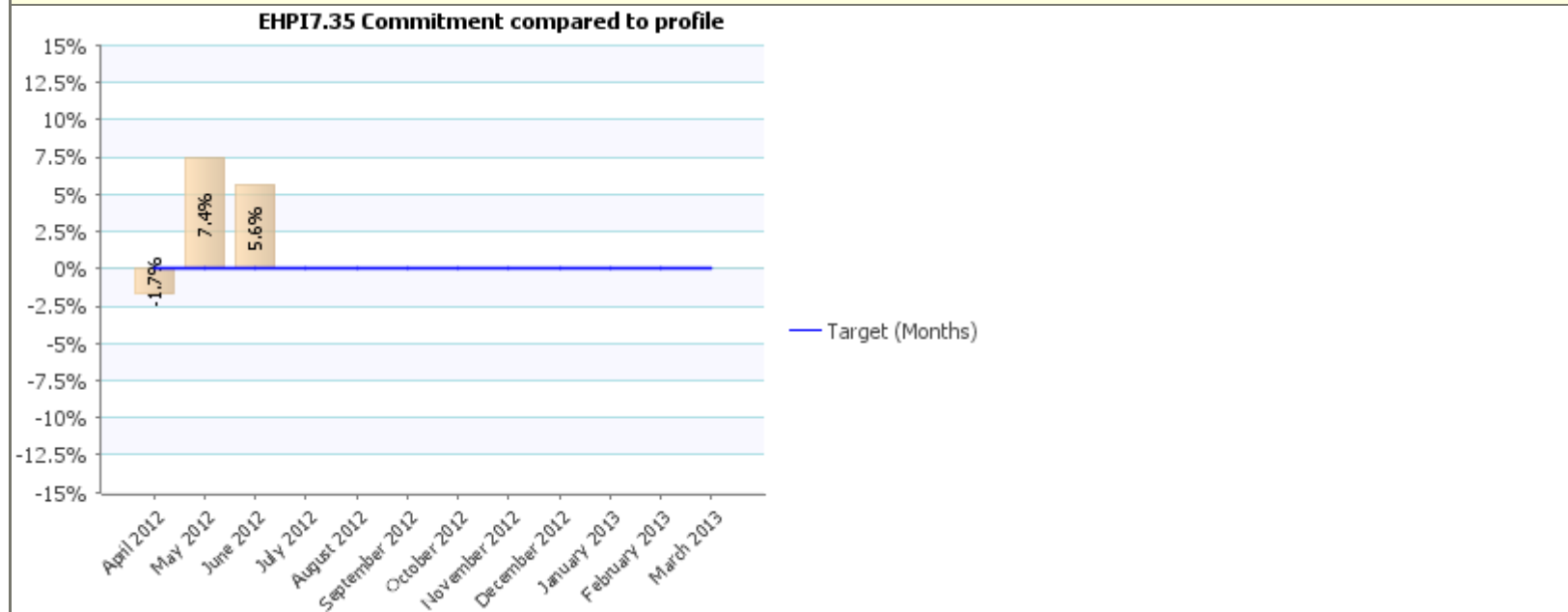


Traffic Light Red
Description Prosperity

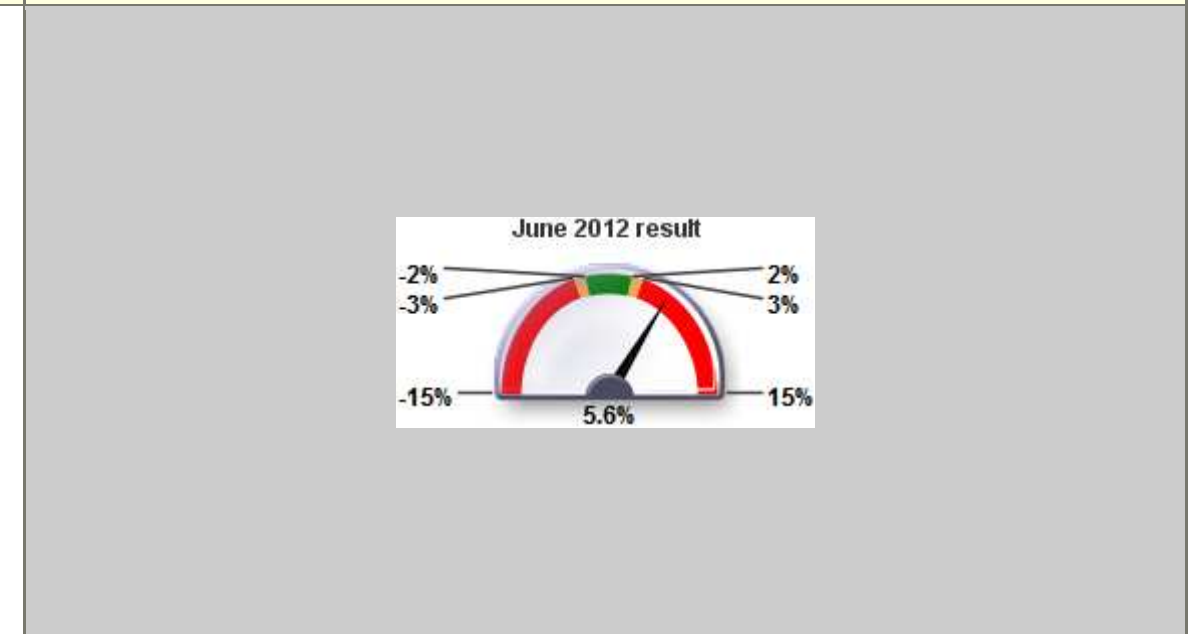
Business Support Service

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 29 th May 2012.
EHP17.35	Commitment compared to profile		5.6%	0%		June 2012 Commitment £184,835 against Profile £175,000 being 5.6% Above Profile. The Commitment for the Month of June 12 is a little above the anticipated Profile regarding Repairs & Maintenance and General Annual Maintenance Agreements. However, it is expected that Commitment will come into line with Profile over the coming months.	None

Trend Chart







Performance Gauge





Customer Services																																		
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 29 th May 2012.																											
EHP15.1	% of complaints resolved in 14 days or less.		63.30%	70.00%		Qtr 1 2012/12 - 30 cases were dealt with in this period - 21 Stage 1 and 9 Stage 2. The percentage is lower due to the 7 cases dealt with by Dev Control which took longer than 10 working days due to large workload and complex issues.	None																											
Trend Chart						Performance Gauge																												
<p>EHP15.1 % of complaints resolved in 14 days or less</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Current Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>63.30%</td> <td>70.00%</td> </tr> <tr> <td>Q2 2012/13</td> <td>-</td> <td>70.00%</td> </tr> <tr> <td>Q3 2012/13</td> <td>-</td> <td>70.00%</td> </tr> <tr> <td>Q4 2012/13</td> <td>-</td> <td>70.00%</td> </tr> </tbody> </table>						Quarter	Current Value (%)	Target (%)	Q1 2012/13	63.30%	70.00%	Q2 2012/13	-	70.00%	Q3 2012/13	-	70.00%	Q4 2012/13	-	70.00%	<p>Q1 2012/13 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>0.00%</td> <td>Red</td> </tr> <tr> <td>63.30%</td> <td>Yellow</td> </tr> <tr> <td>65.80%</td> <td>Orange</td> </tr> <tr> <td>69.30%</td> <td>Green</td> </tr> <tr> <td>100.00%</td> <td>Green</td> </tr> </tbody> </table>		Value (%)	Color	0.00%	Red	63.30%	Yellow	65.80%	Orange	69.30%	Green	100.00%	Green
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Essential Reference Paper B

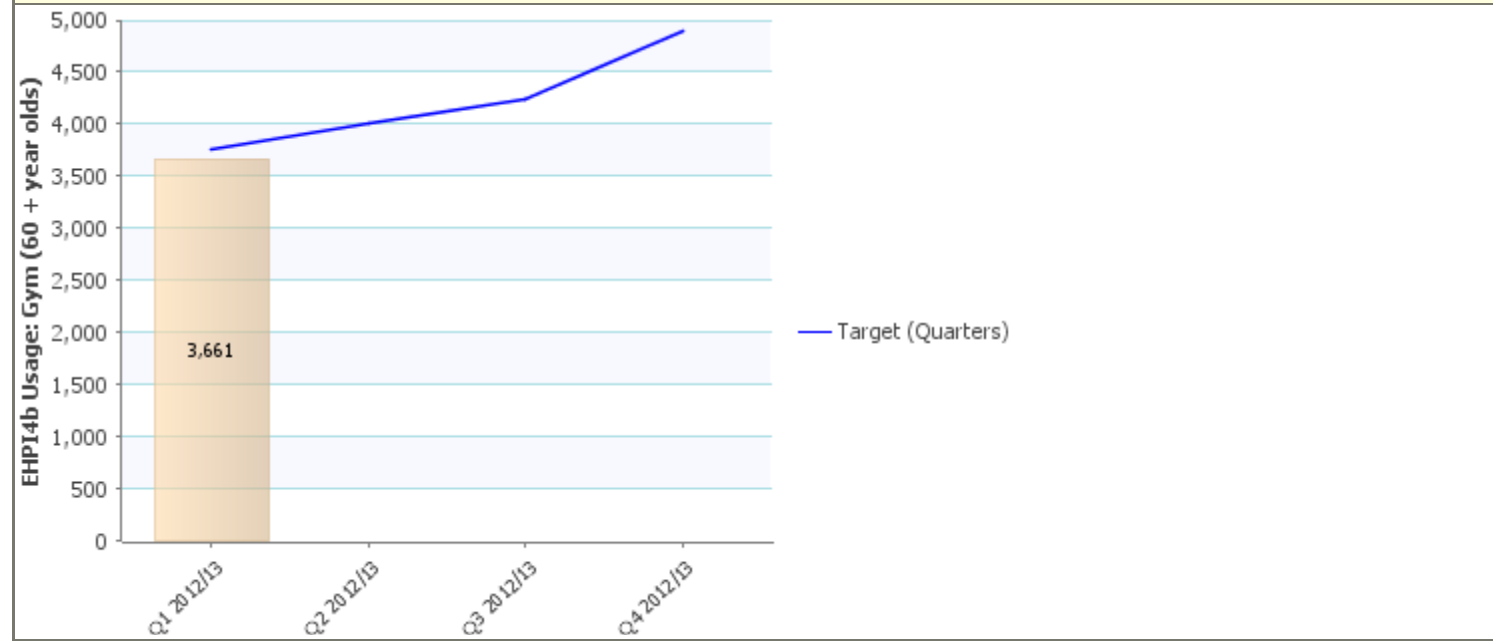
Customer Services																											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 29 th May 2012.																				
EHP15.2a	% of complaints about the Council and its services that are upheld: 1st stage		33.30%	25.00%		Qtr 1 2012/13 - Of the 28 cases dealt with in this quarter only 7 were upheld. It appears that in most cases , following investigation, the issues have been dealt with correctly.	None																				
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 <p style="font-size: small;">% of complaints about the Council and its services that are upheld</p> <table border="1" style="font-size: x-small; margin-top: 10px;"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>27.27%</td> </tr> <tr> <td>Q1 2012/13</td> <td>33.30%</td> </tr> <tr> <td>Q2 2012/13</td> <td>-</td> </tr> <tr> <td>Q3 2012/13</td> <td>-</td> </tr> <tr> <td>Q4 2012/13</td> <td>-</td> </tr> <tr> <td>Target (Quarters)</td> <td>25.00%</td> </tr> </tbody> </table>						Quarter	Value (%)	Q4 2011/12	27.27%	Q1 2012/13	33.30%	Q2 2012/13	-	Q3 2012/13	-	Q4 2012/13	-	Target (Quarters)	25.00%	 <p style="font-size: small;">Q1 2012/13 result</p> <table border="1" style="font-size: x-small; margin-top: 5px;"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>0.00%</td> </tr> <tr> <td>25.25%</td> </tr> <tr> <td>26.50%</td> </tr> <tr> <td>33.30%</td> </tr> <tr> <td>100.00%</td> </tr> </tbody> </table>		Value (%)	0.00%	25.25%	26.50%	33.30%	100.00%
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Traffic Light Amber
Description People

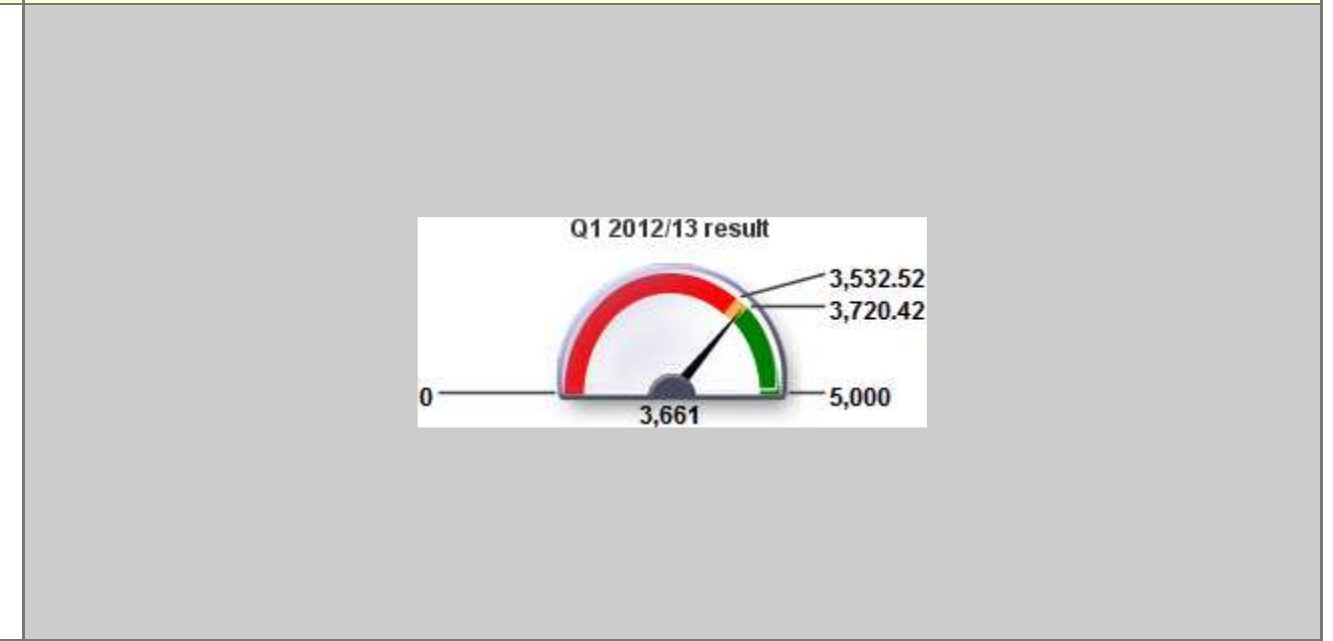
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 29 th May 2012.
EHPI4b	Usage: Gym (60 + year olds)		3,661	3,758		Throughput slightly down on target, but following normal seasonal trend.	None

Trend Chart



Performance Gauge

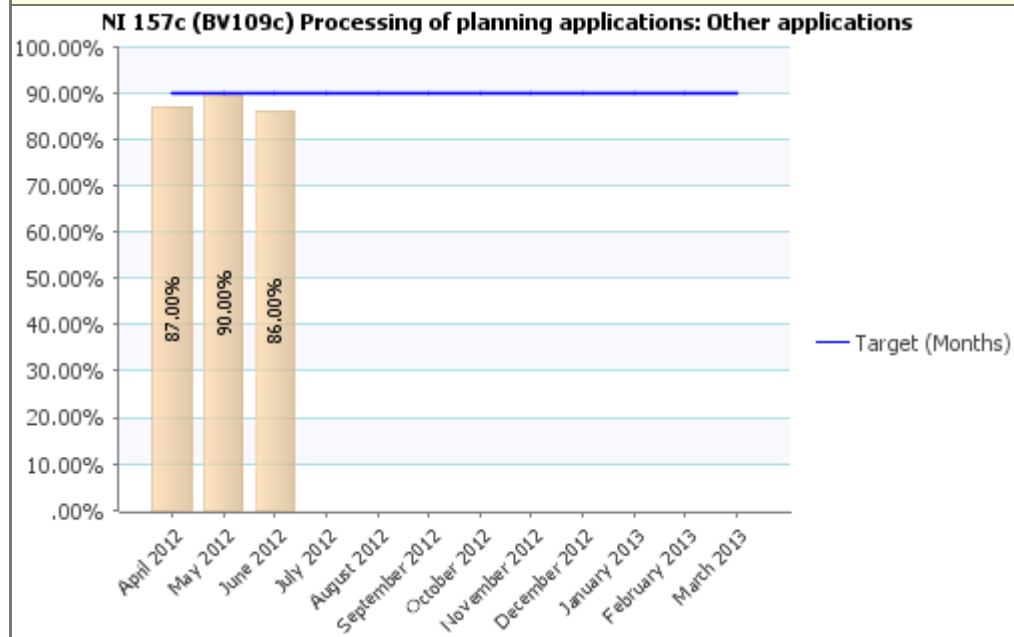


Traffic Light Amber
Description Place

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 29 th May 2012.
NI 157c (BV109c)	Processing of planning applications: Other applications		86.00%	90.00%		June 2012: Target not achieved. 16 out of a total of 112 decisions were made outside of the decision making timescale. Reasons for this include referral of cases for committee decisions and the need for further information to be sought before a decision can be reached.	None

Trend Chart



Performance Gauge

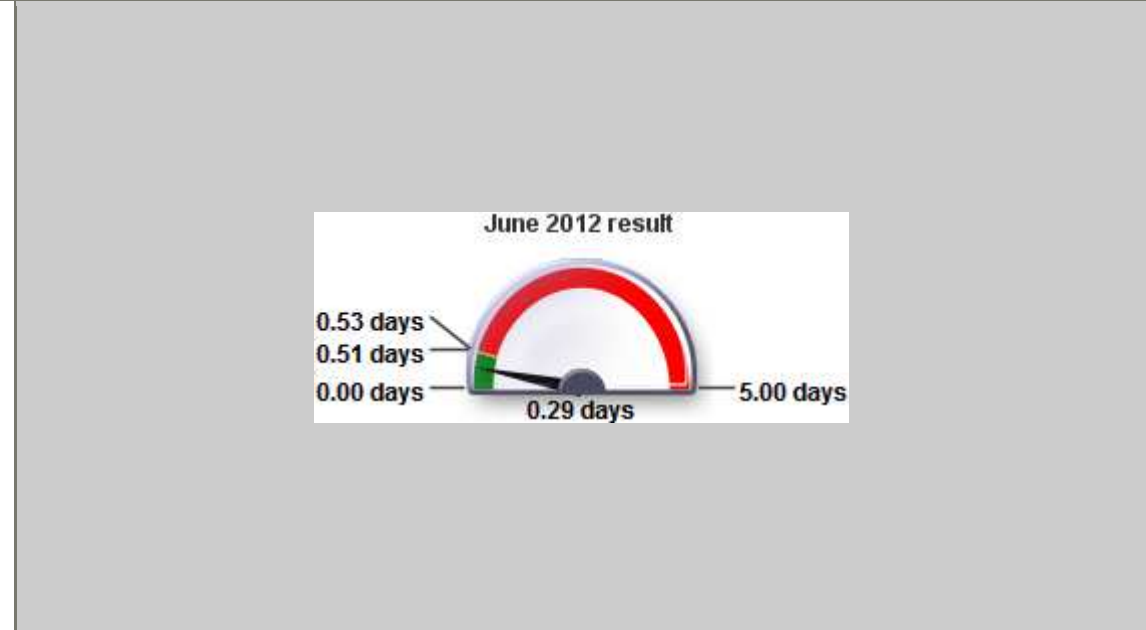
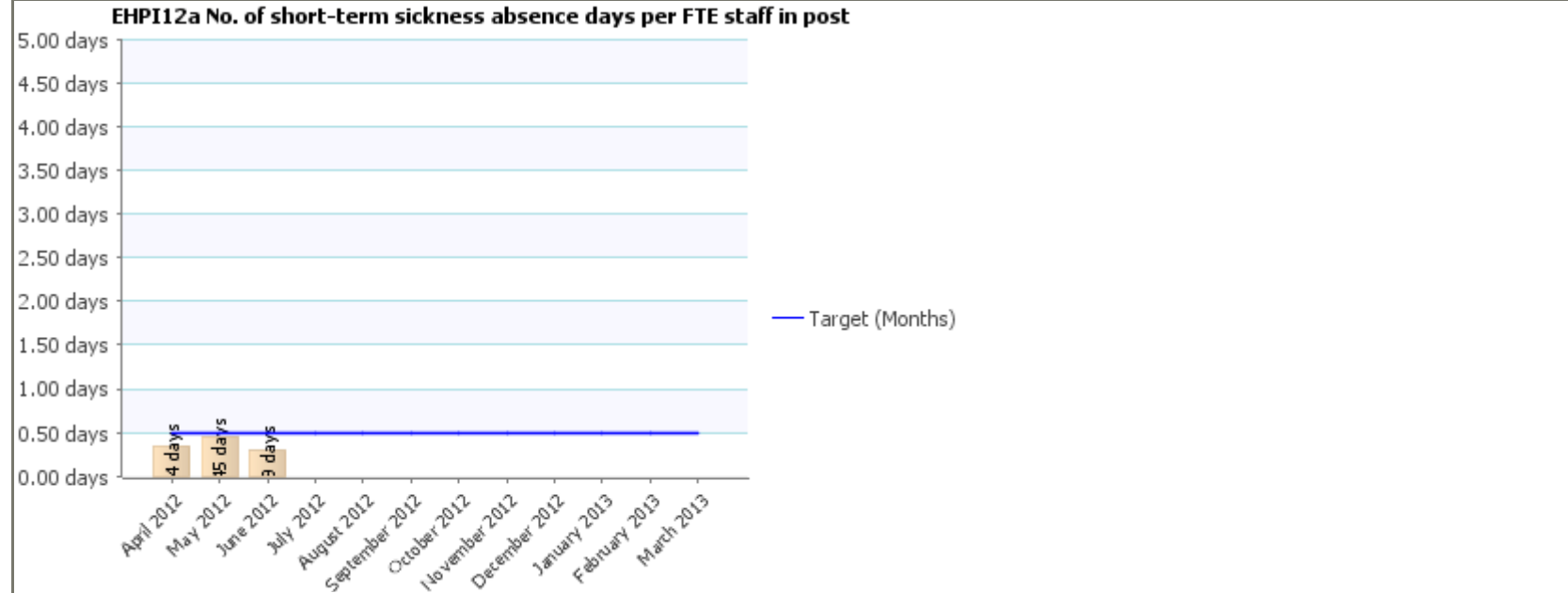


Traffic Light Green
Description Fit for purpose, services fit for you; Prosperity



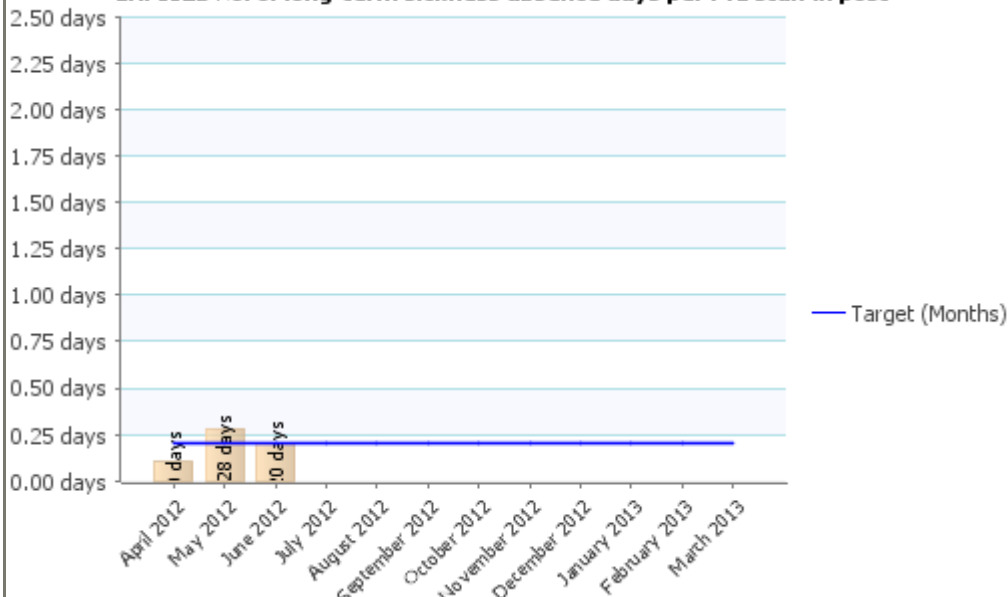

People Services & Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 29 th May 2012.
EHP112a	No. of short-term sickness absence days per FTE staff in post		0.29 days	0.50 days		S/T absence for the year so far = 1.08 days (target = 1.25)	None

Trend Chart **Performance Gauge**



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 29 th May 2012.																										
EHP112b	No. of long-term sickness absence days per FTE staff in post		0.20 days	0.20 days		L/T absence for the year so far = 0.59 days (Target 0.63)	None																										
Trend Chart						Performance Gauge																											
<p>EHP112b No. of long-term sickness absence days per FTE staff in post</p>  <table border="1" style="display: none;"> <caption>Chart Data: No. of long-term sickness absence days per FTE staff in post</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>0.1</td></tr> <tr><td>May 2012</td><td>0.26</td></tr> <tr><td>June 2012</td><td>0.10</td></tr> <tr><td>July 2012</td><td>-</td></tr> <tr><td>August 2012</td><td>-</td></tr> <tr><td>September 2012</td><td>-</td></tr> <tr><td>October 2012</td><td>-</td></tr> <tr><td>November 2012</td><td>-</td></tr> <tr><td>December 2012</td><td>-</td></tr> <tr><td>January 2013</td><td>-</td></tr> <tr><td>February 2013</td><td>-</td></tr> <tr><td>March 2013</td><td>-</td></tr> </tbody> </table>						Month	Value (days)	April 2012	0.1	May 2012	0.26	June 2012	0.10	July 2012	-	August 2012	-	September 2012	-	October 2012	-	November 2012	-	December 2012	-	January 2013	-	February 2013	-	March 2013	-	 <p style="text-align: center;">June 2012 result</p>	
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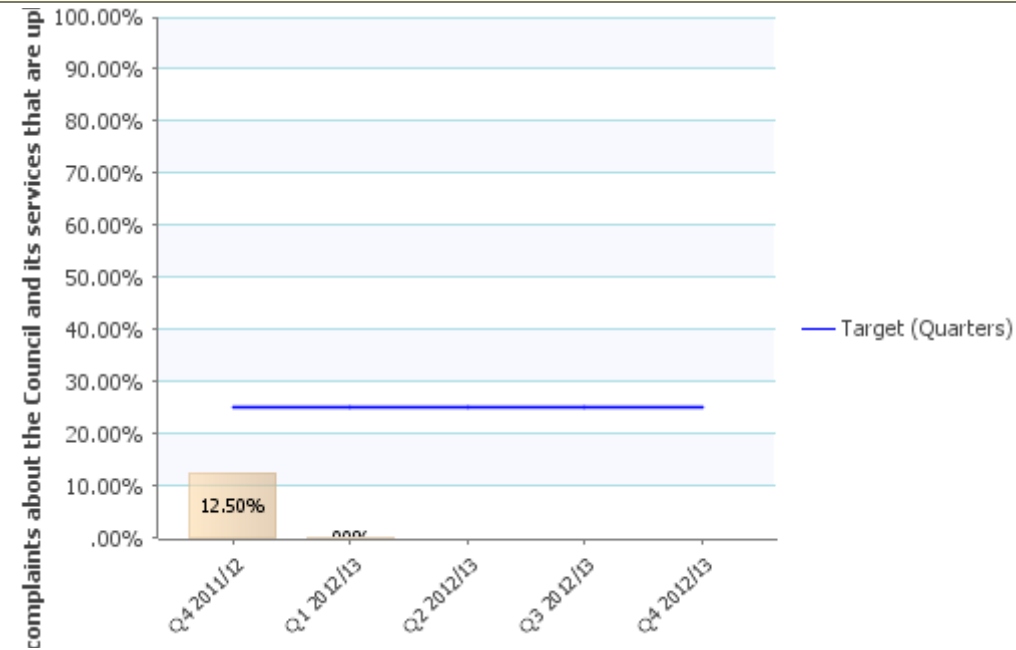
Traffic Light Green
Description Prosperity

Customer Services



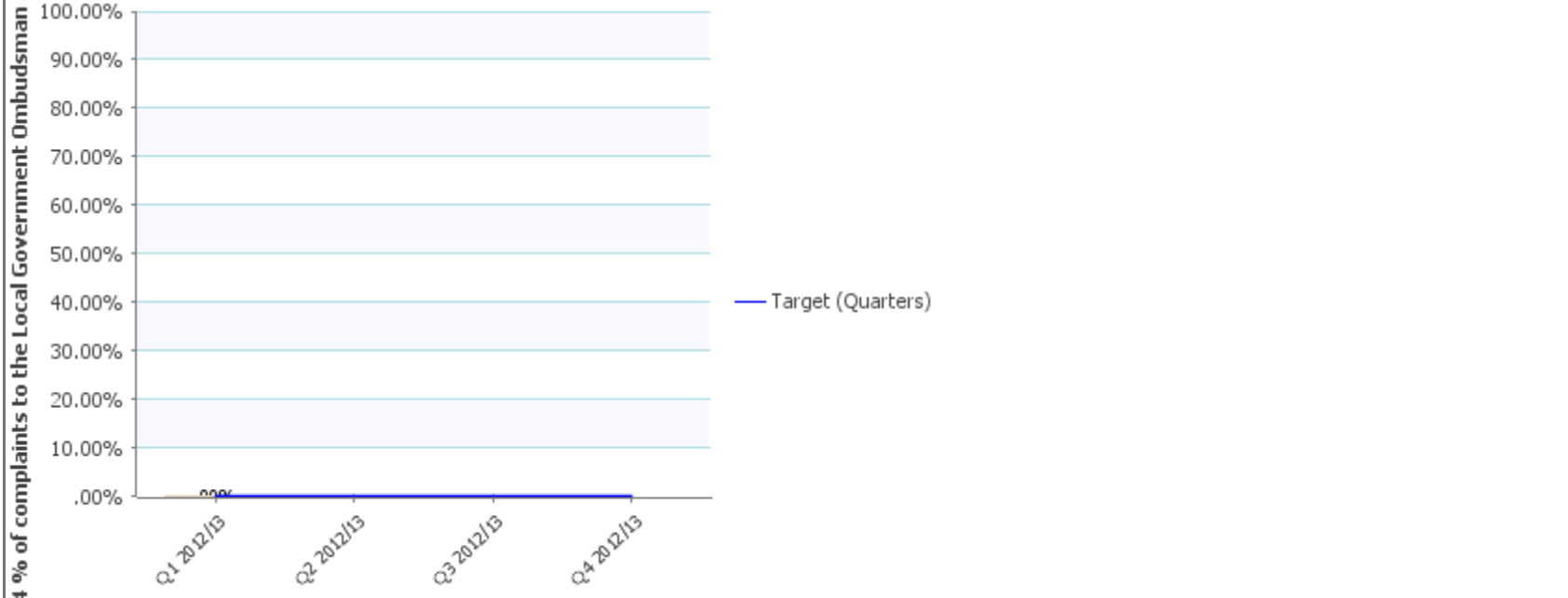

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 29 th May 2012.
EHP15.2b	% of complaints about the Council and its services that are upheld: 2nd stage - appeal		.00%	25.00%		Qtr 1 2012/13 - 9 cases were dealt with during this period. None were upheld as it was found that procedures and policies had been followed correctly.	None

Trend Chart

Performance Gauge



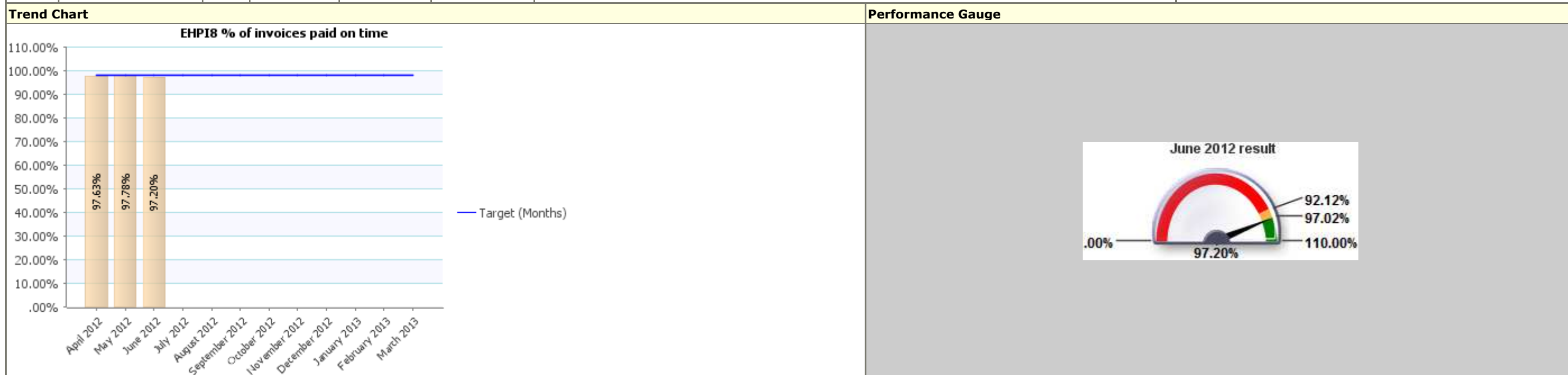
Essential Reference Paper B

Customer Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 29 th May 2012.
EHP15.4	% of complaints to the Local Government Ombudsman that are upheld		.00%	.00%		Qtr 1 2012/13 - 3 decisions were received in this quarter for Democratic Services, Housing Benefits and Development Control. The LGO decided not to initiate or continue an investigation for all three cases.	None
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 2012/13 Q2 2012/13 Q3 2012/13 Q4 2012/13</p> <p>— Target (Quarters)</p>						 <p>Q1 2012/13 result</p> <p>.00% .00% .00% .00% 100.00%</p>	

Essential Reference Paper B

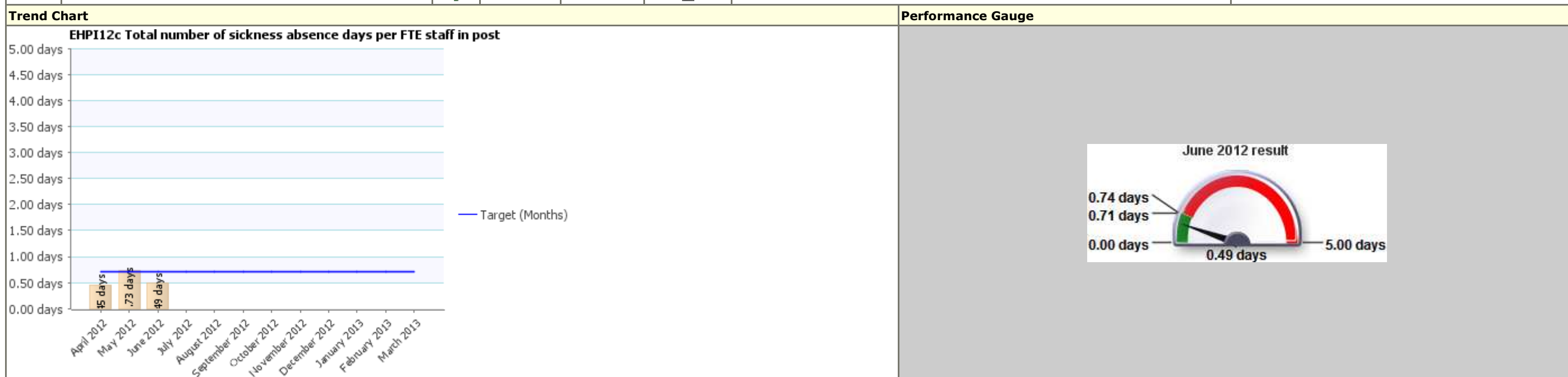
Financial Support Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 29 th May 2012.
EHP18	% of invoices paid on time	✔	97.20%	98.00%	↓	Number of invoices paid on time is not as good as last month. Still below target. Full details are available in the attached document.	None



People Services & Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 29 th May 2012.
EHPI12c	Total number of sickness absence days per FTE staff in post	✔	0.49 days	0.70 days	↑	Total absence for the year so far = 1.67 (target = 1.88)	None



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 29 th May 2012.																										
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	TBD	TBD	TBD	TBD	June performance data was not available at the time of writing this report. An update will be provided by the Director of Internal Services at this meeting	None																										
Trend Chart						Performance Gauge																											
<p>NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events</p> <table border="1" style="display: none;"> <caption>Chart Data</caption> <thead> <tr> <th>Month</th> <th>Time taken (days)</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>10.3</td> </tr> <tr> <td>May 2012</td> <td>11.4</td> </tr> <tr> <td>June 2012</td> <td>-</td> </tr> <tr> <td>July 2012</td> <td>-</td> </tr> <tr> <td>August 2012</td> <td>-</td> </tr> <tr> <td>September 2012</td> <td>-</td> </tr> <tr> <td>October 2012</td> <td>-</td> </tr> <tr> <td>November 2012</td> <td>-</td> </tr> <tr> <td>December 2012</td> <td>-</td> </tr> <tr> <td>January 2013</td> <td>-</td> </tr> <tr> <td>February 2013</td> <td>-</td> </tr> <tr> <td>March 2013</td> <td>-</td> </tr> </tbody> </table>						Month	Time taken (days)	April 2012	10.3	May 2012	11.4	June 2012	-	July 2012	-	August 2012	-	September 2012	-	October 2012	-	November 2012	-	December 2012	-	January 2013	-	February 2013	-	March 2013	-	<p>June performance not available.</p>	
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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				