



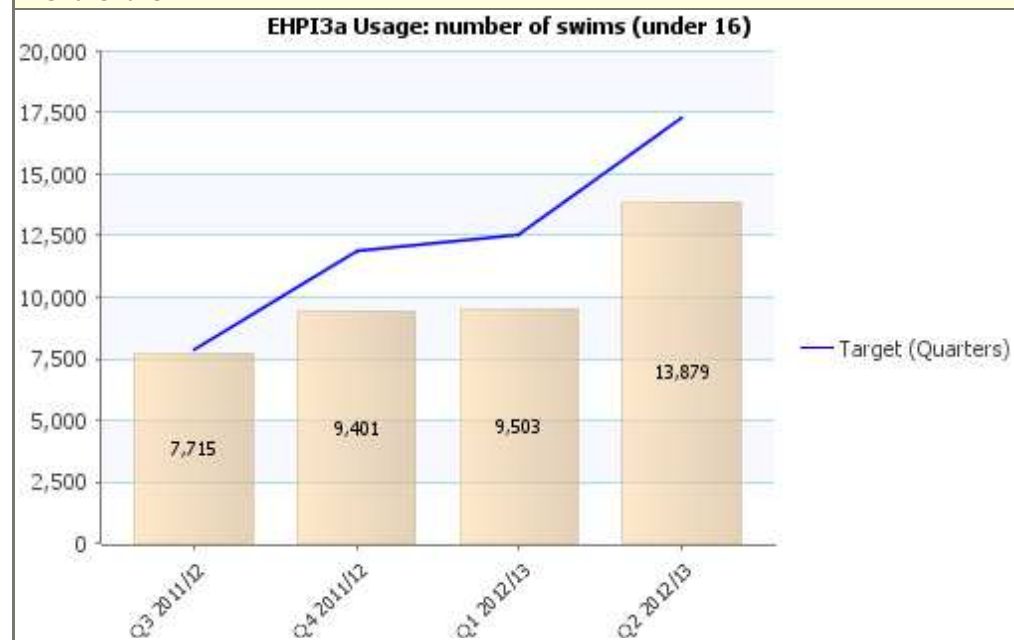
July to September Corporate Business Scrutiny Corporate Healthcheck 2012/13

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 21 August 2012.
EHPI3a	Usage: number of swims (under 16)		13,879	17,319		Figures for quarter two in 2012/13 show that there has been a decline in throughput for this period when a comparison is made against 2011/12, although throughput did increase against the previous quarter in line with seasonal trends. The service is monitoring the continuing decline and is actively in discussion with SLM on ways to improve throughput for this age group.	None



Trend Chart



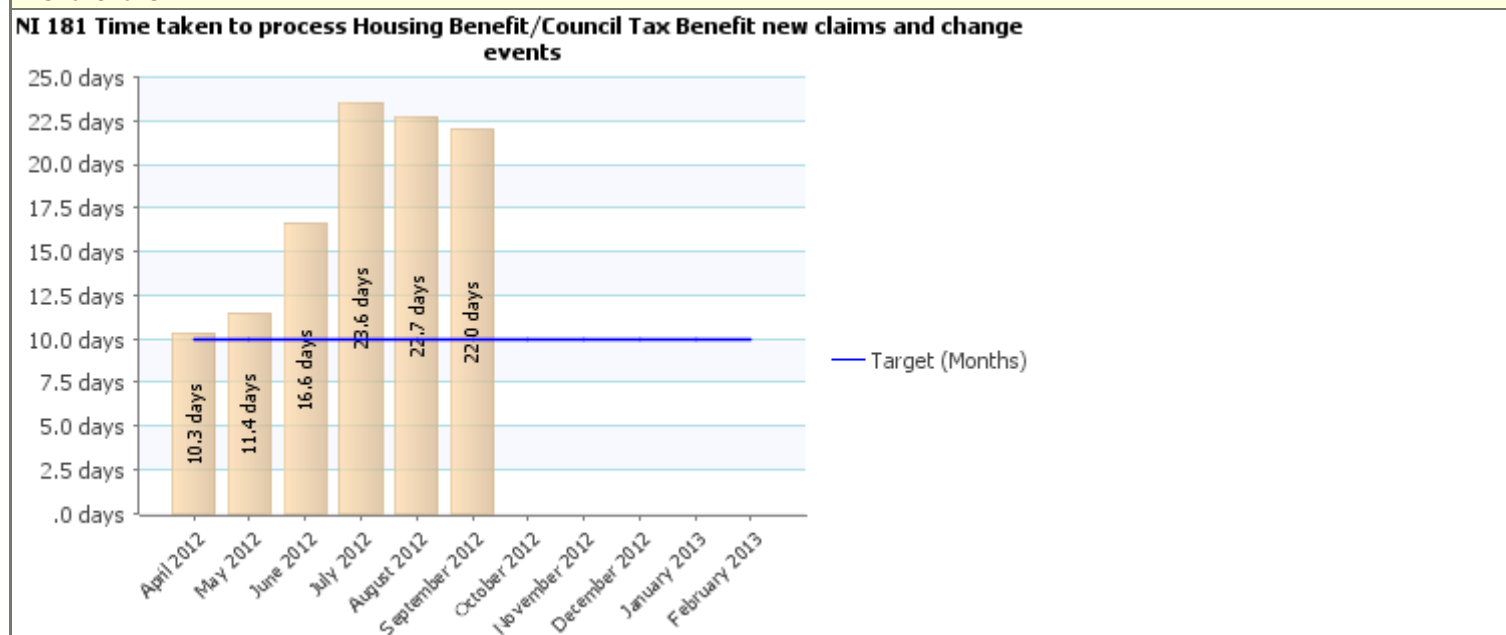
Performance Gauge



Revenues and Benefits Services

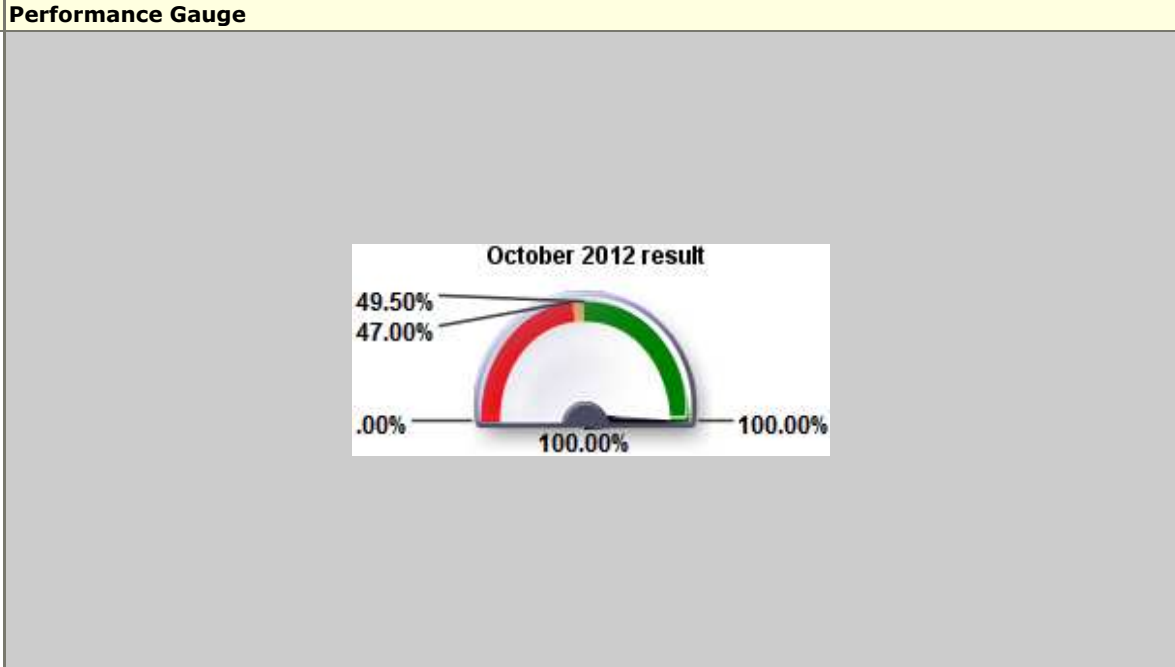
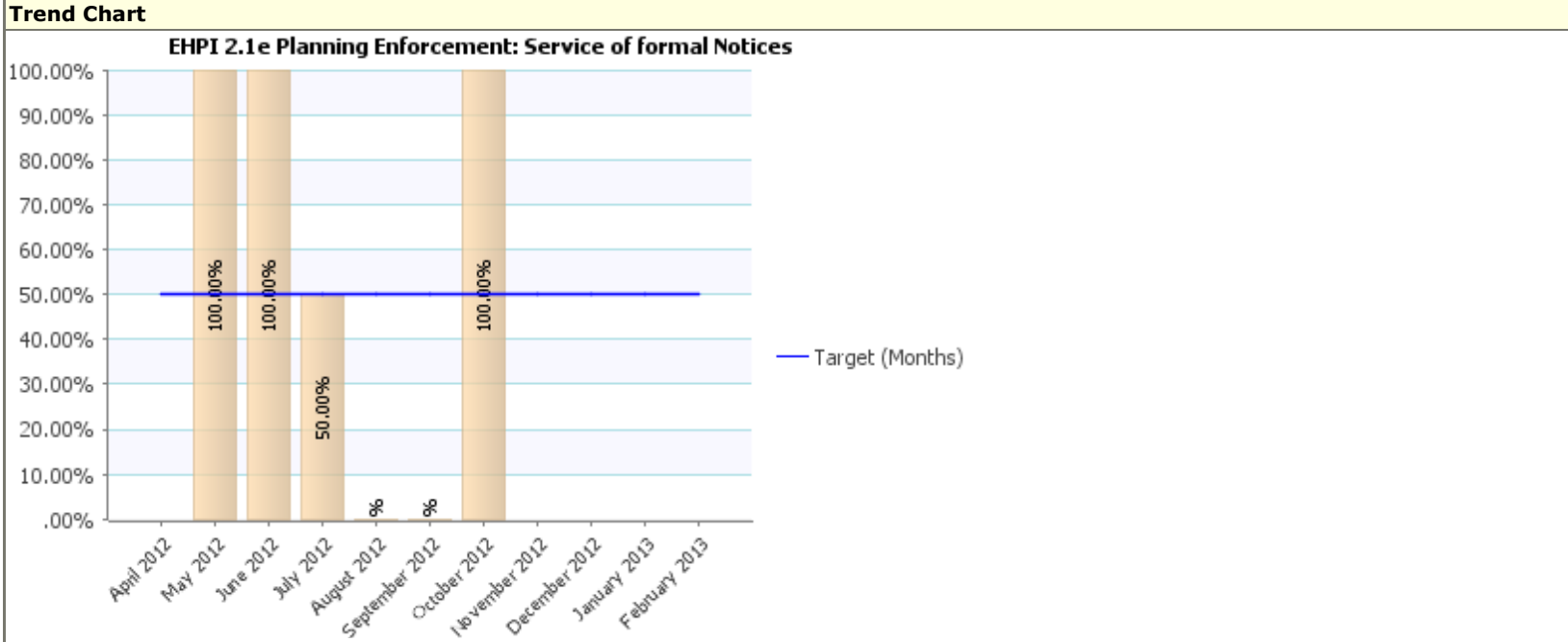
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		22.0 days	10.0 days		Performance was 'Red' for September 2012. Performance for September was 21.98 days against a target of 10 days. This was a slight improvement in performance when compared to the previous month. Cumulative performance is 17.48 days.	The Director of Internal Services stated that performance was off target at 23.56 days in July and the Authority would address this by utilising specialist agency staff and a bulk contract for processing claims.

Trend Chart **Performance Gauge**





Traffic Light Red
Description Place

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHPI 2.1e	Planning Enforcement: Service of formal Notices		.00%	50.00%		Performance was off target. This was because no notices were issued in September so the value entered was 0% against a target of 50%. There was no issue with performance.	None

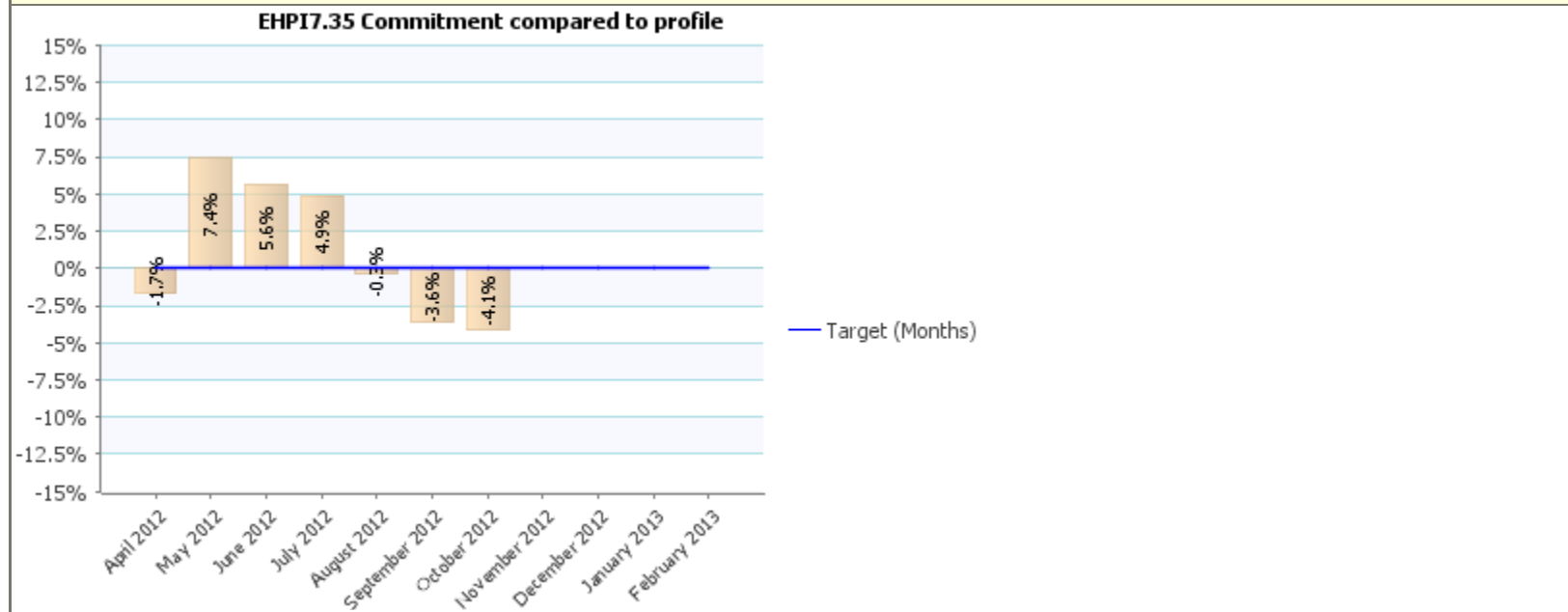


Traffic Light Red
Description Prosperity

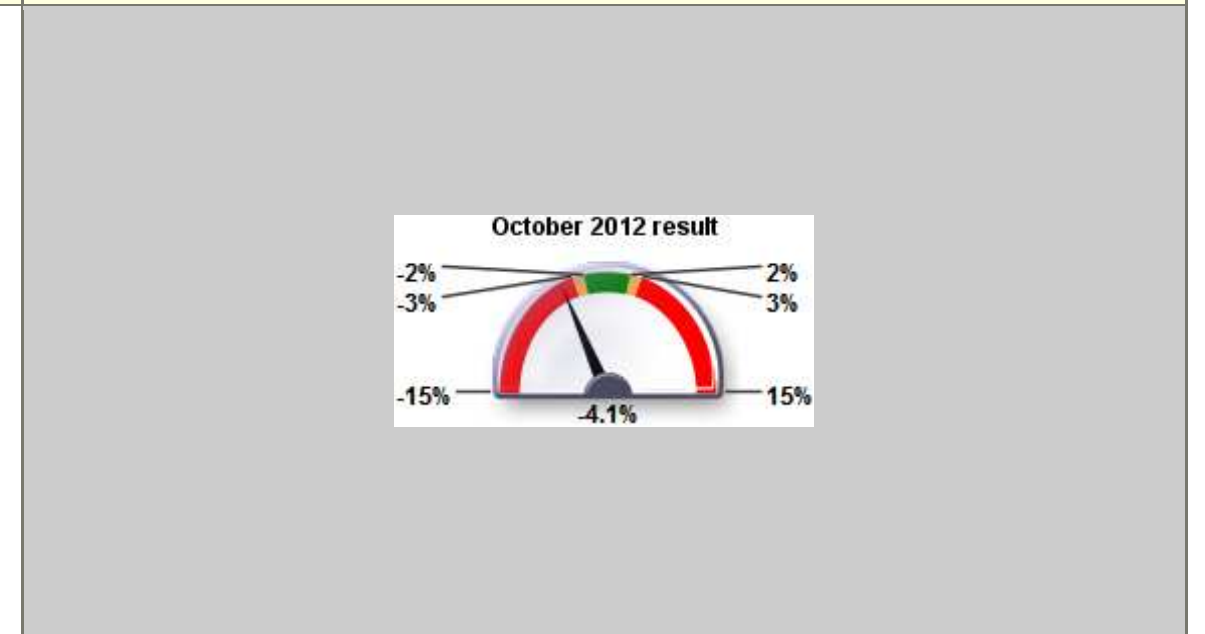
Business Support Service



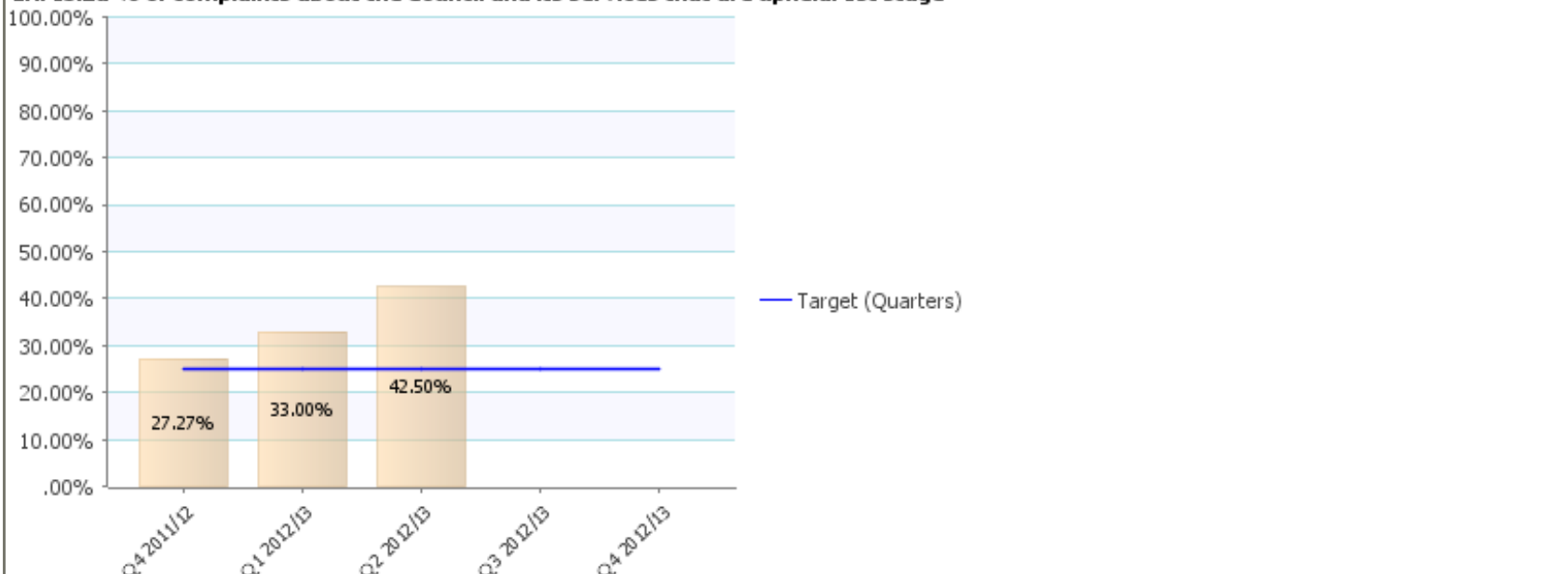

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP17.35	Commitment compared to profile		-3.6%	0%		September 2012. Commitment £240,966 against profile £250,000 being 3.6% below profile. The commitment for the month of September 12 is a little below 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

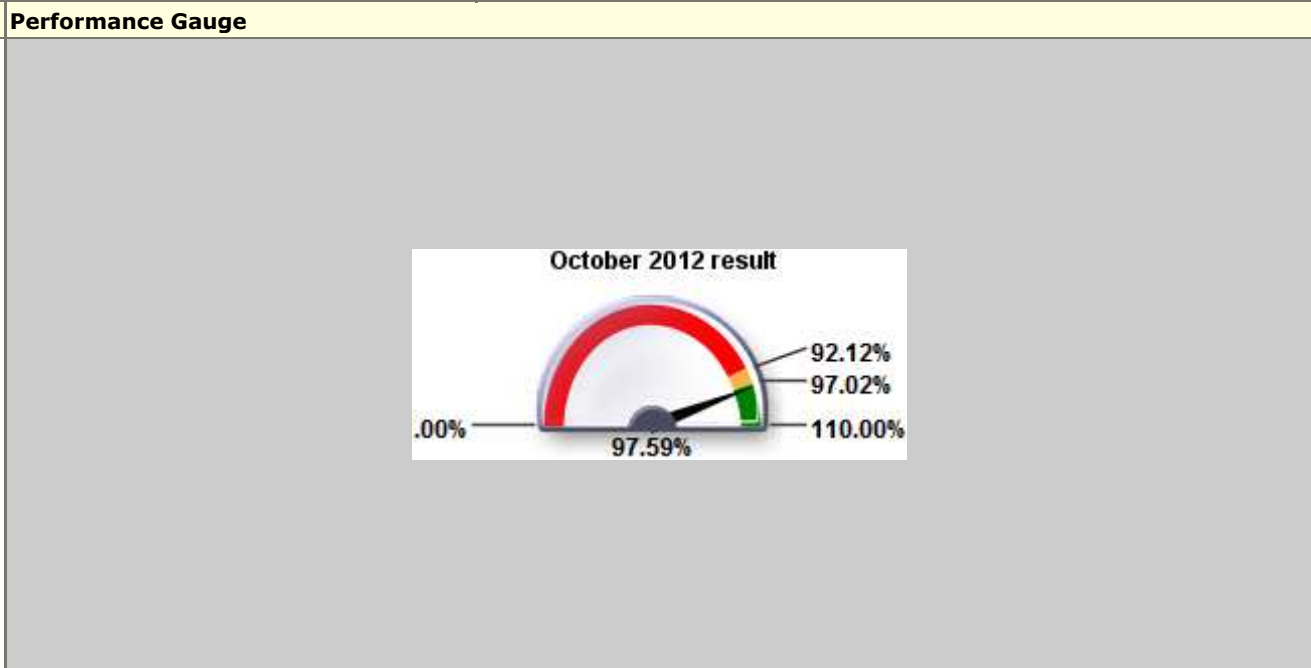
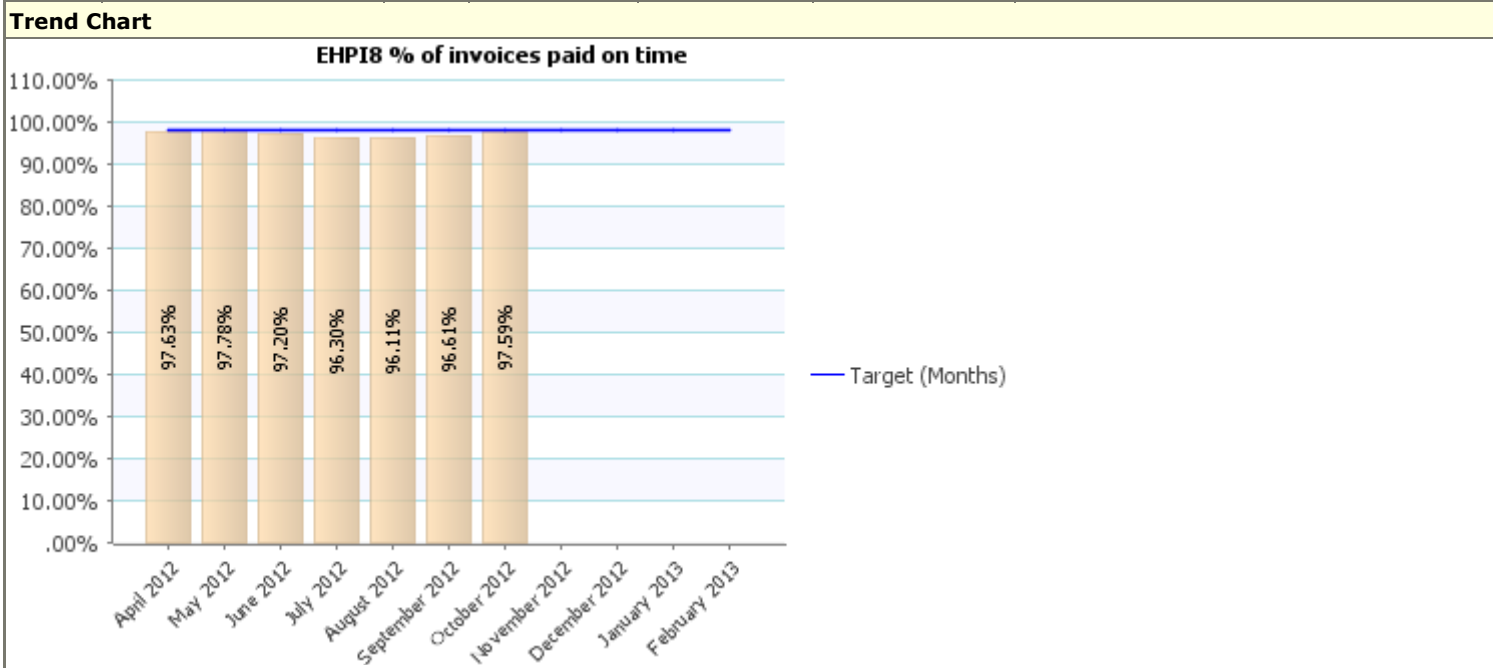


Customer Services																															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.																								
EHP15.2a	% of complaints about the Council and its services that are upheld: 1st stage		42.50%	25.00%		Oct 12/Quarter 2 - 17 cases were upheld out of 40 dealt with in this quarter. A slight rise on previous quarters. These were mainly in the Customer & Community Directorate which is largely public facing - parking, customer services and waste.	None																								
Trend Chart						Performance Gauge																									
<p>EHP15.2a % of complaints about the Council and its services that are upheld: 1st stage</p>  <table border="1"> <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>33.00%</td> </tr> <tr> <td>Q2 2012/13</td> <td>42.50%</td> </tr> <tr> <td>Q3 2012/13</td> <td>-</td> </tr> <tr> <td>Q4 2012/13</td> <td>-</td> </tr> </tbody> </table>						Quarter	Value (%)	Q4 2011/12	27.27%	Q1 2012/13	33.00%	Q2 2012/13	42.50%	Q3 2012/13	-	Q4 2012/13	-	 <p>Q2 2012/13 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> <th>Color 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>42.50%</td> <td>Red</td> </tr> <tr> <td>100.00%</td> <td>Red</td> </tr> </tbody> </table>		Value (%)	Color Zone	0.00%	Green	25.25%	Yellow	26.50%	Yellow	42.50%	Red	100.00%	Red
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Traffic Light Amber
Description Prosperity

Financial Support Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP18	% of invoices paid on time		96.61%	98.00%		The number of invoices paid on time is slightly better than last month but is still below target.	None

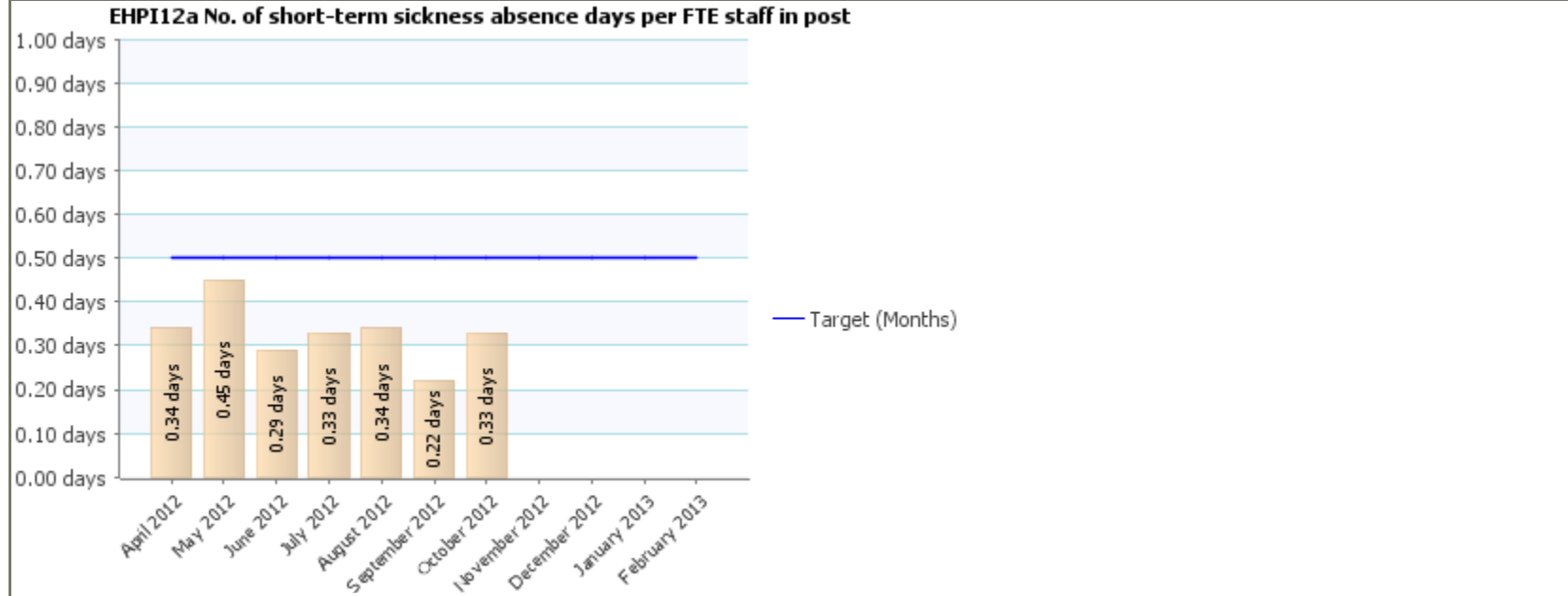


Traffic Light Green
Description Fit for purpose, services fit for you; Prosperity

People Services & Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP112a	No. of short-term sickness absence days per FTE staff in post		0.22 days	0.50 days		Short Term absence for the year so far = 1.99 days (target = 2.50)	None

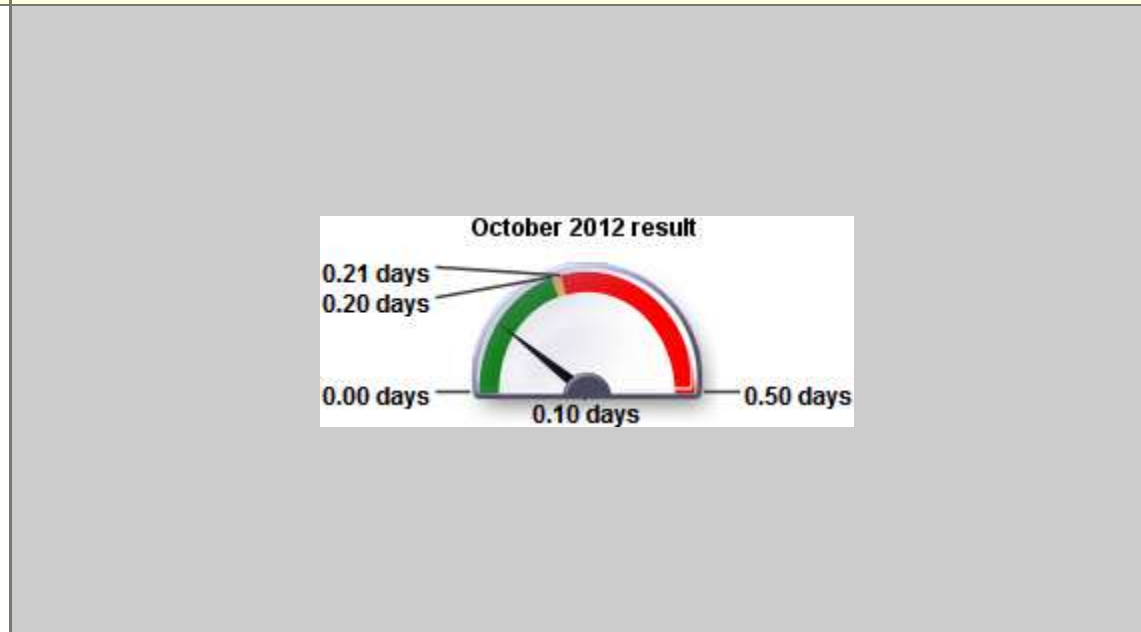
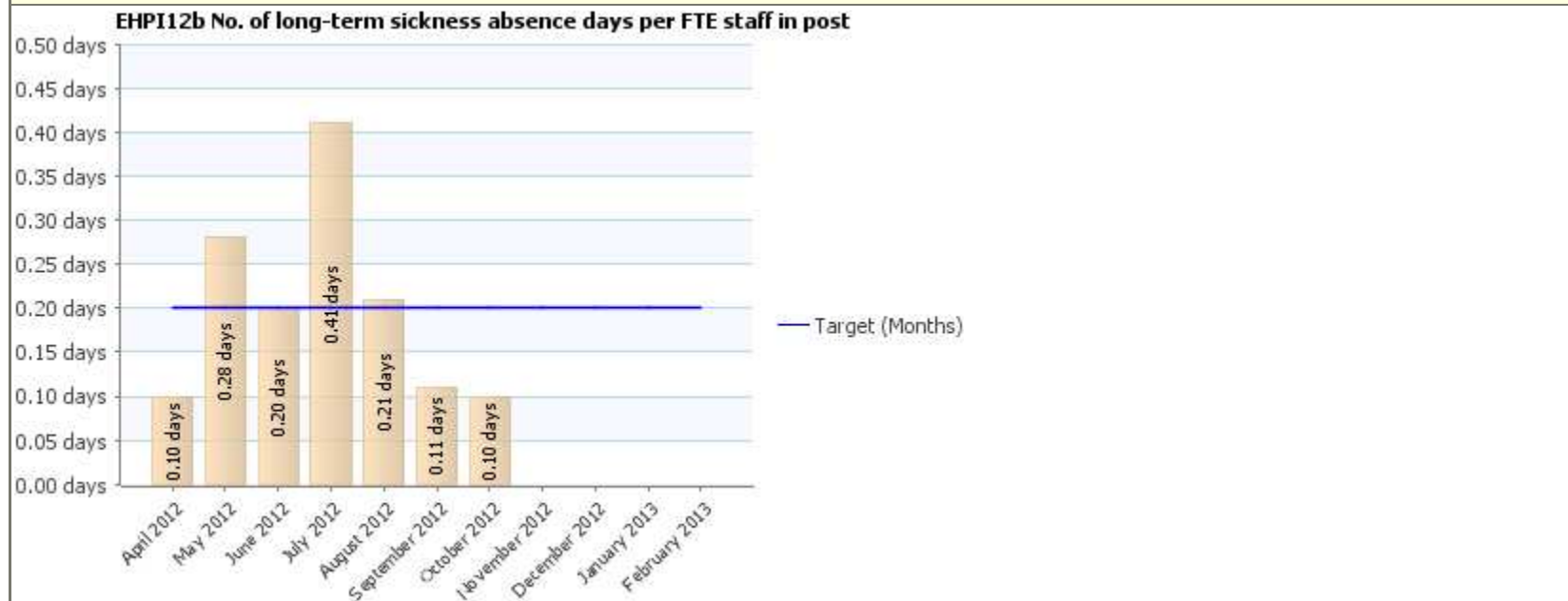
Trend Chart **Performance Gauge**



People Services & Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP112b	No. of long-term sickness absence days per FTE staff in post		0.11 days	0.20 days		Long Term absence for the year so far = 1.33 days (Target 1.25) The number of ongoing long term sickness cases has now reduced & it is still hoped to be back on target by the end of the year.	None

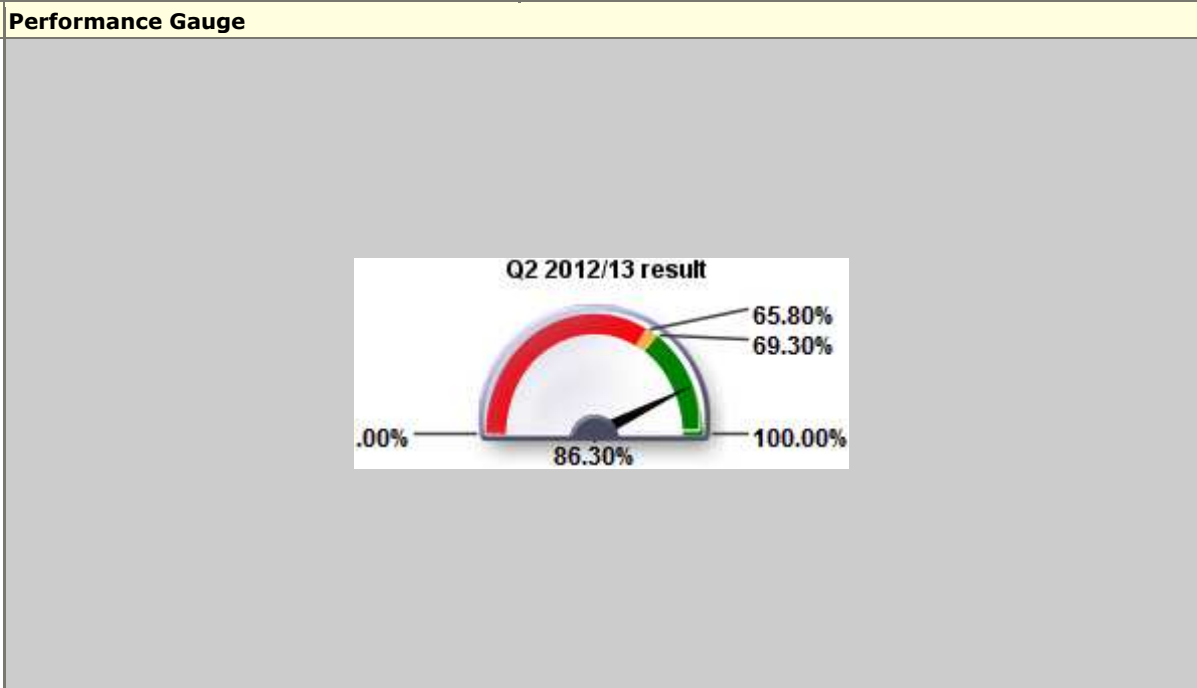
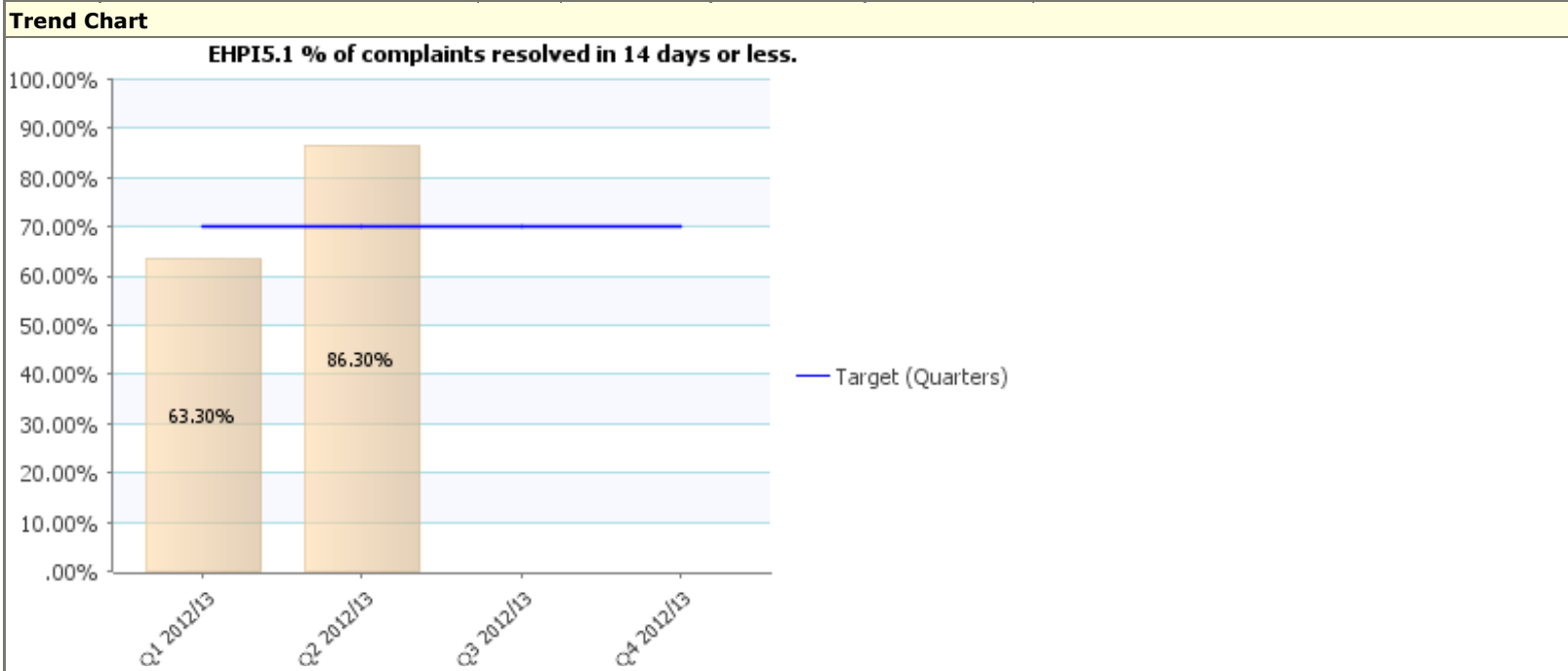
Trend Chart **Performance Gauge**



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 21 August 2012.
EHP15.1	% of complaints resolved in 14 days or less.		86.30%	70.00%		Oct 12/Quarter 2 2012 - Improvement in performance this quarter. 44 complaints handled with 38 dealt with within 10 working days.	None



Customer Services																								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.																	
EHP15.2b	% of complaints about the Council and its services that are upheld: 2nd stage - appeal		.00%	25.00%		Oct 12/Quarter 2 - Within target. 4 cases dealt with in this quarter but none were upheld.	None																	
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Customer Services












PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP15.4	% of complaints to the Local Government Ombudsman that are upheld		.00%	.00%		Oct 12/Quarter 2 - LGO reviewed 6 cases within the quarter but decided to discontinue their investigations on 2 of them and not to initiate an investigation on the remainder.	None

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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 21 August 2012.
EHP112c	Total number of sickness absence days per FTE staff in post		0.33 days	0.70 days		Total absence for the year so far = 3.32 (target = 3.75)	None

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<p>EHP112c Total number of sickness absence days per FTE staff in post</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>0.45 days</td> <td>0.70 days</td> </tr> <tr> <td>May 2012</td> <td>0.73 days</td> <td>0.70 days</td> </tr> <tr> <td>June 2012</td> <td>0.49 days</td> <td>0.70 days</td> </tr> <tr> <td>July 2012</td> <td>0.74 days</td> <td>0.70 days</td> </tr> <tr> <td>August 2012</td> <td>0.55 days</td> <td>0.70 days</td> </tr> <tr> <td>September 2012</td> <td>0.33 days</td> <td>0.70 days</td> </tr> <tr> <td>October 2012</td> <td>0.43 days</td> <td>0.70 days</td> </tr> <tr> <td>November 2012</td> <td>0.43 days</td> <td>0.70 days</td> </tr> <tr> <td>December 2012</td> <td>-</td> <td>0.70 days</td> </tr> <tr> <td>January 2013</td> <td>-</td> <td>0.70 days</td> </tr> <tr> <td>February 2013</td> <td>-</td> <td>0.70 days</td> </tr> </tbody> </table>	Month	Value	Target	April 2012	0.45 days	0.70 days	May 2012	0.73 days	0.70 days	June 2012	0.49 days	0.70 days	July 2012	0.74 days	0.70 days	August 2012	0.55 days	0.70 days	September 2012	0.33 days	0.70 days	October 2012	0.43 days	0.70 days	November 2012	0.43 days	0.70 days	December 2012	-	0.70 days	January 2013	-	0.70 days	February 2013	-	0.70 days	<p>October 2012 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Scale</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Start</td> <td>0.00 days</td> </tr> <tr> <td>End</td> <td>1.00 days</td> </tr> <tr> <td>Result</td> <td>0.43 days</td> </tr> <tr> <td>Target</td> <td>0.70 days</td> </tr> <tr> <td>Previous</td> <td>0.74 days</td> </tr> <tr> <td>Next</td> <td>0.71 days</td> </tr> </tbody> </table>	Scale	Value	Start	0.00 days	End	1.00 days	Result	0.43 days	Target	0.70 days	Previous	0.74 days	Next	0.71 days
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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				