



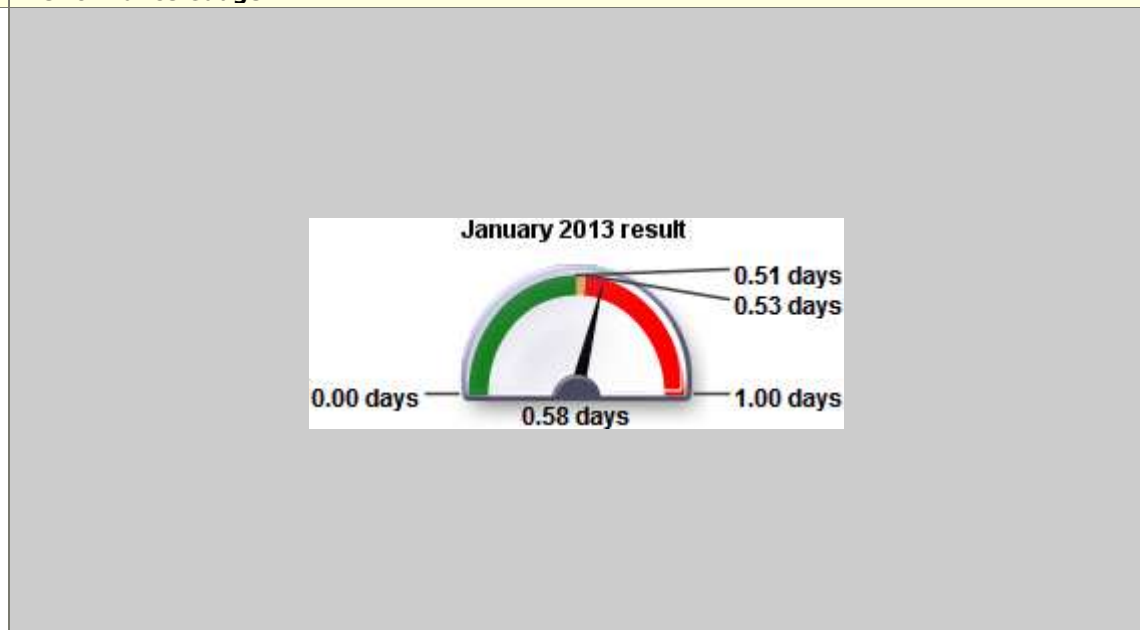
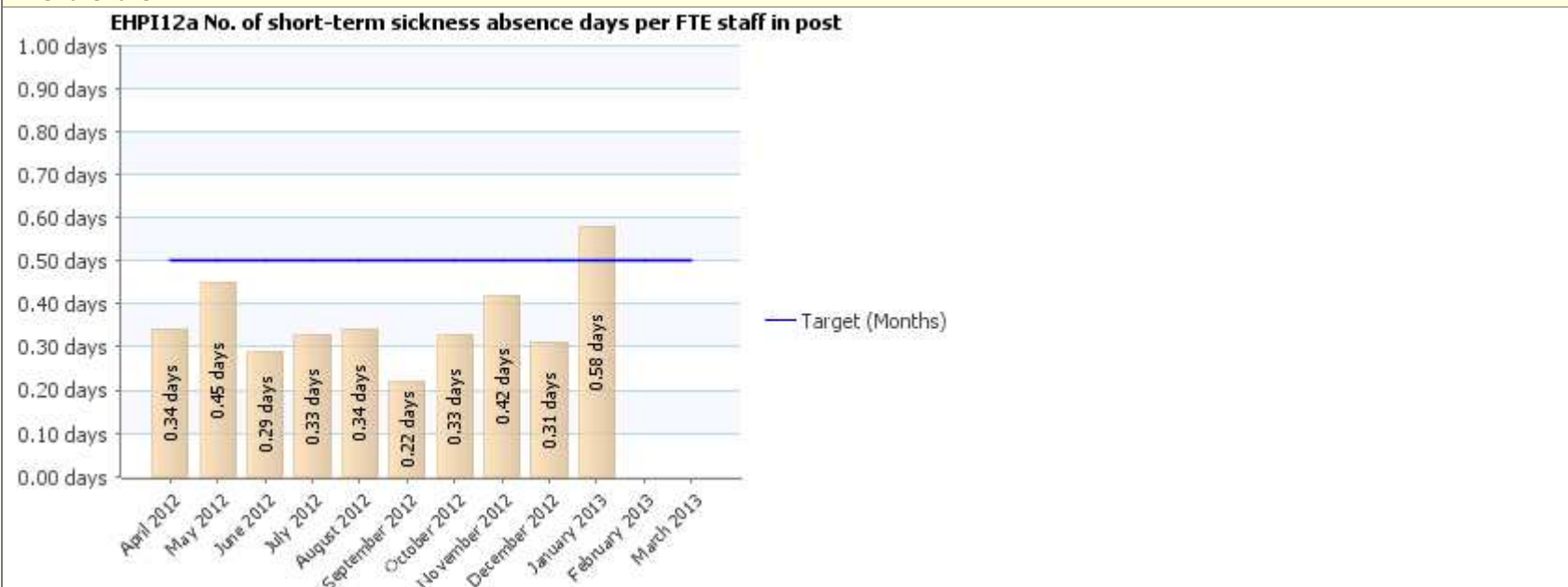
# October 2012 to January 2013 Corporate Business Scrutiny Corporate Healthcheck 2012/13

**Traffic Light Red**  
**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 27 <sup>th</sup> November 2012.
EHP112a	No. of short-term sickness absence days per FTE staff in post		0.58 days	0.50 days		Cumulative Short term absence for the year so far is at 3.68 days.	None

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

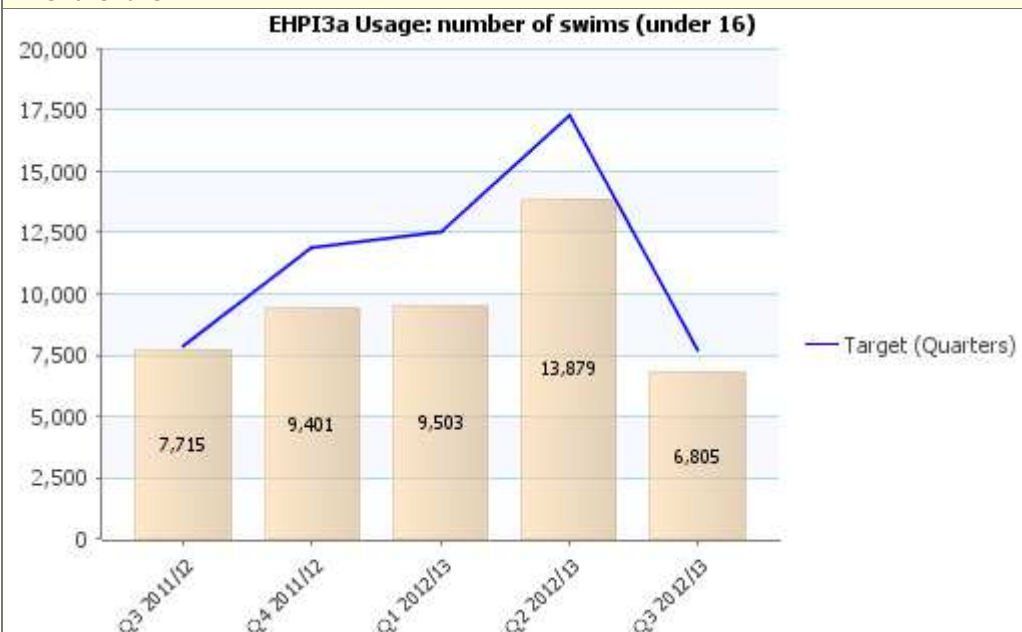


**Traffic Light Red**  
Description People

**Community and Cultural Services**



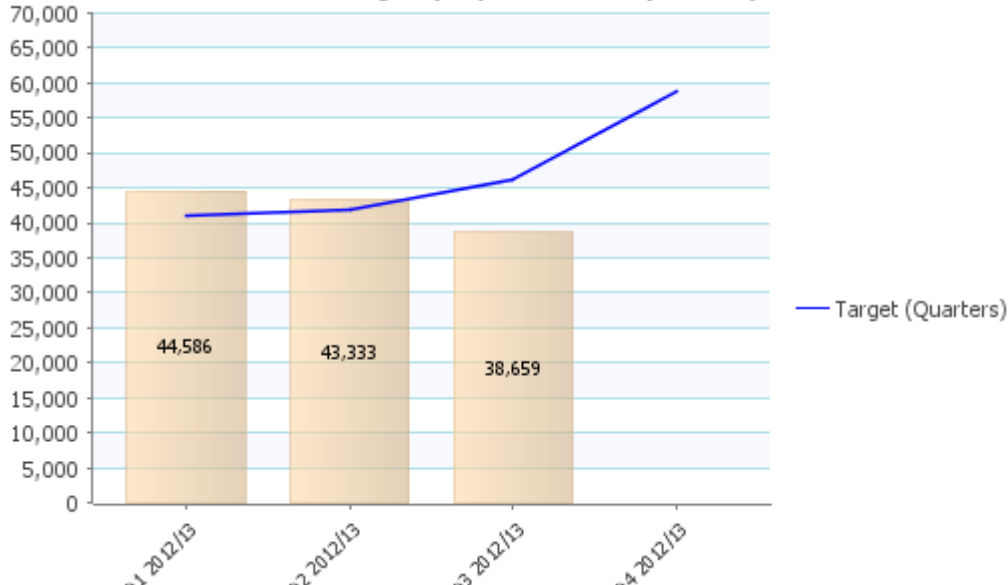

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 <sup>th</sup> November 2012.
EHPI3a	Usage: number of swims (under 16)		6,805	7,715		Quarter 3 shows that there has been a decline in throughput for this period when comparison is made, throughput does decrease against the previous 2012/13 quarter in line with seasonal trends. This reduction in Junior swims may be due to the prevailing economic climate. 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**



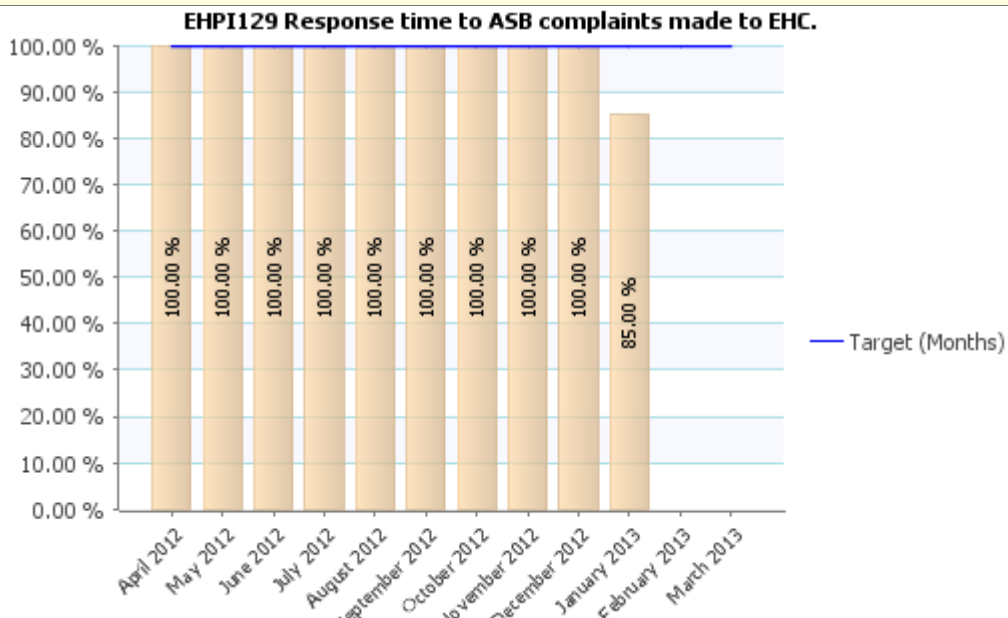



**Performance Gauge**





Community and Cultural Services																																		
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 <sup>th</sup> November 2012.																											
EHP14a	Usage: Gym (16 &lt;sup>â€</sup> under 60 year olds)		38,659	46,146		Performance has not achieved the target for this quarter. This may be down to the current economic climate, but leisure centre membership numbers are increasing, it appears the frequency of attendance of these members has been reduced for this quarter.	None																											
Trend Chart						Performance Gauge																												
<p><b>EHP14a Usage: Gym (16 – under 60 year olds)</b></p>  <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>44,586</td> <td>41,000</td> </tr> <tr> <td>Q2 2012/13</td> <td>43,333</td> <td>42,000</td> </tr> <tr> <td>Q3 2012/13</td> <td>38,659</td> <td>46,146</td> </tr> <tr> <td>Q4 2012/13</td> <td>-</td> <td>59,000</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q1 2012/13	44,586	41,000	Q2 2012/13	43,333	42,000	Q3 2012/13	38,659	46,146	Q4 2012/13	-	59,000	<p><b>Q3 2012/13 result</b></p>  <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Red</td> </tr> <tr> <td>38,659</td> <td>Green</td> </tr> <tr> <td>43,377.24</td> <td>Yellow</td> </tr> <tr> <td>45,684.54</td> <td>Red</td> </tr> <tr> <td>70,000</td> <td>Red</td> </tr> </tbody> </table>		Value	Color	0	Red	38,659	Green	43,377.24	Yellow	45,684.54	Red	70,000	Red
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EHPI4b	Usage: Gym (60 + year olds)		3,785	4,230		Throughput is not in line with target or the normal seasonal trend. This may be due to the current seasonal target but generally the leisure centre membership has increased but frequency of user seems to have reduced.	<b>None</b>																											
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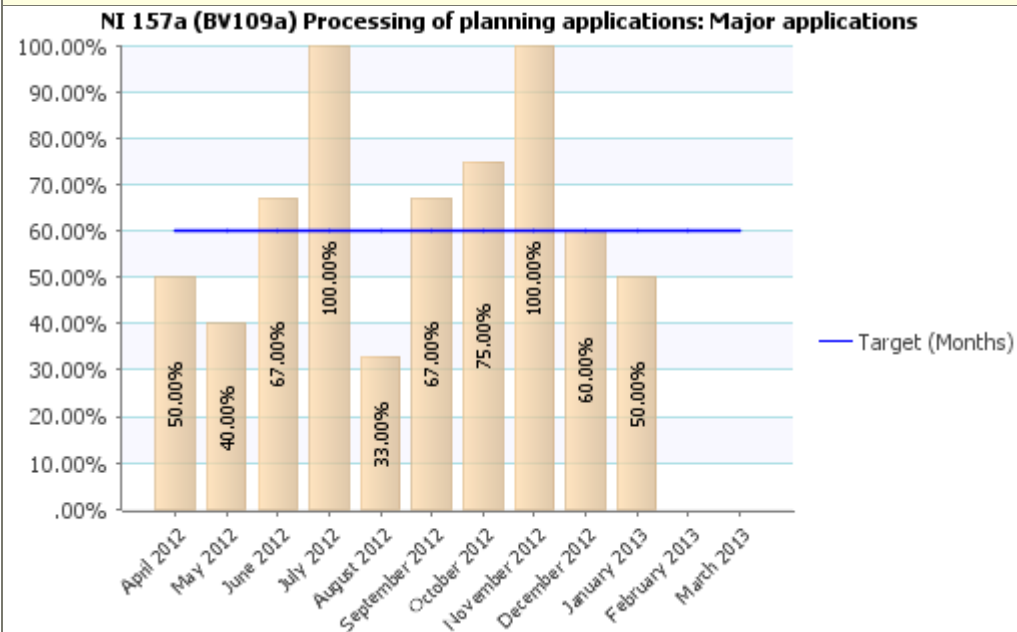
Licensing and Community Safety																																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 <sup>th</sup> November 2012.																												
EHP1129	Response time to ASB complaints made to EHC.		85.00 %	100.00 %		There were six reports made to the ASB officer at EHC, five of which were responded to within the minimum two working days. The one that was not responded to in time was because the person had made complaints previously and advice from senior staff was required.	None																												
<b>Trend Chart</b>						<b>Performance Gauge</b>																													
<p><b>EHP1129 Response time to ASB complaints made to EHC.</b></p>  <table border="1"> <caption>Response Time Data (from Trend Chart)</caption> <thead> <tr> <th>Month</th> <th>Response Time (%)</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>100.00 %</td></tr> <tr><td>May 2012</td><td>100.00 %</td></tr> <tr><td>June 2012</td><td>100.00 %</td></tr> <tr><td>July 2012</td><td>100.00 %</td></tr> <tr><td>August 2012</td><td>100.00 %</td></tr> <tr><td>September 2012</td><td>100.00 %</td></tr> <tr><td>October 2012</td><td>100.00 %</td></tr> <tr><td>November 2012</td><td>100.00 %</td></tr> <tr><td>December 2012</td><td>100.00 %</td></tr> <tr><td>January 2013</td><td>85.00 %</td></tr> </tbody> </table>						Month	Response Time (%)	April 2012	100.00 %	May 2012	100.00 %	June 2012	100.00 %	July 2012	100.00 %	August 2012	100.00 %	September 2012	100.00 %	October 2012	100.00 %	November 2012	100.00 %	December 2012	100.00 %	January 2013	85.00 %	 <p><b>January 2013 result</b></p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>0.00 %</td></tr> <tr><td>85.00 %</td></tr> <tr><td>94.00 %</td></tr> <tr><td>99.00 %</td></tr> <tr><td>100.00 %</td></tr> </tbody> </table>		Value (%)	0.00 %	85.00 %	94.00 %	99.00 %	100.00 %
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**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 27 <sup>th</sup> November 2012.
NI 157a (BV109a)	Processing of planning applications: Major applications		50.00%	60.00%		Target not achieved: 6 decisions made with 3 within target timescale. The three which fell outside of the target timescale either had associated legal agreements which involved extensive negotiations or were significant schemes for which extensive local consultation was undertaken.	None

**Trend Chart**





**Performance Gauge**

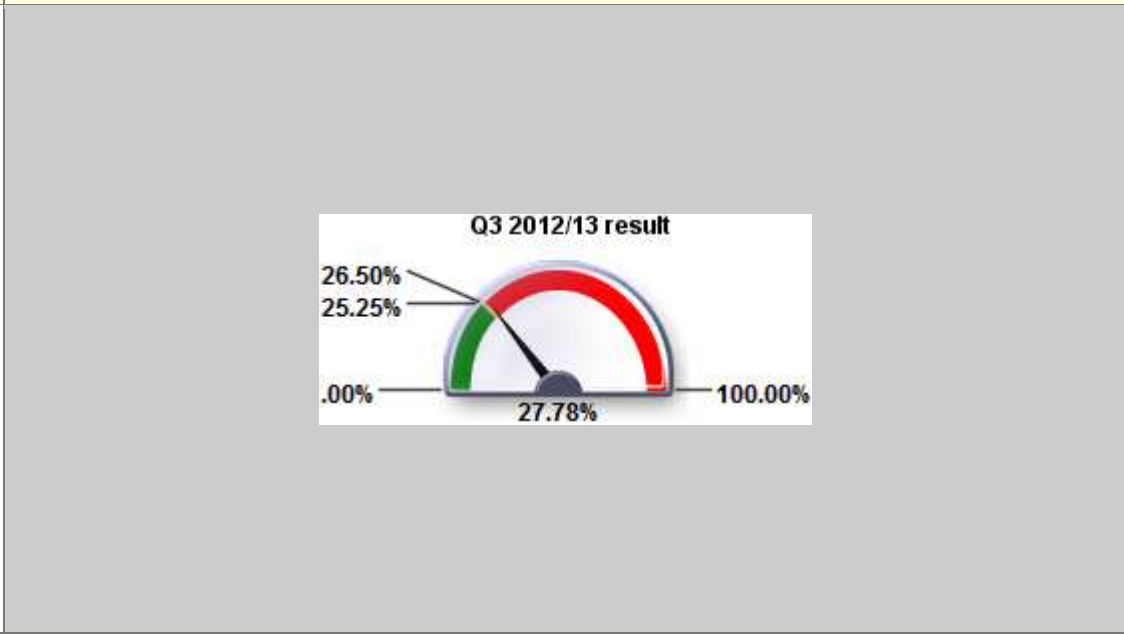
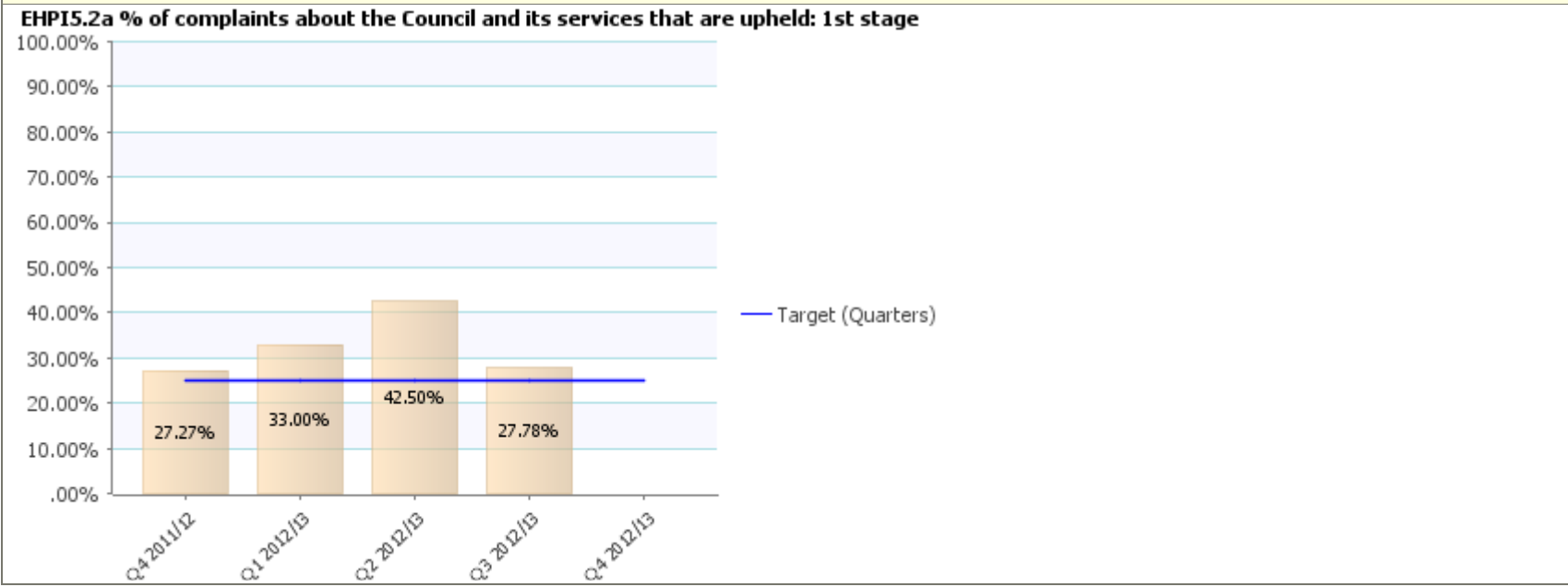


**Traffic Light Red**  
Description Prosperity

**Customer Services**



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 <sup>th</sup> November 2012.
EHP15.2a	% of complaints about the Council and its services that are upheld: 1st stage		27.78%	25.00%		Only 5 cases were upheld out of a total of 23. The five cases that were upheld covered various services: Failure to collect bin - 2 cases, Tell us once when notifying the council about an event e.g. a death is not in place, Air condition not working at one of the pools and Planning failed to follow consultation policy in its entirety. This is a return to previous levels over the past year.	None

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

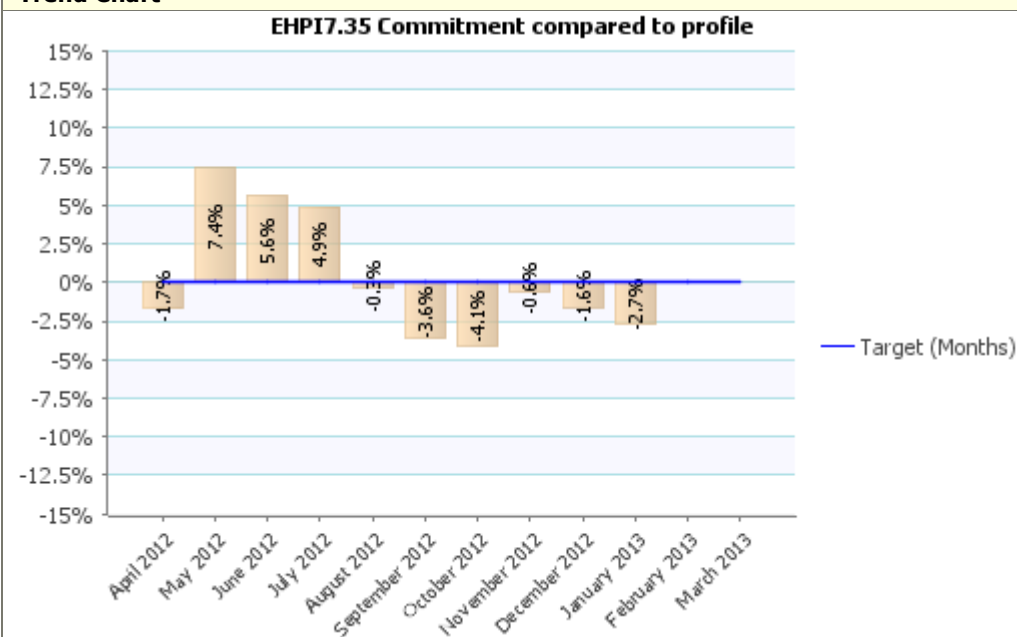


**Traffic Light Amber**  
Description Prosperity

**Business Support Service**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 <sup>th</sup> November 2012.
EHP17.35	Commitment compared to profile		-2.7%	0%		Commitment of £325,994 against profile £335,000 being 2.7% below profile. The commitment for the month of January 2013 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**





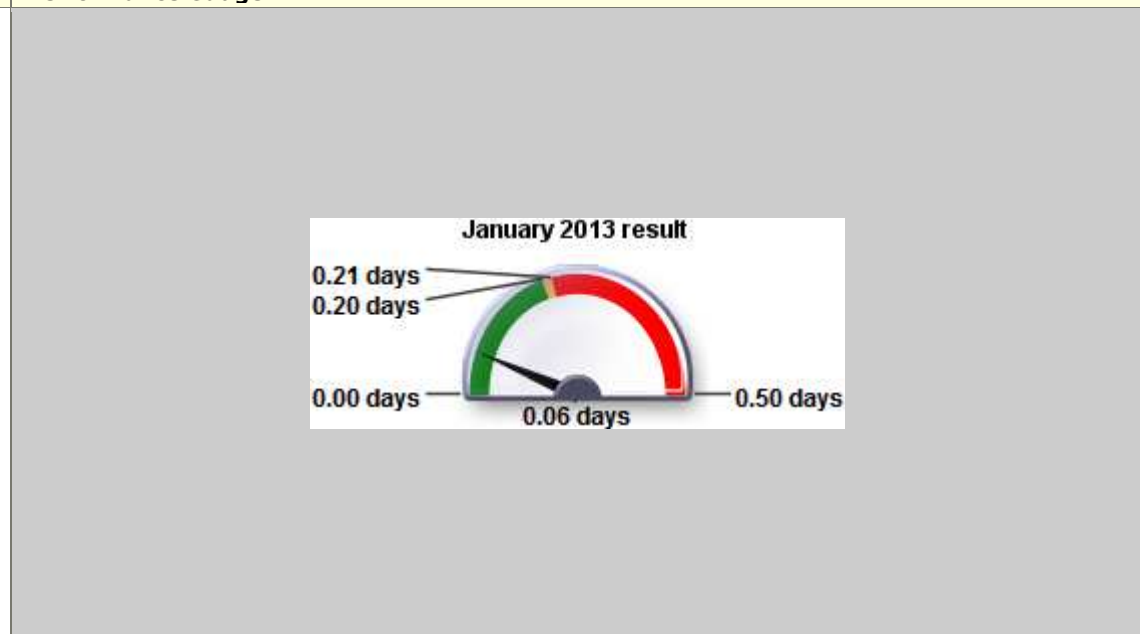
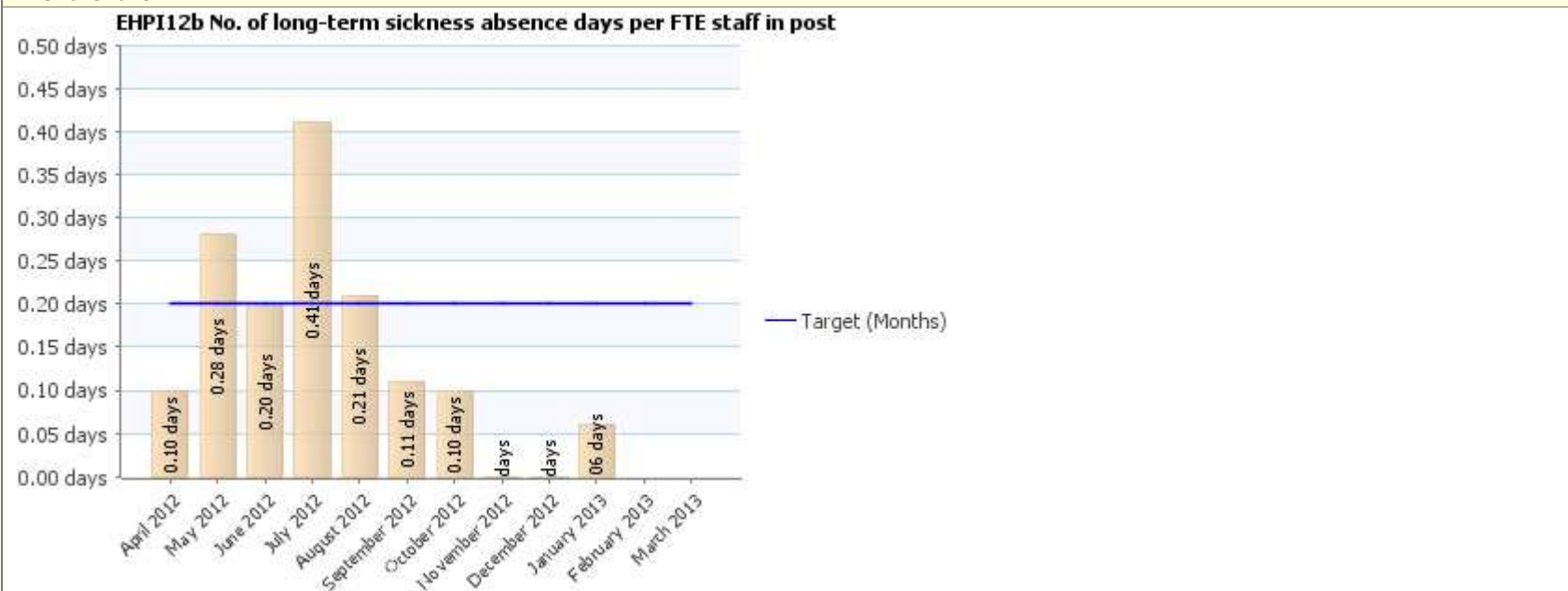
Financial Support Services																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 <sup>th</sup> November 2012.																						
EHPI8	% of invoices paid on time		94.92%	98.00%		The number of invoices paid on time is below target this month.	None																						
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<p><b>EHPI8 % of invoices paid on time</b></p> <table border="1"> <caption>EHPI8 % of invoices paid on time (Monthly Data)</caption> <thead> <tr> <th>Month</th> <th>% of invoices paid on time</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>97.63%</td></tr> <tr><td>May 2012</td><td>97.78%</td></tr> <tr><td>June 2012</td><td>97.20%</td></tr> <tr><td>July 2012</td><td>96.30%</td></tr> <tr><td>August 2012</td><td>96.11%</td></tr> <tr><td>September 2012</td><td>96.61%</td></tr> <tr><td>October 2012</td><td>97.59%</td></tr> <tr><td>November 2012</td><td>98.93%</td></tr> <tr><td>December 2012</td><td>98.95%</td></tr> <tr><td>January 2013</td><td>94.92%</td></tr> </tbody> </table>					Month	% of invoices paid on time	April 2012	97.63%	May 2012	97.78%	June 2012	97.20%	July 2012	96.30%	August 2012	96.11%	September 2012	96.61%	October 2012	97.59%	November 2012	98.93%	December 2012	98.95%	January 2013	94.92%	<p><b>January 2013 result</b></p>		
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**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 27 <sup>th</sup> November 2012.
EHP112b	No. of long-term sickness absence days per FTE staff in post	✓	0.06 days	0.20 days	↓	Long-term absence for the year so far is 1.51 days.	None

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



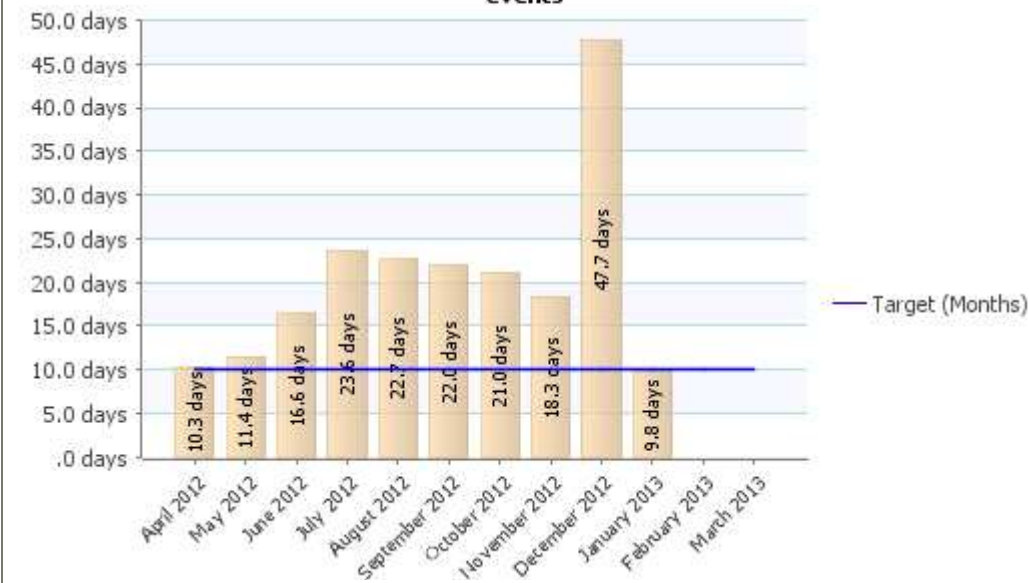
**Traffic Light Green**  
Description People

**Revenues and Benefits Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 <sup>th</sup> November 2012.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		9.8 days	10.0 days		For the period 21 January 2013 to 19 February 2013 performance is 9.83 days. This has made the cumulative 22.36 days.	Executive members agreed during the meeting on 4th September 2012 that additional resources are allocated to help improve performance. This resource is providing intensive support to target backlogs and reduce waiting times

**Trend Chart**

**NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events**



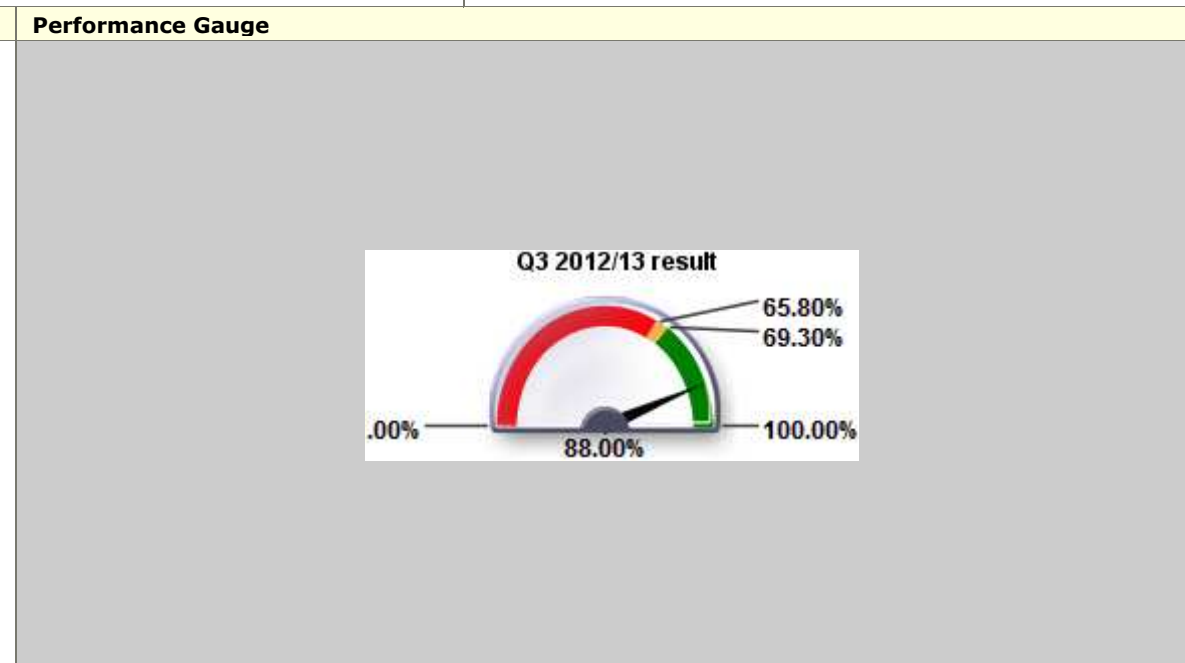
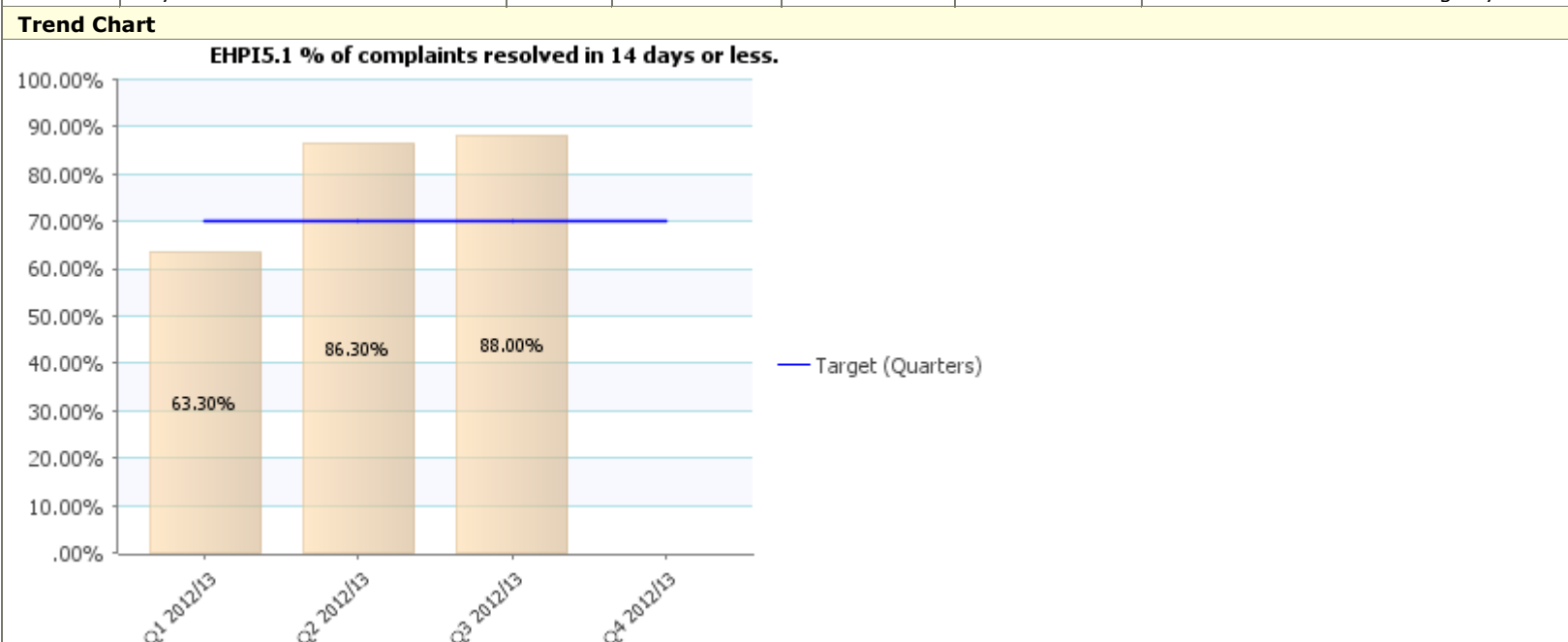
**Performance Gauge**



**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 27 <sup>th</sup> November 2012.
EHP15.1	% of complaints resolved in 14 days or less.		88.00%	70.00%		Continuing improvement - 22 cases out of the 25 received this quarter were 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 27 <sup>th</sup> November 2012.																												
EHP15.2b	% of complaints about the Council and its services that are upheld: 2nd stage - appeal		.00%	25.00%		7 cases dealt with in this period and none were upheld.	None																												
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<p><b>EHP15.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal</b></p> <table border="1"> <caption>Trend Chart Data for EHP15.2b</caption> <thead> <tr> <th>Quarter</th> <th>Current Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>12.50%</td> <td>25.00%</td> </tr> <tr> <td>Q1 2012/13</td> <td>.00%</td> <td>25.00%</td> </tr> <tr> <td>Q2 2012/13</td> <td>.00%</td> <td>25.00%</td> </tr> <tr> <td>Q3 2012/13</td> <td>.00%</td> <td>25.00%</td> </tr> <tr> <td>Q4 2012/13</td> <td>.00%</td> <td>25.00%</td> </tr> </tbody> </table>						Quarter	Current Value	Target (Quarters)	Q4 2011/12	12.50%	25.00%	Q1 2012/13	.00%	25.00%	Q2 2012/13	.00%	25.00%	Q3 2012/13	.00%	25.00%	Q4 2012/13	.00%	25.00%	<p><b>Q3 2012/13 result</b></p> <table border="1"> <caption>Performance Gauge Data for EHP15.2b</caption> <thead> <tr> <th>Scale Markings</th> <th>Current Value</th> </tr> </thead> <tbody> <tr> <td>0.00%</td> <td>.00%</td> </tr> <tr> <td>25.25%</td> <td>.00%</td> </tr> <tr> <td>26.50%</td> <td>.00%</td> </tr> <tr> <td>100.00%</td> <td>.00%</td> </tr> </tbody> </table>		Scale Markings	Current Value	0.00%	.00%	25.25%	.00%	26.50%	.00%	100.00%	.00%
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EHP15.4	% of complaints to the Local Government Ombudsman that are upheld		.00%	.00%		Only one Planning case was considered by the LGO during this period and the decision was not to initiate an investigation.	None																					
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<p><b>EHP15.4 % of complaints to the Local Government Ombudsman that are upheld</b></p> <table border="1"> <caption>Trend Chart Data for EHP15.4</caption> <thead> <tr> <th>Quarter</th> <th>Current Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>.00%</td> <td>.00%</td> </tr> <tr> <td>Q2 2012/13</td> <td>.00%</td> <td>.00%</td> </tr> <tr> <td>Q3 2012/13</td> <td>.00%</td> <td>.00%</td> </tr> <tr> <td>Q4 2012/13</td> <td>.00%</td> <td>.00%</td> </tr> </tbody> </table>						Quarter	Current Value	Target (Quarters)	Q1 2012/13	.00%	.00%	Q2 2012/13	.00%	.00%	Q3 2012/13	.00%	.00%	Q4 2012/13	.00%	.00%	<p><b>Q3 2012/13 result</b></p> <table border="1"> <caption>Performance Gauge Data for EHP15.4</caption> <thead> <tr> <th>Scale Markings</th> <th>Current Value</th> </tr> </thead> <tbody> <tr> <td>0.00%</td> <td>.00%</td> </tr> <tr> <td>100.00%</td> <td>.00%</td> </tr> </tbody> </table>		Scale Markings	Current Value	0.00%	.00%	100.00%	.00%
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People Services & Organisational Development																													
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EHP112c	Total number of sickness absence days per FTE staff in post		0.64 days	0.70 days		Total absence for the year so far is 5.19 days.	None																						
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<p><b>EHP112c Total number of sickness absence days per FTE staff in post</b></p> <table border="1"> <caption>Monthly Sickness Absence Data</caption> <thead> <tr> <th>Month</th> <th>Sickness Absence Days per FTE Staff</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>0.45</td></tr> <tr><td>May 2012</td><td>0.73</td></tr> <tr><td>June 2012</td><td>0.49</td></tr> <tr><td>July 2012</td><td>0.74</td></tr> <tr><td>August 2012</td><td>0.55</td></tr> <tr><td>September 2012</td><td>0.33</td></tr> <tr><td>October 2012</td><td>0.43</td></tr> <tr><td>November 2012</td><td>0.42</td></tr> <tr><td>December 2012</td><td>0.31</td></tr> <tr><td>January 2013</td><td>0.64</td></tr> </tbody> </table>						Month	Sickness Absence Days per FTE Staff	April 2012	0.45	May 2012	0.73	June 2012	0.49	July 2012	0.74	August 2012	0.55	September 2012	0.33	October 2012	0.43	November 2012	0.42	December 2012	0.31	January 2013	0.64	<p>January 2013 result</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				