

Code	Indicator	Notes	Lead Service	Findings		
				Reported as per definition (yes/no)	Calculated correctly (yes/no)	Other observations
Corporate Priority: People						
EHPI 1a	% of customers satisfied with the service - All	Data quality concerns were identified in the 2011/12 performance outturn report. A follow up data quality spot check is required to identify if previous outlined concerns have been rectified.	Environment Services	Yes	Yes	Data collection intervals for this indicator means that the outturn is not available until the June period each year. As a result of this only an estimate can be provided and checked utilising quarter 1 to quarter 3 data.
EHPI 1b	% of customers satisfied with the service - Leventhorpe		Environment Services	Yes	Yes	
EHPI 1c	% of customers satisfied with the service - Hartham		Environment Services	Yes	Yes	
EHPI 1d	% of customers satisfied with the service - Fanshawe		Environment Services	Yes	Yes	
EHPI 1e	% of customers satisfied with the service - Buntingford		Environment Services	Yes	Yes	
EHPI 1f	% of customers satisfied with the service - Grange Paddocks		Environment Services	Yes	Yes	
EHPI 3a	Usage: number of swims (under 16)		Environment Services	Yes	Yes	Service has now archived data sources and methodology for calculating outturn to ensure better data consistency.
EHPI 4b	Usage: Gym (60 +)	Environment Services	Yes	Yes		
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Availability of timely performance data and a further investigation of data collection process is required.	Revenues and Benefits	Yes	Yes	Annual data was fine, however a data quality incident was recorded where a month's data had been misrepresented and needed to be reinstated. This was reported to CMT meeting on 23 April 2013. The issue has been rectified and recommendations were made to improve data quality.
Corporate Priority: Place						

Code	Indicator	Notes	Lead Service	Reported as per definition (yes/no)	Calculated correctly (yes/no)	Other observations
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	New indicator introduced in 2011/12. Data inputted for these indicators were challenged during 2012/13 due to inaccuracies being identified in the corporate healthcheck process. A further review of data collection process is required.	Planning and Building control	Yes	Yes	There was an initial confusion over the recording of data when no notices had been served during a period because none were required. Initially it was being recorded as 0% (indicating poor performance and implying that notices should have been served but were not) when in fact it should have been recorded as N/A. This has now been resolved.
EHPI 2.1e	Planning Enforcement: Service of formal Notices		Planning and Building control	Yes	Yes	
Corporate Priority: Prosperity						
EHPI 5.2a	% of complaints about the Council and its services that are upheld a) 1st stage	Performance data was challenged in Quarter 1 for 2012/13 as supporting note calculation was not consistent with the quarter performance data supplied.	Customer Services and Parking	Yes	Yes	Evidence that accompanied performance outturn shows that calculation was performed correctly.