



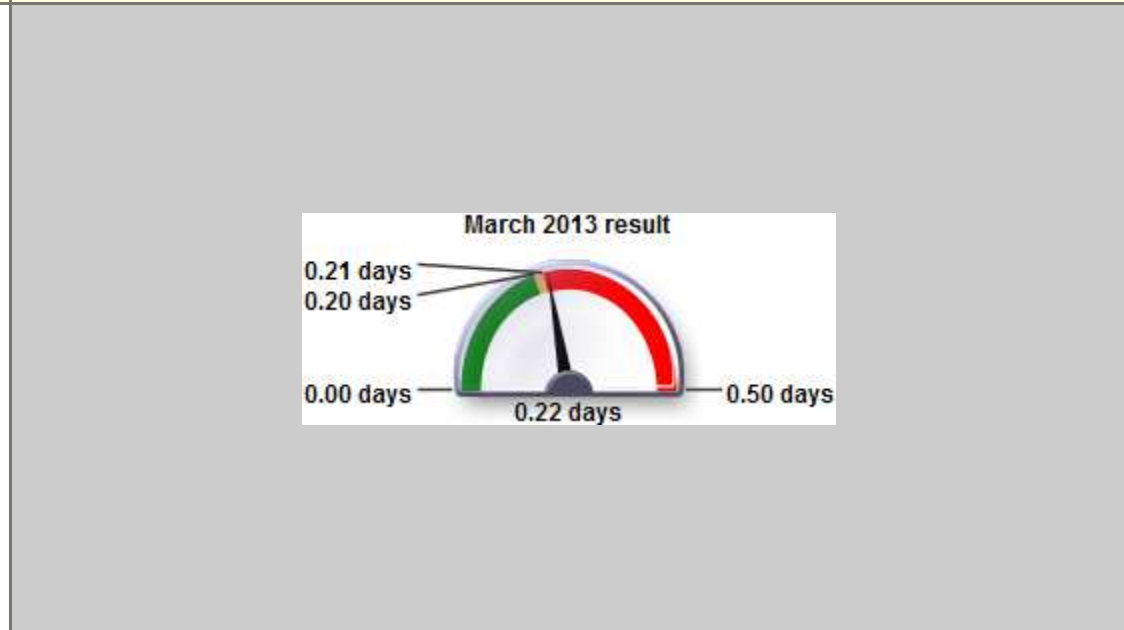
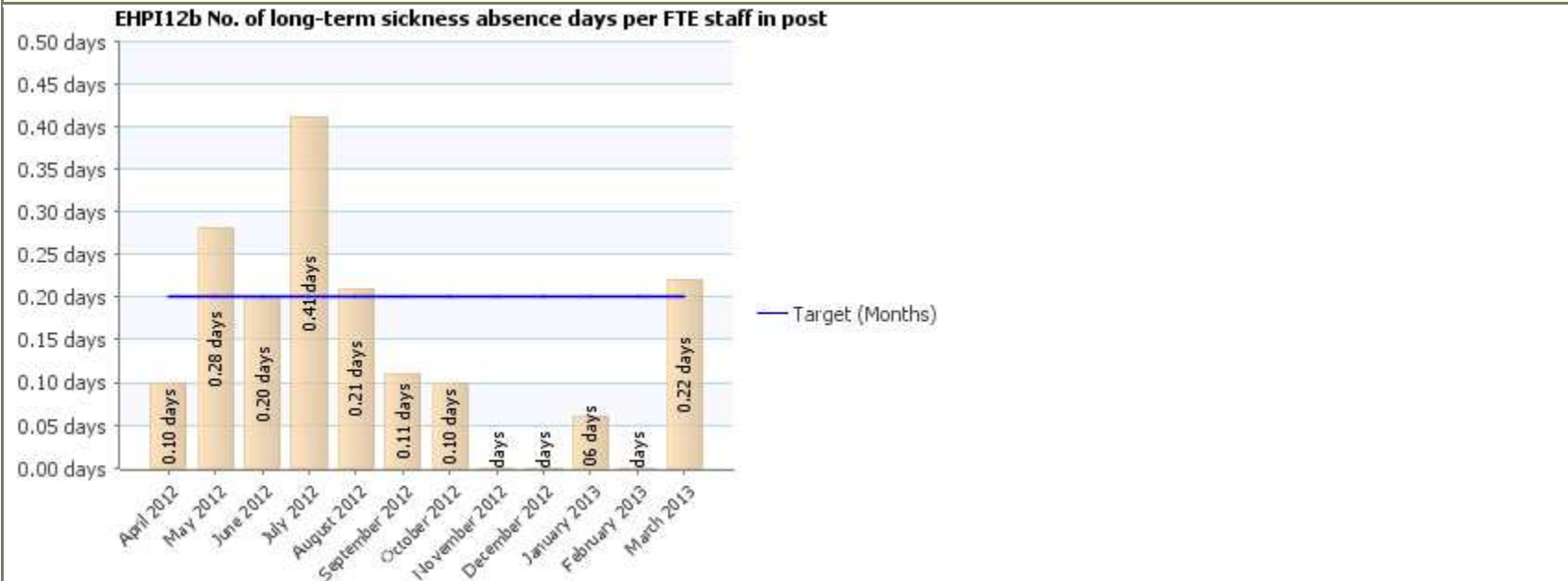
March/Quarter 4 Corporate Business Scrutiny Corporate Healthcheck 2012/13

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 19 th March 2013.
EHPI12b	No. of long-term sickness absence days per FTE staff in post		0.22 days	0.20 days		Long Term absence for the year so far = 1.70 days (Target 2.50)	None

Trend Chart **Performance Gauge**

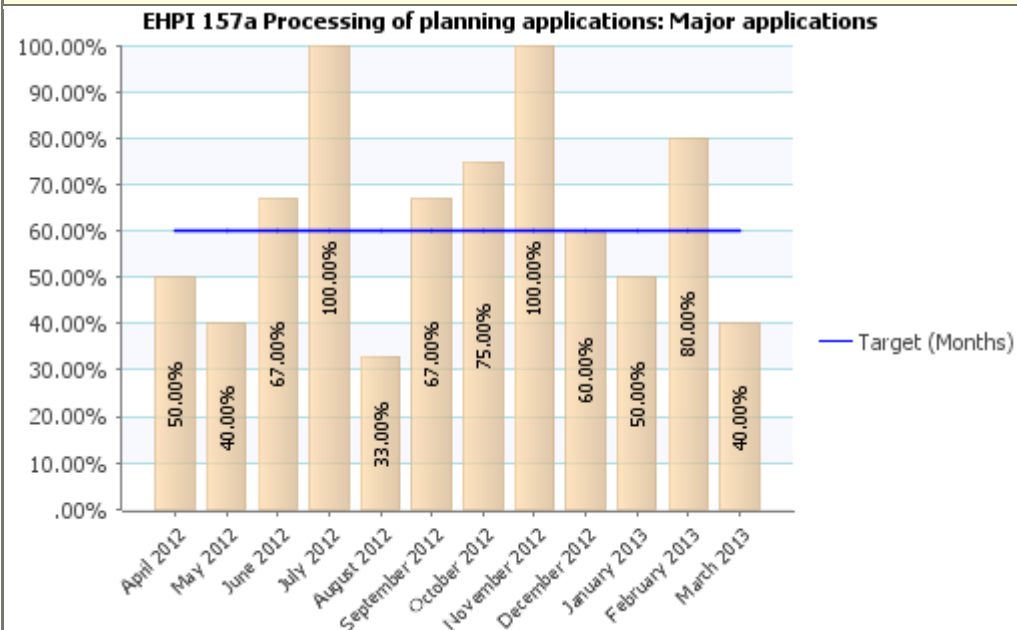


Traffic Light Red
Description Place

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th March 2013.
EHP1 157a	Processing of planning applications: Major applications		40.00%	60.00%		Target not achieved. Five decisions made in the month of which only two were within the target timescale. Decisions which took longer were as a result of legal obligation agreements (2) and deferral from committee to seek further information.	None

Trend Chart



Performance Gauge

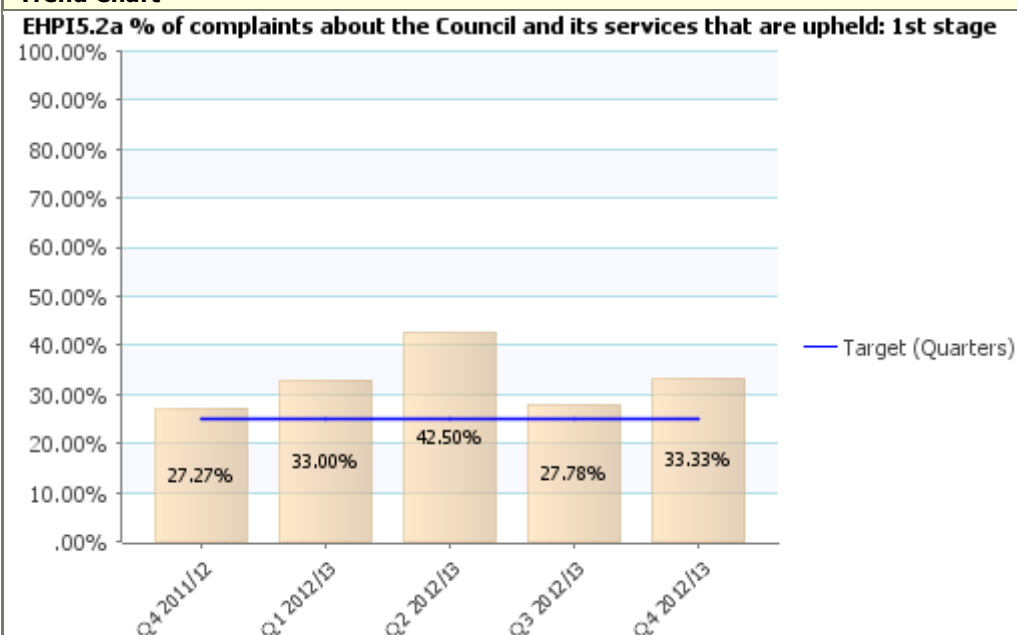


Traffic Light Red
Description Prosperity

Customer Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th March 2013.
EHP15.2a	% of complaints about the Council and its services that are upheld: 1st stage		33.33%	25.00%		Only two cases of the 6 decided were upheld during this period. The number of complaints recorded for this quarter had dropped considerably compared with the previous three months - 6 compared with 13.	None

Trend Chart





Performance Gauge

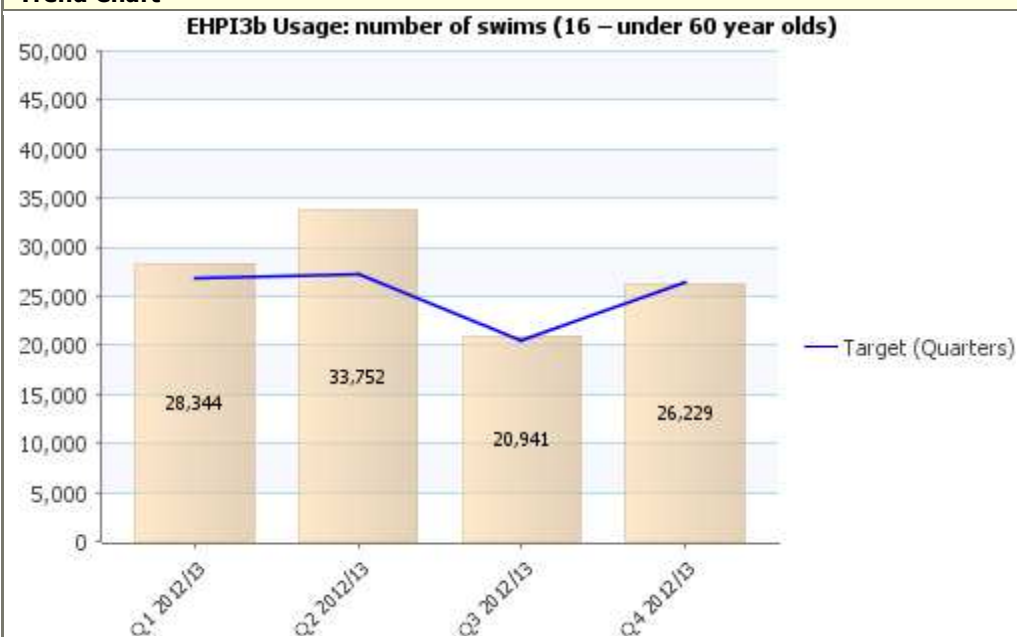


Traffic Light Amber
Description People

Community and Cultural Services

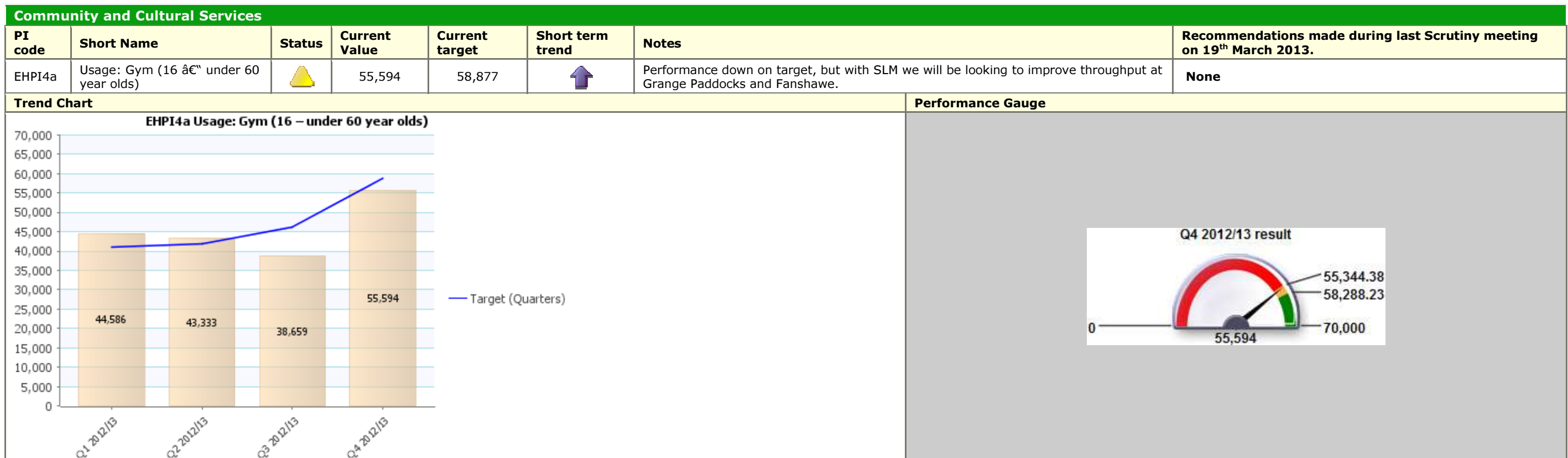
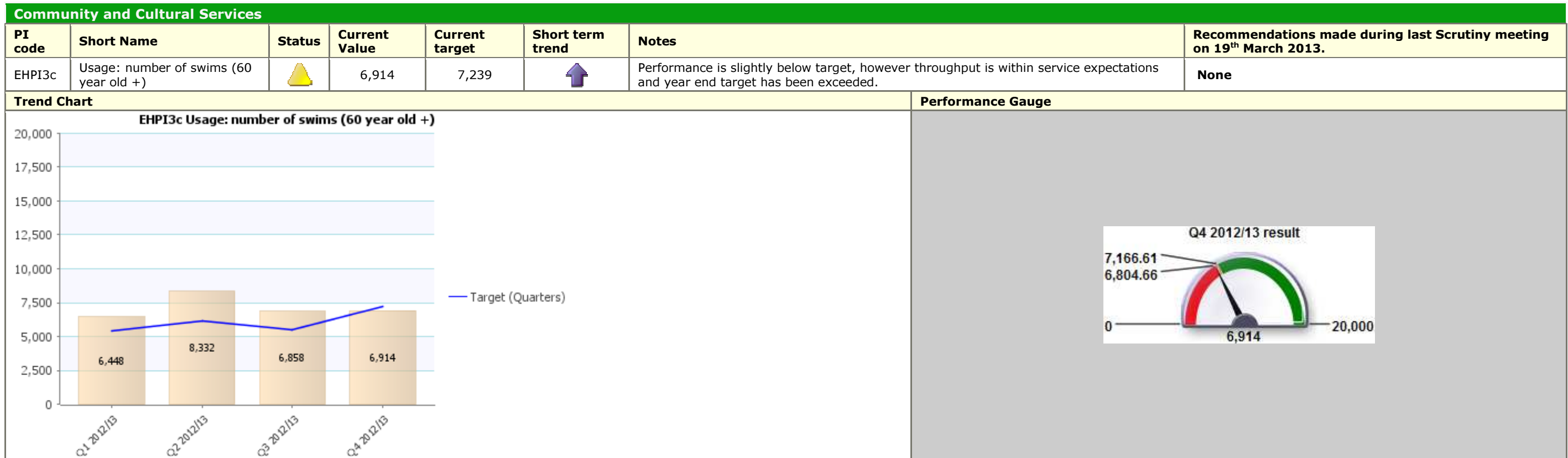
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th March 2013.
EHPI3b	Usage: number of swims (16 â€” under 60 year olds)		26,229	26,509		Performance is slightly below target, however throughput is within service expectations and year end target has been exceeded.	None



Trend Chart

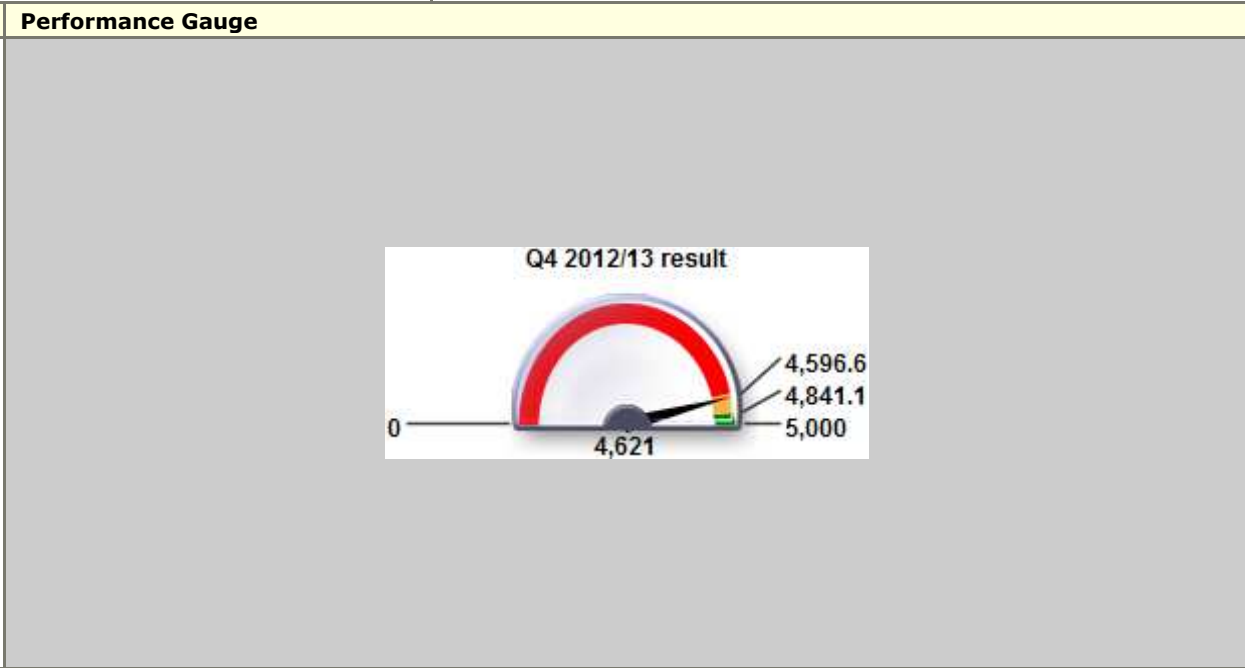


Performance Gauge







Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th March 2013.
EHP14b	Usage: Gym (60 + year olds)		4,621	4,890		Performance is slightly below target, however throughput is within service expectations.	None

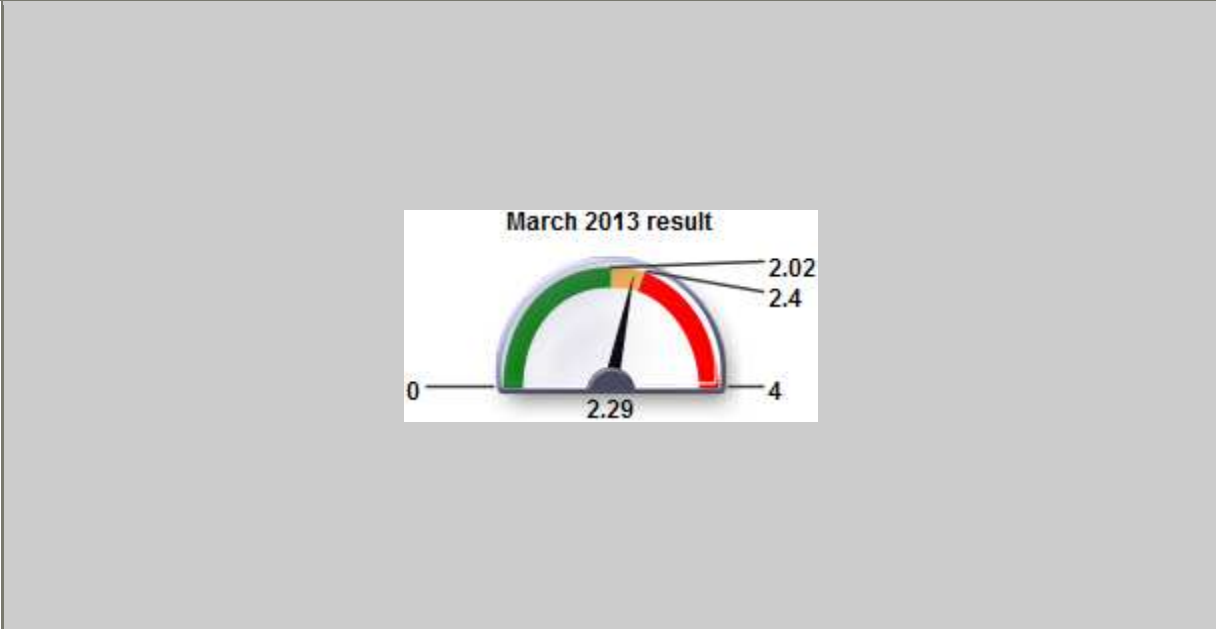
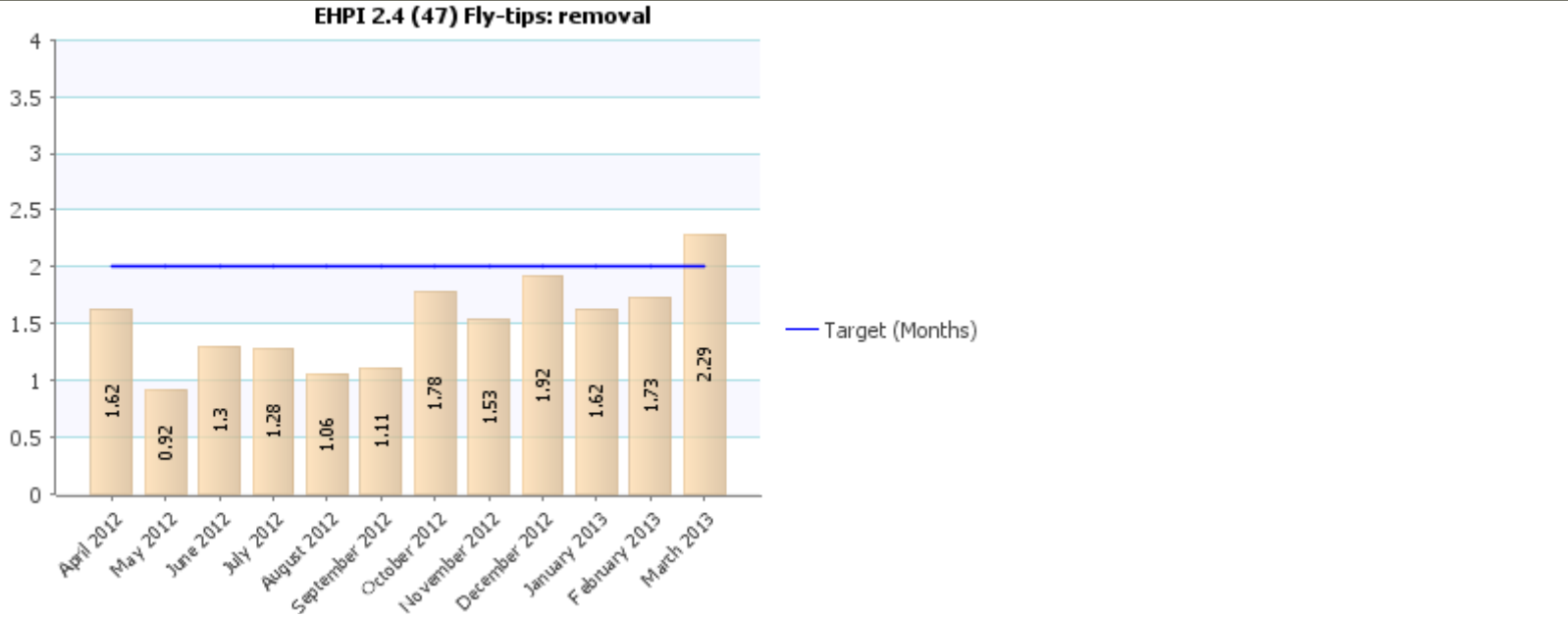


Traffic Light Amber
Description Place

Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th March 2013.
EHPI 2.4 (47)	Fly-tips: removal		2.29	2		Fewer small fly tips which can be cleared same day and some larger ones, which can take longer to arrange clearance combined to result in the worst monthly performance of the year.	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 19 th March 2013.
EHP112a	No. of short-term sickness absence days per FTE staff in post		0.27 days	0.50 days		Short Term absence for the year so far = 4.50 days (target = 5.00)	None

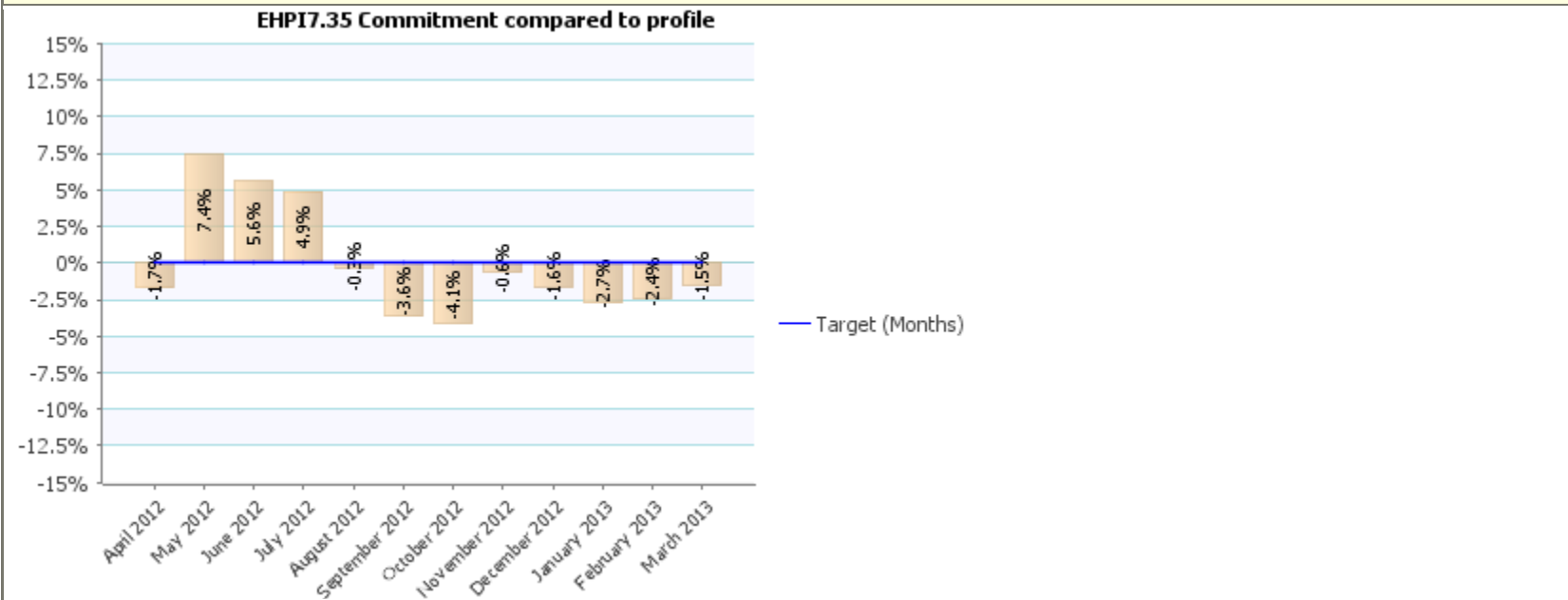
Trend Chart	Performance Gauge																										
<p>EHP112a No. of short-term sickness absence days per FTE staff in post</p> <table border="1"> <caption>Monthly Sickness Absence Data</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>0.34</td></tr> <tr><td>May 2012</td><td>0.45</td></tr> <tr><td>June 2012</td><td>0.29</td></tr> <tr><td>July 2012</td><td>0.33</td></tr> <tr><td>August 2012</td><td>0.34</td></tr> <tr><td>September 2012</td><td>0.22</td></tr> <tr><td>October 2012</td><td>0.33</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>0.58</td></tr> <tr><td>February 2013</td><td>0.61</td></tr> <tr><td>March 2013</td><td>0.27</td></tr> </tbody> </table>	Month	Value (days)	April 2012	0.34	May 2012	0.45	June 2012	0.29	July 2012	0.33	August 2012	0.34	September 2012	0.22	October 2012	0.33	November 2012	0.42	December 2012	0.31	January 2013	0.58	February 2013	0.61	March 2013	0.27	<p>March 2013 result</p>
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Traffic Light Green
Description Prosperity

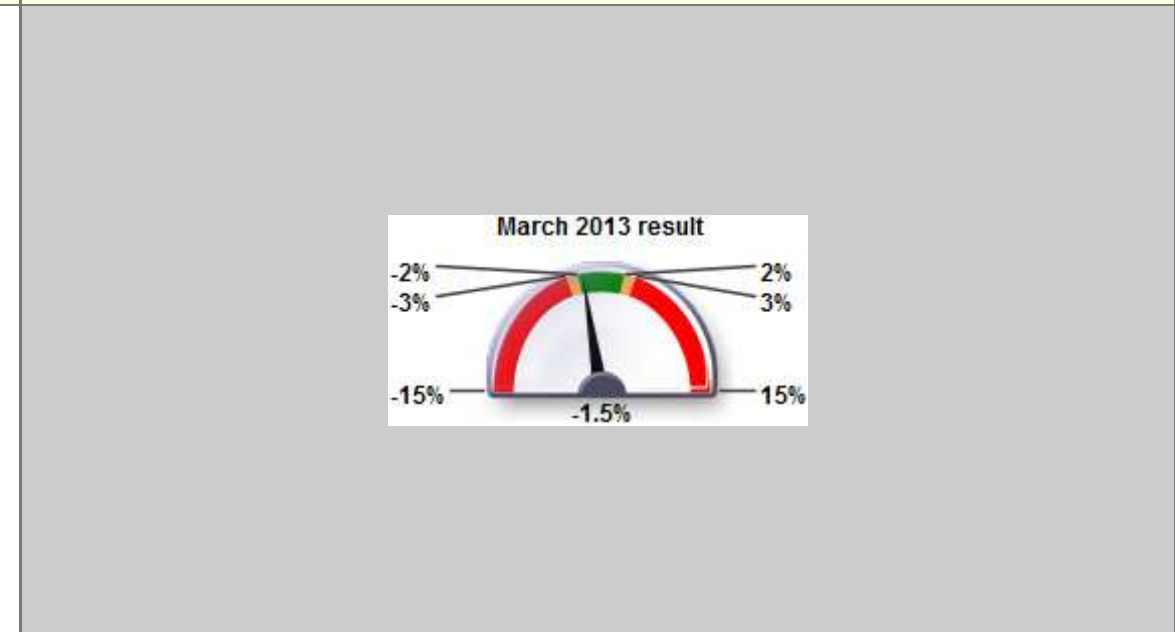
Business Support Service

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th March 2013.
EHPI7.35	Commitment compared to profile		-1.5%	0%		March 2013 Commitment Â£384,508 against original Budget Profile Â£390,500 being 1.5% below Profile. The provisional figures show that although slightly below Profile it is still anticipated that Actual spend will match original Profile or be within 1% by the Year End final figures regarding repairs and maintenance and general annual maintenance agreements relating to the Councils assets.	None

Trend Chart



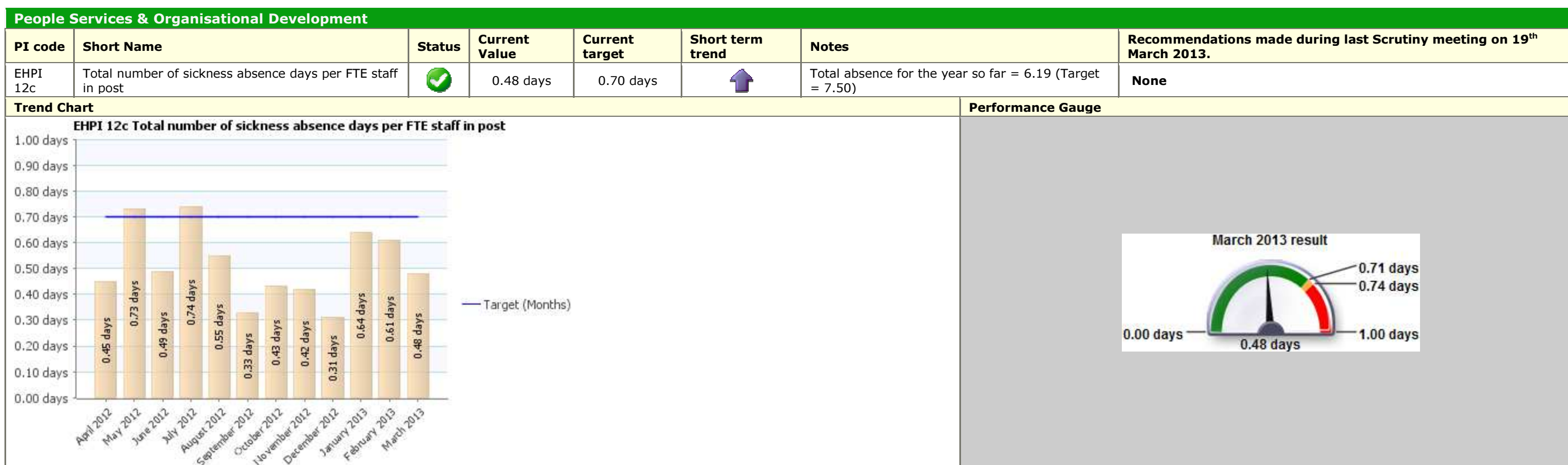
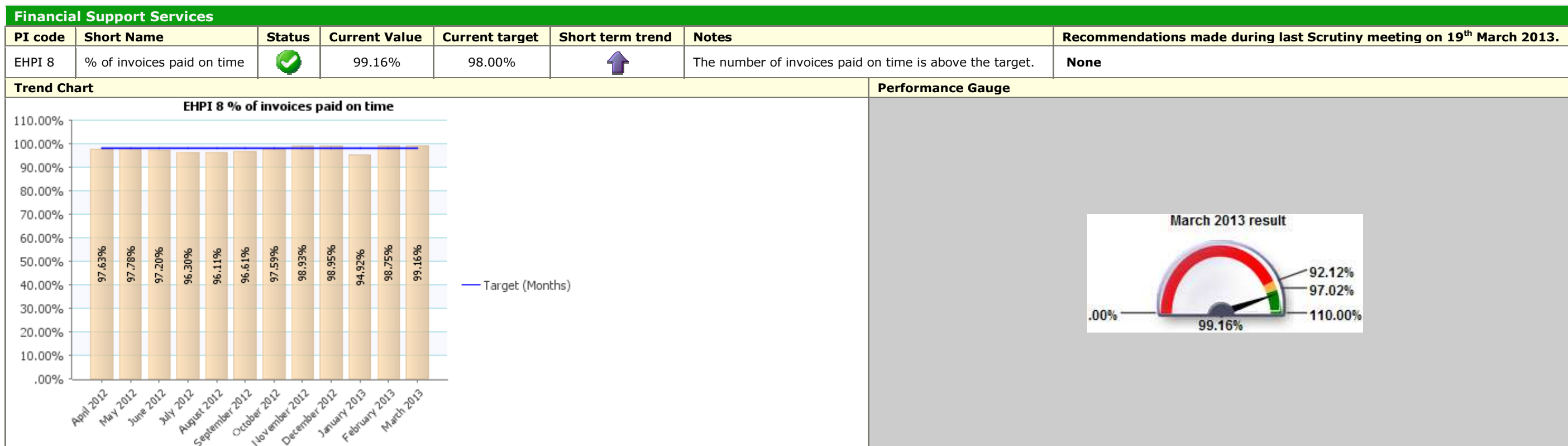
Performance Gauge



Customer Services																											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th March 2013.																				
EHP15.1	% of complaints resolved in 14 days or less.		75.00%	70.00%		Only 8 complaints have been recorded on the database this quarter. 6 stage one cases and 2 stage two. 6 cases were in the Customer & Community Directorate and 2 in Neighbourhood Services. 6 of the 8 cases were resolved within target.	None																				
Trend Chart						Performance Gauge																					
<p>EHP15.1 % of complaints resolved in 14 days or less.</p> <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Current Value</th> <th>Target (Quarters)</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>86.30%</td> <td>70.00%</td> </tr> <tr> <td>Q3 2012/13</td> <td>88.00%</td> <td>70.00%</td> </tr> <tr> <td>Q4 2012/13</td> <td>75.00%</td> <td>70.00%</td> </tr> </tbody> </table>						Quarter	Current Value	Target (Quarters)	Q1 2012/13	63.30%	70.00%	Q2 2012/13	86.30%	70.00%	Q3 2012/13	88.00%	70.00%	Q4 2012/13	75.00%	70.00%	<p>Q4 2012/13 result</p> <table border="1"> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr> <td>65.80%</td> </tr> <tr> <td>69.30%</td> </tr> <tr> <td>75.00%</td> </tr> <tr> <td>100.00%</td> </tr> </tbody> </table>		Value	65.80%	69.30%	75.00%	100.00%
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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 19 th March 2013.																							
EHP15.2b	% of complaints about the Council and its services that are upheld: 2nd stage - appeal		.00%	25.00%		Only two cases were decided at Stage Two this quarter. Neither was upheld.	None																							
Trend Chart						Performance Gauge																								
<p>EHP15.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal</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>Q4 2012/13 result</p> <table border="1"> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr> <td>26.50%</td> </tr> <tr> <td>25.25%</td> </tr> <tr> <td>.00%</td> </tr> <tr> <td>100.00%</td> </tr> </tbody> </table>		Value	26.50%	25.25%	.00%	100.00%
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EHP15.4	% of complaints to the Local Government Ombudsman that are upheld		.00%	.00%		Two cases were received by the LGO but neither were investigated.	None																				
Trend Chart						Performance Gauge																					
<p>EHP15.4 % of complaints to the Local Government Ombudsman that are upheld</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>Q4 2012/13 result</p> <table border="1"> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr> <td>.00%</td> </tr> <tr> <td>.00%</td> </tr> <tr> <td>.00%</td> </tr> <tr> <td>100.00%</td> </tr> </tbody> </table>		Value	.00%	.00%	.00%	100.00%
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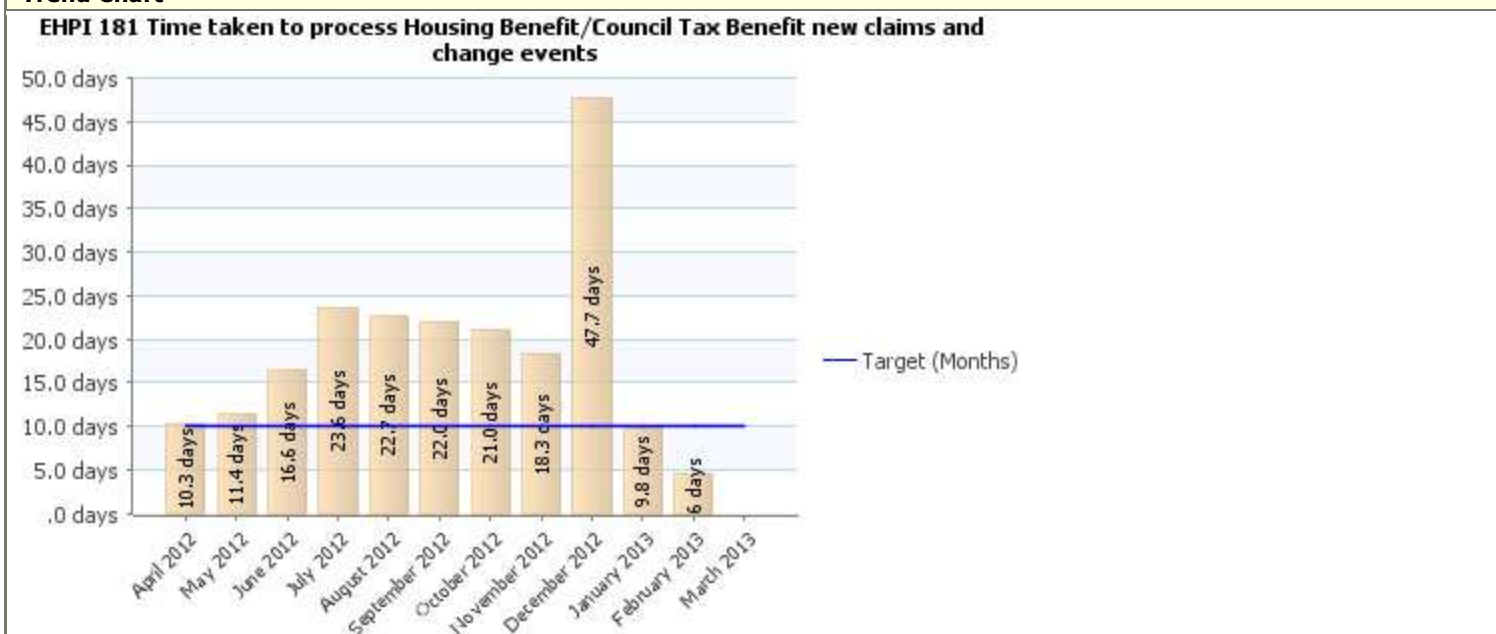


Traffic Light Unknown
Description People

Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th March 2013.
EHPI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	?	N/A	10.0 days	?	Please refer to data quality spot check section in main report.	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 **Performance Gauge**



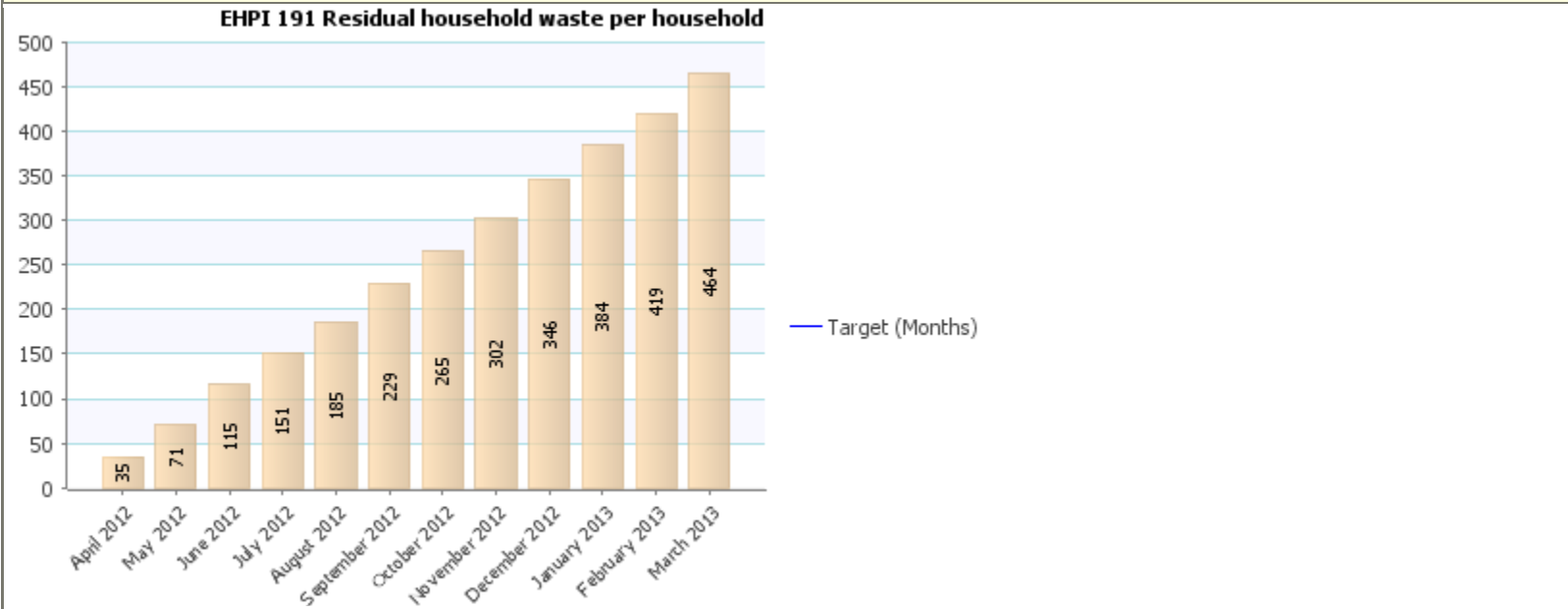
N/A

Traffic Light Unknown
Description Place

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th March 2013.
EHPI 191	Residual household waste per household	?	464		↓	The level of waste for disposal was comparable to last March.	None












Trend Chart **Performance Gauge**



N/A

Environment Services																																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th March 2013.																										
EHPI 192	Percentage of household waste sent for reuse, recycling and composting	?	47.46%		↓	Dry recycling tonnages were comparable with last month and March 2012, but composting levels were some 340 tonne, 27% below last March, due to the poor weather delaying some gardening activity. As a result the year to date performance has fallen below 48%.	None																										
Trend Chart						Performance Gauge																											
<p>EHPI 192 Percentage of household waste sent for reuse, recycling and composting</p> <table border="1"> <caption>EHPI 192 Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2012</td><td>48.75%</td></tr> <tr><td>May 2012</td><td>51.39%</td></tr> <tr><td>June 2012</td><td>52.20%</td></tr> <tr><td>July 2012</td><td>52.58%</td></tr> <tr><td>August 2012</td><td>52.61%</td></tr> <tr><td>September 2012</td><td>51.65%</td></tr> <tr><td>October 2012</td><td>50.93%</td></tr> <tr><td>November 2012</td><td>50.57%</td></tr> <tr><td>December 2012</td><td>49.39%</td></tr> <tr><td>January 2013</td><td>48.68%</td></tr> <tr><td>February 2013</td><td>48.24%</td></tr> <tr><td>March 2013</td><td>47.46%</td></tr> </tbody> </table>						Month	Percentage	April 2012	48.75%	May 2012	51.39%	June 2012	52.20%	July 2012	52.58%	August 2012	52.61%	September 2012	51.65%	October 2012	50.93%	November 2012	50.57%	December 2012	49.39%	January 2013	48.68%	February 2013	48.24%	March 2013	47.46%	N/A	
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EHPI 2.1e	Planning Enforcement: Service of formal Notices	?	N/A	50.00%	?	No notices served	None																										
Trend Chart						Performance Gauge																											
<p>EHPI 2.1e Planning Enforcement: Service of formal Notices</p> <table border="1"> <caption>EHPI 2.1e Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</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>50.00%</td></tr> <tr><td>August 2012</td><td>0.00%</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>66.00%</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	Percentage	April 2012	100.00%	May 2012	100.00%	June 2012	100.00%	July 2012	50.00%	August 2012	0.00%	September 2012	100.00%	October 2012	100.00%	November 2012	100.00%	December 2012	66.00%	January 2013		February 2013		March 2013		N/A	
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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				