



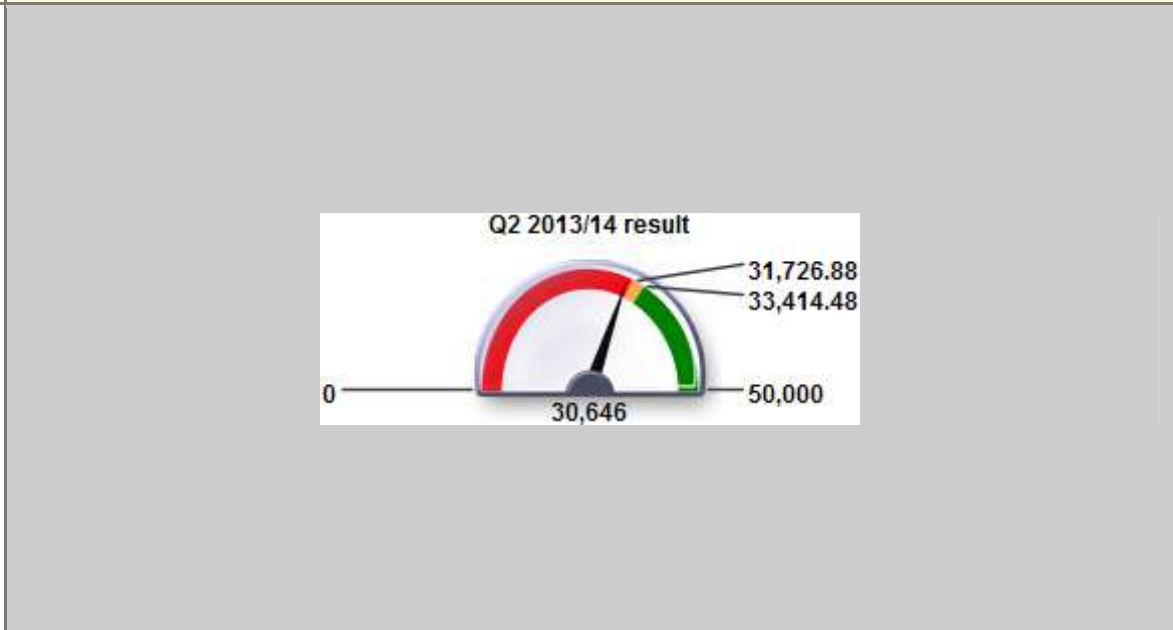
## Corporate Business Scrutiny Corporate Healthcheck July to September/Quarter 2 for 2013/14



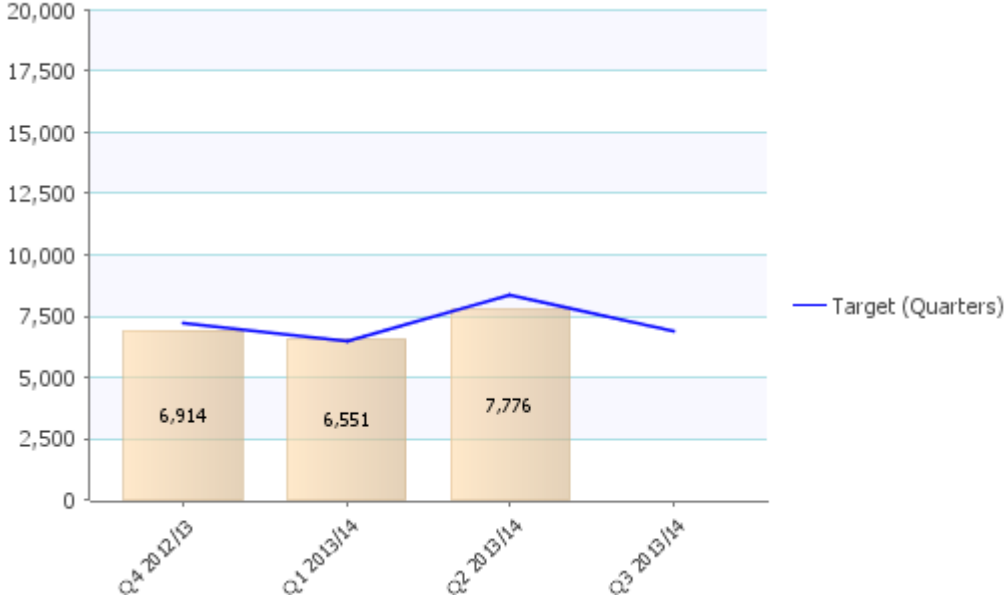

**Traffic Light Red**  
**Description** People





**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 August 2013.
EHPI 3b	Usage: number of swims (16 - under 60 year olds)		30,646	33,752		Throughput is down on service expectations, but has increased on Quarter 1, current throughput performing at the seasonal norm. This group continues to be monitored by both the Leisure Service Manager and SLM.	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 August 2013.																									
EHPI 3c	Usage: number of swims (60 year old +)		7,776	8,332		Although throughput is not at the same level compared to same period last year, the Quarter 2 throughput is still within service expectations and has increased inline with normal seasonal trends.	None																									
Trend Chart						Performance Gauge																										
<p><b>EHPI 3c Usage: number of swims (60 year old +)</b></p>  <table border="1"> <caption>EHPI 3c Usage Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2012/13</td> <td>6,914</td> <td>~7,200</td> </tr> <tr> <td>Q1 2013/14</td> <td>6,551</td> <td>~6,800</td> </tr> <tr> <td>Q2 2013/14</td> <td>7,776</td> <td>~8,200</td> </tr> <tr> <td>Q3 2013/14</td> <td>-</td> <td>~7,500</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q4 2012/13	6,914	~7,200	Q1 2013/14	6,551	~6,800	Q2 2013/14	7,776	~8,200	Q3 2013/14	-	~7,500	<p><b>Q2 2013/14 result</b></p>  <table border="1"> <caption>Performance Gauge Scale</caption> <thead> <tr> <th>Value</th> <th>Color Zone</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Red</td> </tr> <tr> <td>7,832.08</td> <td>Yellow</td> </tr> <tr> <td>8,248.68</td> <td>Green</td> </tr> <tr> <td>20,000</td> <td>Green</td> </tr> </tbody> </table>		Value	Color Zone	0	Red	7,832.08	Yellow	8,248.68	Green	20,000	Green
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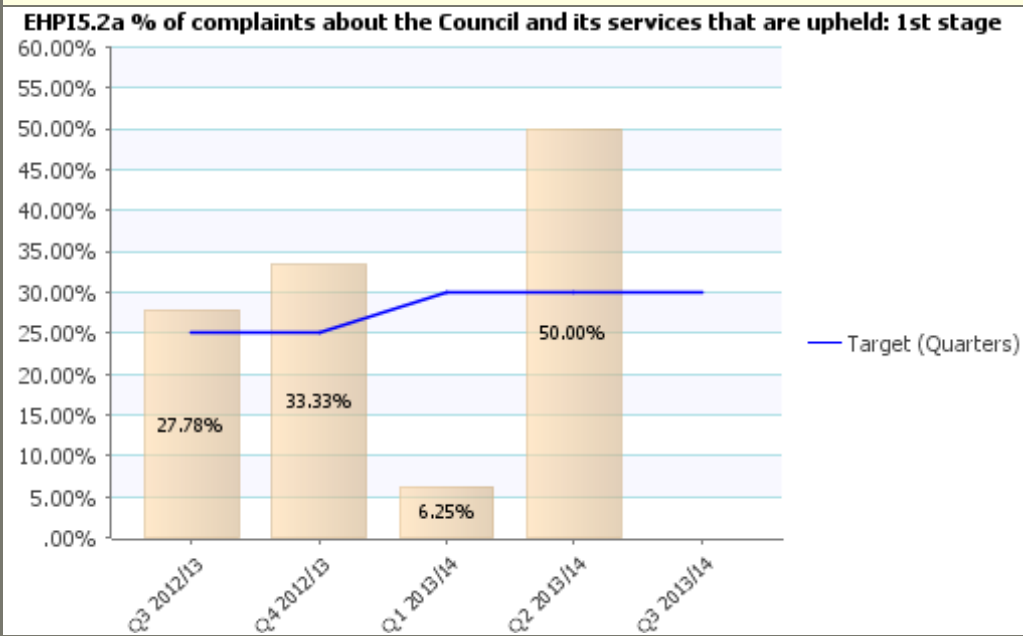
Community and Cultural Services																																		
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.																											
EHPI 4b	Usage: Gym (60 + year olds)		3,717	4,035		Although throughput did not achieve the same level compared to same period last year, throughput is still within service expectations.	None																											
Trend Chart						Performance Gauge																												
<p><b>EHPI 4b Usage: Gym (60 + year olds)</b></p>  <table border="1"> <caption>EHPI 4b Usage: Gym (60 + year olds) - Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2012/13</td> <td>4,621</td> <td>~4,800</td> </tr> <tr> <td>Q1 2013/14</td> <td>3,860</td> <td>~3,700</td> </tr> <tr> <td>Q2 2013/14</td> <td>3,717</td> <td>~4,000</td> </tr> <tr> <td>Q3 2013/14</td> <td>-</td> <td>~3,800</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q4 2012/13	4,621	~4,800	Q1 2013/14	3,860	~3,700	Q2 2013/14	3,717	~4,000	Q3 2013/14	-	~3,800	<p><b>Q2 2013/14 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>Green</td> </tr> <tr> <td>3,717</td> <td>Yellow</td> </tr> <tr> <td>3,792.9</td> <td>Red</td> </tr> <tr> <td>3,994.65</td> <td>Red</td> </tr> <tr> <td>5,000</td> <td>Red</td> </tr> </tbody> </table>		Value	Color	0	Green	3,717	Yellow	3,792.9	Red	3,994.65	Red	5,000	Red
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**Traffic Light Red**  
Description Prosperity

**Customer Services**



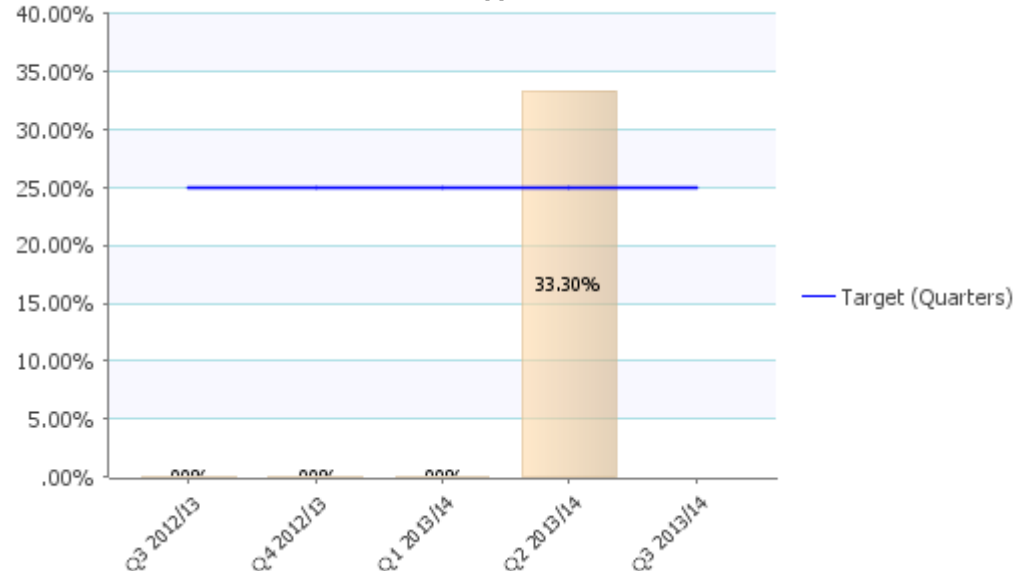

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.
EHP15.2a	% of complaints about the Council and its services that are upheld: 1st stage		50.00%	30.00%		34 cases were dealt with in this quarter with 17 being upheld. Reasons for complaints being upheld were: 2 staff training; 3 discuss at team meeting and 5 delivery of service.	None

**Trend Chart**





**Performance Gauge**



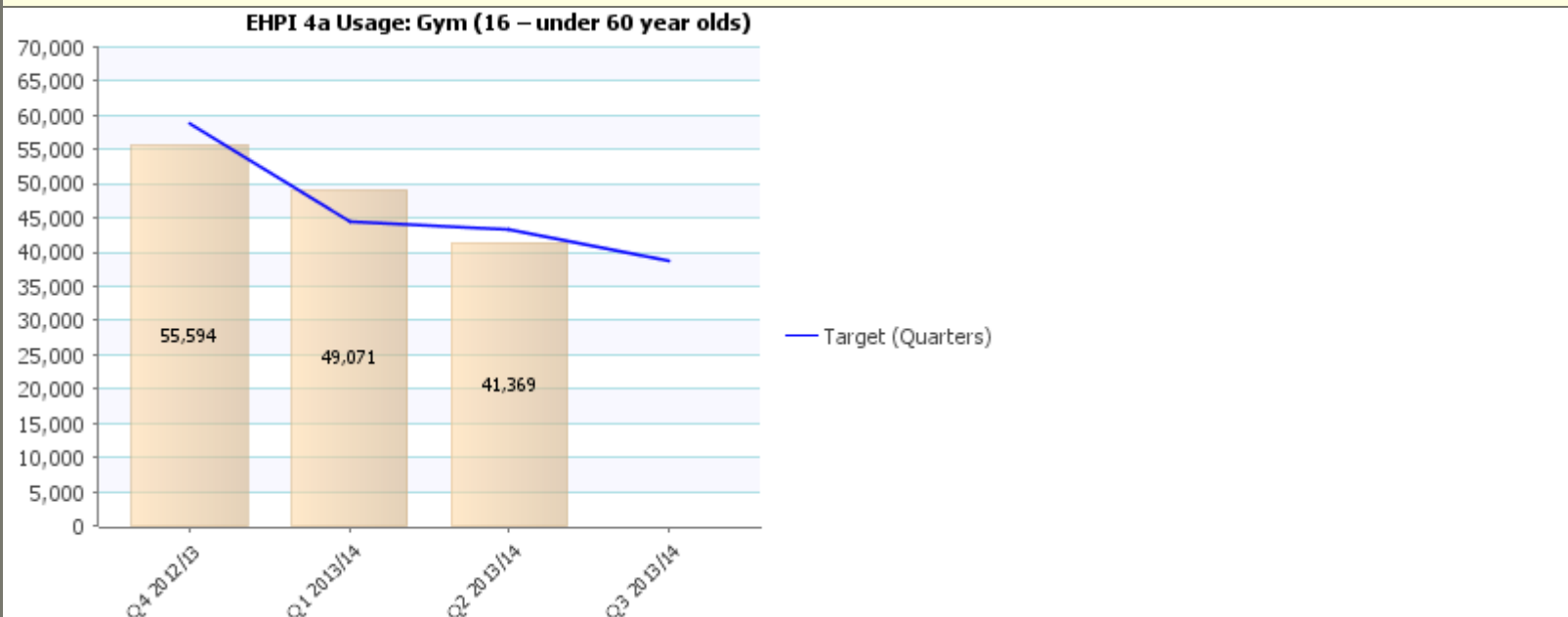
Customer Services																																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.																														
EHP15.2b	% of complaints about the Council and its services that are upheld: 2nd stage - appeal		33.30%	25.00%		Three complaints were dealt with at Stage Two and one case was upheld. This related to poor communication regarding a missed waste collection.	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</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2012/13</td> <td>0.00%</td> <td>25.00%</td> </tr> <tr> <td>Q4 2012/13</td> <td>0.00%</td> <td>25.00%</td> </tr> <tr> <td>Q1 2013/14</td> <td>0.00%</td> <td>25.00%</td> </tr> <tr> <td>Q2 2013/14</td> <td>33.30%</td> <td>25.00%</td> </tr> <tr> <td>Q3 2013/14</td> <td>0.00%</td> <td>25.00%</td> </tr> </tbody> </table>						Quarter	Value (%)	Target (%)	Q3 2012/13	0.00%	25.00%	Q4 2012/13	0.00%	25.00%	Q1 2013/14	0.00%	25.00%	Q2 2013/14	33.30%	25.00%	Q3 2013/14	0.00%	25.00%	<p><b>Q2 2013/14 result</b></p>  <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Zone</th> <th>Start (%)</th> <th>End (%)</th> </tr> </thead> <tbody> <tr> <td>Green</td> <td>0.00%</td> <td>25.25%</td> </tr> <tr> <td>Yellow</td> <td>25.25%</td> <td>26.50%</td> </tr> <tr> <td>Red</td> <td>26.50%</td> <td>40.00%</td> </tr> </tbody> </table>		Zone	Start (%)	End (%)	Green	0.00%	25.25%	Yellow	25.25%	26.50%	Red	26.50%	40.00%
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**Traffic Light Amber**  
Description People

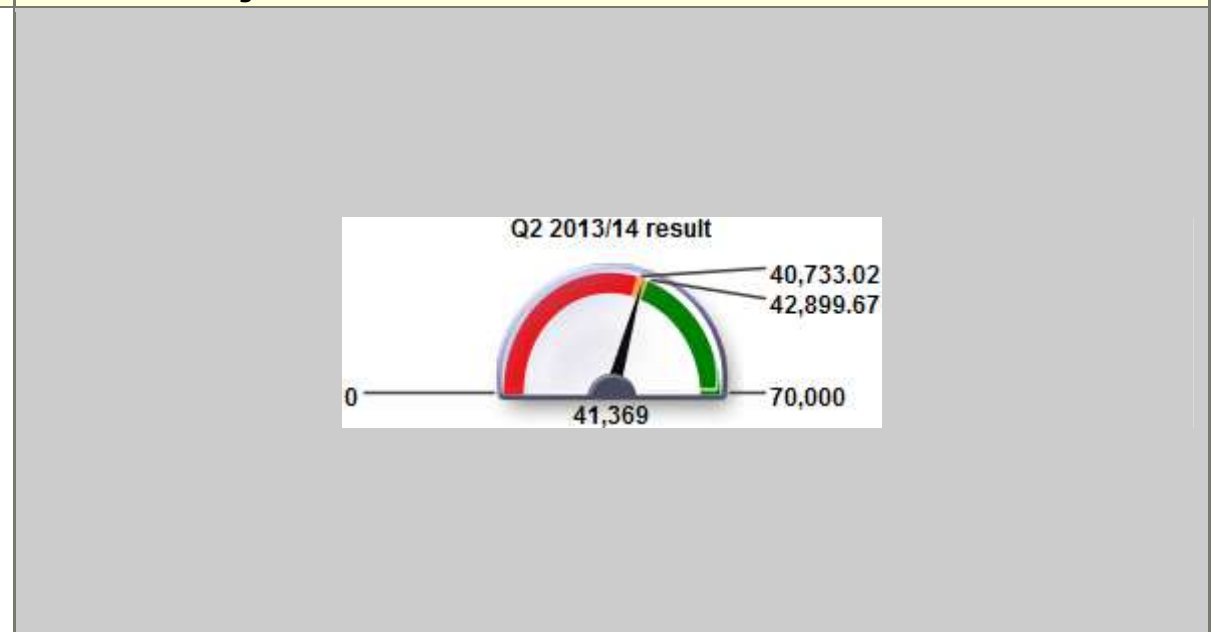
**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.
EHPI 4a	Usage: Gym (16 - under 60 year olds)		41,369	43,333		Although throughput did not achieve the same level compared to same period last year, throughput is not dissimilar to previous year Quarter 2 values and in line with normal trends for this period. This group to be monitored by both the Leisure Service Manager and SLM.	<b>None</b>

**Trend Chart**





**Performance Gauge**

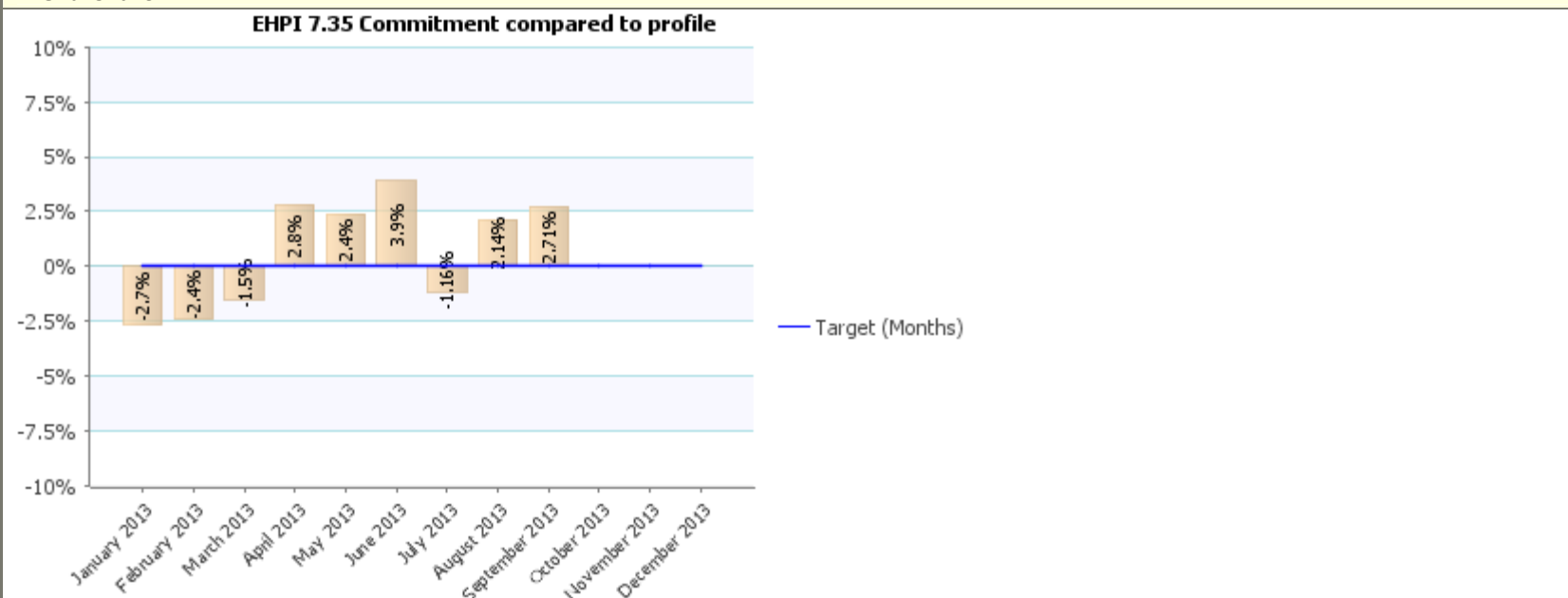


**Traffic Light Amber**  
Description Prosperity

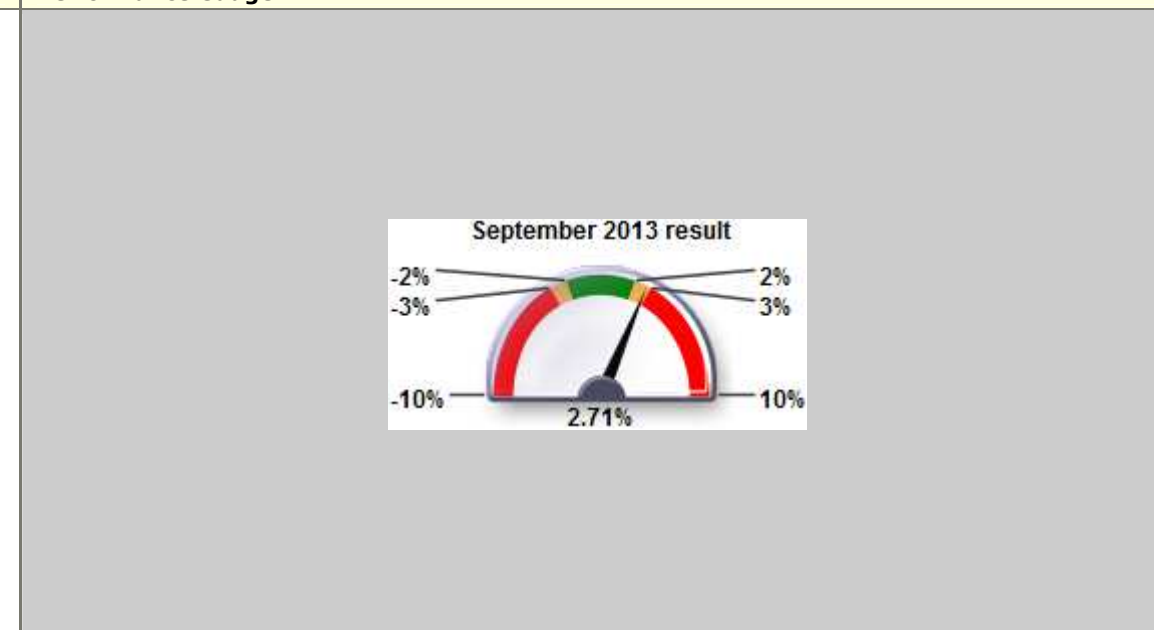
**Business Support Service**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.
EHPI 7.35	Commitment compared to profile		2.71%	0%		September 2013 commitment of £225,021 against the cumulative budget profile of £219,065 being 2.71% above profile. As the monthly profile is based on an average of previous year commitments there will always be various in the actual monthly commitments due to monthly changes in the levels in reactive maintenance work. However, with the exception of unforeseen changes in demand we expect to have committed + or - 2% of the budget by the end of year.	None

**Trend Chart**



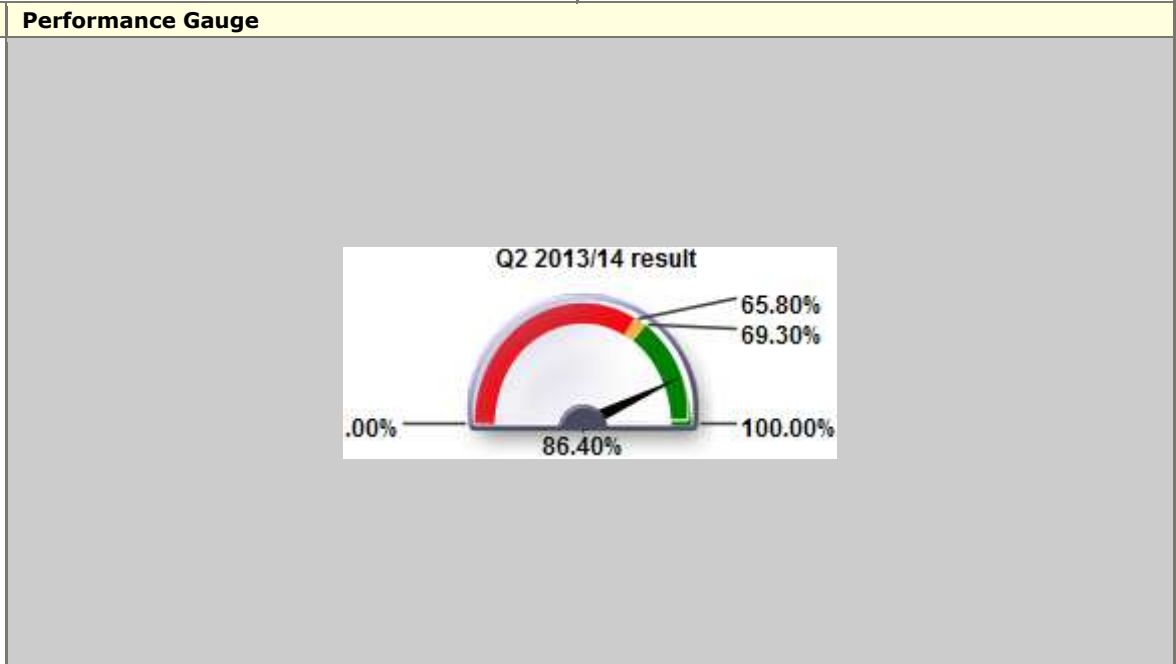
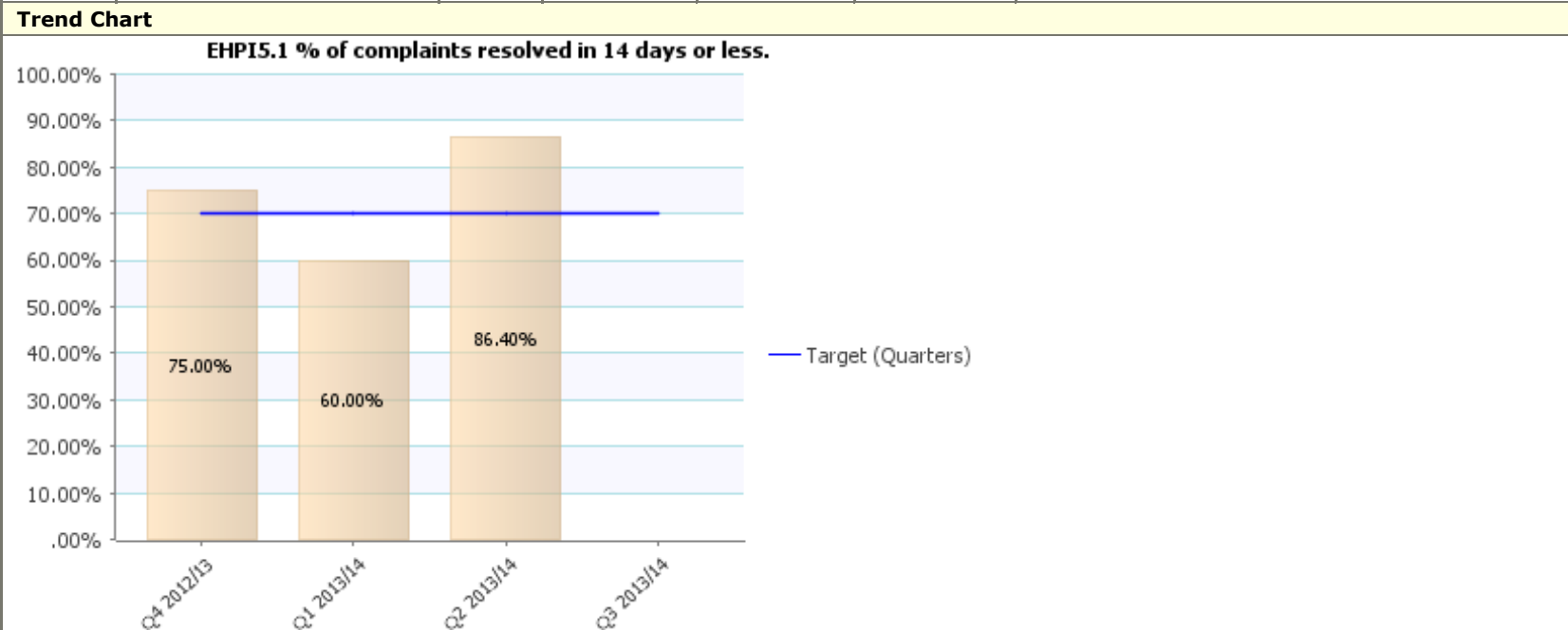
**Performance Gauge**



**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 27 August 2013.
EHP15.1	% of complaints resolved in 14 days or less.		86.40%	70.00%		30 complaints out of 34 were dealt with within 10 working days at Stage One. Only three cases were dealt with under Stage Two of the procedure with two being responded to within target.	<b>None</b>





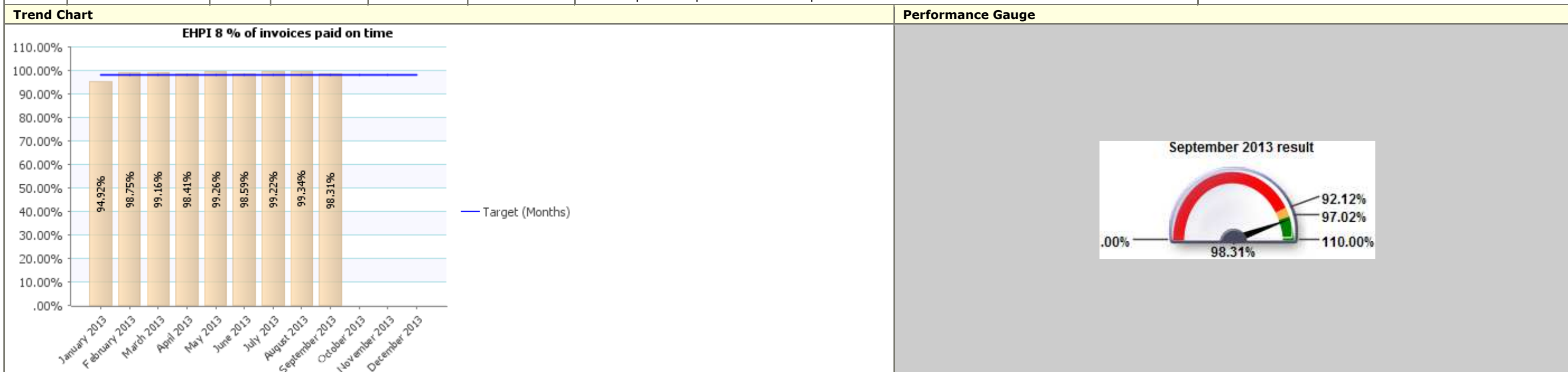
**Customer Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.
EHP15.4	% of complaints to the Local Government Ombudsman that are upheld	✓	.00%	.00%	▬	No cases have been handled by the LGO this quarter.	None



**Financial Support Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.
EHPI 8	% of invoices paid on time	✓	98.31%	98.00%	↓	The number of invoices paid on time is less than last month but still above target. Of the 827 invoices paid in September 813 were paid on time.	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 27 August 2013.																										
EHPI 12a	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 is 1.55 days against the annual target of 5.00 days.	None																										
<b>Trend Chart</b>						<b>Performance Gauge</b>																											
<p><b>EHPI 12a No. of short-term sickness absence days per FTE staff in post</b></p> <table border="1"> <caption>EHPI 12a Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <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> <tr><td>April 2013</td><td>0.21</td></tr> <tr><td>May 2013</td><td>0.19</td></tr> <tr><td>June 2013</td><td>0.29</td></tr> <tr><td>July 2013</td><td>0.23</td></tr> <tr><td>August 2013</td><td>0.39</td></tr> <tr><td>September 2013</td><td>0.22</td></tr> <tr><td>October 2013</td><td>0.22</td></tr> <tr><td>November 2013</td><td></td></tr> <tr><td>December 2013</td><td></td></tr> </tbody> </table>						Month	Value (days)	January 2013	0.58	February 2013	0.61	March 2013	0.27	April 2013	0.21	May 2013	0.19	June 2013	0.29	July 2013	0.23	August 2013	0.39	September 2013	0.22	October 2013	0.22	November 2013		December 2013		<p>September 2013 result</p>	
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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 27 August 2013.																										
EHPI 12b	No. of long-term sickness absence days per FTE staff in post		0.05 days	0.25 days		Long Term absence for the year so far is 0.68 days against the annual target of 2.50 days.	None																										
<b>Trend Chart</b>						<b>Performance Gauge</b>																											
<p><b>EHPI 12b No. of long-term sickness absence days per FTE staff in post</b></p> <table border="1"> <caption>EHPI 12b Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>0.06</td></tr> <tr><td>February 2013</td><td>0.05</td></tr> <tr><td>March 2013</td><td>0.22</td></tr> <tr><td>April 2013</td><td>0.15</td></tr> <tr><td>May 2013</td><td>0.12</td></tr> <tr><td>June 2013</td><td>0.11</td></tr> <tr><td>July 2013</td><td>0.17</td></tr> <tr><td>August 2013</td><td>0.06</td></tr> <tr><td>September 2013</td><td>0.05</td></tr> <tr><td>October 2013</td><td></td></tr> <tr><td>November 2013</td><td></td></tr> <tr><td>December 2013</td><td></td></tr> </tbody> </table>						Month	Value (days)	January 2013	0.06	February 2013	0.05	March 2013	0.22	April 2013	0.15	May 2013	0.12	June 2013	0.11	July 2013	0.17	August 2013	0.06	September 2013	0.05	October 2013		November 2013		December 2013		<p>September 2013 result</p>	
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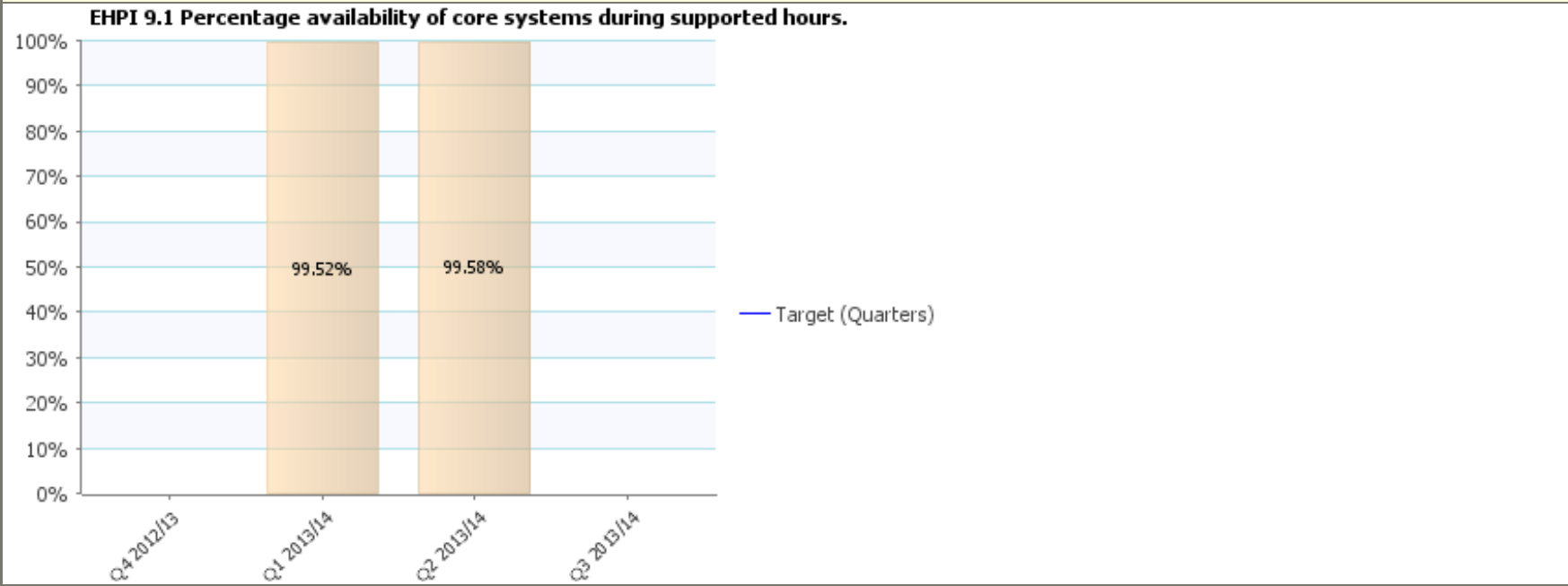
People Services & Organisational Development																																							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.																																
EHPI 12c	Total number of sickness absence days per FTE staff in post		0.28 days	0.70 days		Total absence for the year so far is 2.23 days against the annual target of 7.50 days.	None																																
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<p><b>EHPI 12c Total number of sickness absence days per FTE staff in post</b></p> <table border="1"> <caption>Monthly Sickness Absence Data (2013)</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>0.64</td></tr> <tr><td>February 2013</td><td>0.61</td></tr> <tr><td>March 2013</td><td>0.48</td></tr> <tr><td>April 2013</td><td>0.36</td></tr> <tr><td>May 2013</td><td>0.31</td></tr> <tr><td>June 2013</td><td>0.40</td></tr> <tr><td>July 2013</td><td>0.40</td></tr> <tr><td>August 2013</td><td>0.44</td></tr> <tr><td>September 2013</td><td>0.28</td></tr> </tbody> </table>						Month	Value (days)	January 2013	0.64	February 2013	0.61	March 2013	0.48	April 2013	0.36	May 2013	0.31	June 2013	0.40	July 2013	0.40	August 2013	0.44	September 2013	0.28	<p><b>September 2013 result</b></p> <table border="1"> <caption>Performance Gauge Scale</caption> <thead> <tr> <th>Value (days)</th> <th>Color Zone</th> </tr> </thead> <tbody> <tr><td>0.00</td><td>Green</td></tr> <tr><td>0.28</td><td>Green</td></tr> <tr><td>0.71</td><td>Green/Orange</td></tr> <tr><td>0.74</td><td>Orange</td></tr> <tr><td>0.85</td><td>Red</td></tr> </tbody> </table>		Value (days)	Color Zone	0.00	Green	0.28	Green	0.71	Green/Orange	0.74	Orange	0.85	Red
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**Traffic Light** Non applicable  
**Description** Prosperity

**ICT Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.
EHPI 9.1	Percentage availability of core systems during supported hours.	N/A	99.58%	N/A	↑	Core systems availability has remained strong since April.	None

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

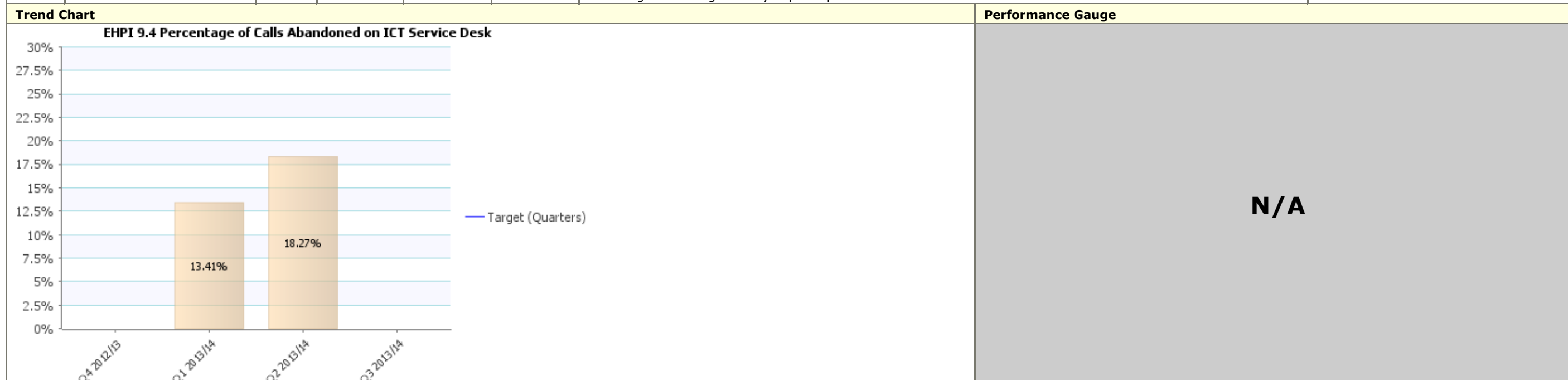


N/A

ICT Services																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.										
EHPI 9.2	Percentage Resolution of Incidents Within 4 Hours	N/A	55.7%	N/A	↓	Performance has improved somewhat but is still below benchmark good performance. New proposals to improve the service desk and second line support arrangements should help improve this from October onwards.	None										
Trend Chart						Performance Gauge											
<p><b>EHPI 9.2 Percentage Resolution of Incidents Within 4 Hours</b></p> <table border="1"> <caption>EHPI 9.2 Percentage Resolution of Incidents Within 4 Hours - Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage Resolution</th> </tr> </thead> <tbody> <tr> <td>Q4 2012/13</td> <td>-</td> </tr> <tr> <td>Q1 2013/14</td> <td>58.81%</td> </tr> <tr> <td>Q2 2013/14</td> <td>55.7%</td> </tr> <tr> <td>Q3 2013/14</td> <td>-</td> </tr> </tbody> </table> <p>— Target (Quarters)</p>						Quarter	Percentage Resolution	Q4 2012/13	-	Q1 2013/14	58.81%	Q2 2013/14	55.7%	Q3 2013/14	-	N/A	
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ICT Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.
EHPI 9.3	Percentage Reduction in the Number of Incidents	N/A	N/A	N/A	N/A	Further analysis of the number and nature of incidents will be undertaken before recommending a target reduction to ITSG.	None

ICT Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.
EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk	N/A	18.27%	N/A	↓	Performance continues to be disappointing. Additional agency staff have been appointed to cover the service desk, although there were unavoidable delays in the process. New proposal to ITSG to transfer the service desk to Stevenage should significantly improve performance.	None



ICT Services																						
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.															
EHPI 9.5	Percentage of Calls Resolved at First Point of Contact	N/A	43.9%	N/A	↑	Performance is disappointing and can be explained by a lack of cover on the service desk and in new staff taking some time to get up to speed with EHC processes and systems. As above this indicator should improve significantly now that the service desk is in Stevenage (transfer occurred in early October).	None															
Trend Chart						Performance Gauge																
<p><b>EHPI 9.5 Percentage of Calls Resolved at First Point of Contact</b></p> <table border="1"> <caption>EHPI 9.5 Percentage of Calls Resolved at First Point of Contact</caption> <thead> <tr> <th>Quarter</th> <th>Current Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2012/13</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q1 2013/14</td> <td>40.67%</td> <td>-</td> </tr> <tr> <td>Q2 2013/14</td> <td>43.9%</td> <td>-</td> </tr> <tr> <td>Q3 2013/14</td> <td>-</td> <td>-</td> </tr> </tbody> </table>						Quarter	Current Value	Target (Quarters)	Q4 2012/13	-	-	Q1 2013/14	40.67%	-	Q2 2013/14	43.9%	-	Q3 2013/14	-	-	<p><b>N/A</b></p>	
Quarter	Current Value	Target (Quarters)																				
Q4 2012/13	-	-																				
Q1 2013/14	40.67%	-																				
Q2 2013/14	43.9%	-																				
Q3 2013/14	-	-																				

ICT Services																
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.									
EHPI 9.6	Satisfaction with ICT Services	N/A	58%	N/A	↓	Formal report on Quarter 2 performance is to be submitted to the November meeting of ITSG	None									
Trend Chart						Performance Gauge										
<table border="1"> <caption>EHPI 9.6 Satisfaction with ICT Services Data</caption> <thead> <tr> <th>Quarter</th> <th>Current Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>58.66%</td> <td>-</td> </tr> <tr> <td>Q2 2013/14</td> <td>58%</td> <td>-</td> </tr> </tbody> </table>						Quarter	Current Value	Target (Quarters)	Q1 2013/14	58.66%	-	Q2 2013/14	58%	-	N/A	
Quarter	Current Value	Target (Quarters)														
Q1 2013/14	58.66%	-														
Q2 2013/14	58%	-														

ICT Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.
EHPI 9.7	Delivery of Key ICT Projects	N/A	N/A	N/A	N/A	Methodology now agreed through SMG. ITSG session to weight projects to be undertaken once the development programme for 2013/14 is agreed at the meeting in early November.	None

ICT Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 August 2013.
EHPI 9.8	Delivery of Key Milestones in the ICT Strategy	N/A	N/A	N/A	N/A	Can not report until milestones agreed alongside the IT Strategy	None

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				