

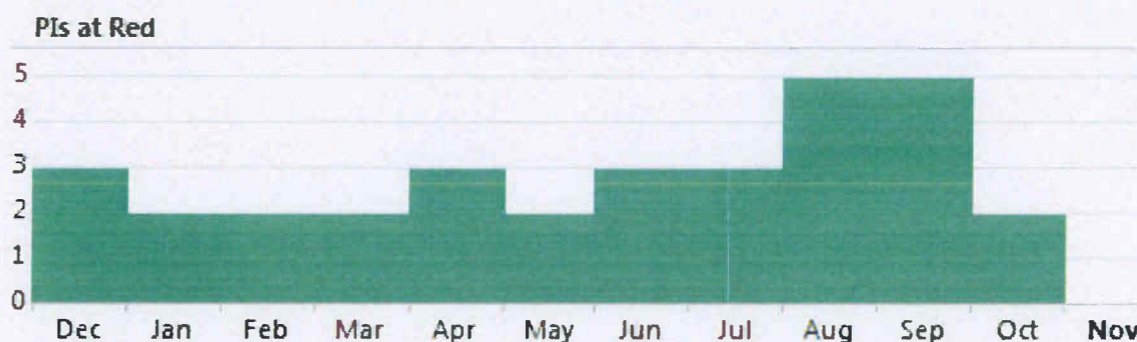
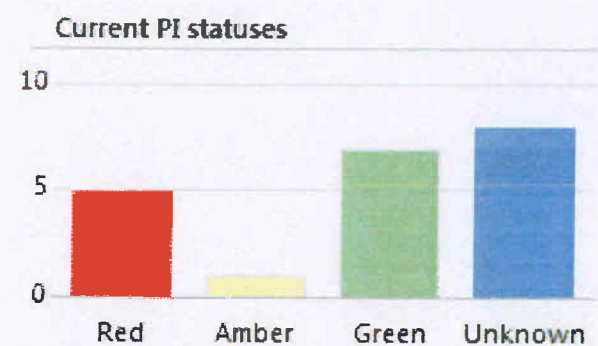
Corporate Business Scrutiny Dashboard ERP G

5 PIs at Red

1 PIs at Amber

7 PIs at Green

21 Total number of PIs



Best Performing (PIs)	Value	Target	Gauge
EHPI 12c Total number of sickness absence days per ...	0.40 da...	0.70 da...	
EHPI 12b No. of long-term sickness absence days per...	0.07 da...	0.25 da...	
EHPI 12a No. of short-term sickness absence days pe...	0.33 da...	0.50 da...	
EHPI 5.1 % of complaints resolved in 14 days or less. -...	86.40%	70.00%	
EHPI 8 % of invoices paid on time	98.69%	98.00%	
EHPI 7.35 Commitment compared to profile	0%	0%	
EHPI 5.4 % of complaints to the Local Government O...	.00%	.00%	
EHPI 4a Usage: Gym (16 – under 60 year olds)	41,369	43,333	
EHPI 3c Usage: number of swims (60 year old +)	7,776	8,332	
EHPI 4b Usage: Gym (60 + year olds)	3,717	4,035	
EHPI 3b Usage: number of swims (16 – under 60 year ...	30,646	33,752	
EHPI 5.2b % of complaints about the Council and its ...	33.30%	25.00%	
EHPI 5.2a % of complaints about the Council and its s...	50.00%	30.00%	
EHPI 9.1 Percentage availability of core systems durin...	99.58%		
EHPI 9.2 Percentage Resolution of Incidents Within 4...	55.7%		

Worst Performing (PIs)	Value	Target	Gauge
EHPI 5.2a % of complaints about the Council and its s...	50.00%	30.00%	
EHPI 5.2b % of complaints about the Council and its ...	33.30%	25.00%	
EHPI 3b Usage: number of swims (16 – under 60 year ...	30,646	33,752	
EHPI 4b Usage: Gym (60 + year olds)	3,717	4,035	
EHPI 3c Usage: number of swims (60 year old +)	7,776	8,332	
EHPI 4a Usage: Gym (16 – under 60 year olds)	41,369	43,333	
EHPI 7.35 Commitment compared to profile	0%	0%	
EHPI 5.4 % of complaints to the Local Government O...	.00%	.00%	
EHPI 8 % of invoices paid on time	98.69%	98.00%	
EHPI 5.1 % of complaints resolved in 14 days or less. -...	86.40%	70.00%	
EHPI 12a No. of short-term sickness absence days pe...	0.33 da...	0.50 da...	
EHPI 12b No. of long-term sickness absence days per...	0.07 da...	0.25 da...	
EHPI 12c Total number of sickness absence days per ...	0.40 da...	0.70 da...	
EHPI 9.1 Percentage availability of core systems durin...	99.58%		
EHPI 9.2 Percentage Resolution of Incidents Within 4...	55.7%		

Improving (PIs)	Value	Target	History
EHPI 5.1 % of complaints resolved in 14 days or less. -...	86.40%	70.00%	
EHPI 3c Usage: number of swims (60 year old +)	7,776	8,332	
EHPI 3b Usage: number of swims (16 – under 60 year ...	30,646	33,752	
EHPI 9.5 Percentage of Calls Resolved at First Point o...	43.9%		
EHPI 8 % of invoices paid on time	98.69%	98.00%	
EHPI 9.1 Percentage availability of core systems durin...	99.58%		

Deteriorating (PIs)	Value	Target	History
EHPI 5.2a % of complaints about the Council and its s...	50.00%	30.00%	
EHPI 7.35 Commitment compared to profile	0%	0%	
EHPI 12a No. of short-term sickness absence days pe...	0.33 da...	0.50 da...	
EHPI 12c Total number of sickness absence days per ...	0.40 da...	0.70 da...	
EHPI 12b No. of long-term sickness absence days per...	0.07 da...	0.25 da...	
EHPI 9.4 Percentage of Calls Abandoned on ICT Servi...	18.27%		
EHPI 4a Usage: Gym (16 – under 60 year olds)	41,369	43,333	
EHPI 9.2 Percentage Resolution of Incidents Within 4...	55.7%		
EHPI 4b Usage: Gym (60 + year olds)	3,717	4,035	
EHPI 9.6 Satisfaction with ICT Services	58%		