



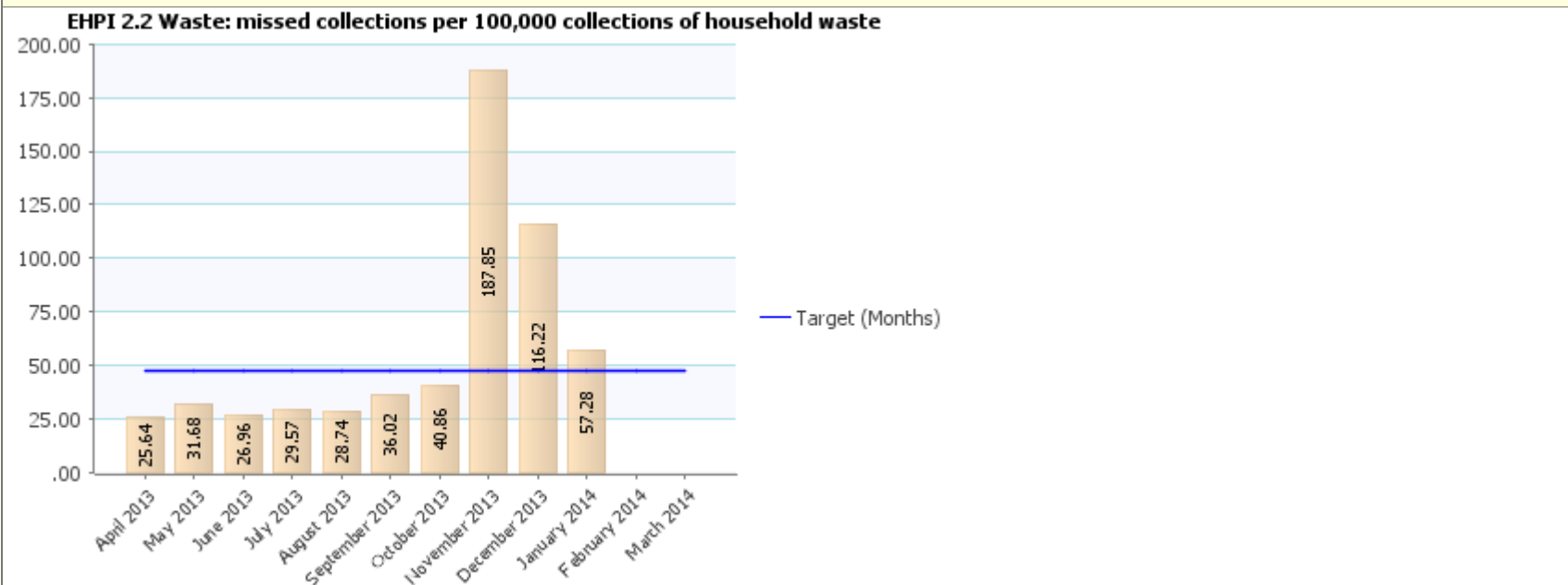
October 2013 to January 2014 Corporate Business Scrutiny Corporate Healthcheck 2013/14

Traffic Light Red
Description Place

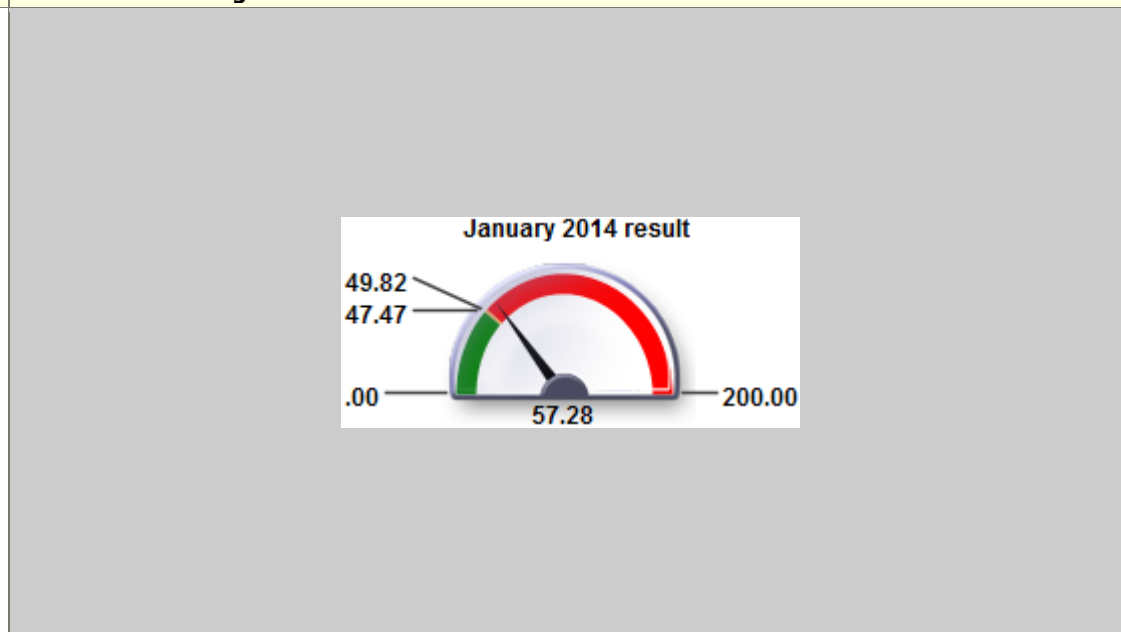
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 2.2	Waste: missed collections per 100,000 collections of household waste		57.28	47.00		Performance has improved considerably this month, with refuse and composting levels returning to near normal levels. Missed collections on recycling remain higher than the norm, but have reduced considerably compared to the first two months of the comingled service. It is anticipated that levels may not reduce sufficiently throughout February & March for the end of year target to be met.	None

Trend Chart





Performance Gauge

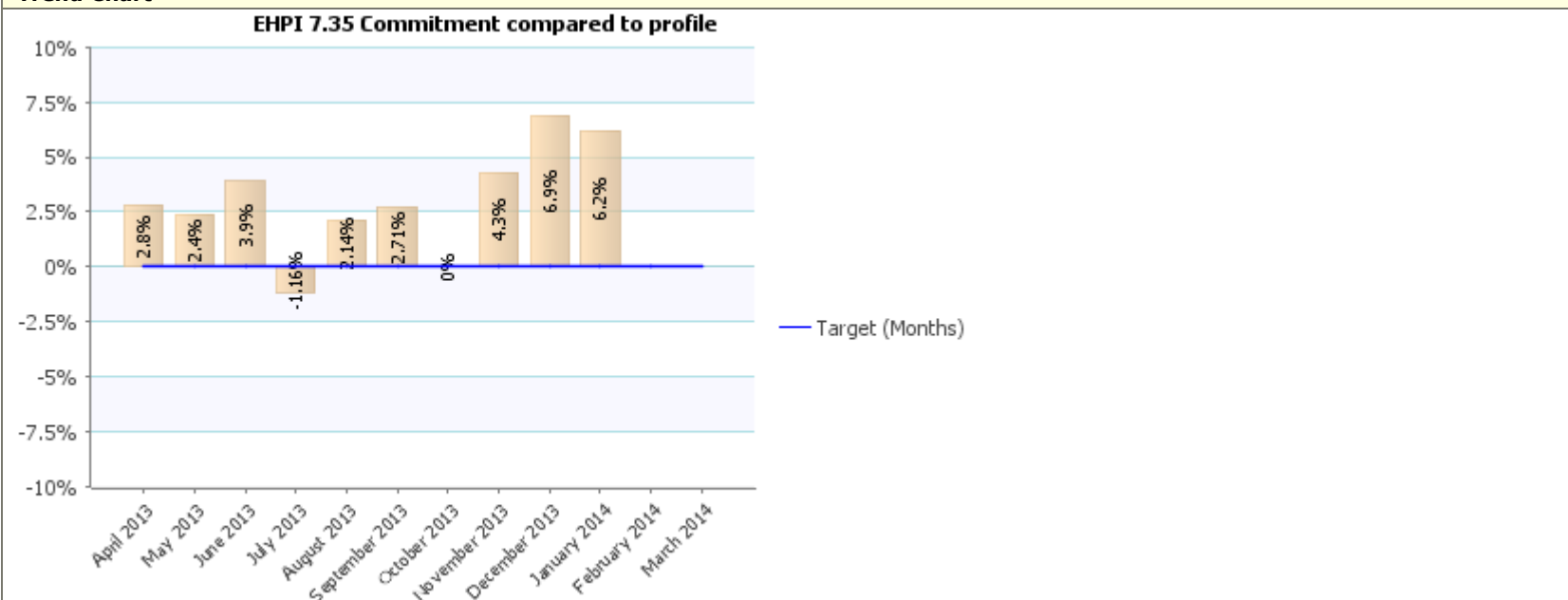


Traffic Light Red
Description Prosperity

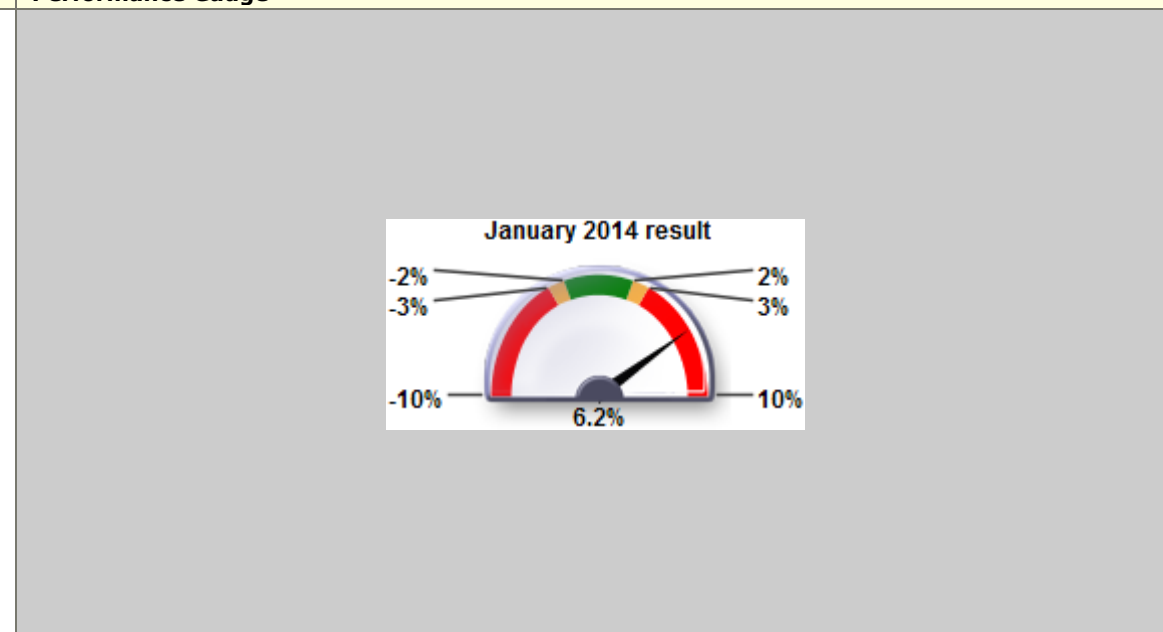
Business Support Service

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 7.35	Commitment compared to profile		6.2%	0%		January 2014 commitment £329,635 against a cumulative budget profile of £304,500, which is above profile. Last month's spend was much higher than expected due to unforeseen work; and although this month's spend is slightly lower than expected the cumulative spend still is above target. However, because the monthly profile is based on an average of previous year commitments there will always be variations in the actual monthly commitments.	None

Trend Chart



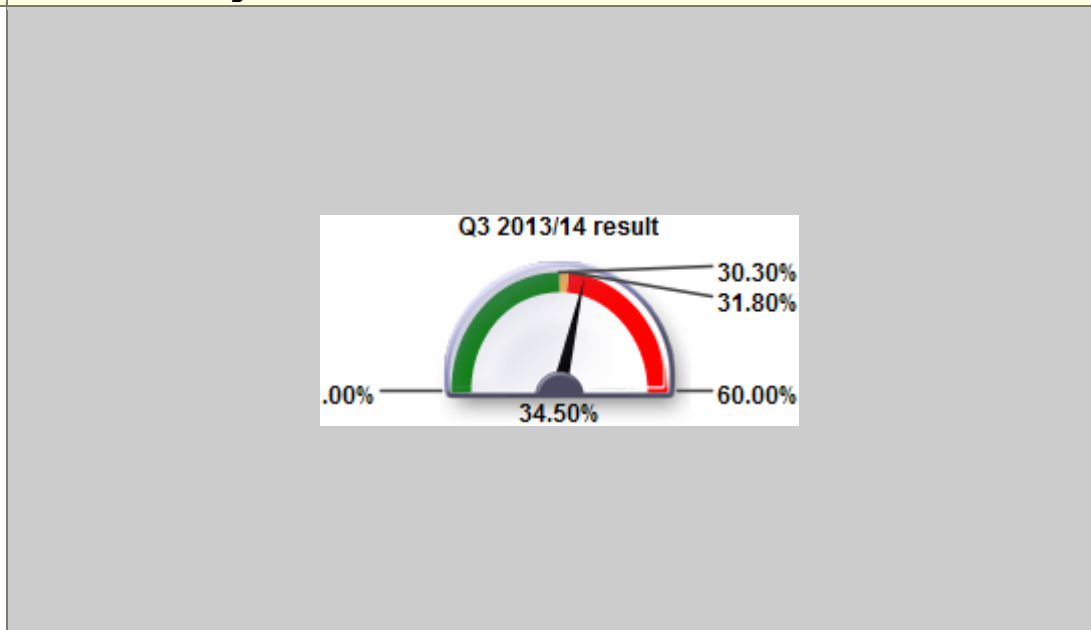
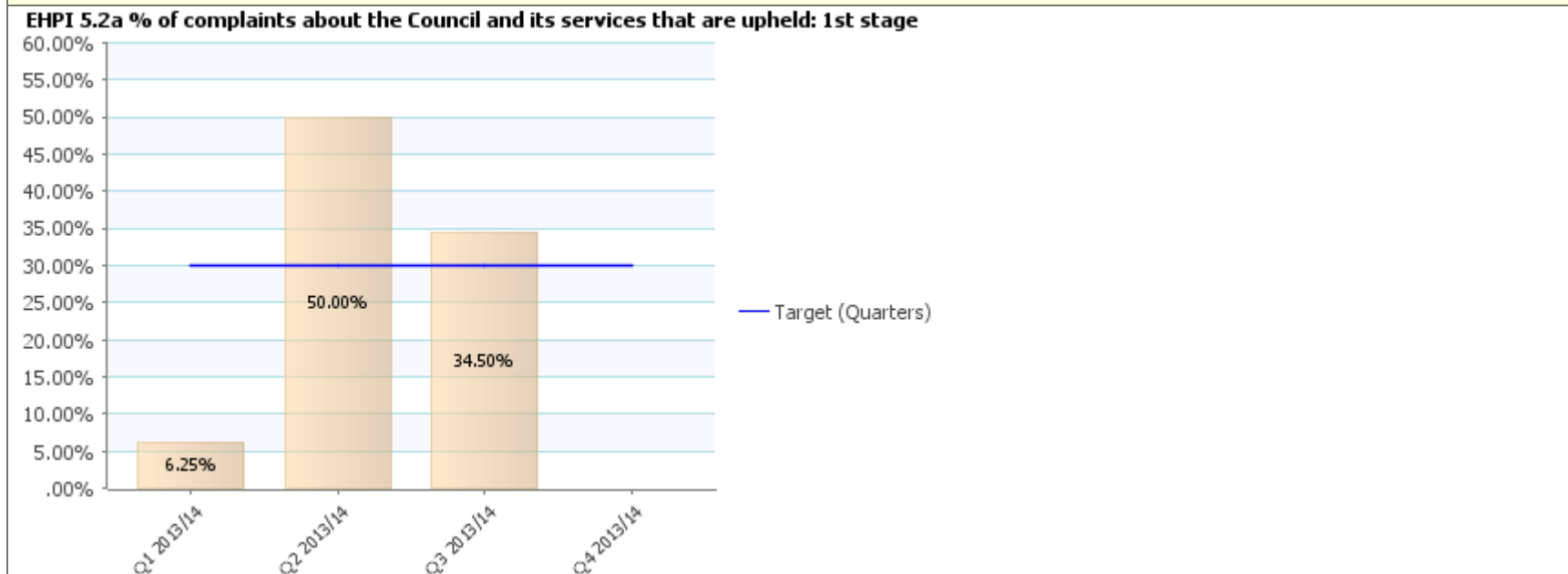
Performance Gauge





Customer Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 5.2a	% of complaints about the Council and its services that are upheld: 1st stage		34.50%	30.00%		10 out of 29 complaints were upheld during this quarter. Three were regarding Refuse, 5 related to Council Tax, 1 related to Electoral Registration and the remaining one was in reference to Development Management.	None

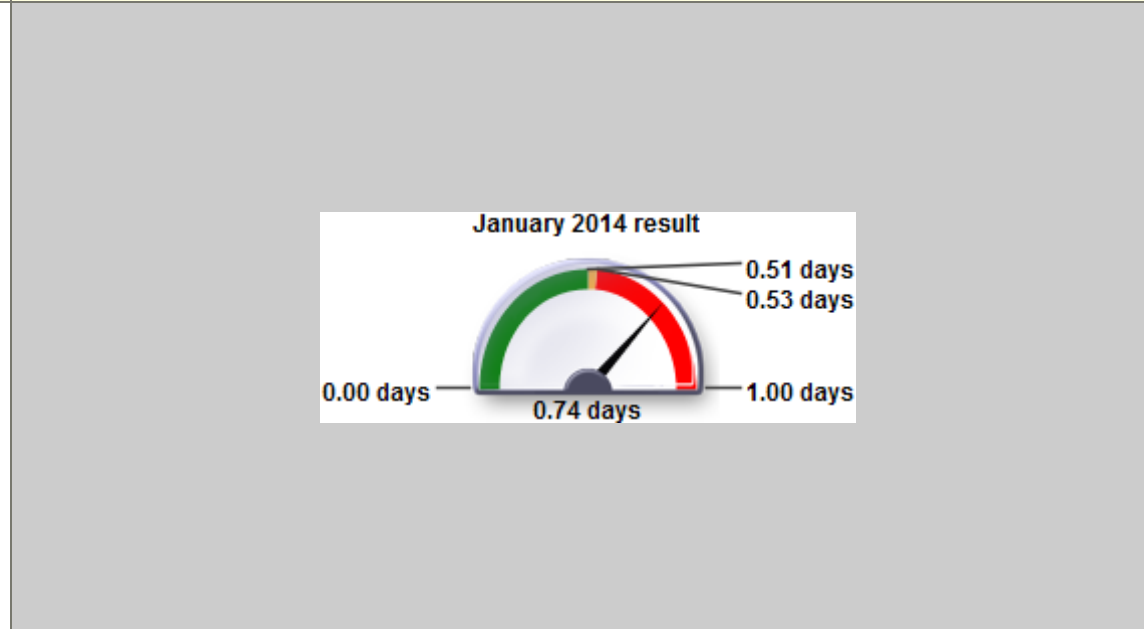
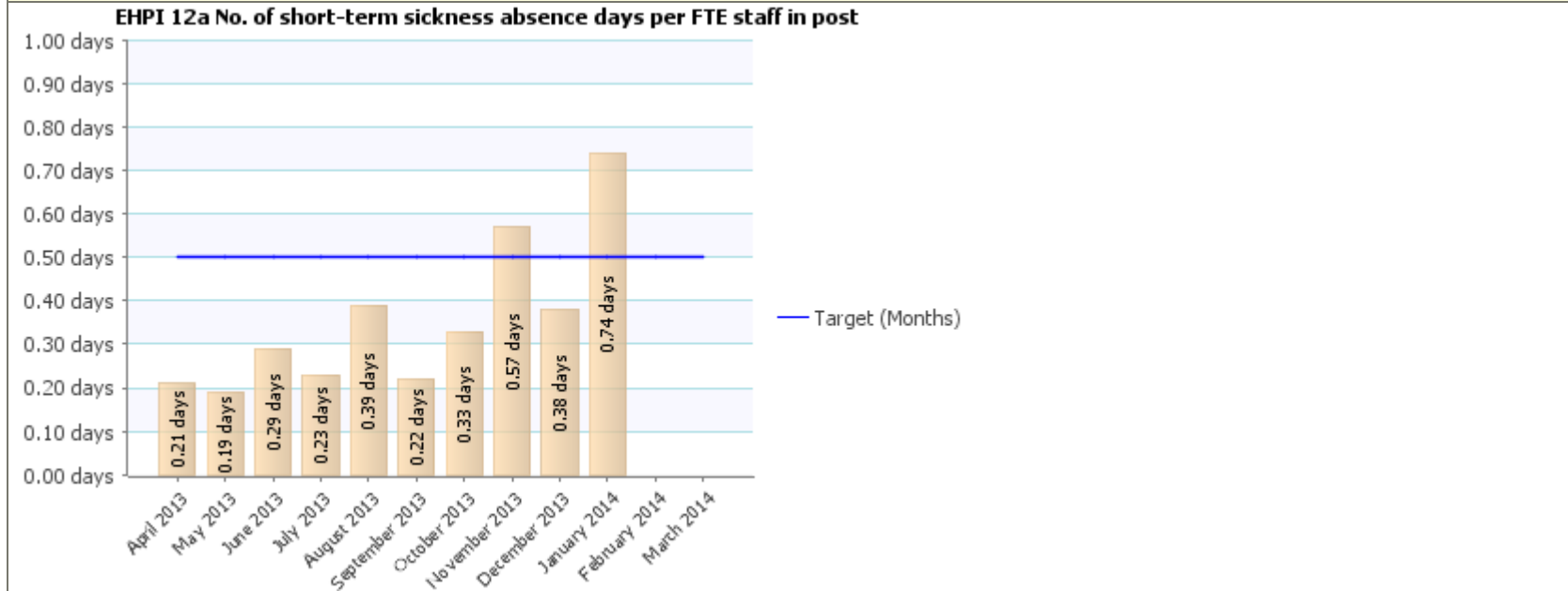
Trend Chart **Performance Gauge**





People Services & Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 12a	No. of short-term sickness absence days per FTE staff in post		0.74 days	0.50 days		Absences were over the council absence levels due to seasonal illnesses causing higher volumes of short-term absences across a number of services. Short-term absence for the year so far is 3.55 days.	None

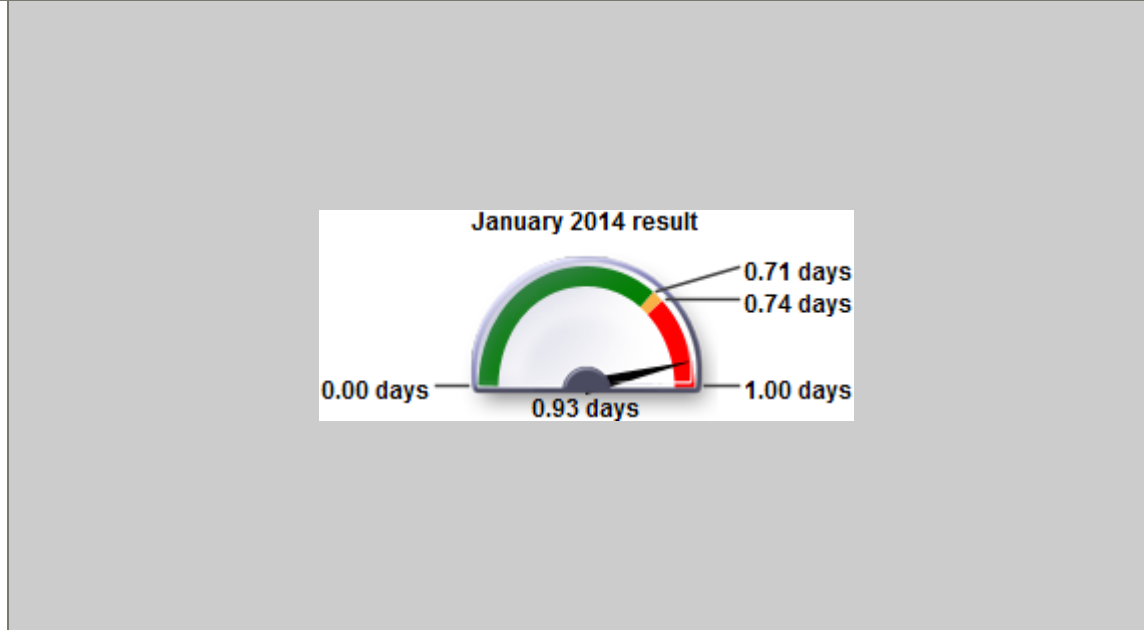
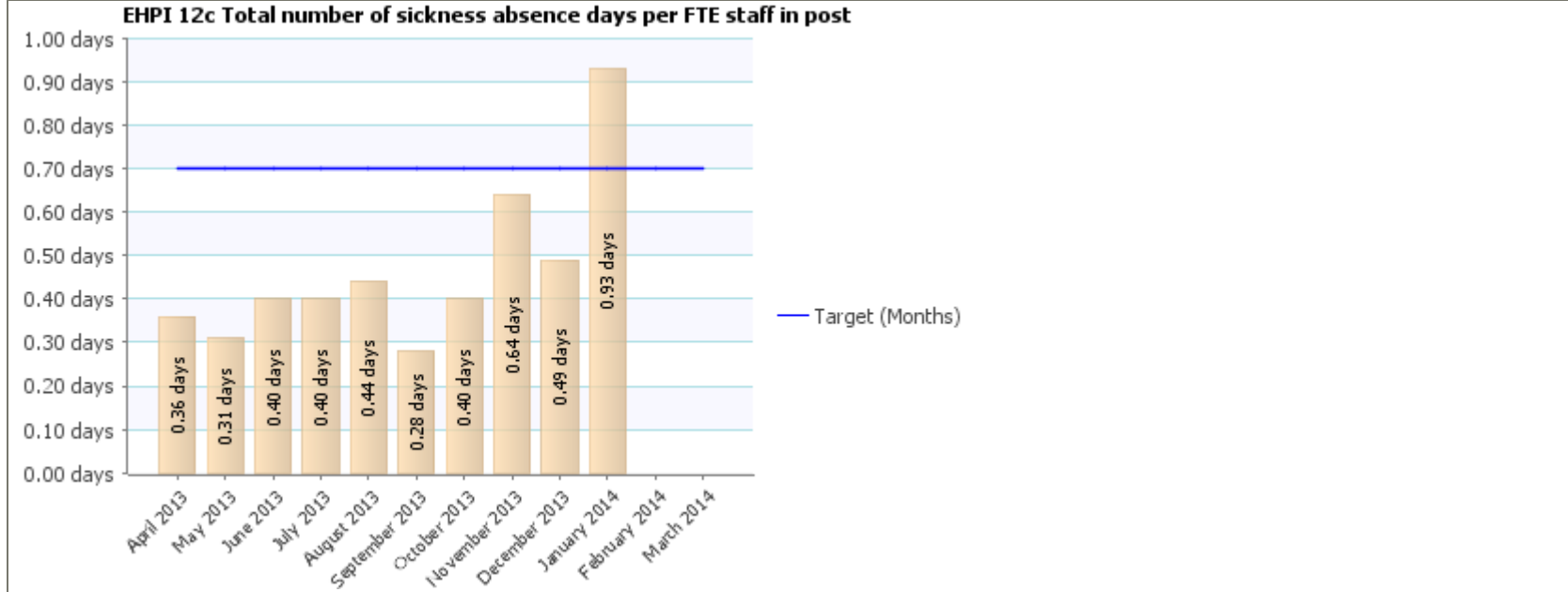
Trend Chart **Performance Gauge**



People Services & Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 12c	Total number of sickness absence days per FTE staff in post		0.93 days	0.70 days		Absences were over the council absence levels due to seasonal illnesses causing higher volumes of short-term absences across a number of services. Total absence for the year so far is 4.65 days.	None

Trend Chart **Performance Gauge**

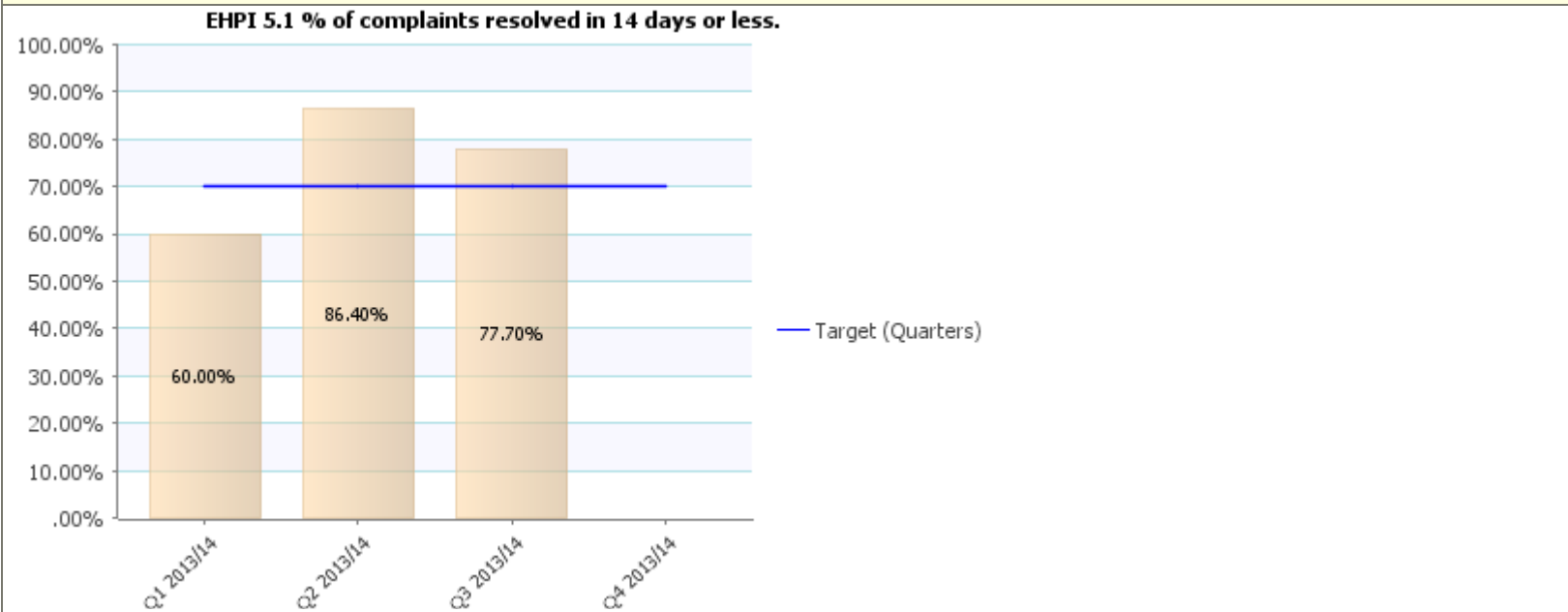


Traffic Light Green
Description Prosperity

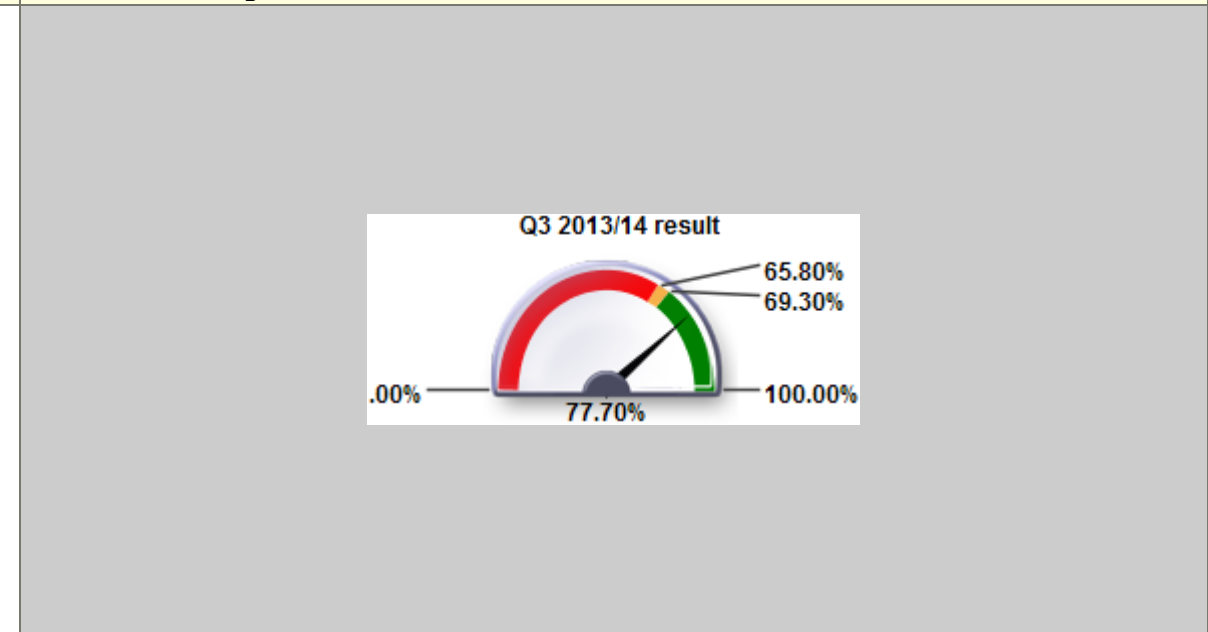
Customer Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 5.1	% of complaints resolved in 14 days or less.		77.70%	70.00%		22 out of 29 Stage One complaints were resolved within 10 working days. 6 out of 7 Stage Two complaints were resolved within target.	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 26 th November 2013.																		
EHPI 5.2b	% of complaints about the Council and its services that are upheld: 2nd stage - appeal	✔	0.00%	25.00%	↑	7 Stage Two complaints were resolved in this quarter and none were upheld.	None																		
Trend Chart						Performance Gauge																			
<p>EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal</p> <table border="1"> <caption>EHPI 5.2b Trend Chart 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>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> <tr> <td>Q4 2013/14</td> <td>0.00%</td> <td>25.00%</td> </tr> </tbody> </table>						Quarter	Current Value	Target (Quarters)	Q1 2013/14	0.00%	25.00%	Q2 2013/14	33.30%	25.00%	Q3 2013/14	0.00%	25.00%	Q4 2013/14	0.00%	25.00%	<p>Q3 2013/14 result</p> <table border="1"> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr> <td>25.25%</td> </tr> <tr> <td>26.50%</td> </tr> </tbody> </table>		Value	25.25%	26.50%
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Q1 2013/14	0.00%	25.00%																							
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Q4 2013/14	0.00%	25.00%																							
Value																									
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26.50%																									

Customer Services																									
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.																		
EHPI 5.4	% of complaints to the Local Government Ombudsman that are upheld	✔	0.00%	0.00%	▬	Only one complaint was dealt with by the LGO from a Housing customer. The LGO decided not to investigate.	None																		
Trend Chart						Performance Gauge																			
<p>EHPI 5.4 % of complaints to the Local Government Ombudsman that are upheld</p> <table border="1"> <caption>EHPI 5.4 Trend Chart 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>0.00%</td> <td>0.00%</td> </tr> <tr> <td>Q2 2013/14</td> <td>0.00%</td> <td>0.00%</td> </tr> <tr> <td>Q3 2013/14</td> <td>0.00%</td> <td>0.00%</td> </tr> <tr> <td>Q4 2013/14</td> <td>0.00%</td> <td>0.00%</td> </tr> </tbody> </table>						Quarter	Current Value	Target (Quarters)	Q1 2013/14	0.00%	0.00%	Q2 2013/14	0.00%	0.00%	Q3 2013/14	0.00%	0.00%	Q4 2013/14	0.00%	0.00%	<p>Q3 2013/14 result</p> <table border="1"> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr> <td>0.00%</td> </tr> <tr> <td>1.00%</td> </tr> </tbody> </table>		Value	0.00%	1.00%
Quarter	Current Value	Target (Quarters)																							
Q1 2013/14	0.00%	0.00%																							
Q2 2013/14	0.00%	0.00%																							
Q3 2013/14	0.00%	0.00%																							
Q4 2013/14	0.00%	0.00%																							
Value																									
0.00%																									
1.00%																									

Financial Support Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 8	% of invoices paid on time		97.34%	98.00%		The number of invoices paid on time is below target. Of the 714 invoices paid in January 695 were paid on time.	None

Trend Chart	Performance Gauge
<p>EHPI 8 % of invoices paid on time</p>	<p>January 2014 result</p>

People Services & Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 12b	No. of long-term sickness absence days per FTE staff in post		0.19 days	0.25 days		Long-term absence for the year so far is 1.10 days	None

Trend Chart	Performance Gauge
<p>EHPI 12b No. of long-term sickness absence days per FTE staff in post</p>	<p>January 2014 result</p>

Traffic Light Unknown
Description Prosperity

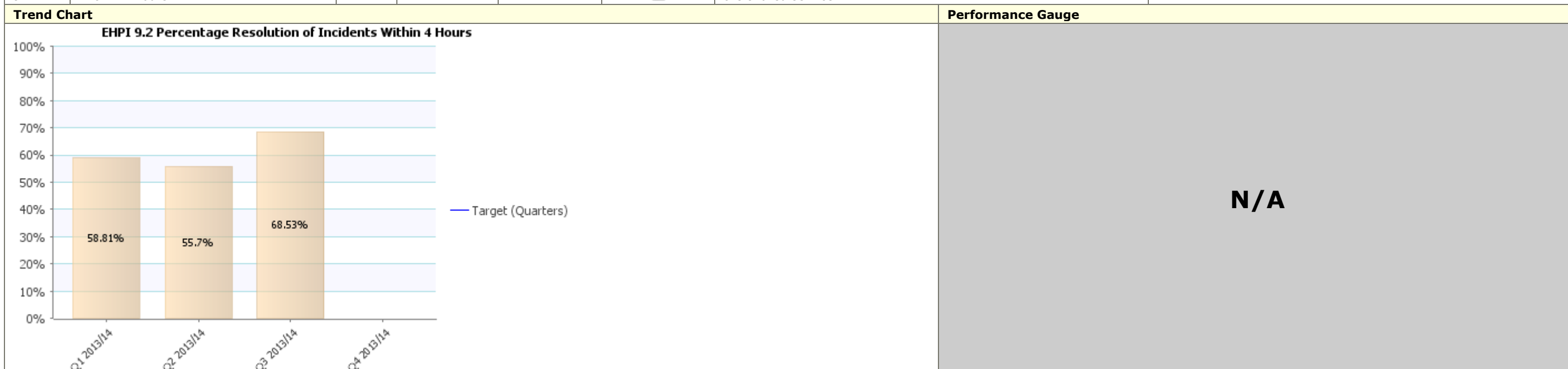
ICT Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 9.1	Percentage availability of core systems during supported hours.	N/A	94.44%	N/A	↓	Performance affected adversely by two major IT incidents in October 2013 and November 2013.	None

Trend Chart	Performance Gauge										
<p>EHPI 9.1 Percentage availability of core systems during supported hours.</p> <table border="1"> <caption>EHPI 9.1 Percentage availability of core systems during supported hours</caption> <thead> <tr> <th>Quarter</th> <th>Percentage Availability</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>99.52%</td> </tr> <tr> <td>Q2 2013/14</td> <td>99.58%</td> </tr> <tr> <td>Q3 2013/14</td> <td>94.44%</td> </tr> <tr> <td>Q4 2013/14</td> <td>-</td> </tr> </tbody> </table>	Quarter	Percentage Availability	Q1 2013/14	99.52%	Q2 2013/14	99.58%	Q3 2013/14	94.44%	Q4 2013/14	-	<p style="text-align: center; font-size: 2em;">N/A</p>
Quarter	Percentage Availability										
Q1 2013/14	99.52%										
Q2 2013/14	99.58%										
Q3 2013/14	94.44%										
Q4 2013/14	-										

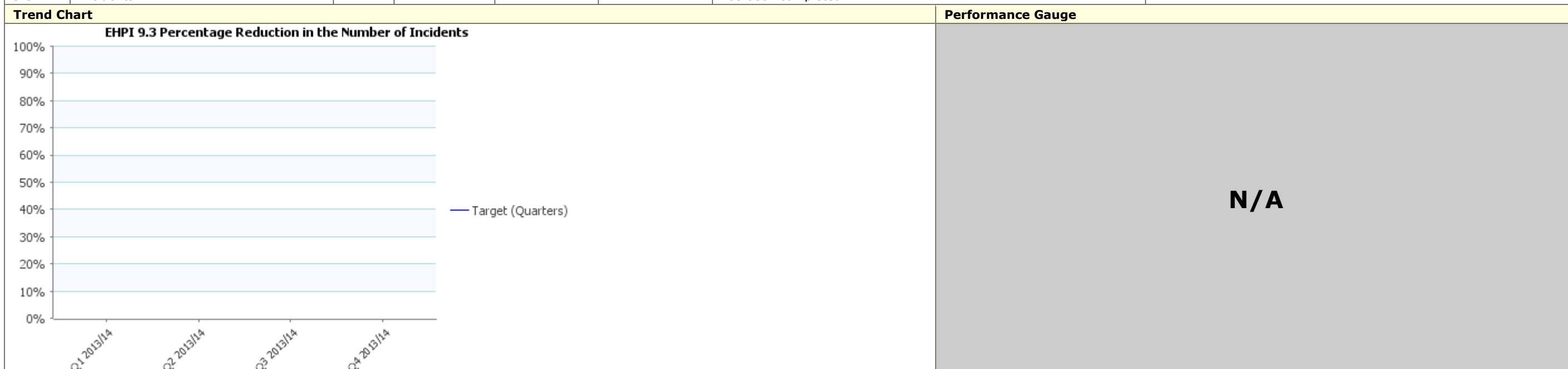
ICT Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 9.2	Percentage Resolution of Incidents Within 4 Hours	N/A	68.53%	N/A	↑	Performance improving as improved systems are introduced through the shared service.	None



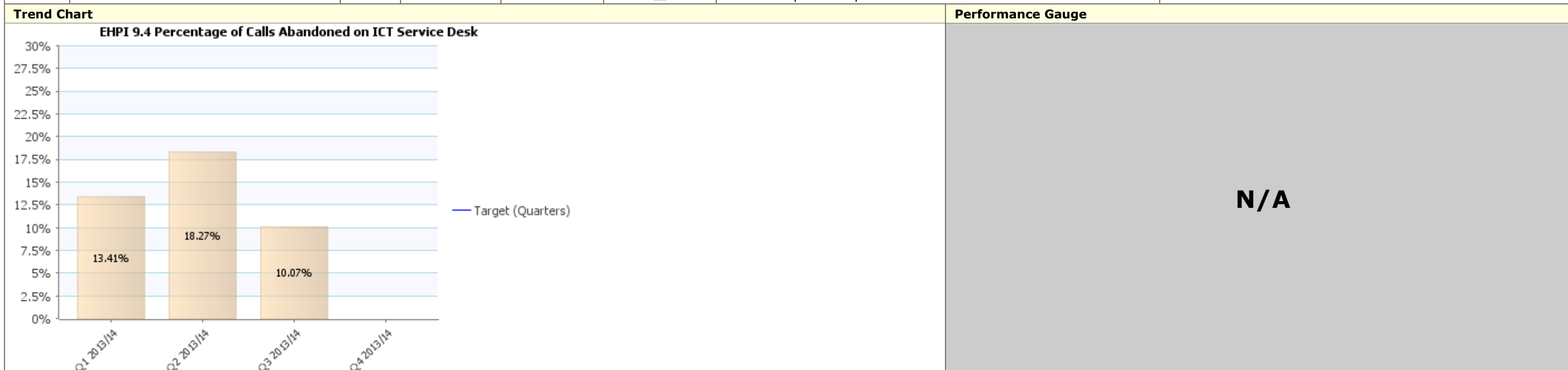
ICT Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 9.3	Percentage Reduction in the Number of Incidents	N/A	N/A	N/A	N/A	A further baseline will be identified once the infrastructure roll out has been completed.	None



ICT Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk	N/A	10.07%	N/A	↑	Performance has improved now that calls are being handled for both Councils in partnership.	None



ICT Services

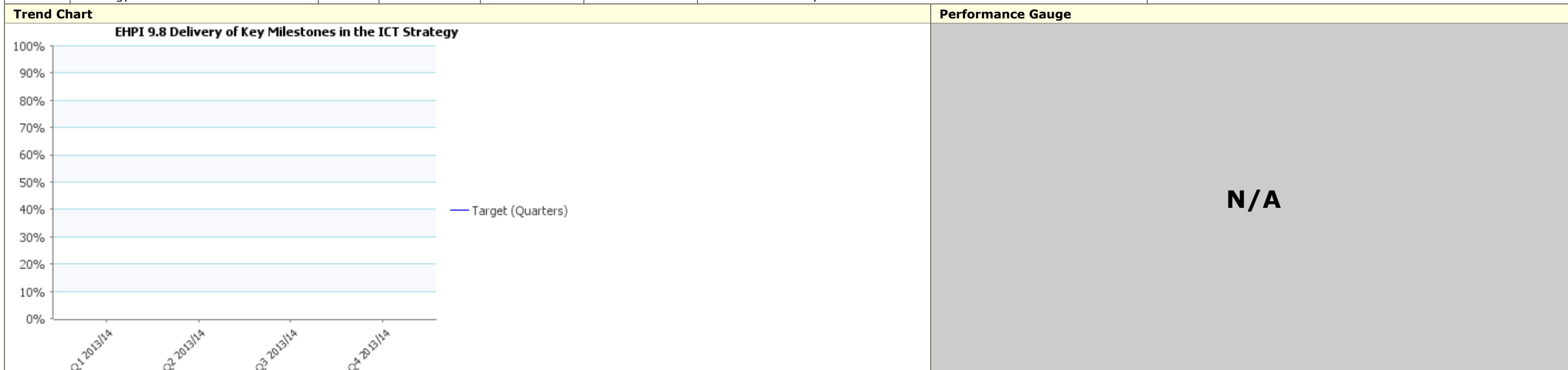
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 9.5	Percentage of Calls Resolved at First Point of Contact	N/A	46.29%	N/A	↑	Performance will not improve until new technology has been rolled out. This is scheduled for Quarter 4 of 2014.	None



ICT Services															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny on 26 th November 2013. meeting								
EHPI 9.6	Satisfaction with ICT Services	N/A	58.66%	N/A	↑	Performance is anticipated to improve once the roll out of new technology has been completed.	None								
Trend Chart						Performance Gauge									
<p>EHPI 9.6 Satisfaction with ICT Services</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>58.66%</td> </tr> <tr> <td>Q2 2013/14</td> <td>58%</td> </tr> <tr> <td>Q3 2013/14</td> <td>58.66%</td> </tr> </tbody> </table>						Quarter	Value	Q1 2013/14	58.66%	Q2 2013/14	58%	Q3 2013/14	58.66%	<p>N/A</p>	
Quarter	Value														
Q1 2013/14	58.66%														
Q2 2013/14	58%														
Q3 2013/14	58.66%														

ICT Services																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.										
EHPI 9.7	Delivery of Key ICT Projects	N/A	N/A	N/A	N/A	Plan is to review and weight targets for monitoring in the new financial year.	None										
Trend Chart						Performance Gauge											
<p>EHPI 9.7 Delivery of Key ICT Projects</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>0%</td> </tr> <tr> <td>Q2 2013/14</td> <td>0%</td> </tr> <tr> <td>Q3 2013/14</td> <td>0%</td> </tr> <tr> <td>Q4 2013/14</td> <td>0%</td> </tr> </tbody> </table>						Quarter	Value	Q1 2013/14	0%	Q2 2013/14	0%	Q3 2013/14	0%	Q4 2013/14	0%	<p>N/A</p>	
Quarter	Value																
Q1 2013/14	0%																
Q2 2013/14	0%																
Q3 2013/14	0%																
Q4 2013/14	0%																

ICT Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th November 2013.
EHPI 9.8	Delivery of Key Milestones in the ICT Strategy	N/A	N/A	N/A	N/A	Strategy now not due until Q4. Monitoring of milestones will begin in the new financial year.	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				