

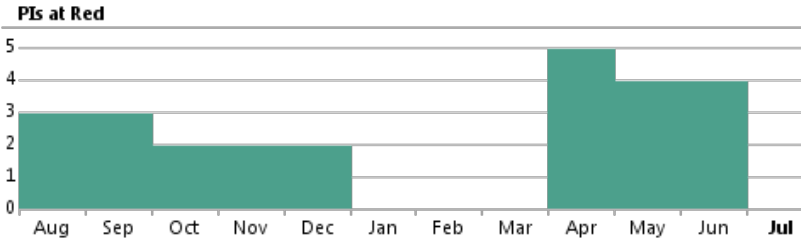
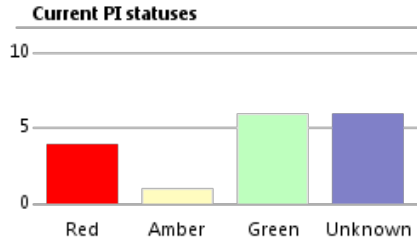
**Corp Business Scrutiny Dashboard - Essential Reference Paper B**

**4** PIs at Red

**1** PIs at Amber

**6** PIs at Green

**17** Total number of PIs



Best Performing (PIs)	Value	Target	Gauge
EHPI 10.4 NNDR (Business rates) collection, % of curr...	29.9%	24.9%	
EHPI 9.3 Average Incidents per day (MINIMISING INDI...	8.85	20.00	
EHPI 9.4 Percentage of Calls Abandoned on ICT Servi...	6.82%	9.50%	
EHPI 9.1 Percentage availability of core systems durin...	99.43%	99.00%	
EHPI 8 % of invoices paid on time. (MAXIMISING INDI...	98.64%	98.50%	
EHPI 10.2 Council tax collection, % of current year lia...	29.6%	29.6%	
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICAT...	2.16 da...	2.00 da...	
EHPI 3b Usage: number of swims (16 – under 60 year ...	24,968	27,000	
EHPI 9.6 Satisfaction with ICT Services (MAXIMISING I...	53.67%	60.00%	
EHPI 9.2 Percentage Resolution of Incidents Within 4...	50.22%	65.00%	
EHPI 9.5 Percentage of Calls Resolved at First Point o...	40.63%	55.00%	
EHPI 5.1 % of complaints resolved in 14 days or less. (...		70.00%	
EHPI 5.2a % of complaints about the Council and its ...		30.00%	
EHPI 5.2b % of complaints about the Council and its ...		25.00%	
EHPI 5.4 % of complaints to the Local Government O...		.00%	
EHPI 9.7 Delivery of Key ICT Projects (MAXIMISING IND...		75.00%	
EHPI 9.8 Delivery of Key Milestones in the ICT Strateg...			

Worst Performing (PIs)	Value	Target	Gauge
EHPI 9.5 Percentage of Calls Resolved at First Point o...	40.63%	55.00%	
EHPI 9.2 Percentage Resolution of Incidents Within 4...	50.22%	65.00%	
EHPI 9.6 Satisfaction with ICT Services (MAXIMISING I...	53.67%	60.00%	
EHPI 3b Usage: number of swims (16 – under 60 year ...	24,968	27,000	
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICAT...	2.16 da...	2.00 da...	
EHPI 10.2 Council tax collection, % of current year lia...	29.6%	29.6%	
EHPI 8 % of invoices paid on time. (MAXIMISING INDI...	98.64%	98.50%	
EHPI 9.1 Percentage availability of core systems durin...	99.43%	99.00%	
EHPI 9.4 Percentage of Calls Abandoned on ICT Servi...	6.82%	9.50%	
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EHPI 5.2b % of complaints about the Council and its ...		25.00%	
EHPI 5.4 % of complaints to the Local Government O...		.00%	
EHPI 9.7 Delivery of Key ICT Projects (MAXIMISING IND...		75.00%	
EHPI 9.8 Delivery of Key Milestones in the ICT Strateg...			

Improving (PIs)	Value	Target	History
EHPI 10.2 Council tax collection, % of current year lia...	29.6%	29.6%	
EHPI 10.4 NNDR (Business rates) collection, % of curr...	29.9%	24.9%	
EHPI 9.4 Percentage of Calls Abandoned on ICT Servi...	6.82%	9.50%	
EHPI 9.5 Percentage of Calls Resolved at First Point o...	40.63%	55.00%	
EHPI 8 % of invoices paid on time. (MAXIMISING INDI...	98.64%	98.50%	
EHPI 9.1 Percentage availability of core systems durin...	99.43%	99.00%	

Deteriorating (PIs)	Value	Target	History
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICAT...	2.16 da...	2.00 da...	
EHPI 9.6 Satisfaction with ICT Services (MAXIMISING I...	53.67%	60.00%	
EHPI 9.2 Percentage Resolution of Incidents Within 4...	50.22%	65.00%	
EHPI 3b Usage: number of swims (16 – under 60 year ...	24,968	27,000	