



April to June Corporate Business Scrutiny Healthcheck 2014/15

Traffic Light Red
Corporate Priority: People



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 May 2014.
EHPI 3b	Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)		24,968	27,000		There is a downturn in adult swimming. This is in part due to increasing gym membership (as gym members can have a swim without this being recorded). Everyone Active has been seeking to stem the decline by adding additional early morning swims at Grange Paddocks and are looking at other promotional activities.	None

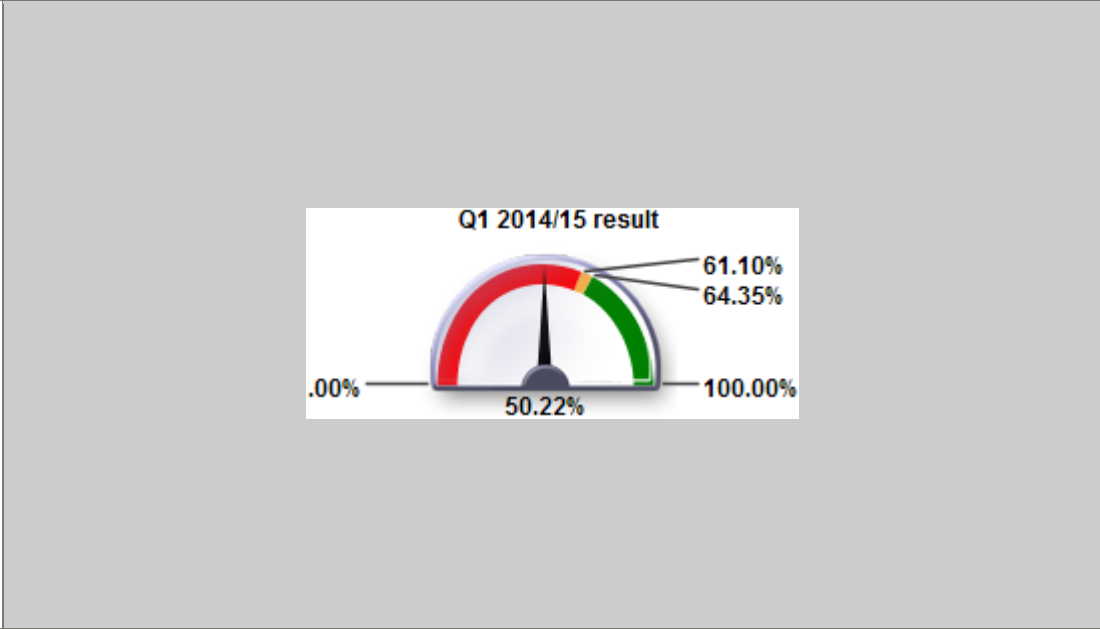
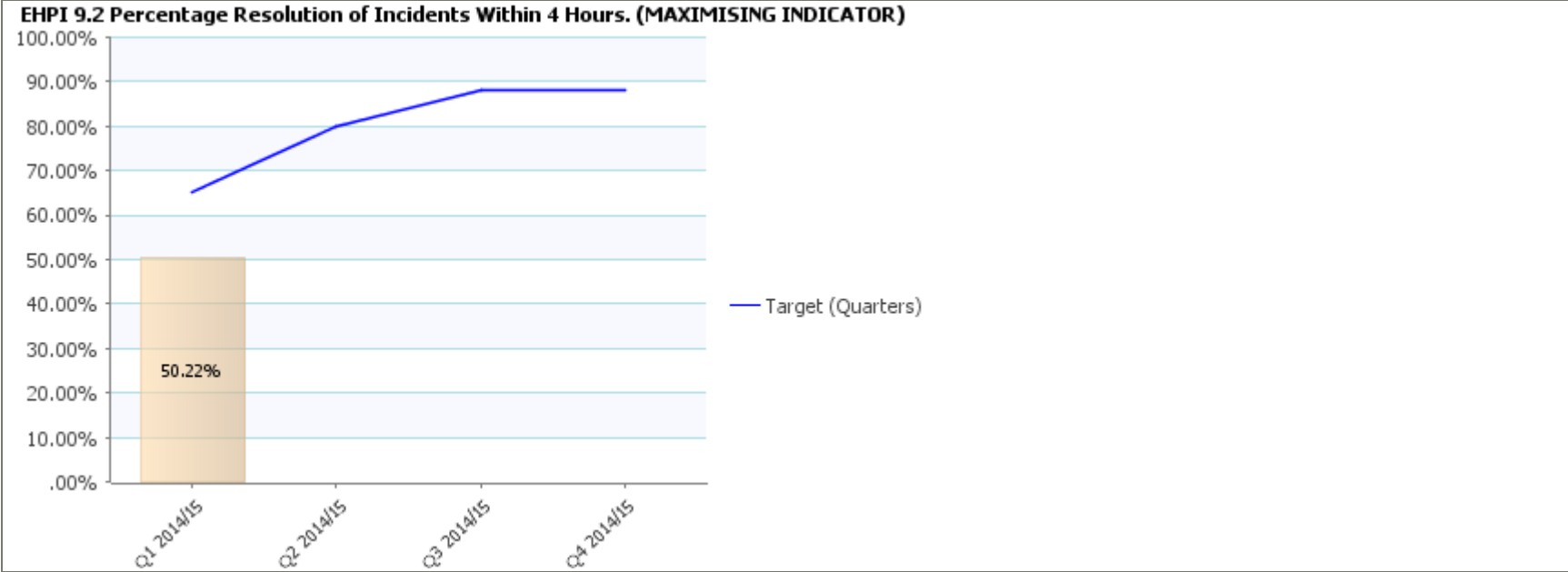


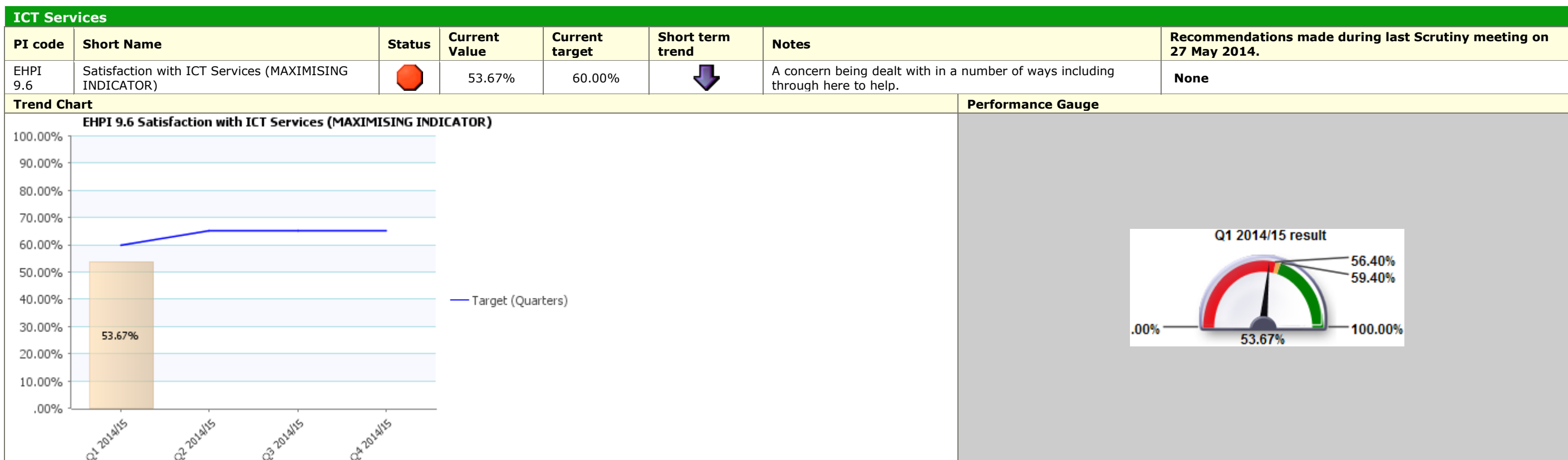
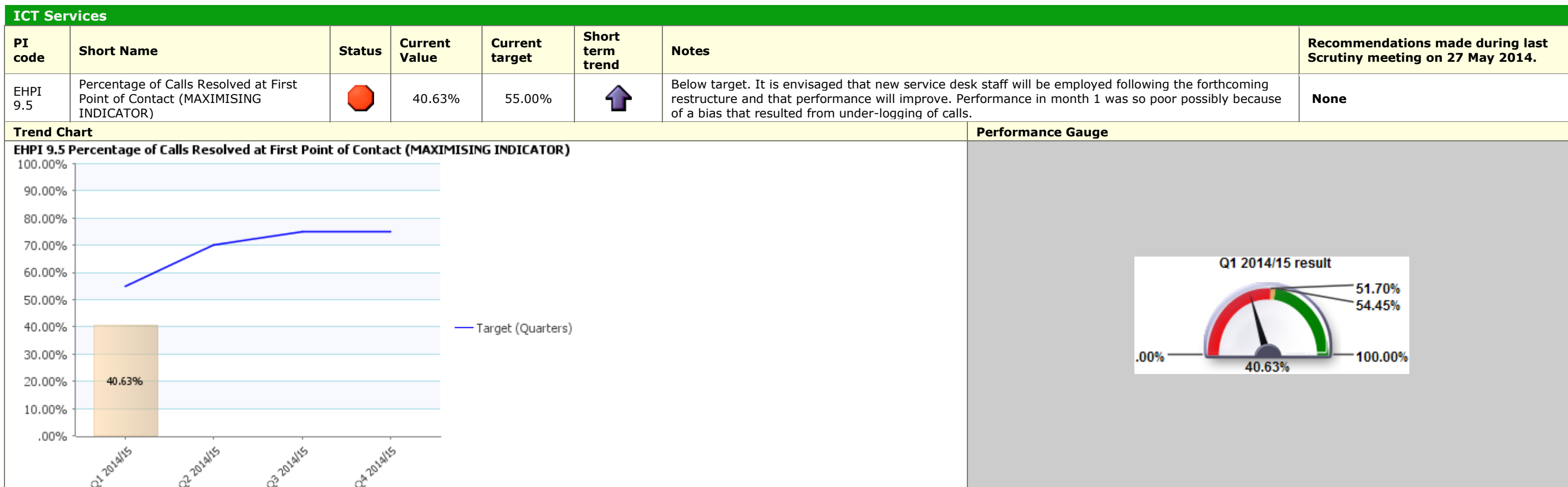
Traffic Light Red
Corporate Priority: Prosperity

ICT Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 May 2014.
EHPI 9.2	Percentage Resolution of Incidents Within 4 Hours. (MAXIMISING INDICATOR)		50.22%	65.00%		Below target. It is envisaged that new service desk staff will be employed following the forthcoming restructure and that performance will improve. Performance in month 1 was so poor possibly because of a bias that resulted from under logging of calls	None



Trend Chart **Performance Gauge**



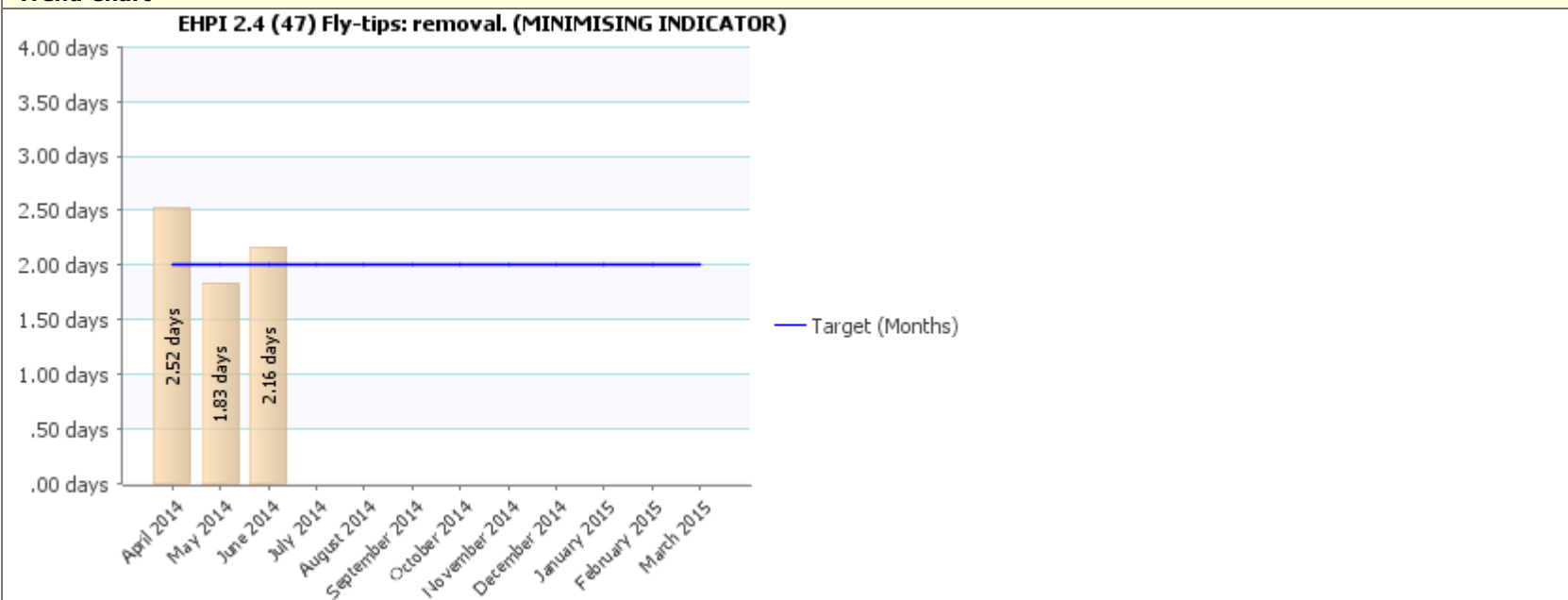


Traffic Light Amber
Corporate Priority: Place

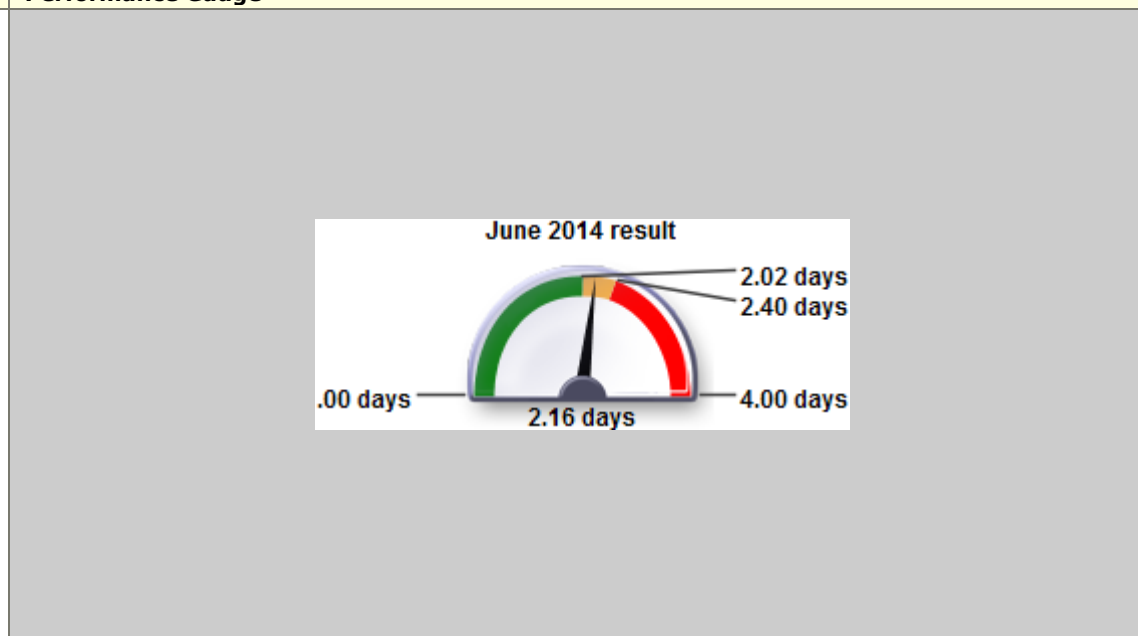
Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 May 2014.
EHPI 2.4 (47)	Fly-tips: removal. (MINIMISING INDICATOR)		2.16 days	2.00 days		Performance in June was not as good as in May due to some larger fly tips, which required a specialist contractor.	None

Trend Chart



Performance Gauge

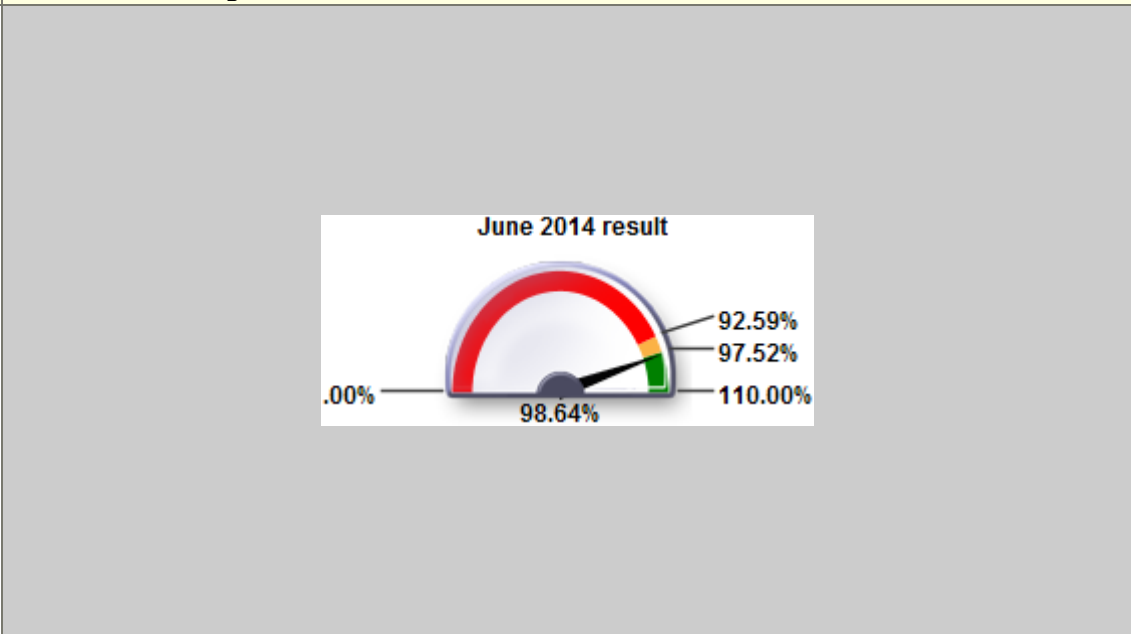
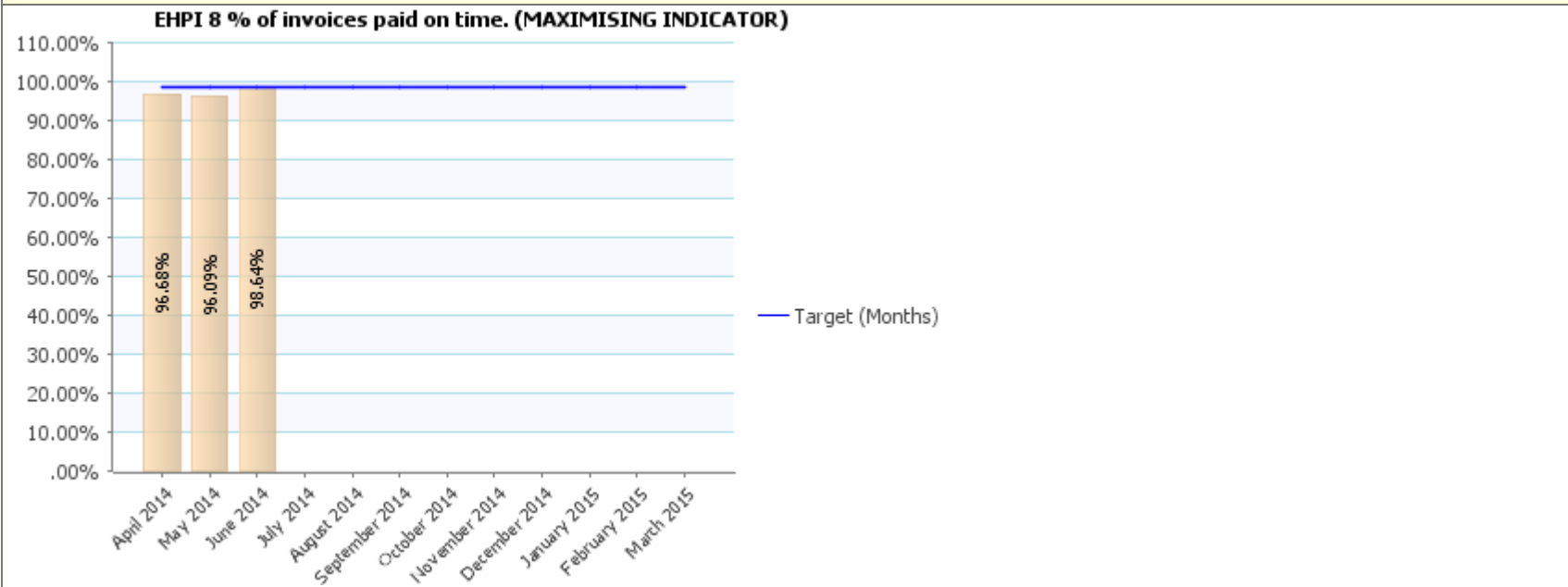


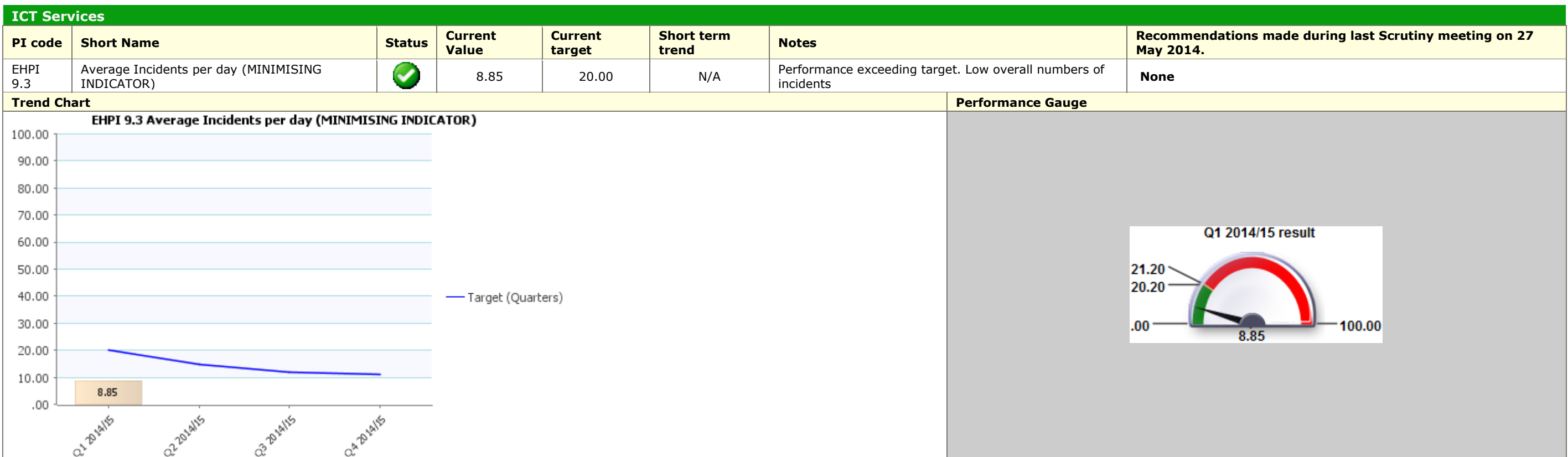
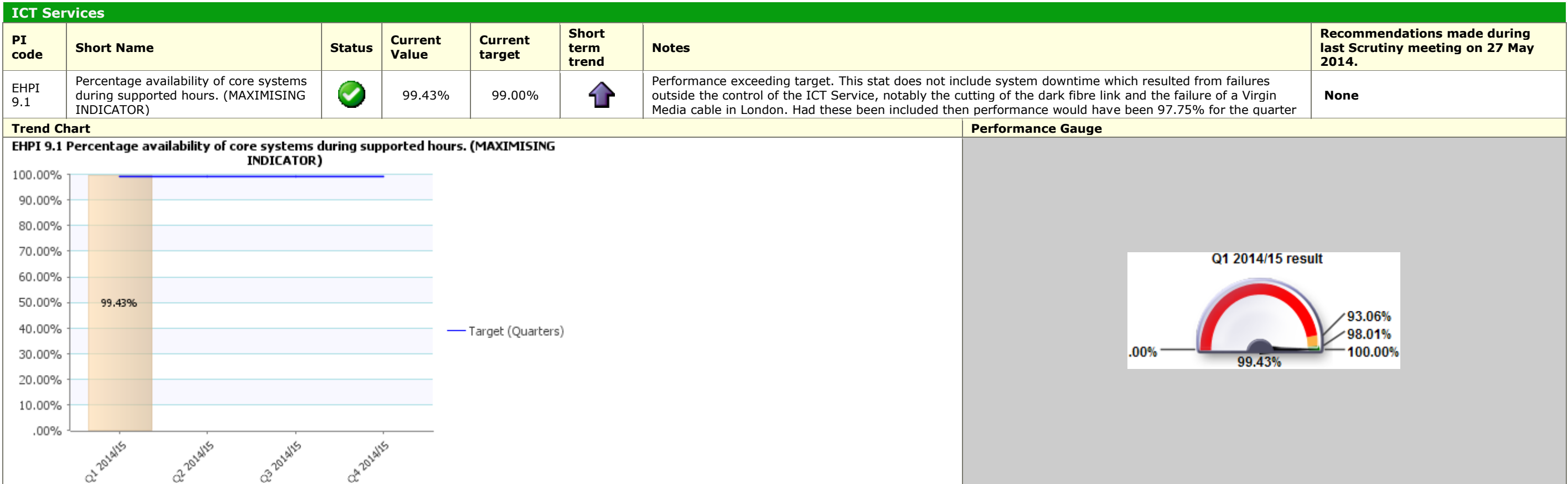
Traffic Light Green
Corporate Priority: Prosperity

Financial Support Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 May 2014.
EHPI 8	% of invoices paid on time. (MAXIMISING INDICATOR)		98.64%	98.50%		Performance on target. The number of invoices paid on time in June is just above target. Of the 735 invoices paid, 725 were paid on time.	None

Trend Chart **Performance Gauge**





ICT Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 May 2014.
EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk (MINIMISING INDICATOR)		6.82%	9.50%		Performance is considerably above target	None

Trend Chart	Performance Gauge
<p>EHPI 9.4 Percentage of Calls Abandoned on ICT Service Desk (MINIMISING INDICATOR)</p>	

Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 May 2014.
EHPI 10.2	Council tax collection, % of current year liability collected. (MAXIMISING INDICATOR)		29.6%	29.6%		Performance is on target.	None

Trend Chart	Performance Gauge
<p>EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING INDICATOR)</p>	

Revenues and Benefits																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 May 2014.												
EHPI 10.4	NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING INDICATOR)		29.9%	24.9%		Performance is exceeding target.	None												
Trend Chart						Performance Gauge													
<p>EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Monthly Performance Data (Approximate)</caption> <thead> <tr> <th>Month</th> <th>Current Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2014</td> <td>9.3%</td> <td>-</td> </tr> <tr> <td>May 2014</td> <td>21.1%</td> <td>-</td> </tr> <tr> <td>June 2014</td> <td>29.9%</td> <td>24.9%</td> </tr> </tbody> </table>						Month	Current Value (%)	Target (%)	April 2014	9.3%	-	May 2014	21.1%	-	June 2014	29.9%	24.9%	<p>June 2014 result</p>	
Month	Current Value (%)	Target (%)																	
April 2014	9.3%	-																	
May 2014	21.1%	-																	
June 2014	29.9%	24.9%																	

Traffic Light Unknown
Corporate Priority: People

Customer Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 May 2014.
EHPI 5.1	% of complaints resolved in 14 days or less. (MAXIMISING INDICATOR)	TBD	TBD	70.00%	TBD	There is currently no Quarter 1 performance data available. This is due to the system for logging complaints was changed at the start of 2014/15 from LAGON to INFREEMATION and teething problems with the new system meant that the data can not be extracted. The issue is currently being reviewed and will be resolved by early September 2014.	None

Customer Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 May 2014.
EHPI 5.2a	% of complaints about the Council and its services that are upheld: 1st stage (MINIMISING INDICATOR)	TBD	TBD	30.00%	TBD	There is currently no Quarter 1 performance data available. This is due to the system for logging complaints was changed at the start of 2014/15 from LAGON to INFREEMATION and teething problems with the new system meant that the data can not be extracted. The issue is currently being reviewed and will be resolved by early September 2014.	None





Customer Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 May 2014.
EHPI 5.2b	% of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR)	TBD	TBD	25.00%	TBD	There is currently no Quarter 1 performance data available. This is due to the system for logging complaints was changed at the start of 2014/15 from LAGON to INFREEMATION and teething problems with the new system meant that the data can not be extracted. The issue is currently being reviewed and will be resolved by early September 2014.	None

Customer Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 May 2014.
EHPI 5.4	% of complaints to the Local Government Ombudsman that are upheld (MINIMISING INDICATOR)	TBD	TBD	.00%	TBD	There is currently no Quarter 1 performance data available. This is due to the system for logging complaints was changed at the start of 2014/15 from LAGON to INFREEMATION and teething problems with the new system meant that the data can not be extracted. The issue is currently being reviewed and will be resolved by early September 2014.	None

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 27 May 2014.
EHPI 9.7	Delivery of Key ICT Projects (MAXIMISING INDICATOR)	N/A	N/A	75.00%	N/A	Performance not currently available as the New Development programme is due to be discussed by ITSG. Performance is expected to commence from Quarter 2 or Quarter 3.	None

ICT Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 May 2014.
EHPI 9.8	Delivery of Key Milestones in the ICT Strategy (MAXIMISING INDICATOR)	N/A	N/A	N/A	N/A	Performance data not currently available as new ICT Strategy is due to be discussed by ITSG.	None

PI Status	
	Alert
	Warning
	OK
	Unknown

Short Term Trends	
	Improving
	No Change
	Getting Worse