

Corporate Business Scrutiny Summary -Essential Reference Paper B

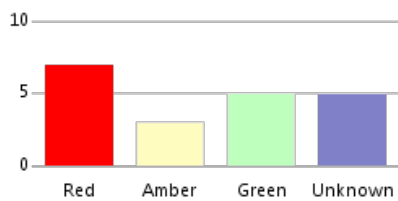
7 PIs at Red

3 PIs at Amber

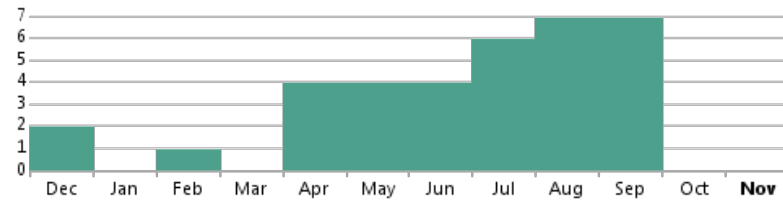
5 PIs at Green

20 Total number of PIs

Current PI statuses



PIs at Red



Best Performing (PIs)	Value	Target	Gauge
EHPI 9.4 Percentage of Calls Abandoned on ICT Servi...	5.03%	9.00%	
EHPI 10.4 NNDR (Business rates) collection, % of curr...	55.4%	49.8%	
EHPI 9.3 Average ICT Incidents per day (MINIMISING I...	9.19	15.00	
EHPI 8 % of invoices paid on time. (MAXIMISING INDI...	98.12%	98.50%	
EHPI 10.2 Council tax collection, % of current year lia...	55.9%	56.3%	
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICAT...	2.02 da...	2.00 da...	
EHPI 9.1 Percentage availability of core ICT systems d...	97.85%	99.00%	
EHPI 157c Processing of planning applications: Othe...	86.00%	90.00%	
EHPI 3a Usage: number of swims (under 16). (MAXIMI...	14,819	16,000	
EHPI 9.6 Satisfaction with ICT Services (MAXIMISING I...	59.33%	65.00%	
EHPI 3b Usage: number of swims (16 – under 60 year ...	27,175	30,000	
EHPI 9.2 Percentage Resolution of ICT Incidents With...	65.17%	80.00%	
EHPI 2.1d Planning Enforcement: Initial Site Inspecti...	61.00%	75.00%	
EHPI 9.5 Percentage of ICT Calls Resolved at First Poi...	54.38%	70.00%	
EHPI 181 Time taken to process Housing Benefit new...	13.4 da...	10 days	
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 9.8 Delivery of Key Milestones in the ICT Strateg...			

Improving (PIs)	Value	Target	History
EHPI 9.5 Percentage of ICT Calls Resolved at First Poi...	54.38%	70.00%	
EHPI 9.2 Percentage Resolution of ICT Incidents With...	65.17%	80.00%	
EHPI 9.4 Percentage of Calls Abandoned on ICT Servi...	5.03%	9.00%	
EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICAT...	2.02 da...	2.00 da...	
EHPI 10.2 Council tax collection, % of current year lia...	55.9%	56.3%	
EHPI 9.6 Satisfaction with ICT Services (MAXIMISING I...	59.33%	65.00%	
EHPI 3b Usage: number of swims (16 – under 60 year ...	27,175	30,000	
EHPI 3a Usage: number of swims (under 16). (MAXIMI...	14,819	16,000	
EHPI 10.4 NNDR (Business rates) collection, % of curr...	55.4%	49.8%	
EHPI 8 % of invoices paid on time. (MAXIMISING INDI...	98.12%	98.50%	

Deteriorating (PIs)	Value	Target	History
EHPI 2.1d Planning Enforcement: Initial Site Inspecti...	61.00%	75.00%	
EHPI 181 Time taken to process Housing Benefit new...	13.4 da...	10 days	
EHPI 157c Processing of planning applications: Othe...	86.00%	90.00%	
EHPI 9.3 Average ICT Incidents per day (MINIMISING I...	9.19	15.00	
EHPI 9.1 Percentage availability of core ICT systems d...	97.85%	99.00%	