



## July to September Corporate Business Scrutiny Healthcheck 2014/15



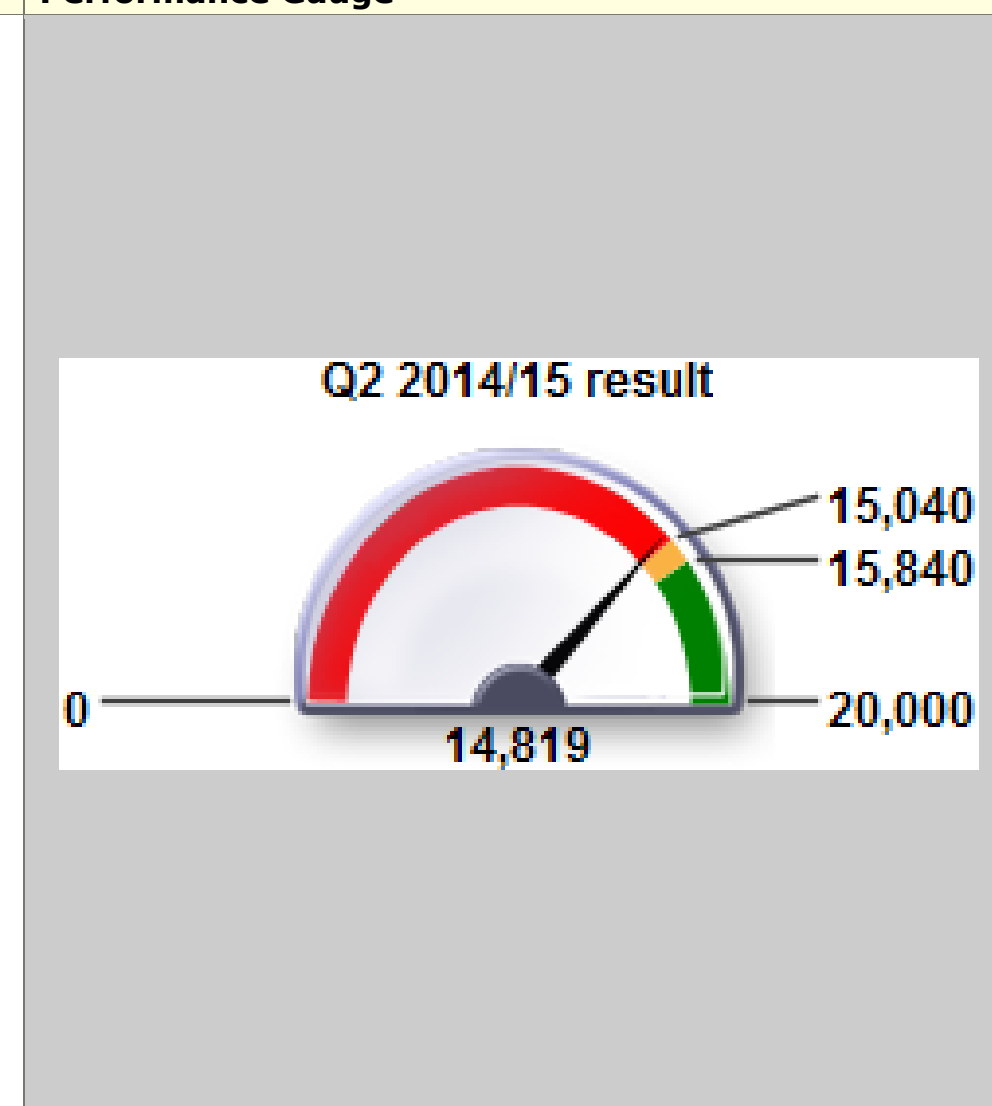
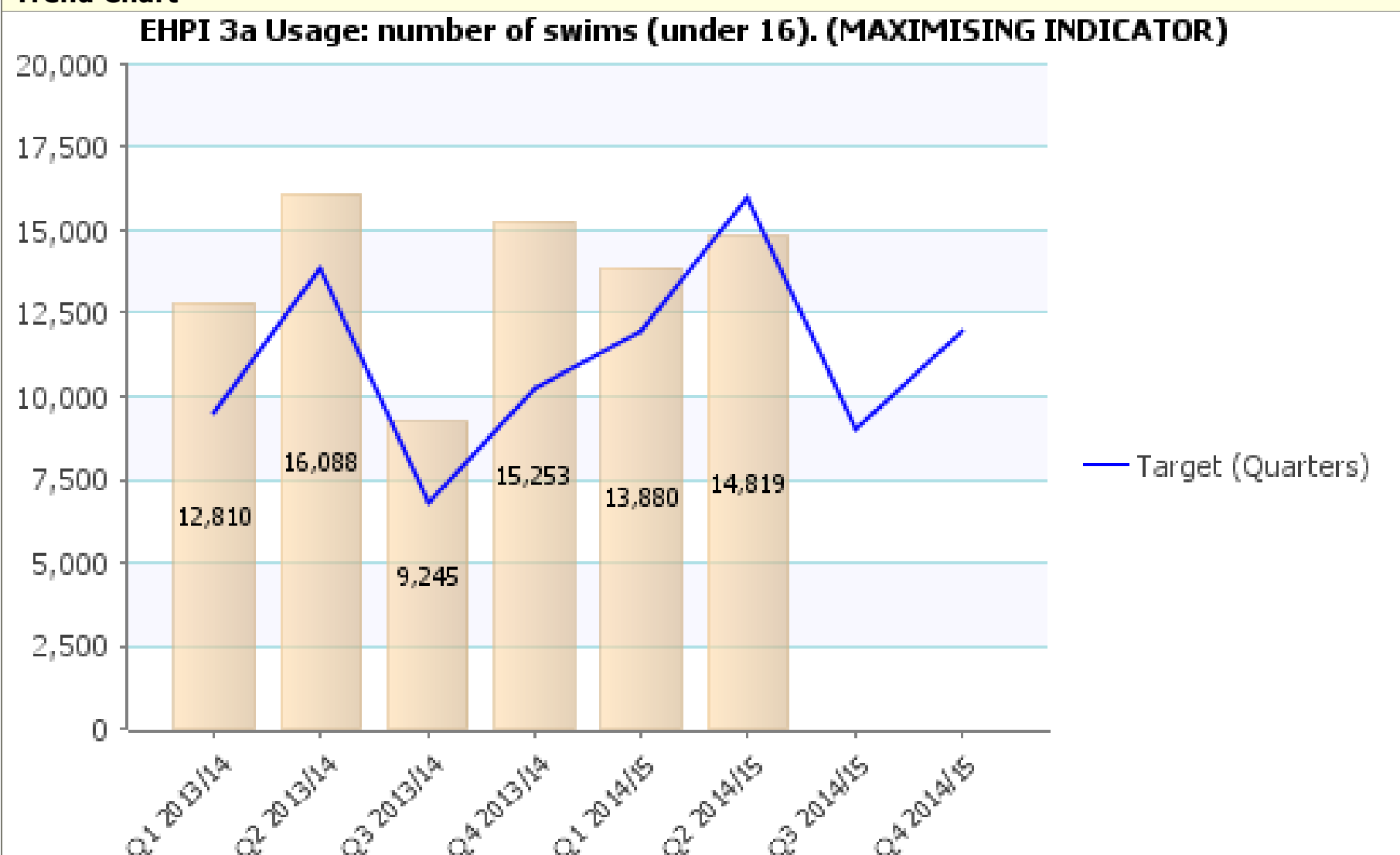
| PI Status |         | Short Term Trends |               |
|-----------|---------|-------------------|---------------|
|           | Alert   |                   | Improving     |
|           | Warning |                   | No Change     |
|           | OK      |                   | Getting Worse |

**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 26 August 2014. |
|---------|---|---|---------------|----------------|---|--|--|
| EHPI 3a | Usage: number of swims (under 16). (MAXIMISING INDICATOR) |  | 14,819        | 16,000         |  | Performance was below target for quarter 2. This downturn in under 16 swimming was the first time for nearly a year and a half that the target had not been achieved. The service will continue monitoring this to see if any trends emerge. | <b>None</b>  |

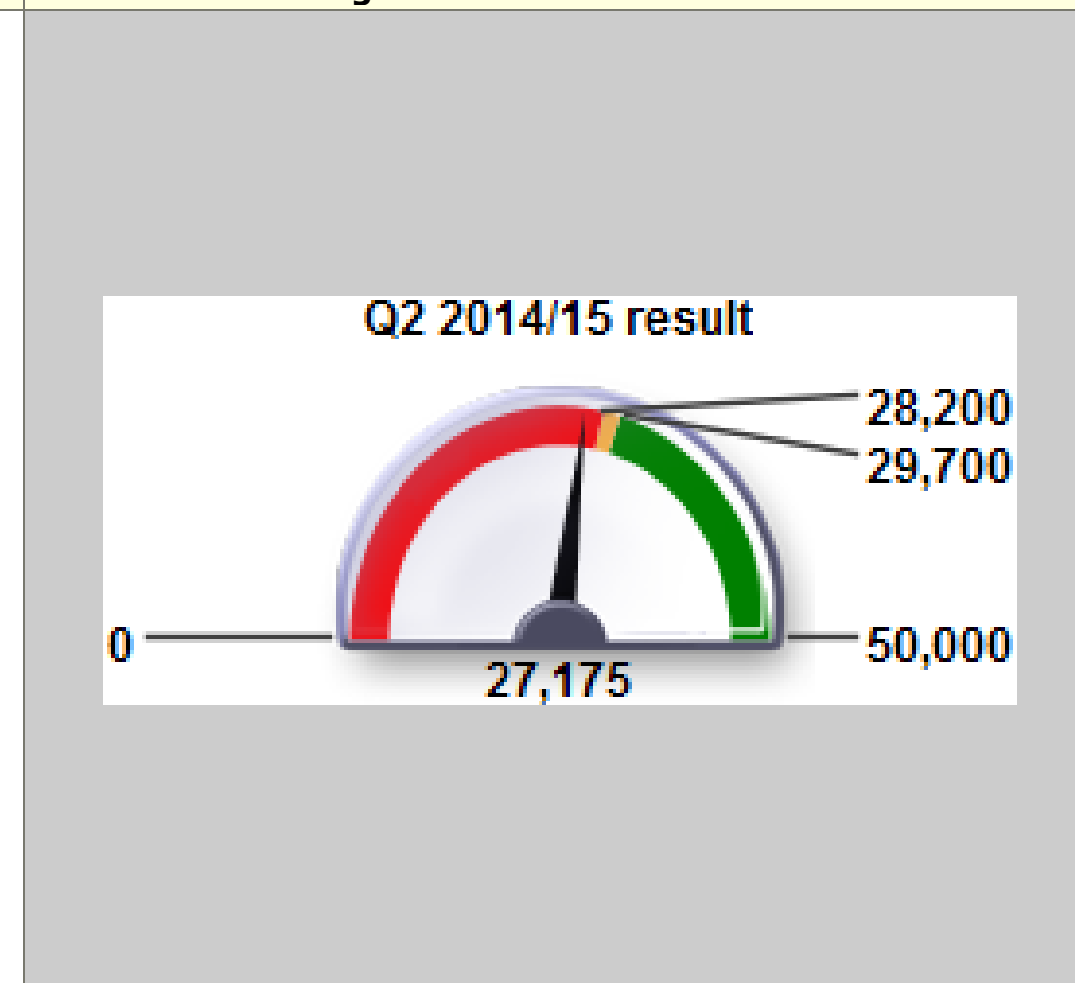
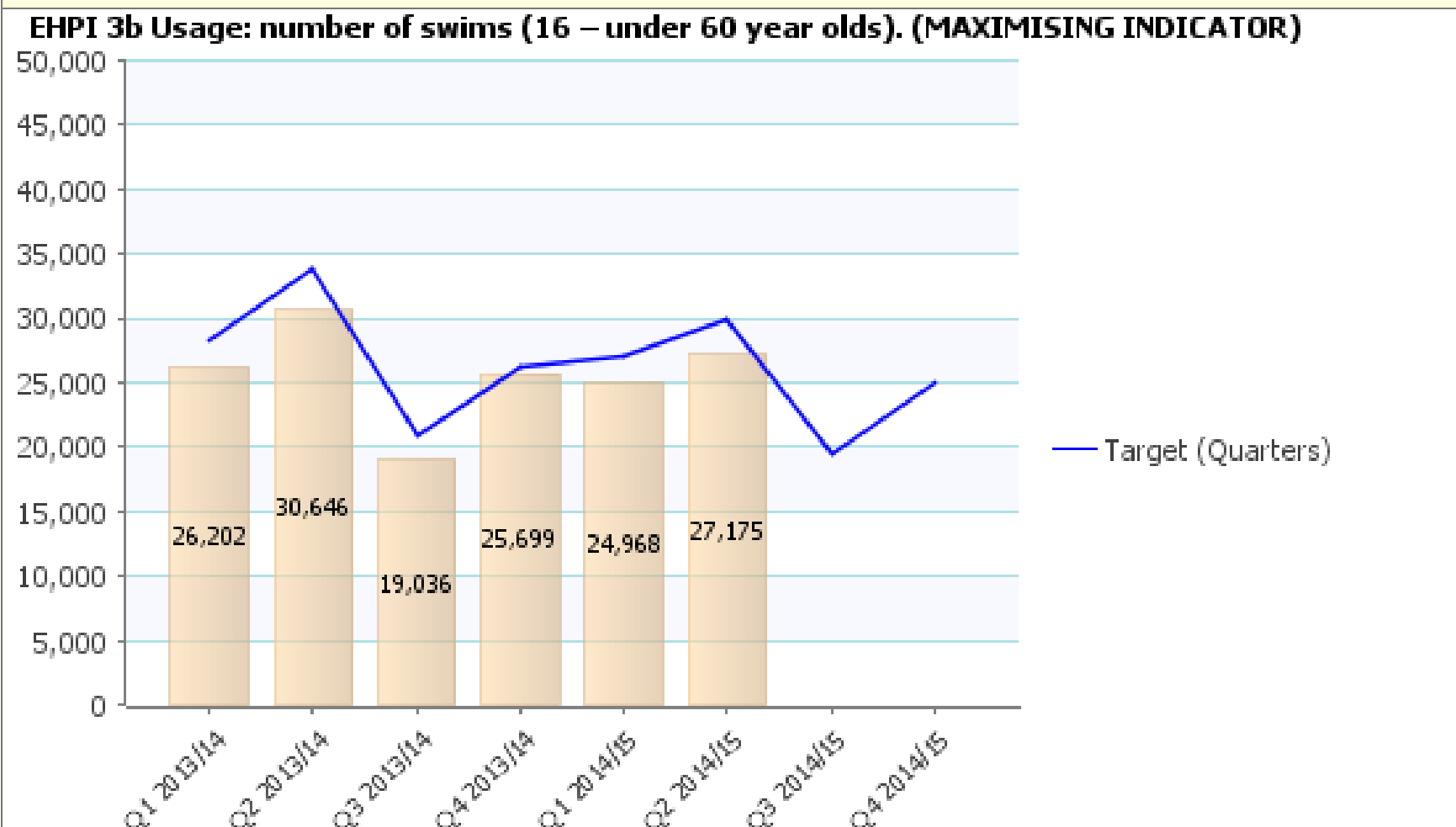
**Trend Chart** **Performance Gauge**





**Environment Services**

| PI code | Short Name   | Status  | Current Value | Current target | Short term trend  | Notes   | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|---------|--|---|---------------|----------------|---|---|--|
| EHPI 3b | Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR) |  | 27,175        | 30,000         |  | Performance was below target for quarter 2. This was the second consecutive Quarter where this PI had been 'Red' in 2014/15. However performance had improved when compared to Quarter 1. This increase is in line with normal trends and is similar to performance in Quarter 2 for 2011/12. There is a downturn in adult swimming; this is in part due to increasing gym membership (gym members can 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 promotional activities. | <b>None</b>  |

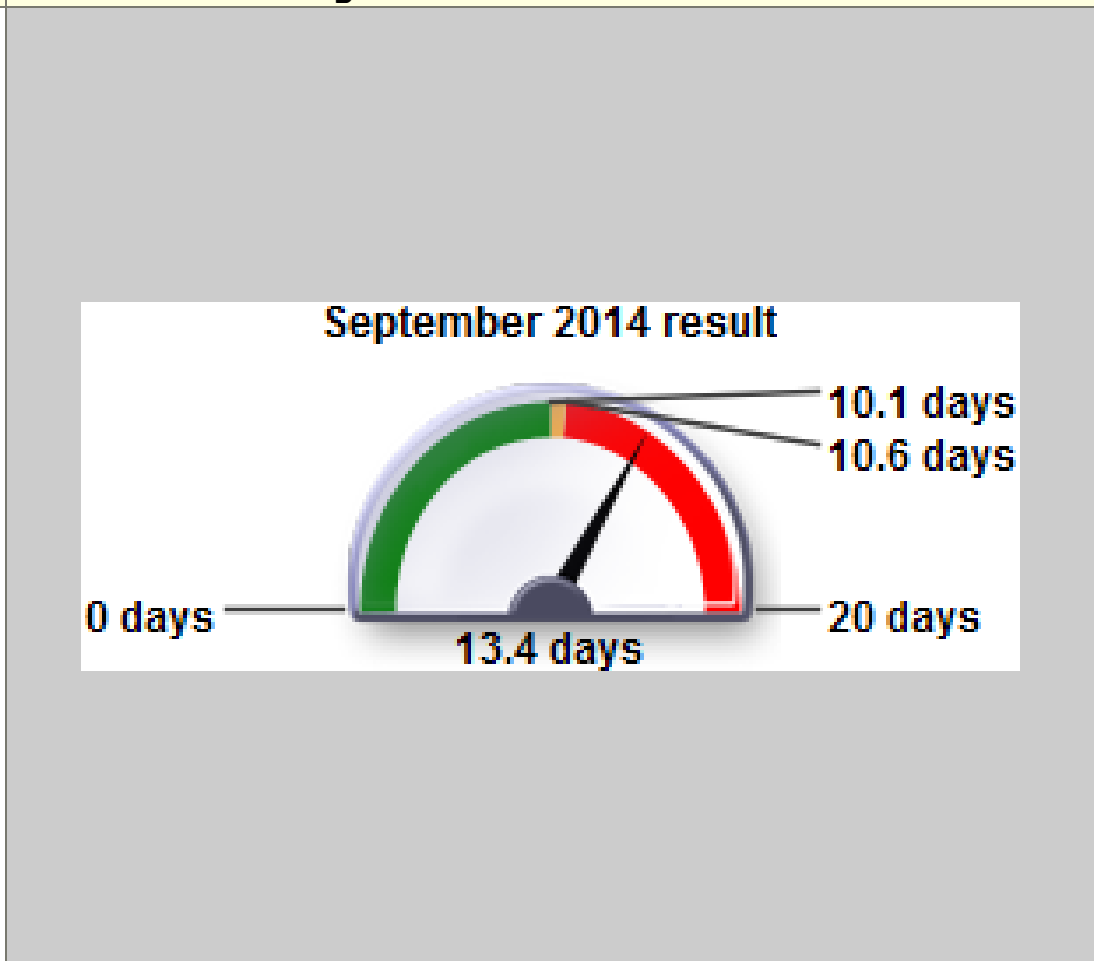
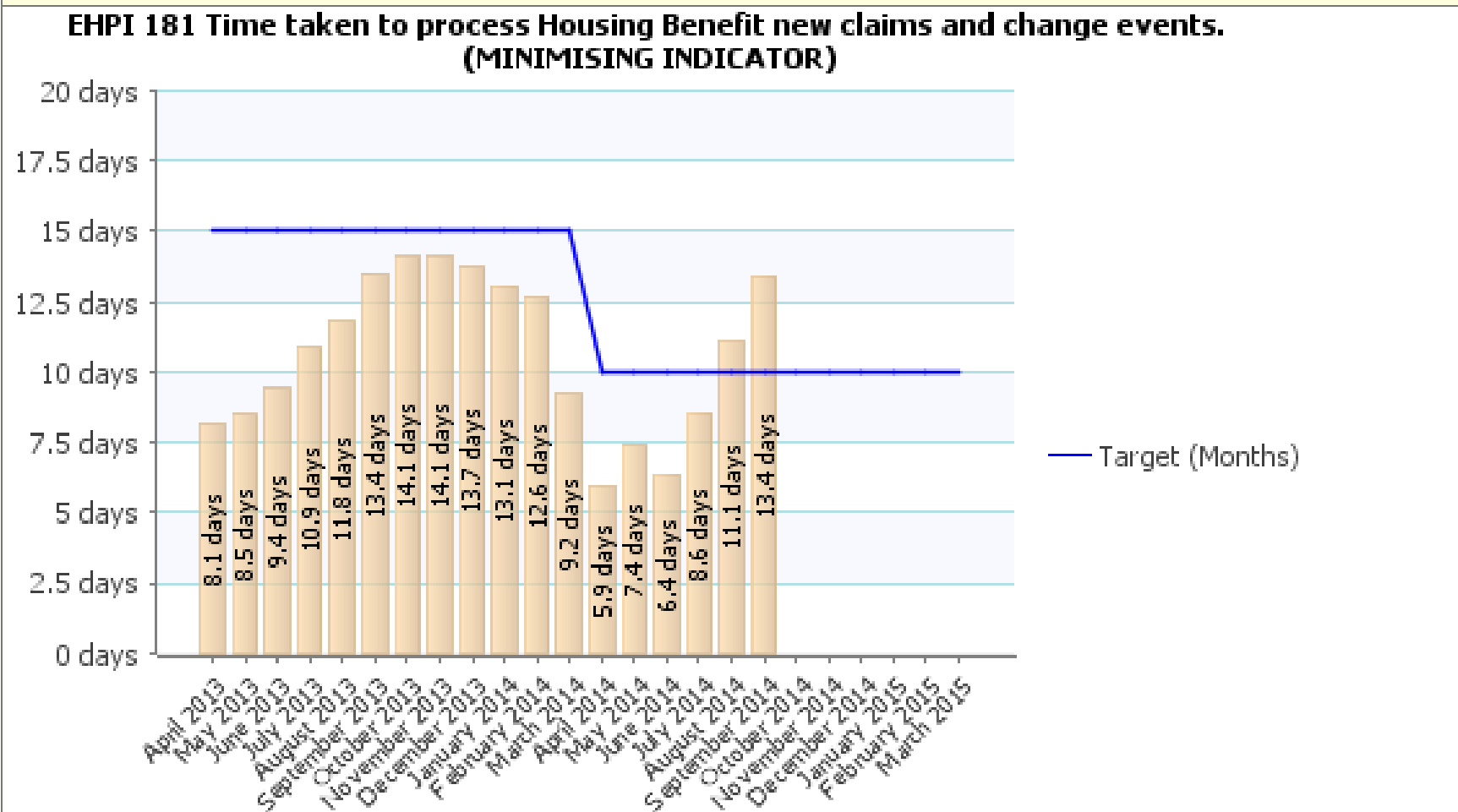
**Trend Chart** **Performance Gauge**



**Revenues and Benefits Services**



| PI code  | Short Name   | Status  | Current Value | Current target | Short term trend  | Notes   | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|----------|--|---|---------------|----------------|---|---|--|
| EHPI 181 | Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR) |  | 13.4 days     | 10 days        |  | Performance was below target for September. Period is covering from 5 August 2014 to 9 September 2014 is at 23.09 days, which moves cumulative position to 13.4 days. | None   |

**Trend Chart** **Performance Gauge**

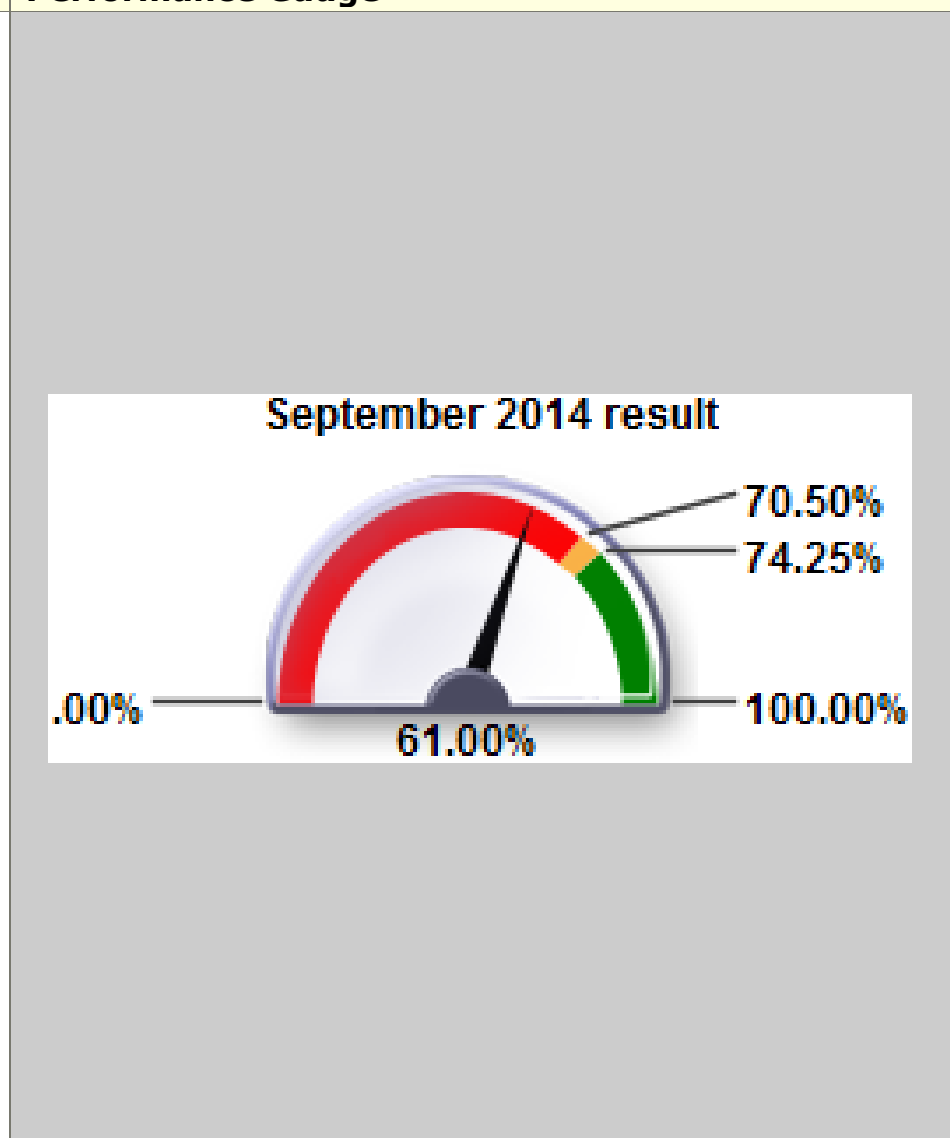
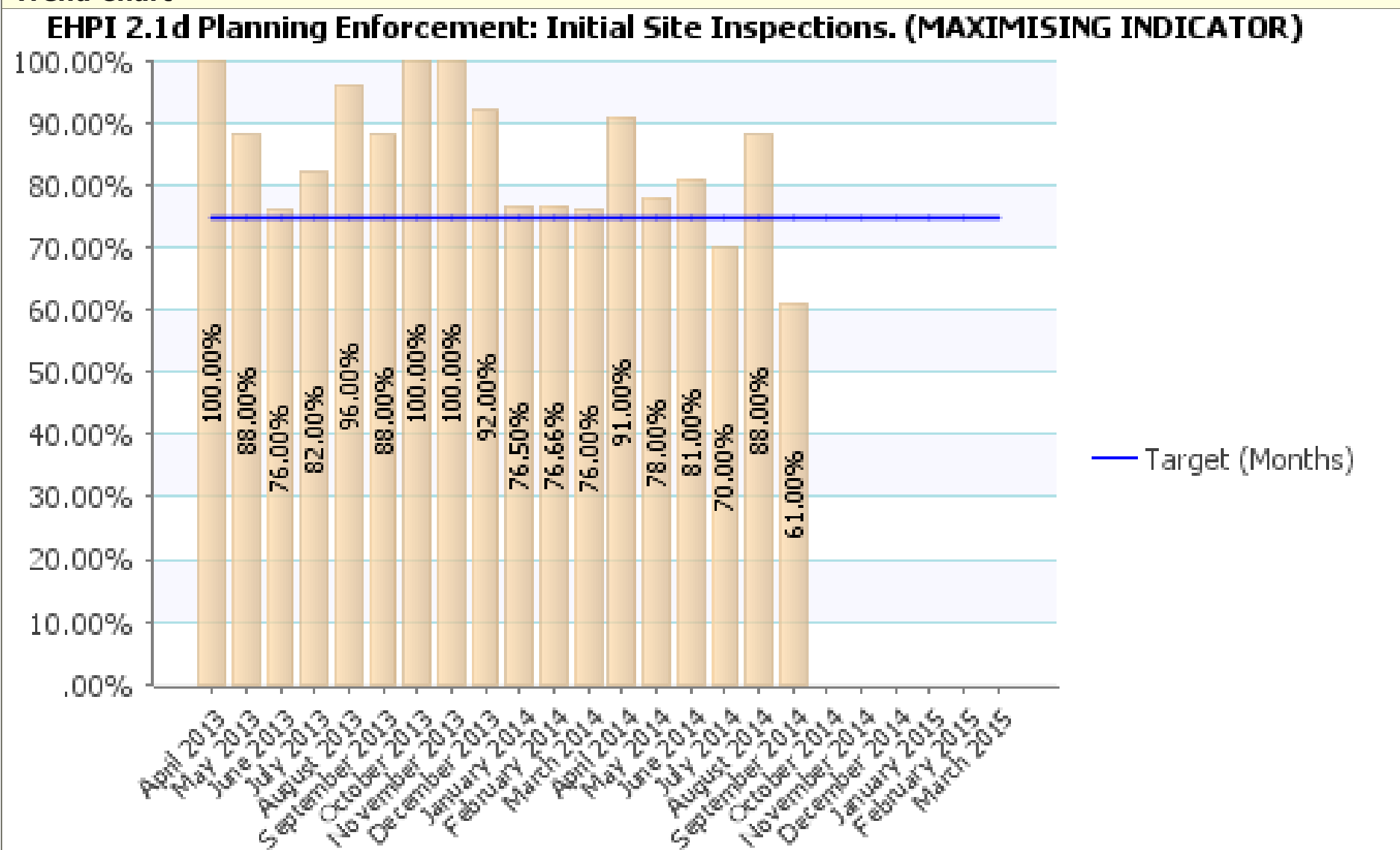


**Traffic Light Red**  
**Corporate Priority: Place**

**Planning and Building Control**



| PI code   | Short Name   | Status  | Current Value | Current target | Short term trend  | Notes   | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|-----------|--|---|---------------|----------------|---|---|--|
| EHPI 2.1d | Planning Enforcement: Initial Site Inspections. (MAXIMISING INDICATOR) |  | 61.00%        | 75.00%         |  | Target not met due to higher number of inspection cases in September period. 31 out of 51 site inspections completed. | <b>None</b>  |

**Trend Chart** **Performance Gauge**



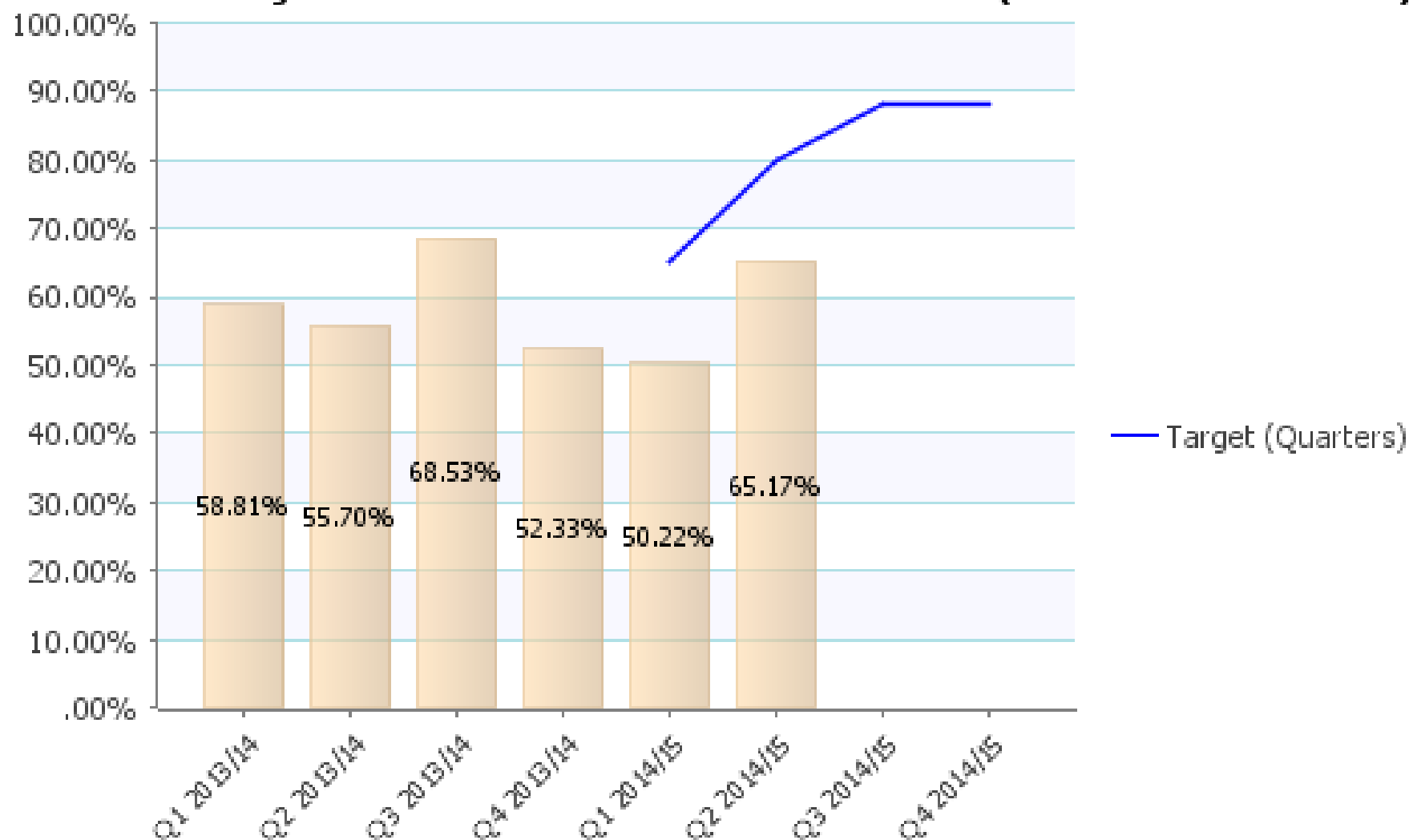
**Traffic Light Red**  
**Corporate Priority: Prosperity**

**ICT Services**

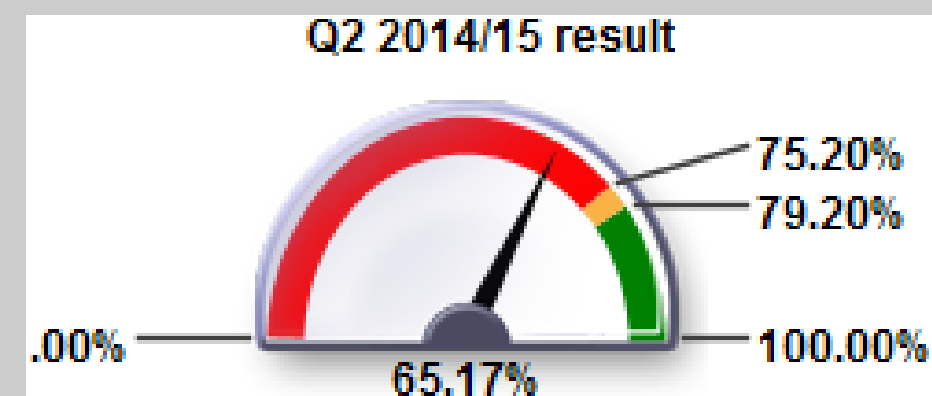
| PI code  | Short Name  | Status  | Current Value | Current target | Short term trend  | Notes   | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|----------|---|---|---------------|----------------|---|---|--|
| EHPI 9.2 | Percentage Resolution of ICT Incidents Within 4 Hours. (MAXIMISING INDICATOR) |  | 65.17%        | 80.00%         |  | Performance continues to improve, but was below target. A new staff structure is taking effect with effect from 1st October which will impact positively upon this indicator in quarter 3 and quarter 4 of this year. | <b>None</b>  |

**Trend Chart**



**EHPI 9.2 Percentage Resolution of ICT Incidents Within 4 Hours. (MAXIMISING INDICATOR)**



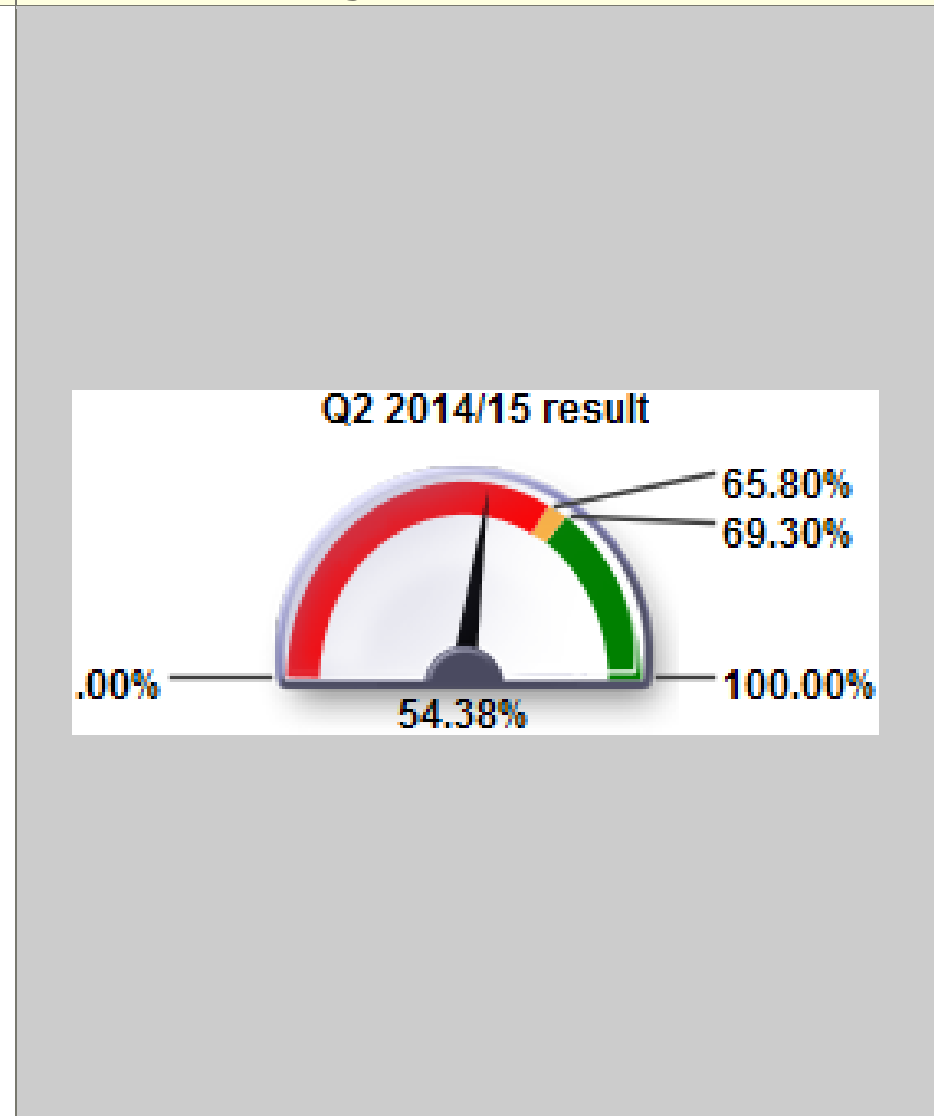
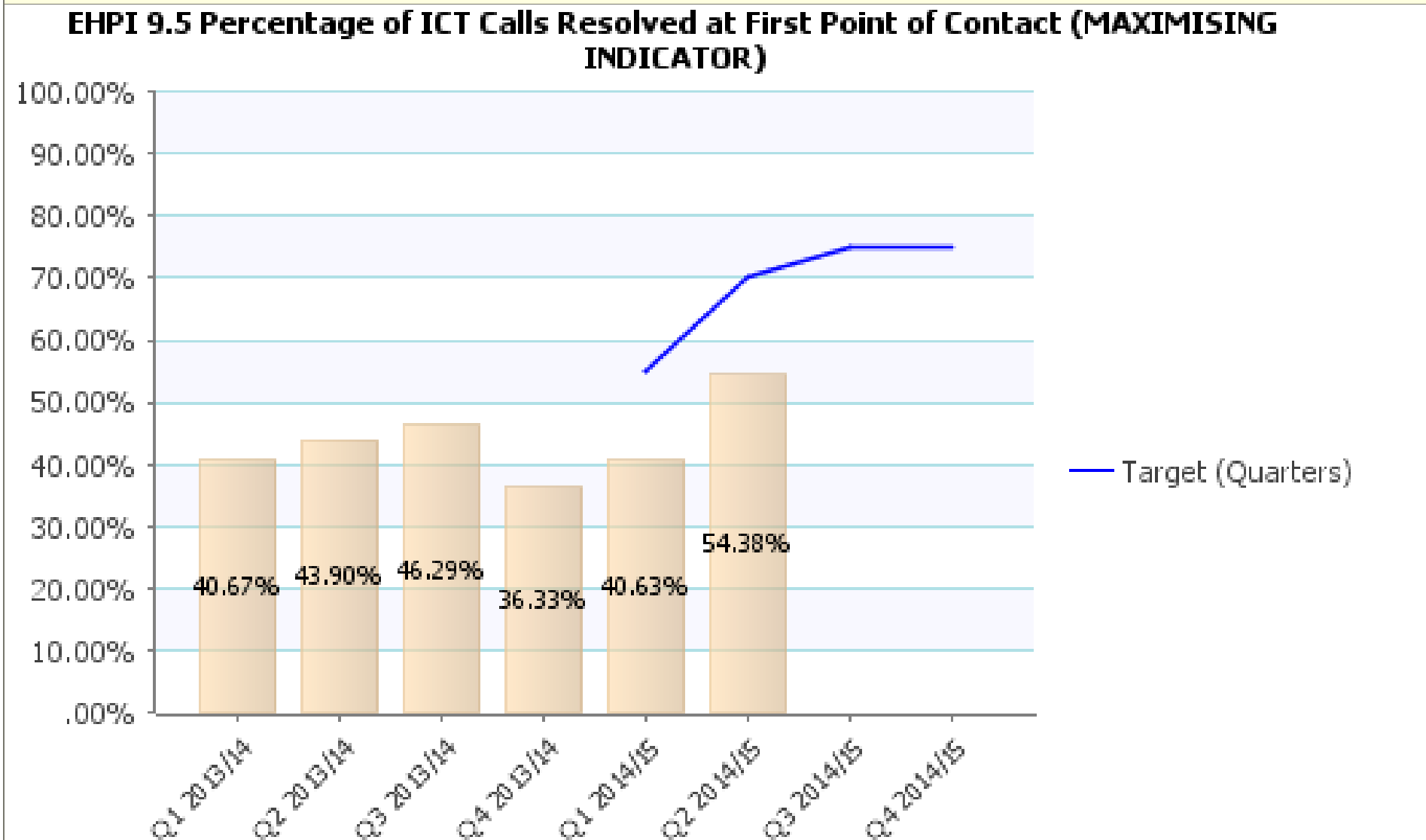
**Performance Gauge**





**ICT Services**

| PI code  | Short Name  | Status  | Current Value | Current target | Short term trend  | Notes  | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|----------|---|---|---------------|----------------|---|--|--|
| EHPI 9.5 | Percentage of ICT Calls Resolved at First Point of Contact (MAXIMISING INDICATOR) |  | 54.38%        | 70.00%         |  | Performance is improving but is well below target. This will be remedied once new service desk team is in place. The recruitment process should be complete within the next month. | <b>None</b>  |

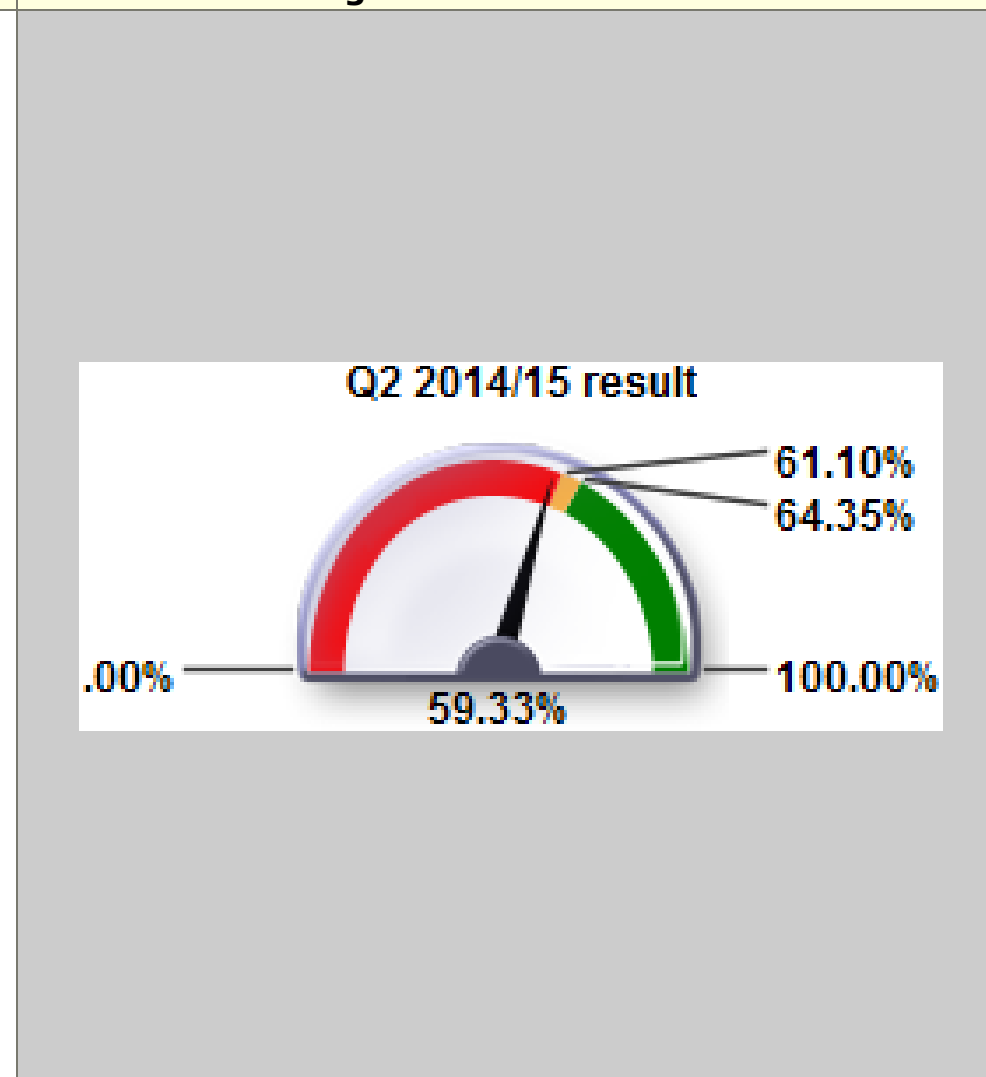
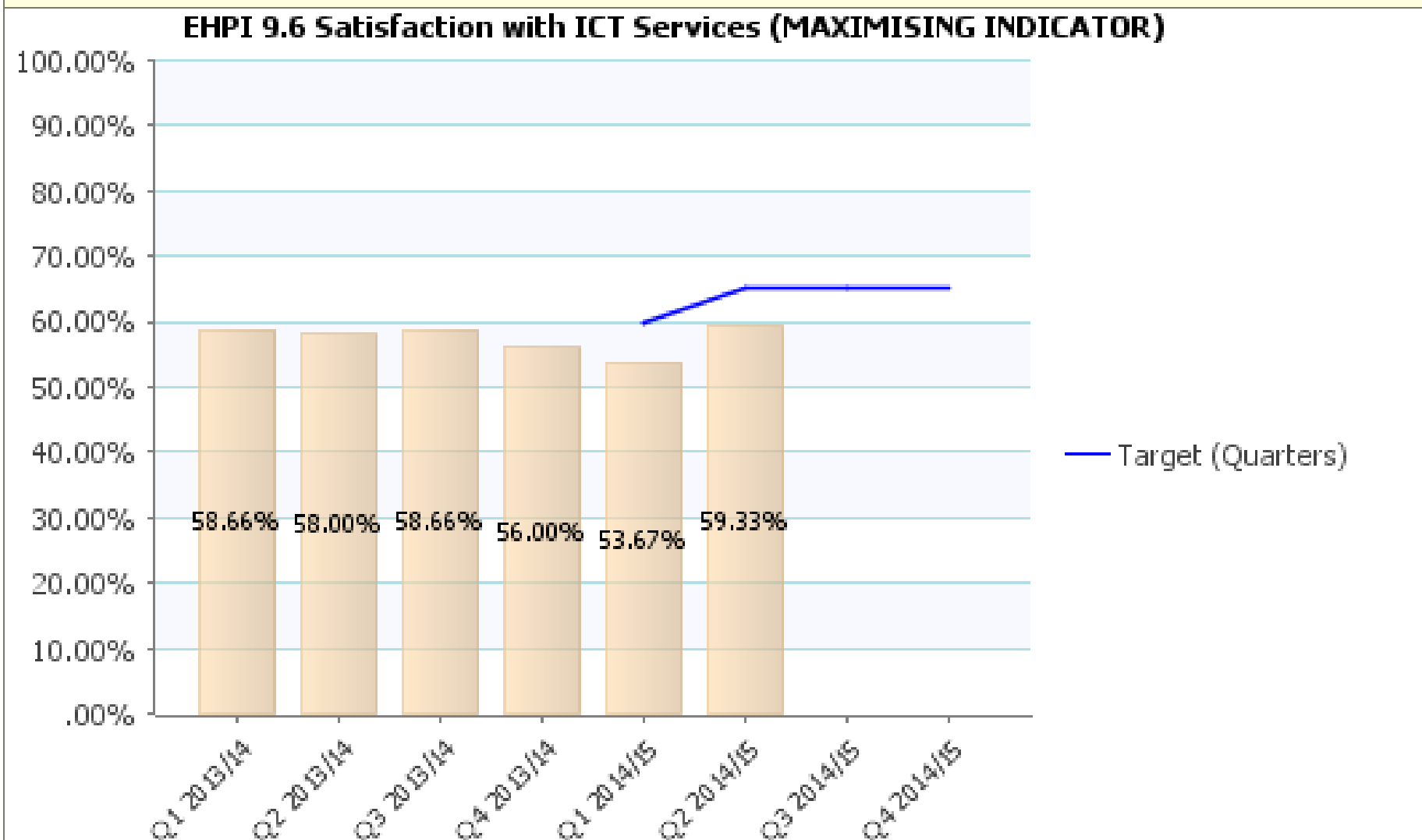
**Trend Chart** **Performance Gauge**



**ICT Services**

| PI code  | Short Name  | Status  | Current Value | Current target | Short term trend  | Notes   | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|----------|---|---|---------------|----------------|---|---|--|
| EHPI 9.6 | Satisfaction with ICT Services (MAXIMISING INDICATOR) |  | 59.33%        | 65.00%         |  | Performance with users is at 66% and is above target while satisfaction amongst managers is low at 44%. Meetings with all management teams are being scheduled to better understand concerns and to explain how the ICT workload is being prioritised going forward | <b>None</b>  |

**Trend Chart** **Performance Gauge**



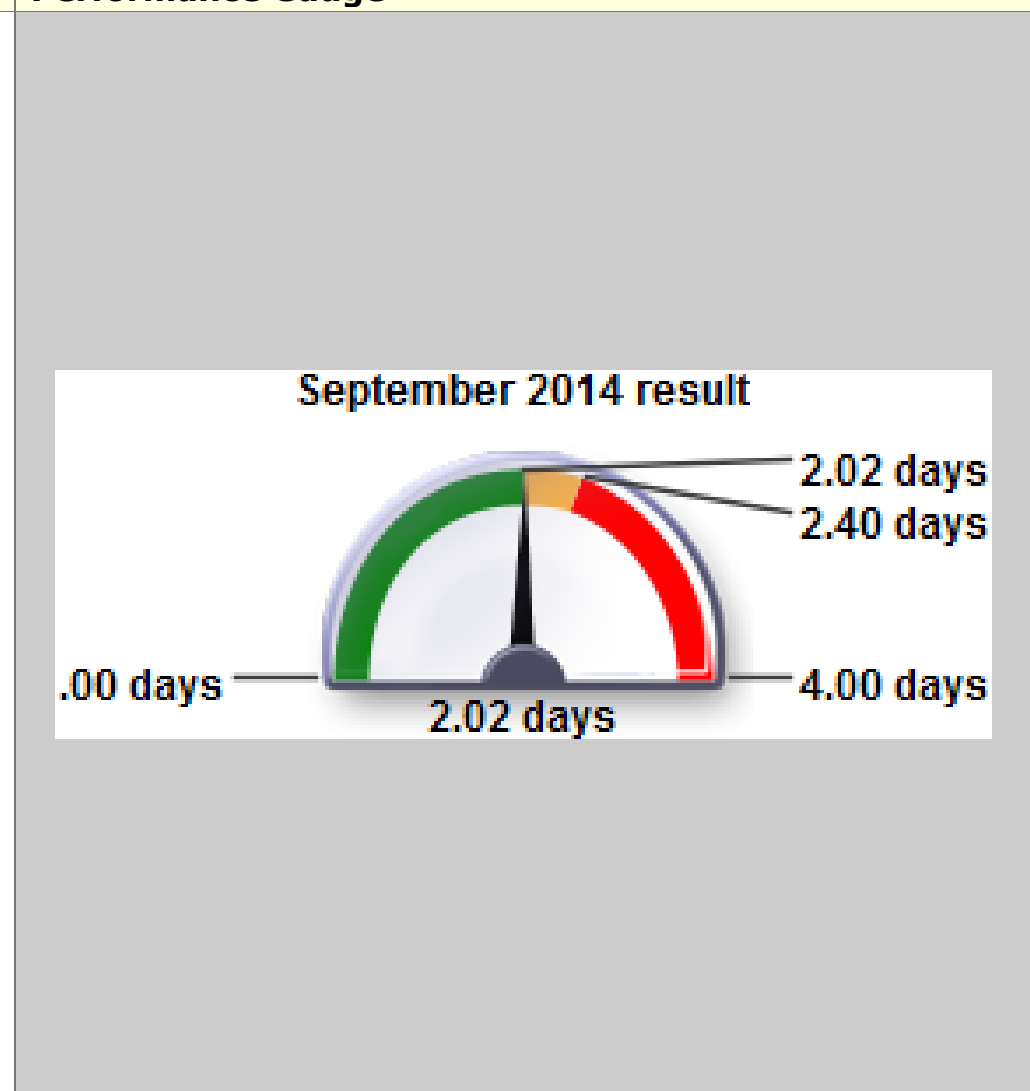
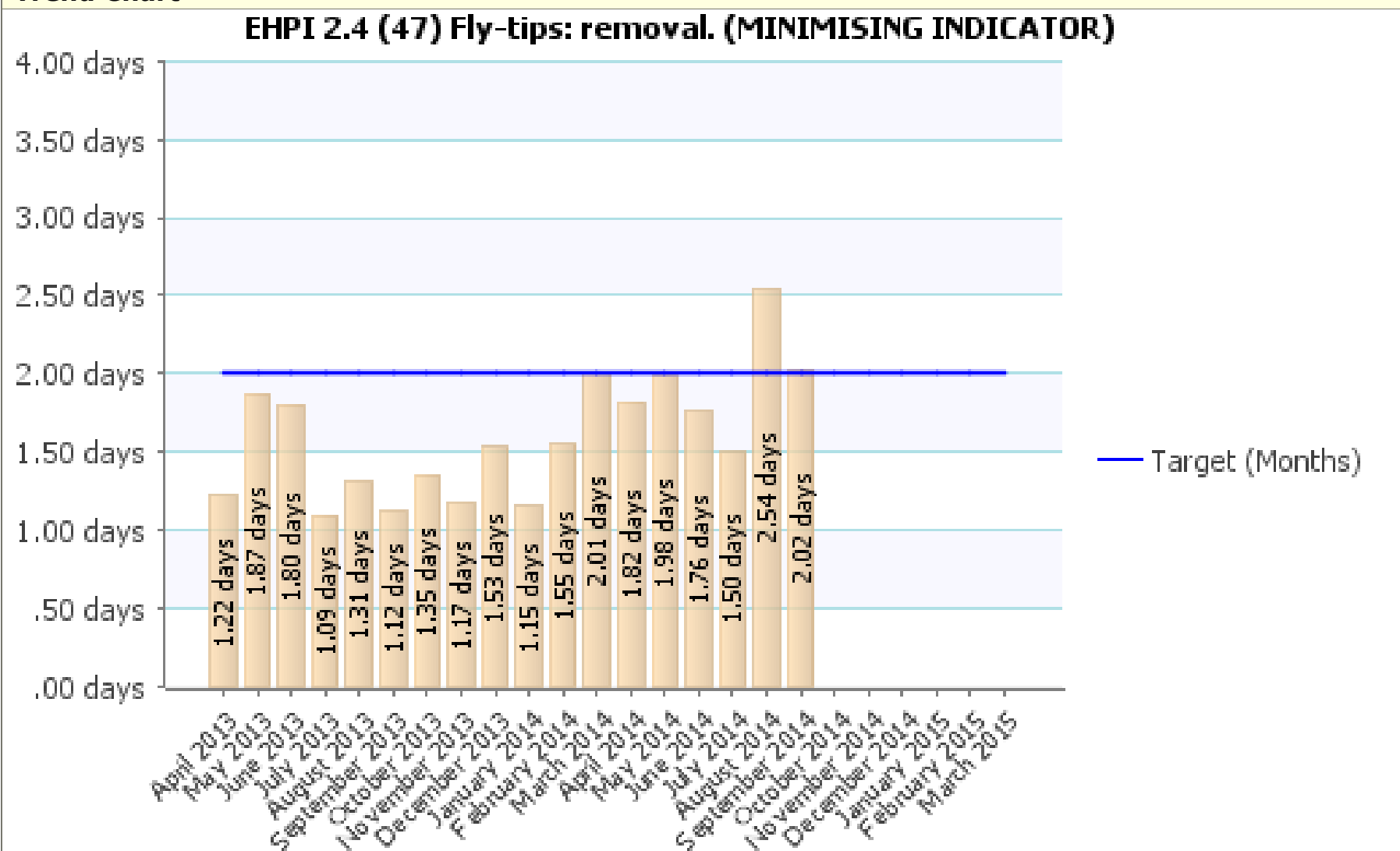


**Traffic Light Amber**  
**Corporate Priority: Place**



**Environmental Services**

| PI code       | Short Name                                | Status | Current Value | Current target | Short term trend | Notes  | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|---------------|---|--------|---------------|----------------|------------------|--|--|
| EHPI 2.4 (47) | Fly-tips: removal. (MINIMISING INDICATOR) |        | 2.02 days     | 2.00 days      |                  | Performance improved from previous month, as fly tipping removal times have improved to expected levels. | <b>None</b>  |

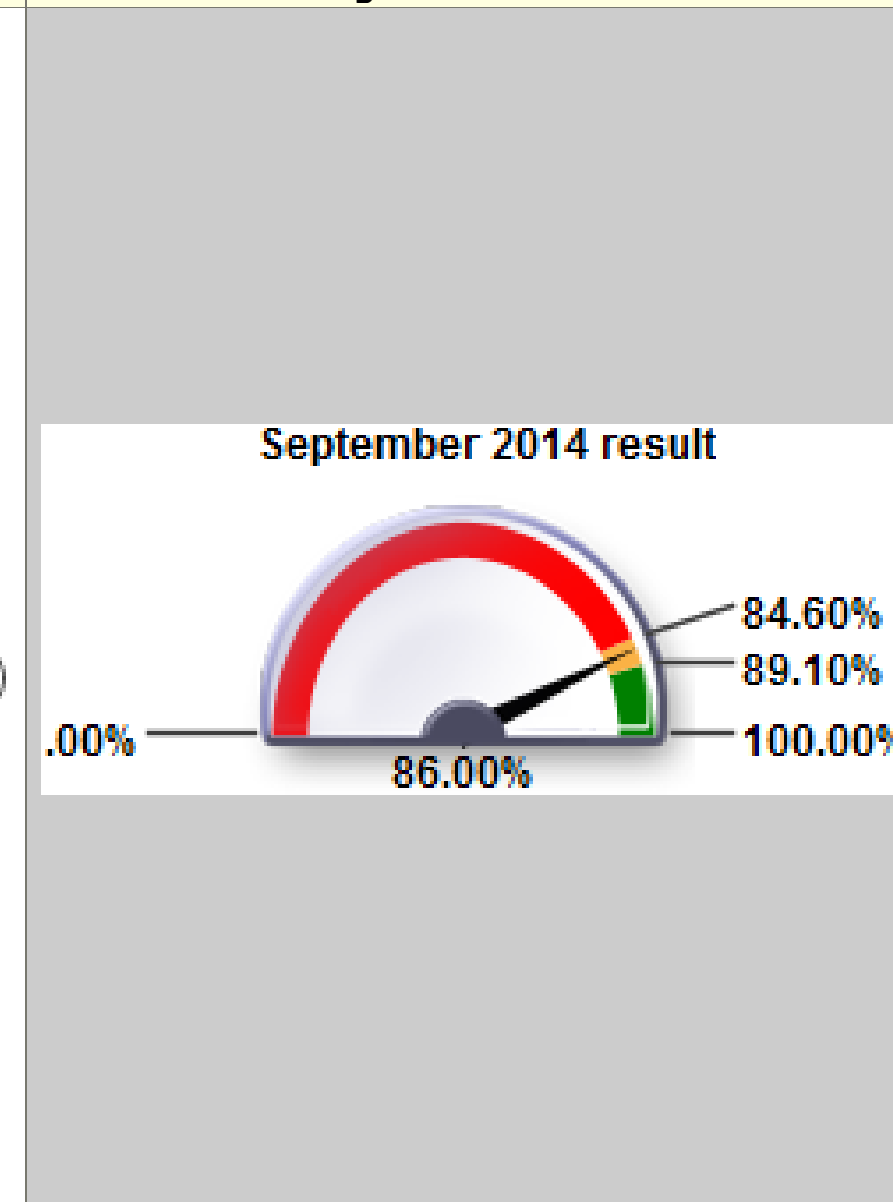
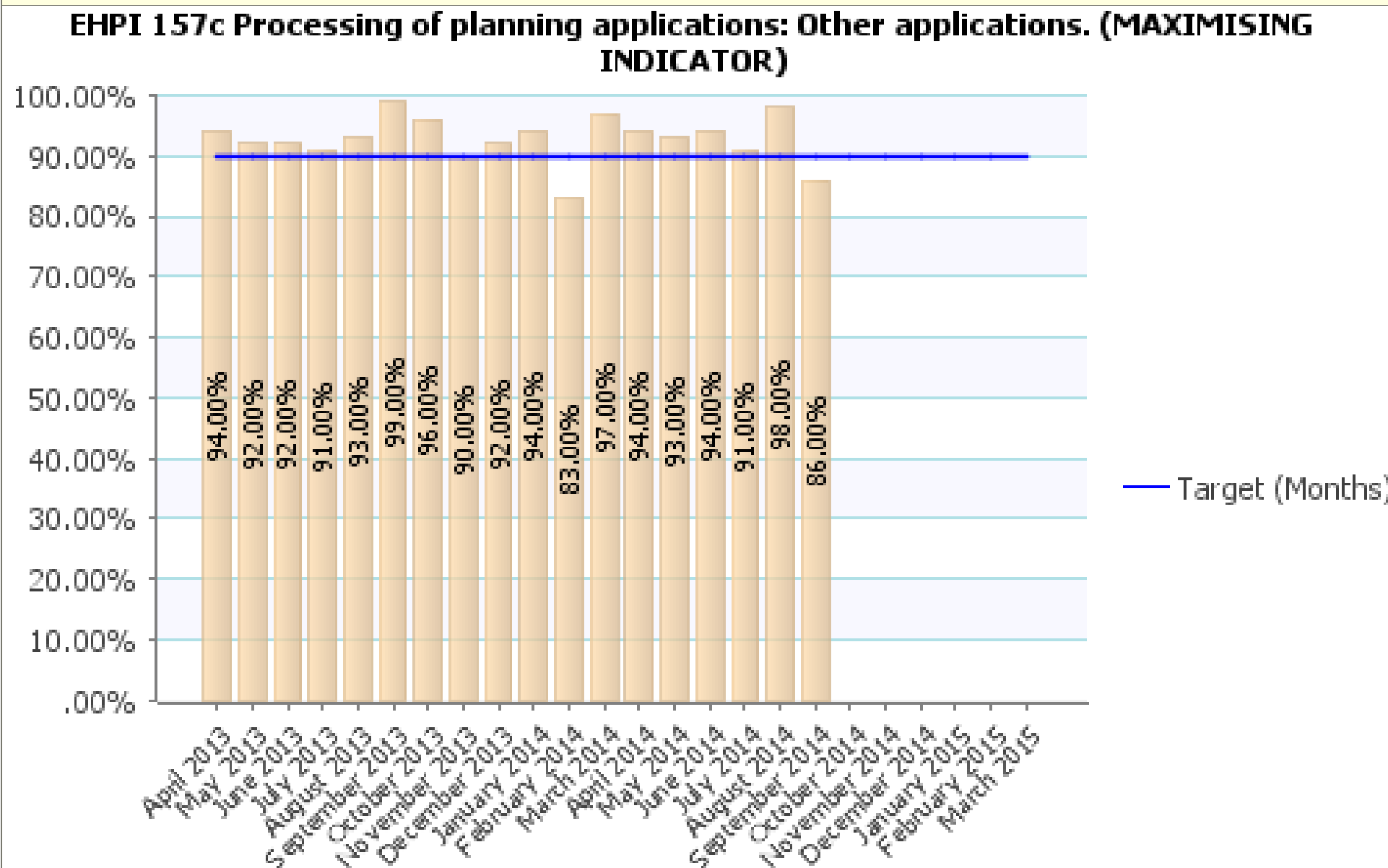
**Trend Chart** **Performance Gauge**



**Planning and Building Control**

| PI code   | Short Name  | Status   | Current Value | Current target | Short term trend  | Notes  | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|-----------|---|--|---------------|----------------|---|--|--|
| EHPI 157c | Processing of planning applications: Other applications. (MAXIMISING INDICATOR) |  | 86.00%        | 90.00%         |  | Performance was just below target. 118 out of 137 applications determined on time. | <b>None</b>  |

**Trend Chart** **Performance Gauge**

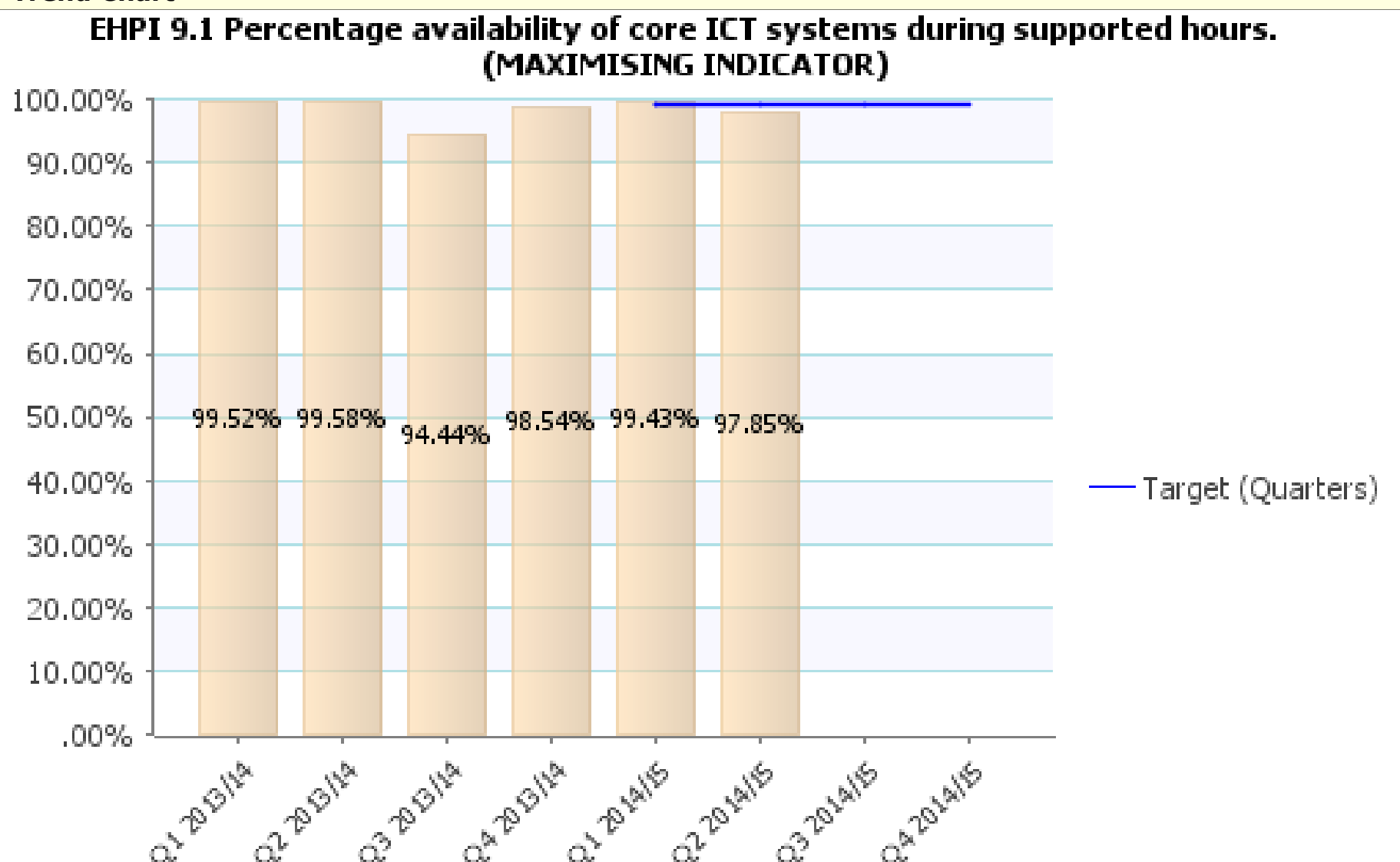


**Traffic Light Amber**  
**Corporate Priority: Prosperity**

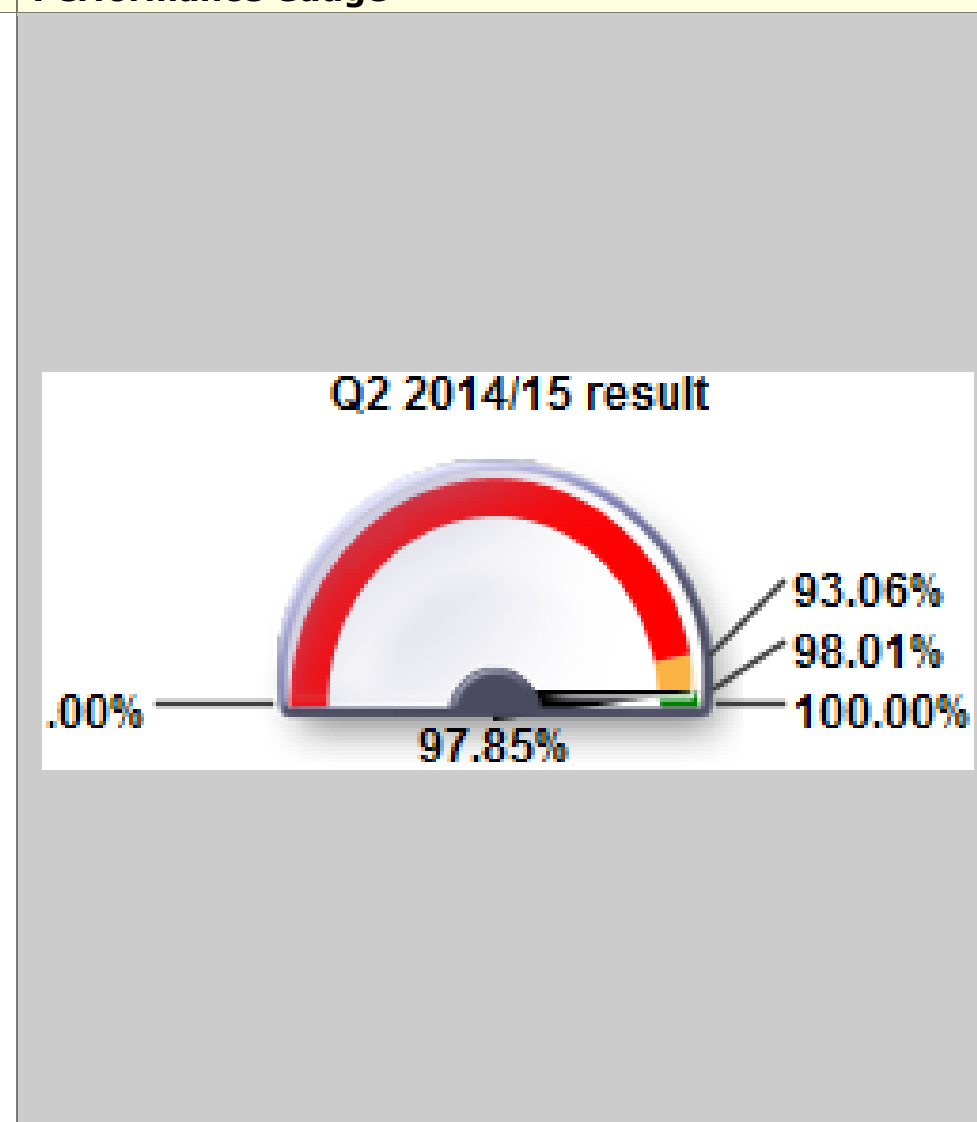
**ICT Services**

| PI code  | Short Name   | Status | Current Value | Current target | Short term trend | Notes  | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|----------|--|--------|---------------|----------------|------------------|--|--|
| EHPI 9.1 | Percentage availability of core ICT systems during supported hours. (MAXIMISING INDICATOR) |        | 97.85%        | 99.00%         |                  | There have been reliability issues relating to the old Citrix environment during quarter 2 that will be overcome once all systems have been migrated into the new VDI environment. Performance overall for the year is marginally below target | <b>None</b>  |

**Trend Chart**



**Performance Gauge**



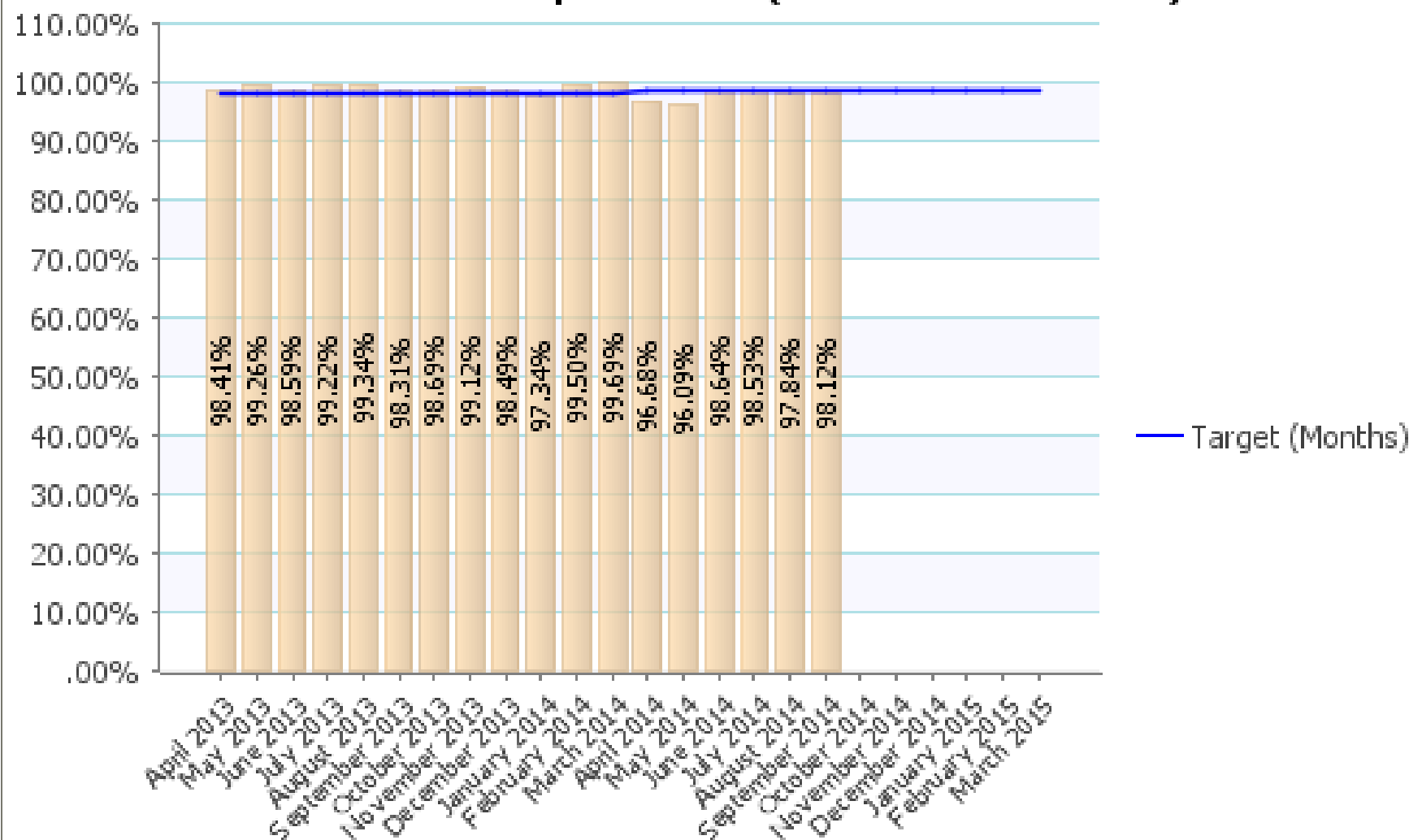
**Traffic Light Green**  
**Corporate Priority: Prosperity**

**Financial Support Services**

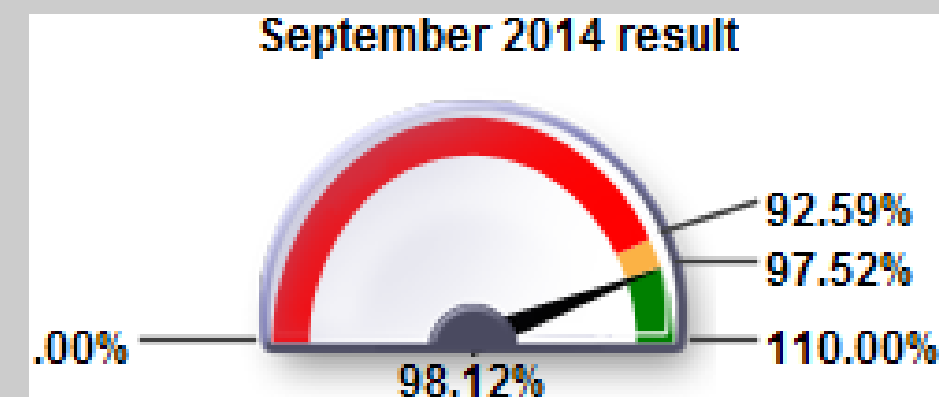
| PI code | Short Name   | Status | Current Value | Current target | Short term trend | Notes   | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|---------|--|--------|---------------|----------------|------------------|---|--|
| EHPI 8  | % of invoices paid on time. (MAXIMISING INDICATOR) |        | 98.12%        | 98.50%         |                  | The number of invoices paid on time is just below the target of 98.5%. Of the 851 invoices paid, 835 were paid on time. | <b>None</b>  |

**Trend Chart**

**EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)**



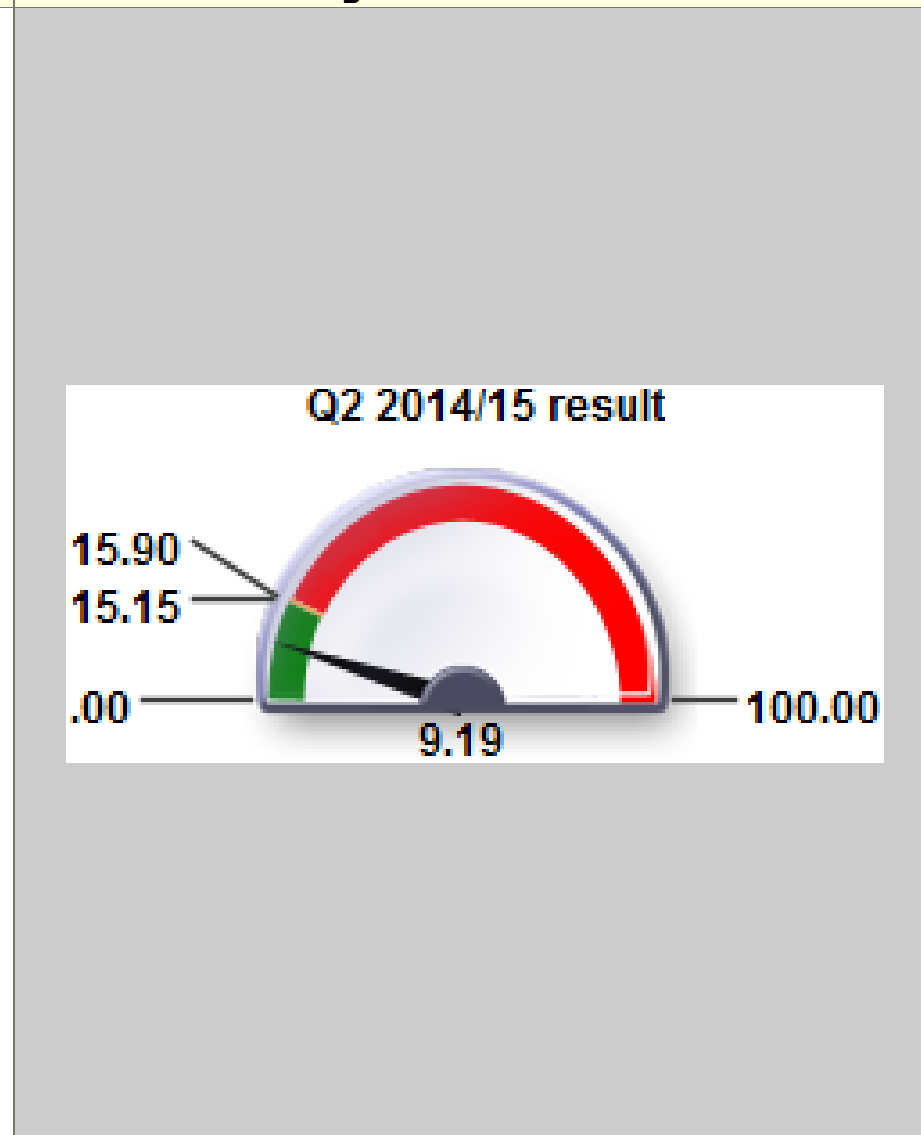
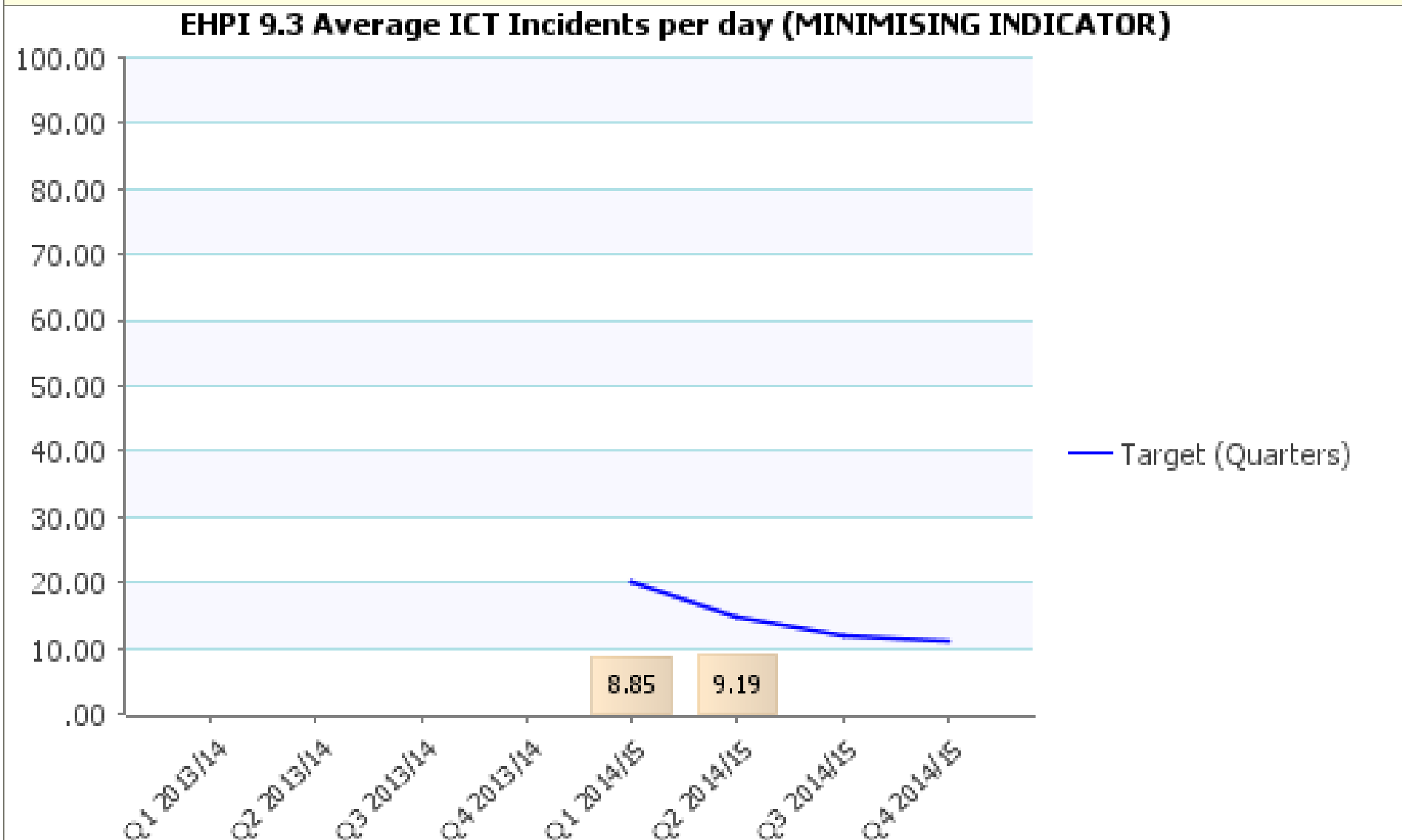
**Performance Gauge**



**ICT Services**

| PI code  | Short Name   | Status | Current Value | Current target | Short term trend | Notes  | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|----------|--|--------|---------------|----------------|------------------|--|--|
| EHPI 9.3 | Average ICT Incidents per day (MINIMISING INDICATOR) | ✔      | 9.19          | 15.00          | ↓                | Total numbers of ICT incidents are well within more stringent target for quarter 2 | None   |

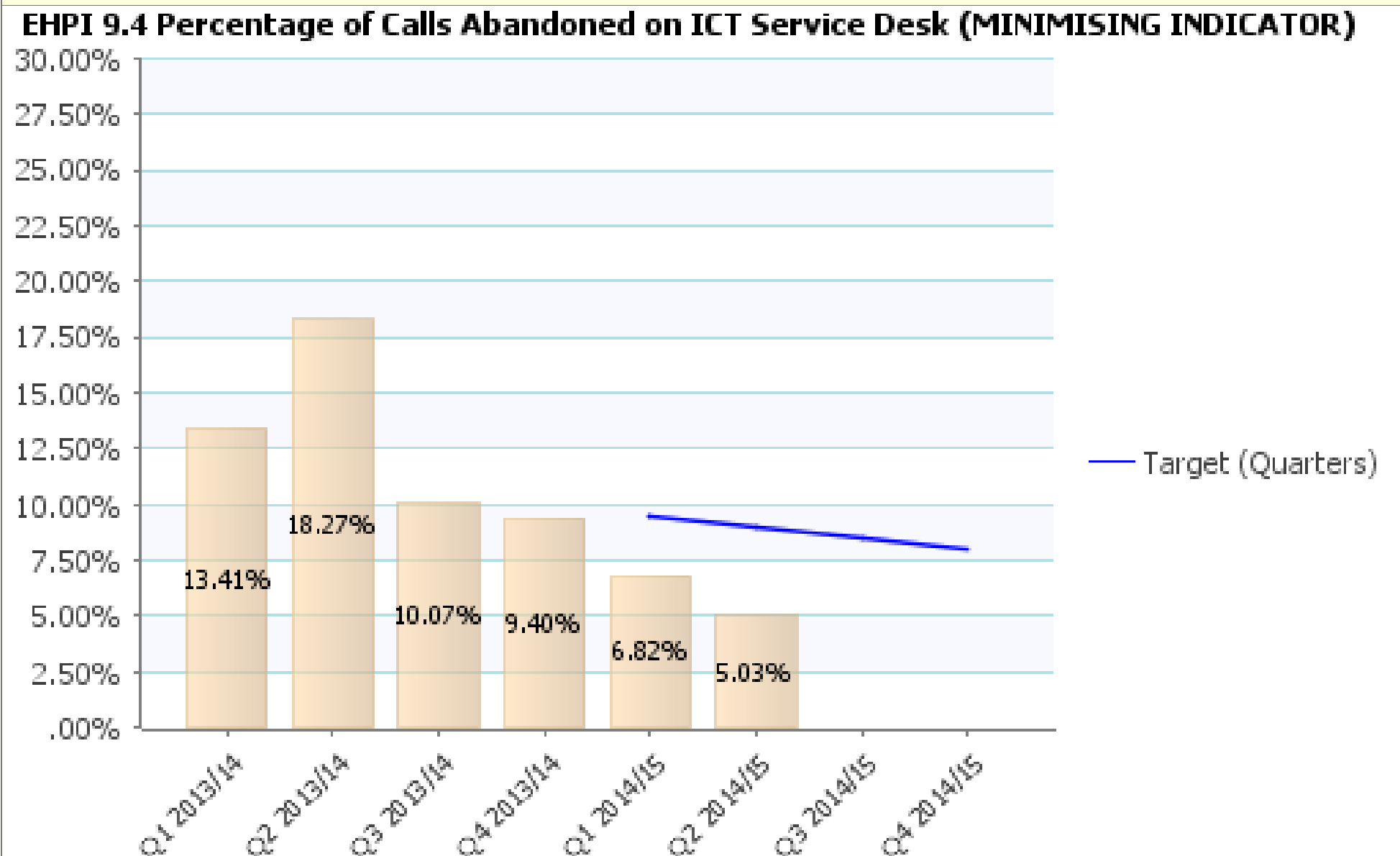
**Trend Chart** **Performance Gauge**



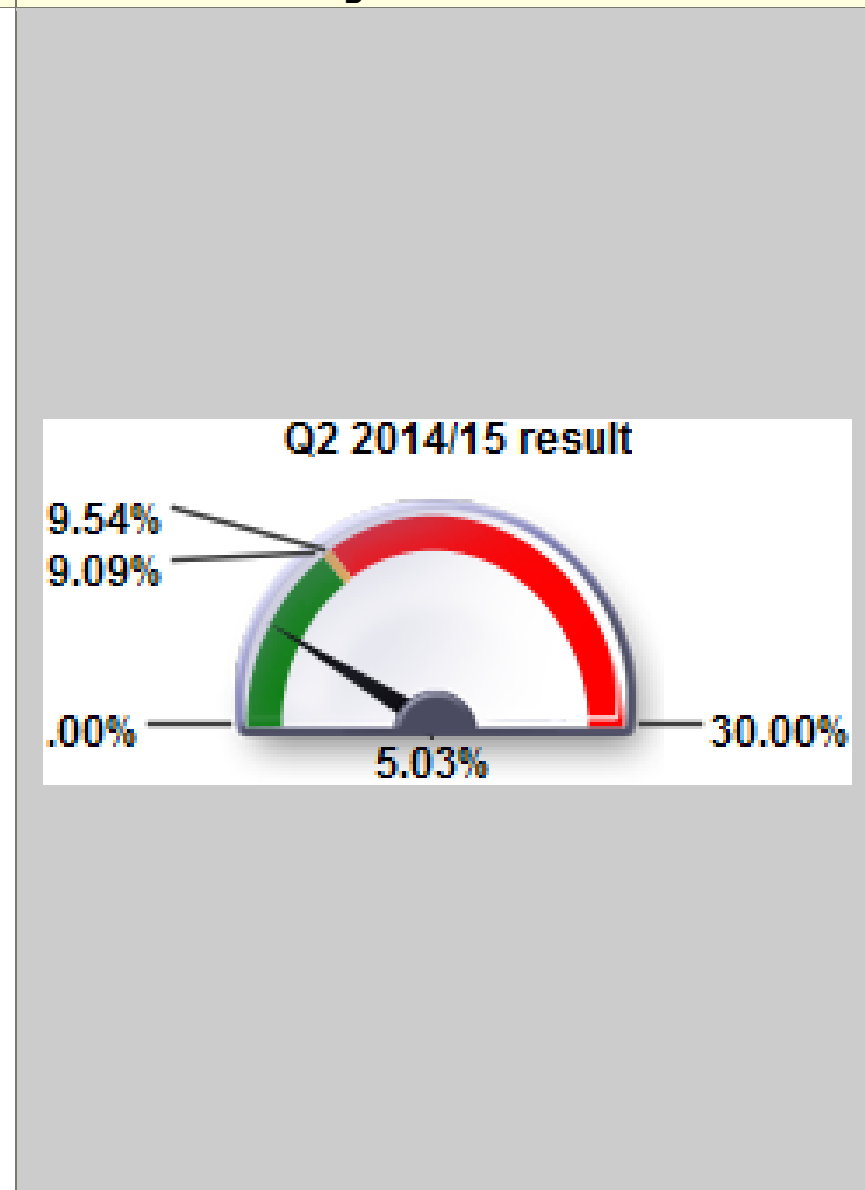
**ICT Services**

| PI code  | Short Name   | Status | Current Value | Current target | Short term trend | Notes   | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|----------|--|--------|---------------|----------------|------------------|---|--|
| EHPI 9.4 | Percentage of Calls Abandoned on ICT Service Desk (MINIMISING INDICATOR) | ✓      | 5.03%         | 9.00%          | ↑                | Performance is well above target and improving. | None   |

**Trend Chart**



**Performance Gauge**

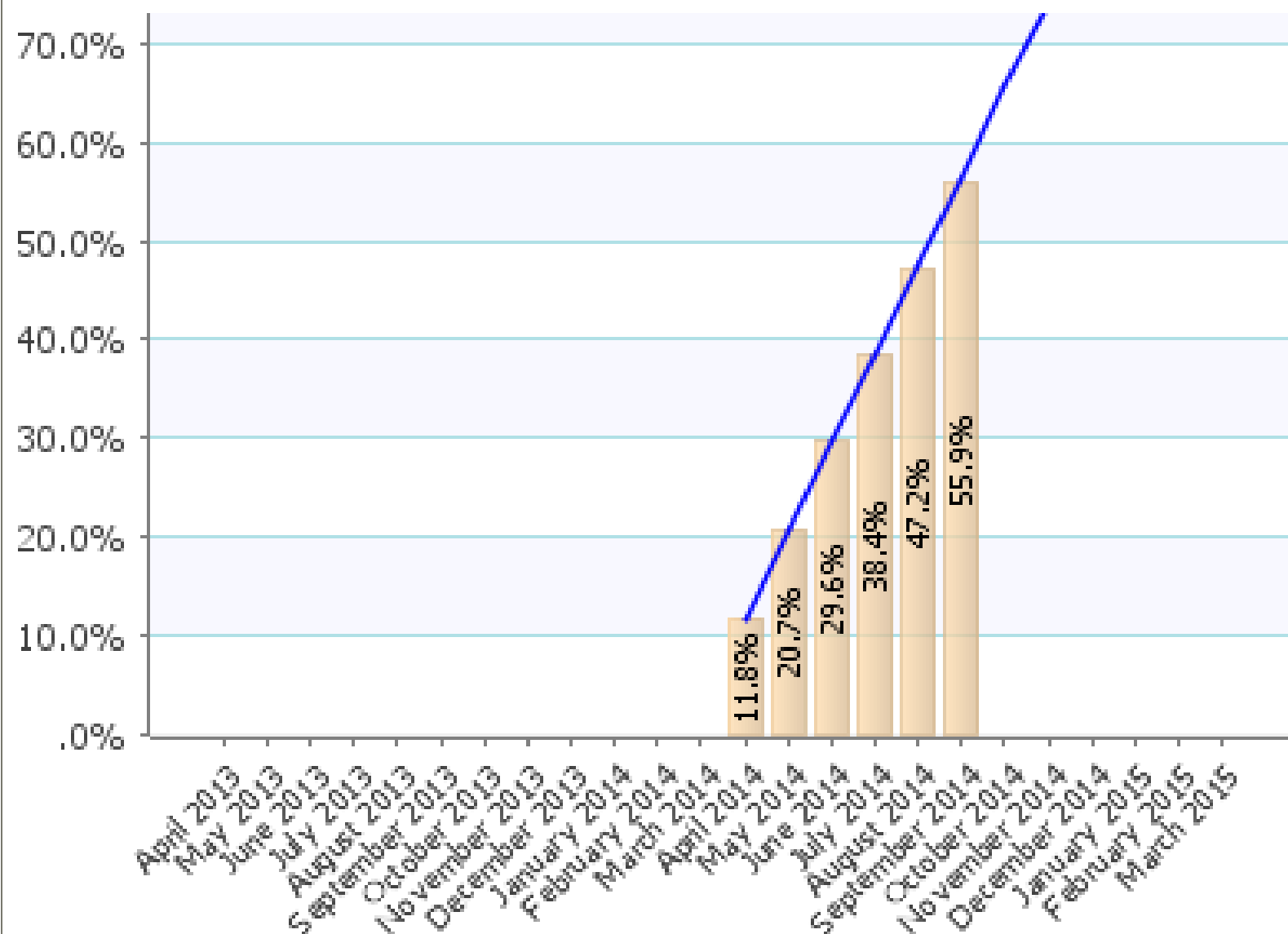


**Revenues and Benefits**

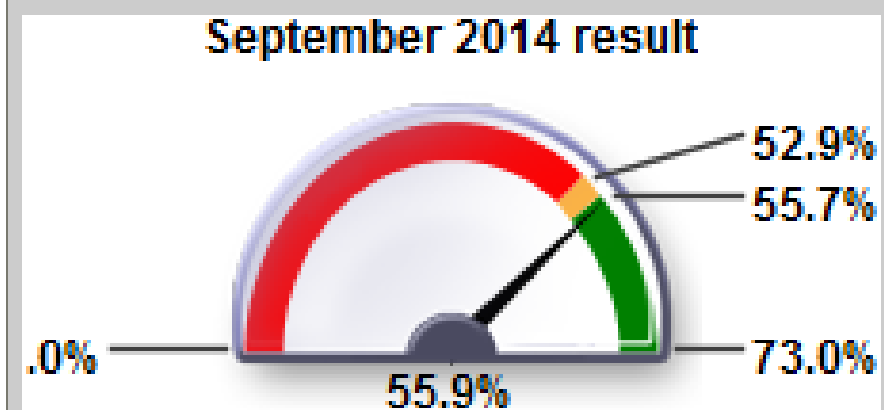
| PI code   | Short Name  | Status | Current Value | Current target | Short term trend | Notes                      | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|-----------|---|--------|---------------|----------------|------------------|----------------------------|--|
| EHPI 10.2 | Council tax collection, % of current year liability collected. (MAXIMISING INDICATOR) | ✓      | 55.9%         | 56.3%          | ↑                | Performance was on target. | None   |

**Trend Chart** **Performance Gauge**

**EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING INDICATOR)**



— Target (Months)

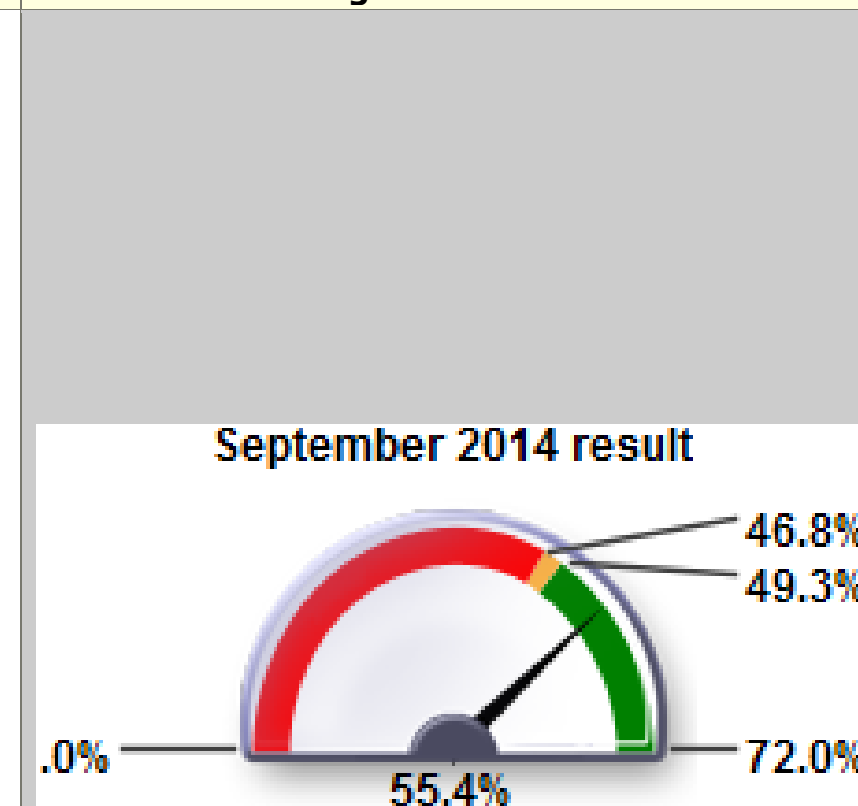
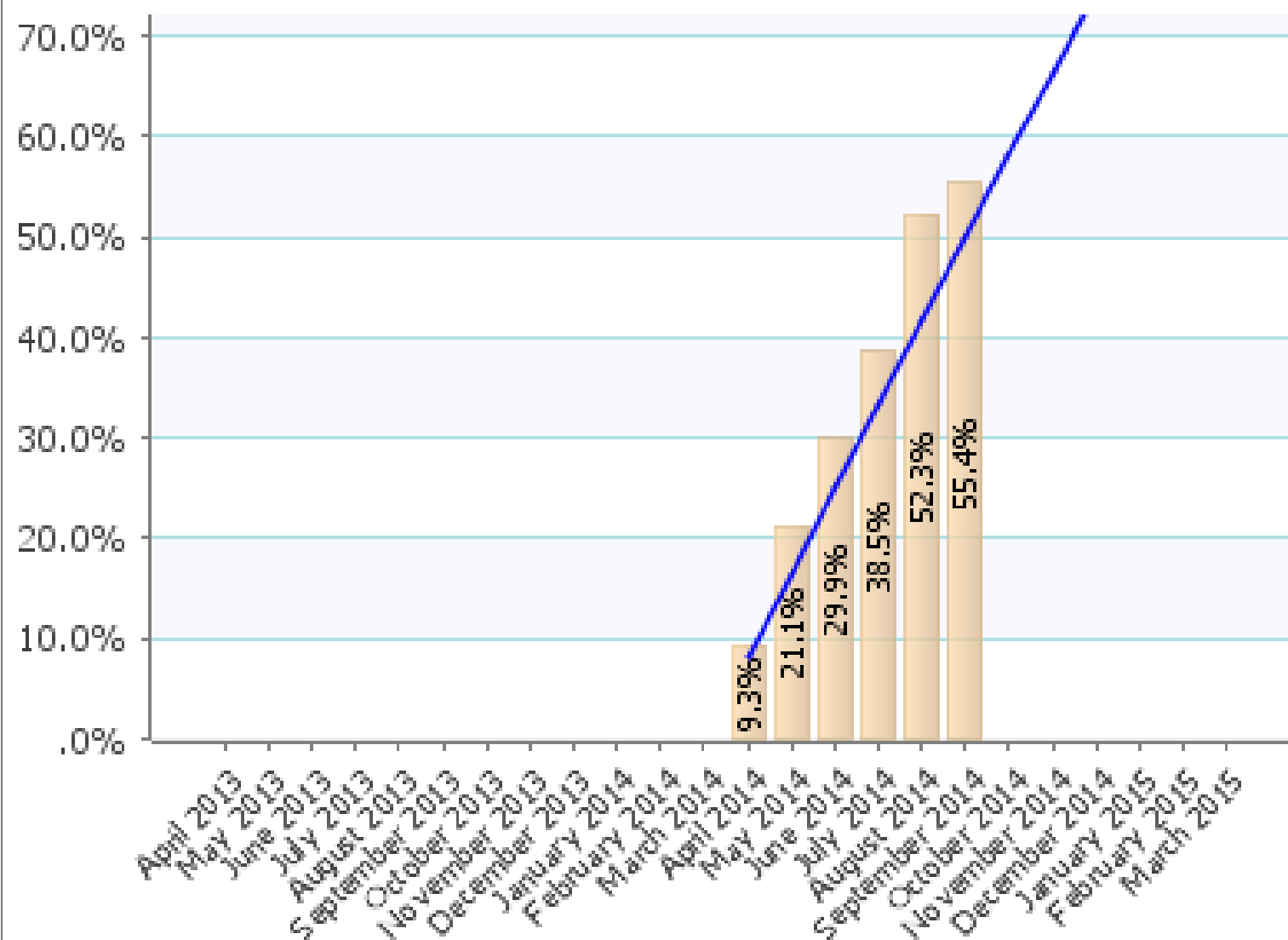


**Revenues and Benefits**

| PI code   | Short Name  | Status | Current Value | Current target | Short term trend | Notes                             | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|-----------|---|--------|---------------|----------------|------------------|-----------------------------------|--|
| EHPI 10.4 | NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING INDICATOR) | ✓      | 55.4%         | 49.8%          | ↑                | Performance was exceeding target. | None   |

**Trend Chart** **Performance Gauge**

**EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING INDICATOR)**



— Target (Months)

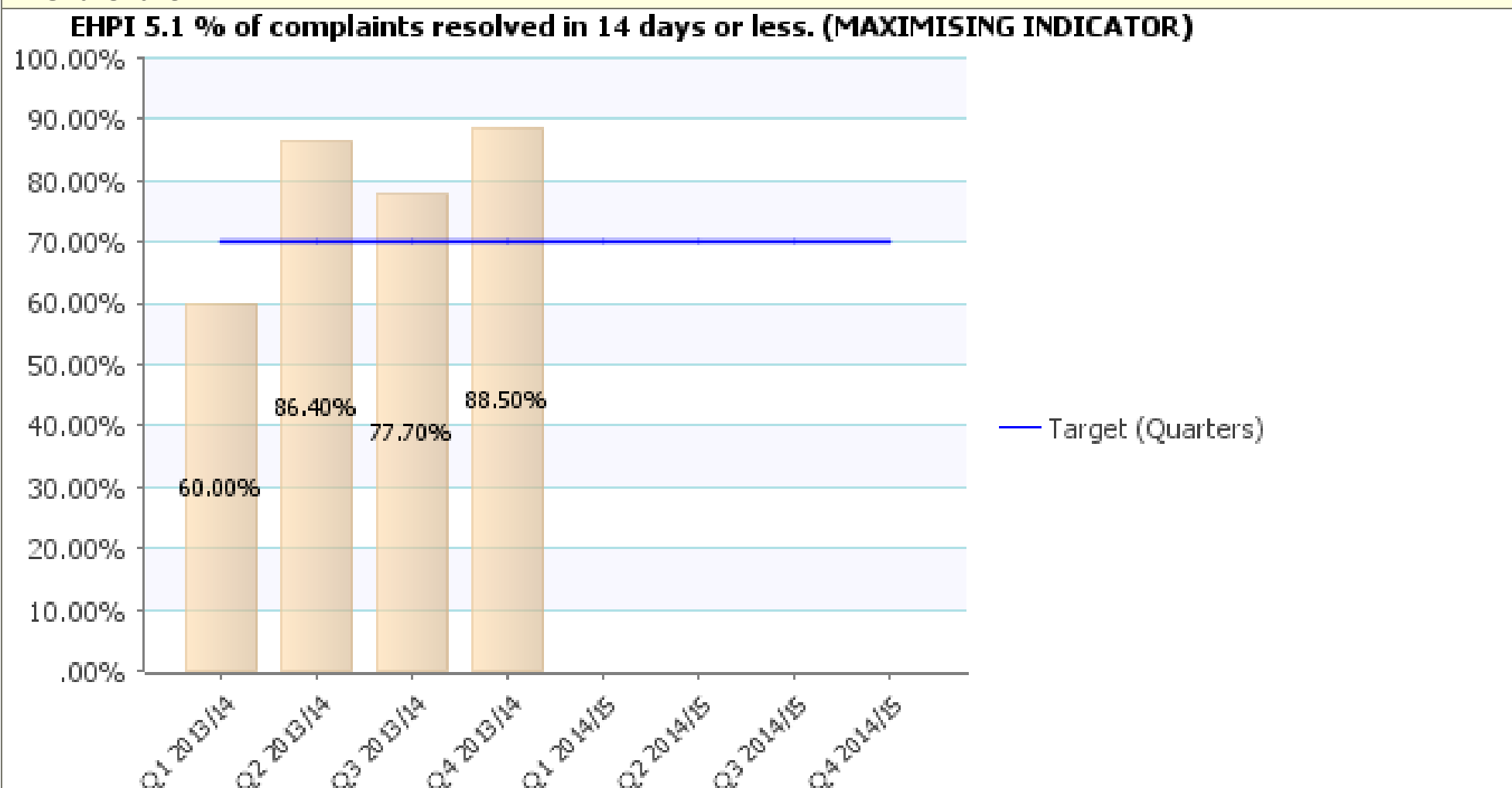


**Traffic Light** Unknown  
**Corporate Priority:** People

**Customer Services**

| PI code  | Short Name  | Status | Current Value | Current target | Short term trend | Notes  | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|----------|---|--------|---------------|----------------|------------------|--|--|
| EHPI 5.1 | % of complaints resolved in 14 days or less. (MAXIMISING INDICATOR) | TBA    | TBA           | 70.00%         | TBA              | There is currently no Quarter 2 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 cannot be extracted. The issue is currently being reviewed and will be resolved by late November 2014. | <b>None</b>  |

**Trend Chart** **Performance Gauge**

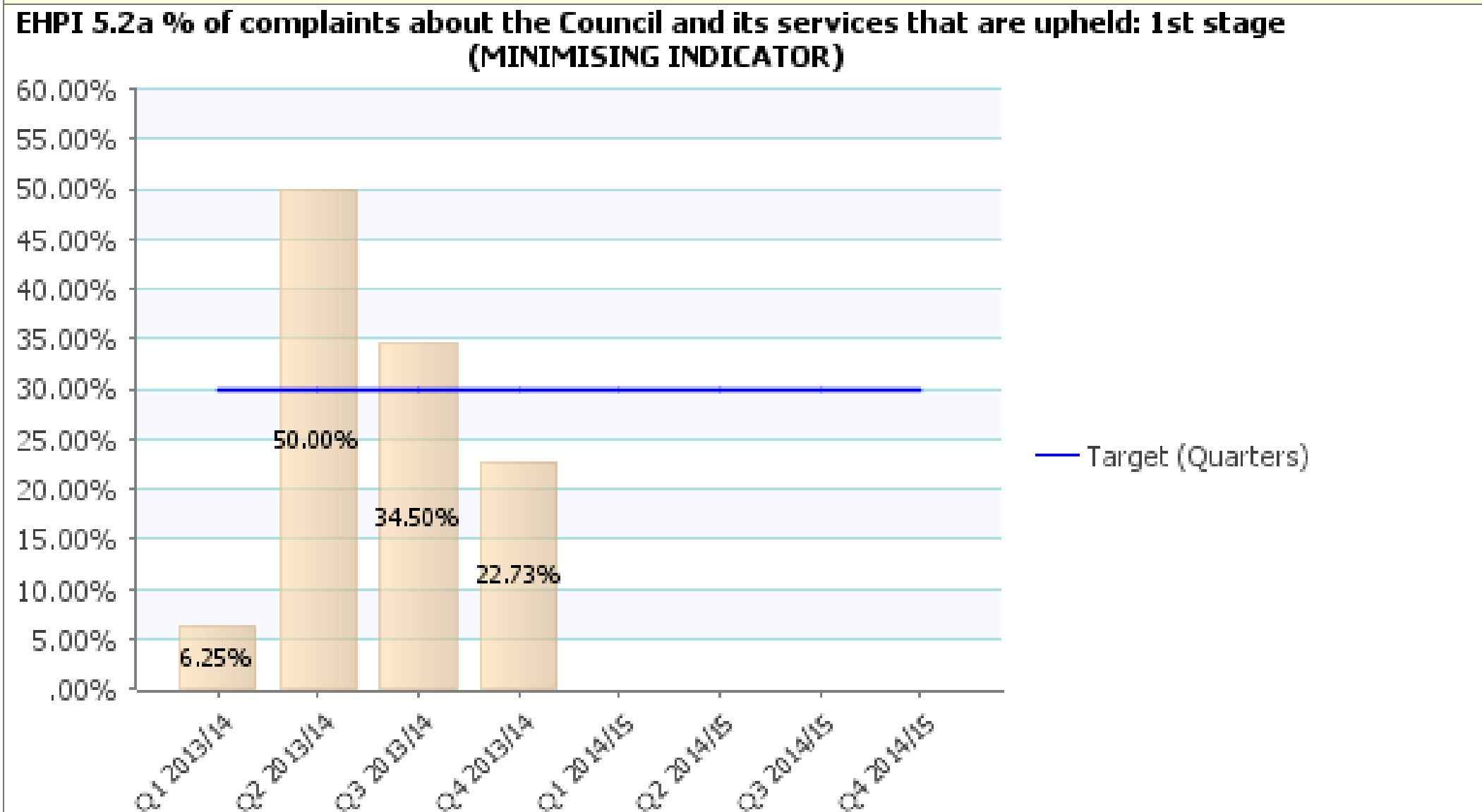


**TBA**

**Customer Services**

| PI code   | Short Name   | Status | Current Value | Current target | Short term trend | Notes  | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|-----------|--|--------|---------------|----------------|------------------|--|--|
| EHPI 5.2a | % of complaints about the Council and its services that are upheld: 1st stage (MINIMISING INDICATOR) | TBA    | TBA           | 30.00%         | TBA              | There is currently no Quarter 2 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 cannot be extracted. The issue is currently being reviewed and will be resolved by late November 2014. | <b>None</b>  |

**Trend Chart** **Performance Gauge**

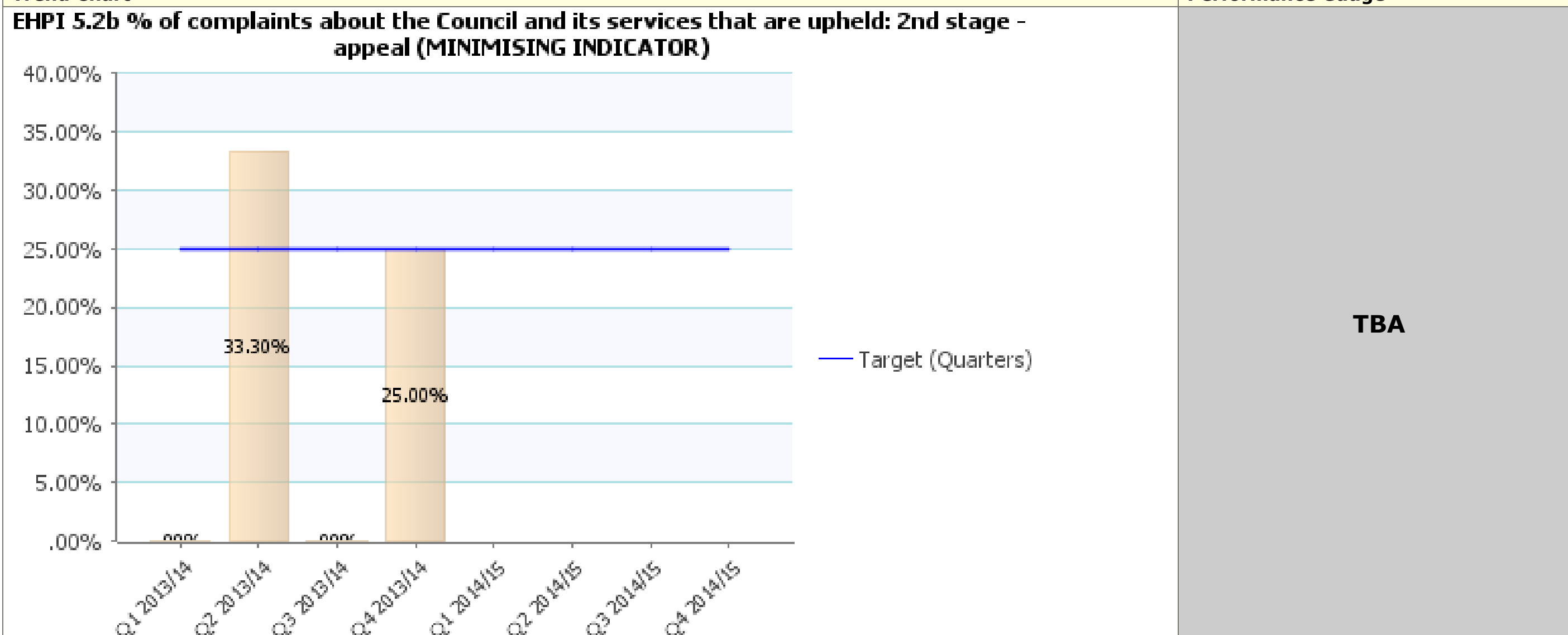


**TBA**

**Customer Services**

| PI code   | Short Name  | Status | Current Value | Current target | Short term trend | Notes  | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|-----------|---|--------|---------------|----------------|------------------|--|--|
| EHPI 5.2b | % of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR) | TBA    | TBA           | 25.00%         | TBA              | There is currently no Quarter 2 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 cannot be extracted. The issue is currently being reviewed and will be resolved by late November 2014. | <b>None</b>  |

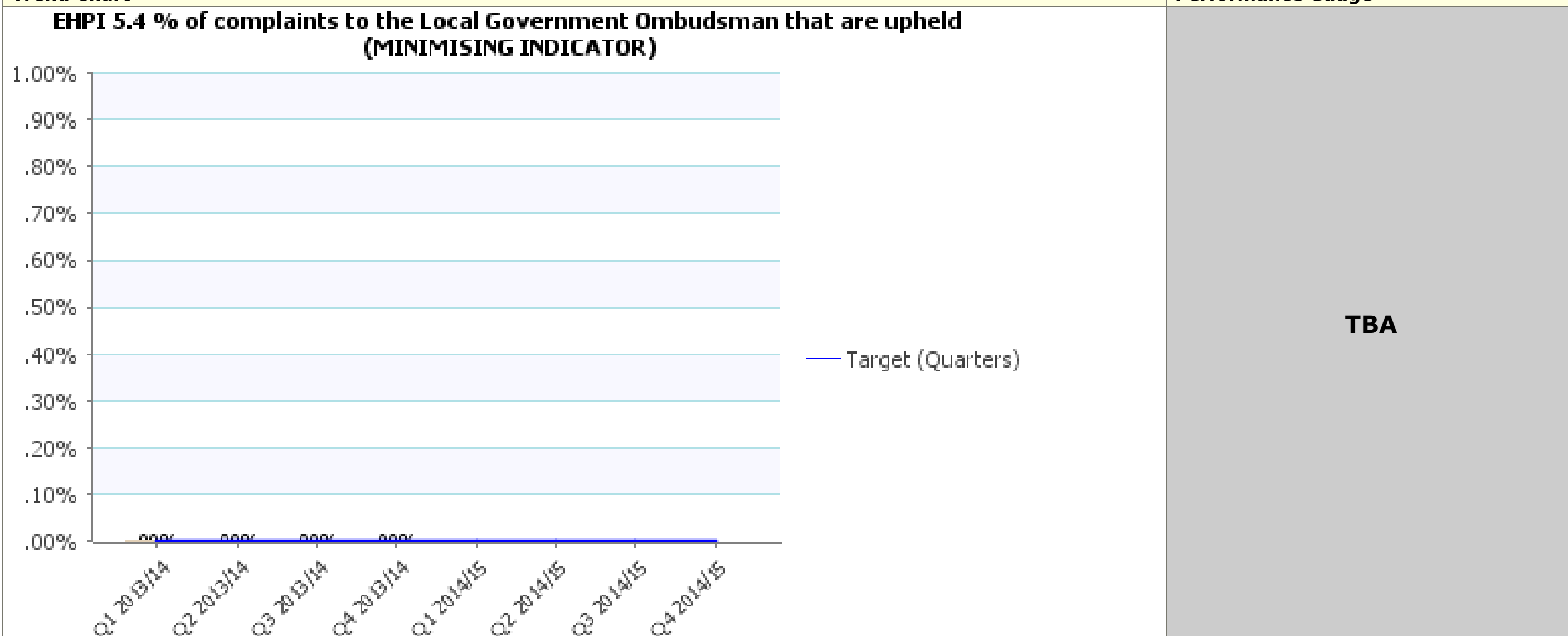
**Trend Chart** **Performance Gauge**



**Customer Services**

| PI code  | Short Name   | Status | Current Value | Current target | Short term trend | Notes  | Recommendations made during last Scrutiny meeting on 26 August 2014. |
|----------|--|--------|---------------|----------------|------------------|--|--|
| EHPI 5.4 | % of complaints to the Local Government Ombudsman that are upheld (MINIMISING INDICATOR) | TBA    | TBA           | .00%           | TBA              | There is currently no Quarter 2 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 cannot be extracted. The issue is currently being reviewed and will be resolved by late November 2014. | <b>None</b>  |

**Trend Chart** **Performance Gauge**



**Traffic Light** Unknown  
**Corporate Priority:** Prosperity

**ICT Services**

| <b>PI code</b> | <b>Short Name</b>   | <b>Status</b> | <b>Current Value</b> | <b>Current target</b> | <b>Short term trend</b> | <b>Notes</b>  | <b>Recommendations made during last Scrutiny meeting on 26 August 2014.</b> |
|----------------|---|---------------|----------------------|-----------------------|-------------------------|---|---|
| EHPI 9.8       | Delivery of Key Milestones in the ICT Strategy (MAXIMISING INDICATOR) | N/A           | N/A                  | N/A                   | N/A                     | Performance not currently available as the ICT Strategy will be considered at Executive in December 2014. | <b>None</b>   |