Data Quality Spot Check

Code	Indicator	Issue(s)	Lead Service	Reported as per definition (yes/no)	Numerator	Denominator	Numerator and denominator as per record on system (yes/no)	PI calculated correctly (yes/no)	Other observations
				Findings					
Corporate Priority: People									
EHPI 1a	% of customers satisfied with the service - All	Data quality issues were raised with regard to the data collection methodology not being consistent in the way SLM provide data to the leisure manager following the 2013/14 data quality check. The issue continues to be a problem during 2014/15. It is proposed that the Performance Team and Leisure Services work together to implement an alternative method.	Environmental Services						
EHPI 1b	% of customers satisfied with the service - Leventhorpe		Environmental Services						
EHPI 1c	% of customers satisfied with the service - Hartham		Environmental Services						
EHPI 1d	% of customers satisfied with the service - Fanshawe		Environmental Services						
EHPI 1e	% of customers satisfied with the service - Buntingford		Environmental Services						
EHPI 1f	% of customers satisfied with the service - Grange Paddocks		Environmental Services						
EHPI 10.1	Council Tax Support caseload	New performance indicator for 2014/15.	Revenues and Benefits Shared Service						
EHPI 10.3	Housing benefit caseload	New performance indicator for 2014/15.	Revenues and Benefits Shared Service						
Corporate Priority: Place									
EHPI 159	Supply of ready to develop housing sites	Concerns have been raised over the clarity of the annual outturn produced (currently using a supply projection of either 3.8 years and 4.5 years)	Planning and Building control						
EHPI 2.5	Total waste collected by the district (kg per household)	New performance indicator for 2014/15.	Environmental Services						
EHPI 2.6	Percentage of residual waste (refuse) sent for disposal.	New performance indicator for 2014/15.	Environmental Services						
Corporate Priority: Prosperity									
EHPI 10.2	Council tax collection, % of current year liability collected.	New performance indicator for 2014/15.	Revenues and Benefits Shared Service						

Code	Indicator	Issue(s)	Lead Service	Reported as per definition (yes/no)	Numerator	Denominator	Numerator and denominator as per record on system (yes/no)	PI calculated correctly (yes/no)	Other observations
EHPI 10.4	NNDR (Business rates) collection, % of current year liability collected.	New performance indicator for 2014/15.	Revenues and Benefits Shared Service						
EHPI 11.1	Rental income from market traders.	New performance indicator for 2014/15.	Economic Development						
EHPI 11.2	Number of producers at Hertford farmers market.	New performance indicator for 2014/15.	Economic Development						
EHPI 9.1	Percentage availability of core ICT systems during supported hours.	New performance indicator for 2014/15.	Shared Business and Technology Services						
EHPI 9.2	Percentage Resolution of ICT Incidents Within 4 Hours.	New performance indicator for 2014/15.	Shared Business and Technology Services						
EHPI 9.3	Average ICT Incidents per day	New performance indicator for 2014/15.	Shared Business and Technology Services						
EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk	New performance indicator for 2014/15.	Shared Business and Technology Services						
EHPI 9.5	Percentage of ICT Calls Resolved at First Point of Contact	New performance indicator for 2014/15.	Shared Business and Technology Services						
EHPI 9.6	Satisfaction with ICT Services	New performance indicator for 2014/15.	Shared Business and Technology Services						
EHPI 9.8	Delivery of Key Milestones in the ICT Strategy	New performance indicator for 2014/15.	Shared Business and Technology Services						