

Corporate Business Scrutiny Summary -Essential Reference Paper B

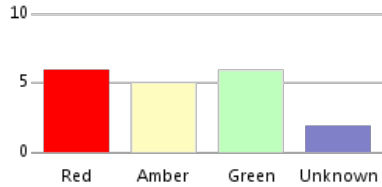
6 PIs at Red

5 PIs at Amber

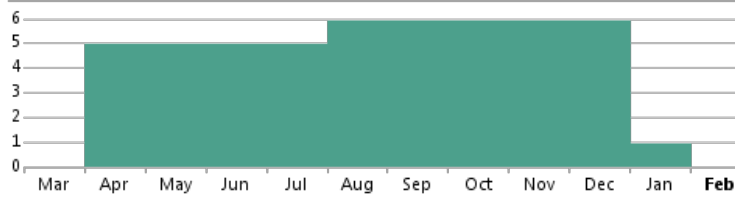
6 PIs at Green

19 Total number of PIs

Current PI statuses



PIs at Red



Best Performing (PIs)	Value	Target	Gauge
EHPI 5.1 % of complaints resolved in 14 days or less. (...)	88.24%	70.00%	
EHPI 10.4 NNDR (Business rates) collection, % of curr...	91.4%	83.0%	
EHPI 9.3 Average ICT Incidents per day (MINIMISING I...	8.46	12.00	
EHPI 5.4 % of complaints to the Local Government O...	.00%	.00%	
EHPI 10.2 Council tax collection, % of current year lia...	91.5%	91.8%	
EHPI 9.1 Percentage availability of core ICT systems d...	98.35%	99.00%	
EHPI 8 % of invoices paid on time. (MAXIMISING INDI...	97.10%	98.50%	
EHPI 5.2a % of complaints about the Council and its ...	31.25%	30.00%	
EHPI 3b Usage: number of swims (16 – under 60 year ...	18,418	19,500	
EHPI 2.6 Percentage of residual waste (refuse) sent f...	47%	46%	
EHPI 12c Total number of sickness absence days per ...	0.57 da...	0.54 da...	
EHPI 9.4 Percentage of Calls Abandoned on ICT Servi...	10.50%	8.50%	
EHPI 9.6 Satisfaction with ICT Services (MAXIMISING I...	44.43%	65.00%	
EHPI 9.2 Percentage Resolution of ICT Incidents With...	58.46%	88.00%	
EHPI 9.5 Percentage of ICT Calls Resolved at First Poi...	48.74%	75.00%	
EHPI 181 Time taken to process Housing Benefit new...	13.7 da...	10 days	
EHPI 5.2b % of complaints about the Council and its ...	100.00%	25.00%	
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 5.2a % of complaints about the Council and its ...	31.25%	30.00%	
EHPI 5.1 % of complaints resolved in 14 days or less. (...)	88.24%	70.00%	
EHPI 10.2 Council tax collection, % of current year lia...	91.5%	91.8%	
EHPI 10.4 NNDR (Business rates) collection, % of curr...	91.4%	83.0%	
EHPI 9.3 Average ICT Incidents per day (MINIMISING I...	8.46	12.00	
EHPI 181 Time taken to process Housing Benefit new...	13.7 da...	10 days	
EHPI 9.1 Percentage availability of core ICT systems d...	98.35%	99.00%	

Deteriorating (PIs)	Value	Target	History
EHPI 5.2b % of complaints about the Council and its ...	100.00%	25.00%	
EHPI 9.4 Percentage of Calls Abandoned on ICT Servi...	10.50%	8.50%	
EHPI 12c Total number of sickness absence days per ...	0.57 da...	0.54 da...	
EHPI 3b Usage: number of swims (16 – under 60 year ...	18,418	19,500	
EHPI 9.6 Satisfaction with ICT Services (MAXIMISING I...	44.43%	65.00%	
EHPI 9.5 Percentage of ICT Calls Resolved at First Poi...	48.74%	75.00%	
EHPI 9.2 Percentage Resolution of ICT Incidents With...	58.46%	88.00%	
EHPI 8 % of invoices paid on time. (MAXIMISING INDI...	97.10%	98.50%	