

Data Quality Spot Check

Code	Indicator	Issue(s)	Lead Service	Findings			
				Reported as per definition (yes/no)	Numerator and denominator as per record on system (yes/no)	PI calculated correctly (yes/no)	Other observations
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	No	No	No	The previous method for collecting customer feedback Govmetric was not an effective tool/medium to collect data as there was often not enough user feedback to get any useful or meaningful data. New collection method involves face to face requests to complete customer satisfaction exit survey. The sample period/duration of the surveys is 1 week.
EHPI 1b	% of customers satisfied with the service - Leventhorpe		Environmental Services	No	No	No	
EHPI 1c	% of customers satisfied with the service - Hartham		Environmental Services	No	No	No	
EHPI 1d	% of customers satisfied with the service - Fanshawe		Environmental Services	No	No	No	
EHPI 1e	% of customers satisfied with the service - Buntingford		Environmental Services	No	No	No	
EHPI 1f	% of customers satisfied with the service - Grange Paddocks		Environmental Services	No	No	No	
EHPI 10.1	Council Tax Support caseload	New performance indicator for 2014/15.	Revenues and Benefits Shared Service	Yes	Yes	Yes	No data quality issues were observed.
EHPI 10.3	Housing benefit caseload	New performance indicator for 2014/15.	Revenues and Benefits Shared Service	Yes	Yes	Yes	No data quality issues were observed.
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	TBA	TBA	TBA	
EHPI 2.5	Total waste collected by the district (kg per household)	New performance indicator for 2014/15.	Environmental Services	TBA	TBA	TBA	Performance data returns are dependant on Herts County Council and performance data for March 2015 will not be available until late June 2015.
EHPI 2.6	Percentage of residual waste (refuse) sent for disposal	New performance indicator for 2014/15.	Environmental Services	TBA	TBA	TBA	
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	Yes	Yes	Yes	Indicator is cumulative so no calculations were necessary and supporting evidence was

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EHPI 10.4	NNDR (Business rates) collection, % of current year liability collected	New performance indicator for 2014/15.	Revenues and Benefits Shared Service	Yes	Yes	Yes	presented to indicate the monthly data was correctly recorded.
EHPI 11.1	Rental income from market traders	New performance indicator for 2014/15.	Economic Development	Yes	Yes	Yes	No data quality issues were observed.
EHPI 11.2	Number of producers at Hertford farmers market.	New performance indicator for 2014/15.	Economic Development	Yes	Yes	Yes	No data quality issues were observed.
EHPI 9.1	Percentage availability of core ICT systems during supported hours	New performance indicator for 2014/15.	Shared Business and Technology Services	Yes	Yes	Yes	No data quality issues were observed.
EHPI 9.2	Percentage Resolution of ICT Incidents Within 4 Hours	New performance indicator for 2014/15.	Shared Business and Technology Services	Yes	Yes	Yes	No data quality issues were observed.
EHPI 9.3	Average ICT Incidents per day	New performance indicator for 2014/15.	Shared Business and Technology Services	Yes	Yes	Yes	No data quality issues were observed.
EHPI 9.4	Percentage of Calls Abandoned on ICT Service Desk	New performance indicator for 2014/15.	Shared Business and Technology Services	Yes	Yes	Yes	No data quality issues were observed.
EHPI 9.5	Percentage of ICT Calls Resolved at First Point of Contact	New performance indicator for 2014/15.	Shared Business and Technology Services	Yes	Yes	Yes	No data quality issues were observed.
EHPI 9.6	Satisfaction with ICT Services	New performance indicator for 2014/15.	Shared Business and Technology Services	Yes	Yes	Yes	No data quality issues were observed.
EHPI 9.8	Delivery of Key Milestones in the ICT Strategy	New performance indicator for 2014/15.	Shared Business and Technology Services	N/A	N/A	N/A	This performance indicator will commence collecting data from April 2015.