




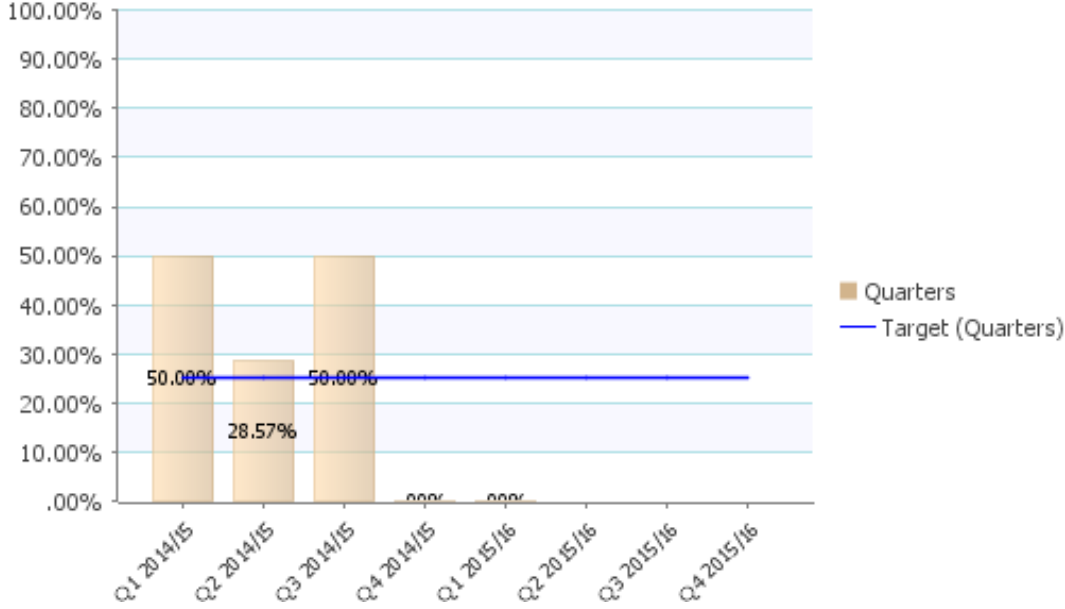


April to June Corporate Business Scrutiny Healthcheck 2015/16

Directorate Customer and Community Services
Service Area Customer Services

PI Code & Short Name	EHPI 5.4 % of complaints to the Local Government Ombudsman that are upheld (MINIMISING INDICATOR)	Managed By	Neil Sloper																		
<p style="text-align: center;">EHPI 5.4 % of complaints to the Local Government Ombudsman that are upheld (MINIMISING INDICATOR)</p> <table border="1" style="display: none;"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2014/15</td><td>0.00</td></tr> <tr><td>Q2 2014/15</td><td>0.00</td></tr> <tr><td>Q3 2014/15</td><td>0.00</td></tr> <tr><td>Q4 2014/15</td><td>0.00</td></tr> <tr><td>Q1 2015/16</td><td>0.00</td></tr> <tr><td>Q2 2015/16</td><td>0.00</td></tr> <tr><td>Q3 2015/16</td><td>0.00</td></tr> <tr><td>Q4 2015/16</td><td>0.00</td></tr> </tbody> </table>		Quarter	Value (%)	Q1 2014/15	0.00	Q2 2014/15	0.00	Q3 2014/15	0.00	Q4 2014/15	0.00	Q1 2015/16	0.00	Q2 2015/16	0.00	Q3 2015/16	0.00	Q4 2015/16	0.00	Short Term Trend Arrow	
Quarter	Value (%)																				
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Q3 2015/16	0.00																				
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		Long Term Trend Arrow																			
		Traffic Light Icon																			
		Current Value	0.00%																		
		Current Target	0.00%																		
		Notes & History Latest Note	3 complaints from April – June 2 were not investigated – one because it was out of timescale and one due to insufficient evidence 1 was not upheld																		
		Management Response / Action	No further management response required at this stage																		

PI Code & Short Name	EHPI 5.1 % of complaints resolved in 14 days or less. (MAXIMISING INDICATOR)	Managed By	Neil Sloper												
<div style="text-align: center;"> EHPI 5.1 % of complaints resolved in 14 days or less. (MAXIMISING INDICATOR) </div> <table border="1" style="margin-top: 10px;"> <caption>EHPI 5.1 % of complaints resolved in 14 days or less. (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>88.23%</td> </tr> <tr> <td>Q2 2014/15</td> <td>68.29%</td> </tr> <tr> <td>Q3 2014/15</td> <td>83.33%</td> </tr> <tr> <td>Q4 2014/15</td> <td>84.62%</td> </tr> <tr> <td>Q1 2015/16</td> <td>90.91%</td> </tr> </tbody> </table>		Quarter	Value (%)	Q1 2014/15	88.23%	Q2 2014/15	68.29%	Q3 2014/15	83.33%	Q4 2014/15	84.62%	Q1 2015/16	90.91%	Short Term Trend Arrow	
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Q1 2015/16	90.91%														
Long Term Trend Arrow															
Traffic Light Icon															
Current Value	90.91%														
Current Target	70.00%														
Notes & History Latest Note	3 of these outstanding complaints were related to electoral services and the complaints were deemed to be that of the returning officer and so not directly a complaint of the Council so have been removed, leaving only 11 complaints. Of these 11, 10 were dealt with within 14 days														
Management Response / Action	No further management response required at this stage.														

PI Code & Short Name	EHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage (MINIMISING INDICATOR)	Managed By	Neil Sloper																		
<p>EHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>46.67%</td> </tr> <tr> <td>Q2 2014/15</td> <td>44.12%</td> </tr> <tr> <td>Q3 2014/15</td> <td>19.01%</td> </tr> <tr> <td>Q4 2014/15</td> <td>20.00%</td> </tr> <tr> <td>Q1 2015/16</td> <td>10.00%</td> </tr> <tr> <td>Q2 2015/16</td> <td>-</td> </tr> <tr> <td>Q3 2015/16</td> <td>-</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> </tr> </tbody> </table>		Quarter	Value (%)	Q1 2014/15	46.67%	Q2 2014/15	44.12%	Q3 2014/15	19.01%	Q4 2014/15	20.00%	Q1 2015/16	10.00%	Q2 2015/16	-	Q3 2015/16	-	Q4 2015/16	-	Short Term Trend Arrow	
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		Long Term Trend Arrow																			
		Traffic Light Icon																			
		Current Value	10.00%																		
		Current Target	30.00%																		
Notes & History Latest Note		1 of the 10 complaints at stage 1 was partially upheld in Q1																			
Management Response / Action		No further management response required at this stage.																			

PI Code & Short Name	EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR)	Managed By	Neil Sloper																											
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		Traffic Light Icon																												
		Current Value	.00%																											
		Current Target	25.00%																											
Notes & History Latest Note		There was only one stage 2 complaint, this was not upheld																												
Management Response / Action		No further management response required at this stage.																												

Directorate Finance and Support Services
Service Area Governance and Risk Management

PI Code & Short Name EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)

Managed By Chris Gibson

Short Term Trend Arrow 

Long Term Trend Arrow 

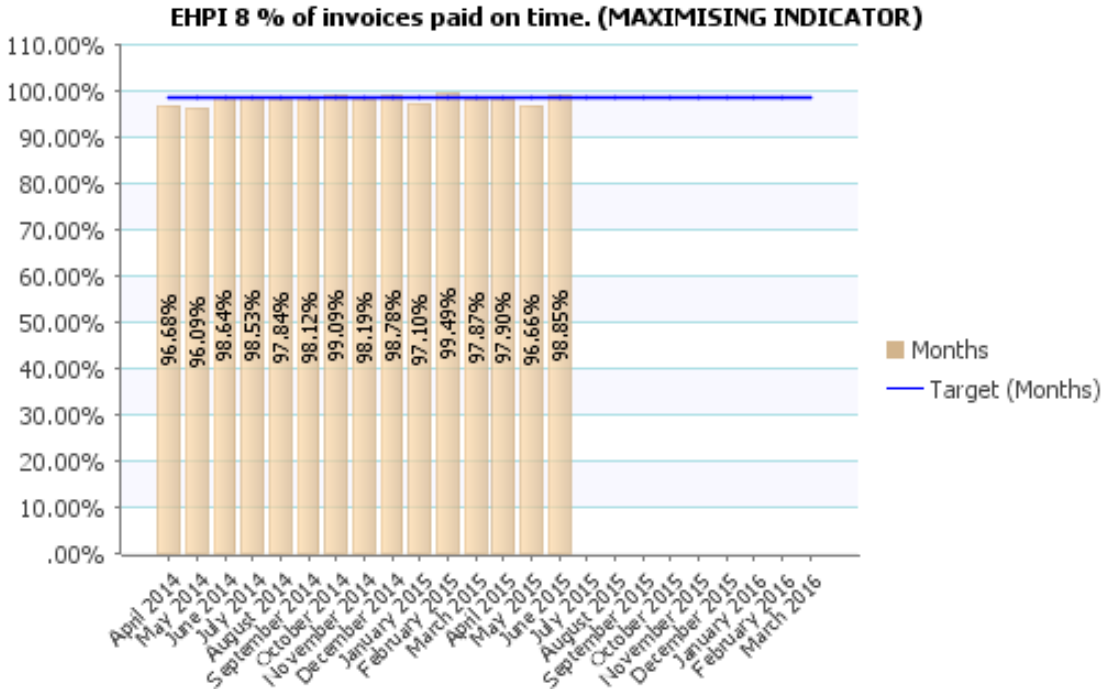
Traffic Light Icon 

Current Value 98.85%


Current Target 98.50%


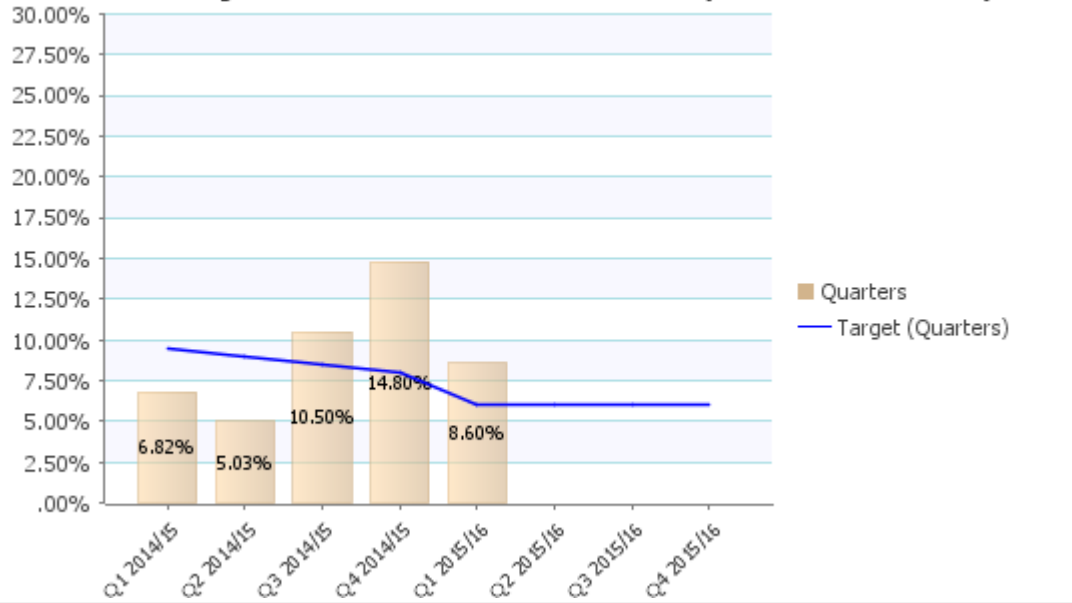


Notes & History Latest Note Target for June was reached and exceeded.

Management Response / Action No further management response required at this stage.


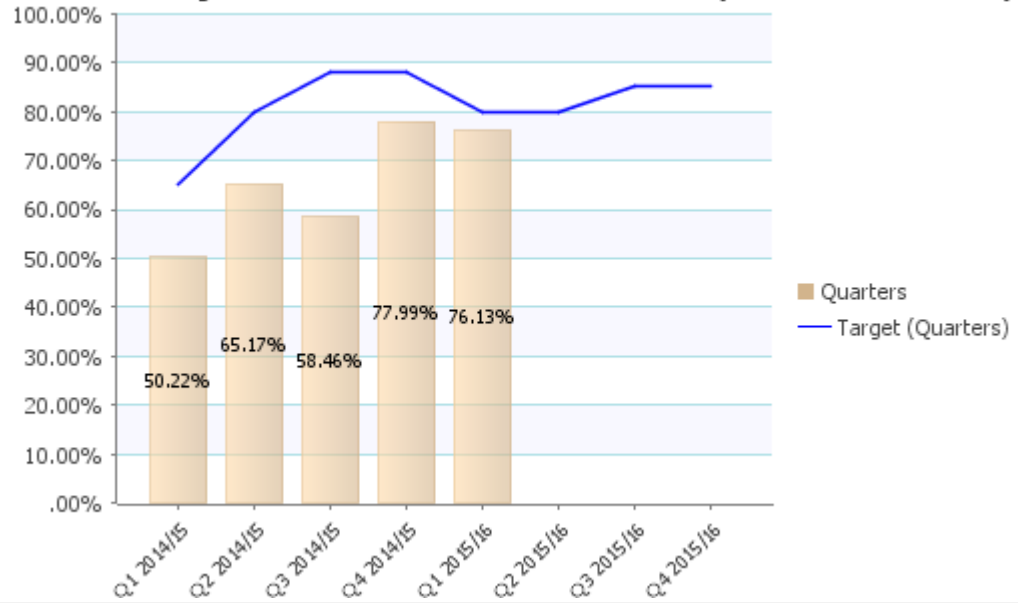





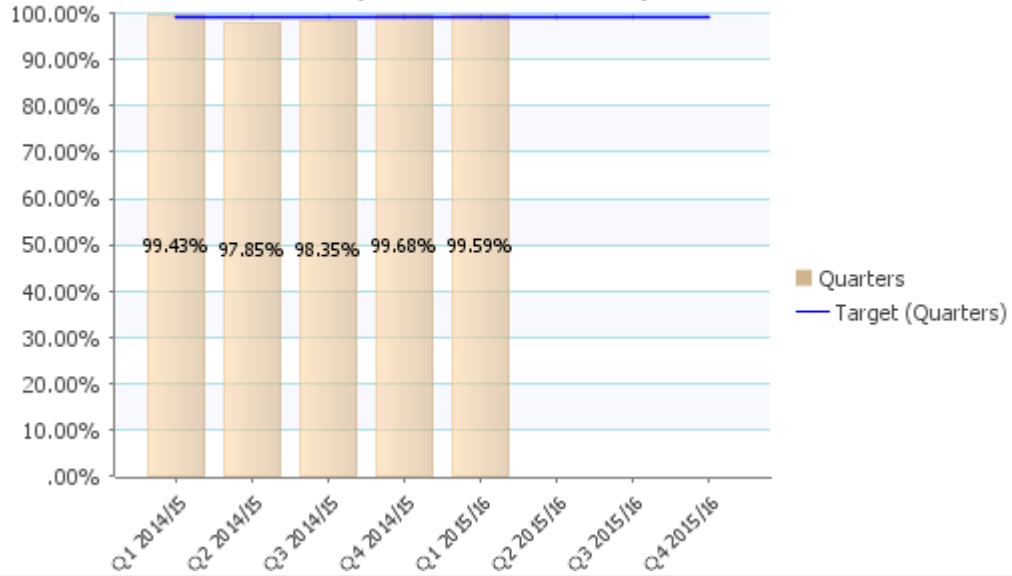


Directorate Finance and Support Services
Service Area ICT Services

PI Code & Short Name	EHPI 9.5 Percentage of ICT Calls Resolved at First Point of Contact (MAXIMISING INDICATOR)	Managed By	Henry Lewis; Adele Taylor
EHPI 9.5 Percentage of ICT Calls Resolved at First Point of Contact (MAXIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	26.85%
		Current Target	70.00%
		Notes & History Latest Note	The target for this indicator is no longer achievable given reductions in the overall number of incidents and the low numbers of incident now reported by telephone. A detailed analysis is being undertaken to gauge what would represent good performance on this indicator. Results will be reported to ITSG and to Corporate Business Scrutiny.
		Management Response / Action	No further management response required at this stage.

PI Code & Short Name	EHPI 9.4 Percentage of Calls Abandoned on ICT Service Desk (MINIMISING INDICATOR)	Managed By	Henry Lewis; Adele Taylor
EHPI 9.4 Percentage of Calls Abandoned on ICT Service Desk (MINIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
30.00% 27.50% 25.00% 22.50% 20.00% 17.50% 15.00% 12.50% 10.00% 7.50% 5.00% 2.50% .00%		Traffic Light Icon	
■ Quarters — Target (Quarters)		Current Value	8.60%
6.82% 5.03% 10.50% 14.80% 8.60%		Current Target	6.00%
Notes & History Latest Note		Although performance is off target this period it has improved compared to the previous period. Performance was poor in April but recovered to target levels in May and June. Continued improvement is anticipated.	
Management Response / Action		No further management response required at this stage.	

PI Code & Short Name	EHPI 9.8 Delivery of Key Milestones in the ICT Strategy (MAXIMISING INDICATOR)	Managed By	Henry Lewis; Adele Taylor																											
EHPI 9.8 Delivery of Key Milestones in the ICT Strategy (MAXIMISING INDICATOR)		Short Term Trend Arrow	N/A – New PI for April 2015																											
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		Traffic Light Icon																												
		Current Value	17.00%																											
		Current Target	27.00%																											
		Notes & History Latest Note	Two of the five milestones for implementation of the IT Strategy have slipped. These relate to the implementation of new networking and telephony solutions and the Out of Hours scheme. While these have slipped, they are both particularly complex projects and much progress has nonetheless been made. We are confident that these and the additional milestones due for delivery by the end of September will be met by the end of quarter 2.																											
		Management Response / Action	No further management response required at this stage.																											

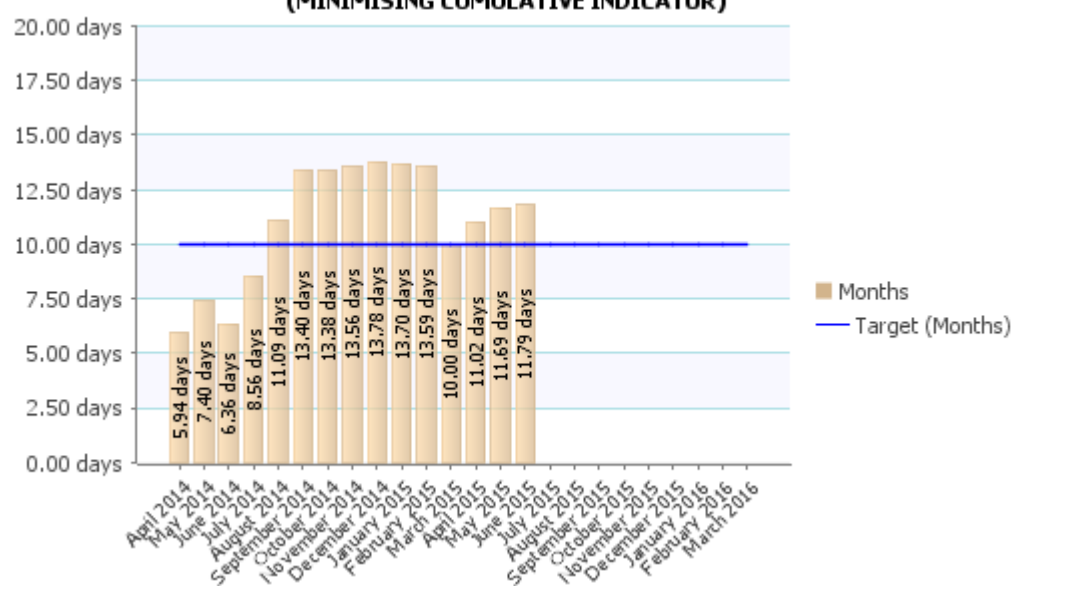



PI Code & Short Name	EHPI 9.2 Percentage Resolution of ICT Incidents Within 4 Hours. (MAXIMISING INDICATOR)	Managed By	Henry Lewis; Adele Taylor
EHPI 9.2 Percentage Resolution of ICT Incidents Within 4 Hours. (MAXIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	76.13%
		Current Target	80.00%
Notes & History Latest Note		Performance against this indicator is marginally below target and 1.86% lower than the previous period. However performance is a considerable improvement on the cumulative performance for 2014/15.	
Management Response / Action		No further management response required at this stage.	


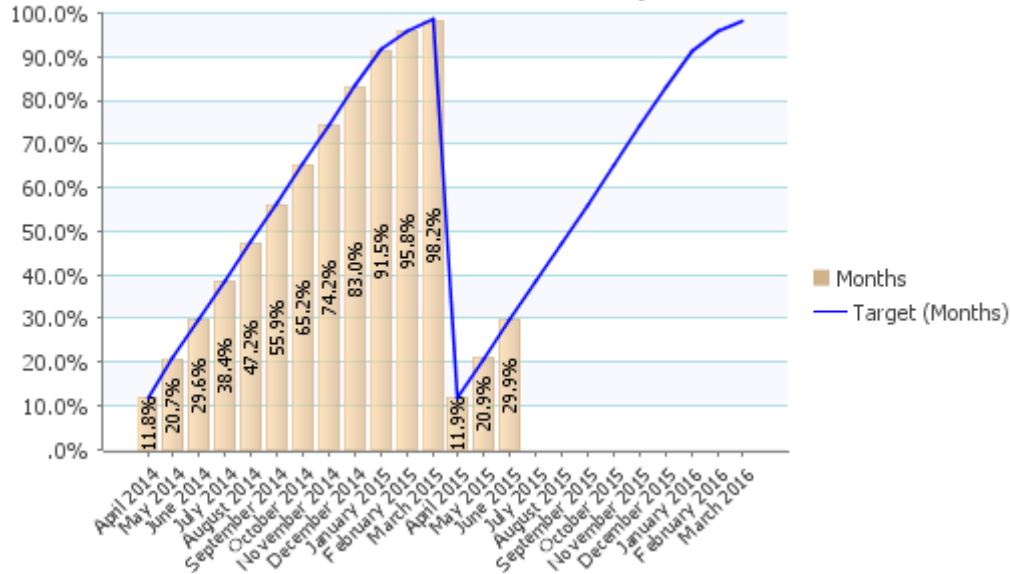


PI Code & Short Name	EHPI 9.1 Percentage availability of core ICT systems during supported hours. (MAXIMISING INDICATOR)	Managed By	Henry Lewis; Adele Taylor
EHPI 9.1 Percentage availability of core ICT systems during supported hours. (MAXIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	99.59%
		Current Target	99.00%
Notes & History Latest Note		The most significant downtime experienced related to an incident at Charrington's house where external network issues impacted upon the service. The decline in the short term trend is insignificant (difference of 0.09%).	
Management Response / Action		No further management response required at this stage.	

PI Code & Short Name	EHPI 9.3 Average ICT Incidents per day (MINIMISING INDICATOR)	Managed By	Henry Lewis; Adele Taylor												
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Q1 2015/16	7.52														
		Long Term Trend Arrow													
		Traffic Light Icon													
		Current Value	7.52												
		Current Target	10.00												
		Notes & History Latest Note	Performing well within target on this indicator. The short term trend shows that the average number of ICT incidents have increased by 2.16 per day, compared to the previous period. This is a marginal increase and is the second best performance level since monitoring started in April 2015.												
		Management Response / Action	No further management response required at this stage.												

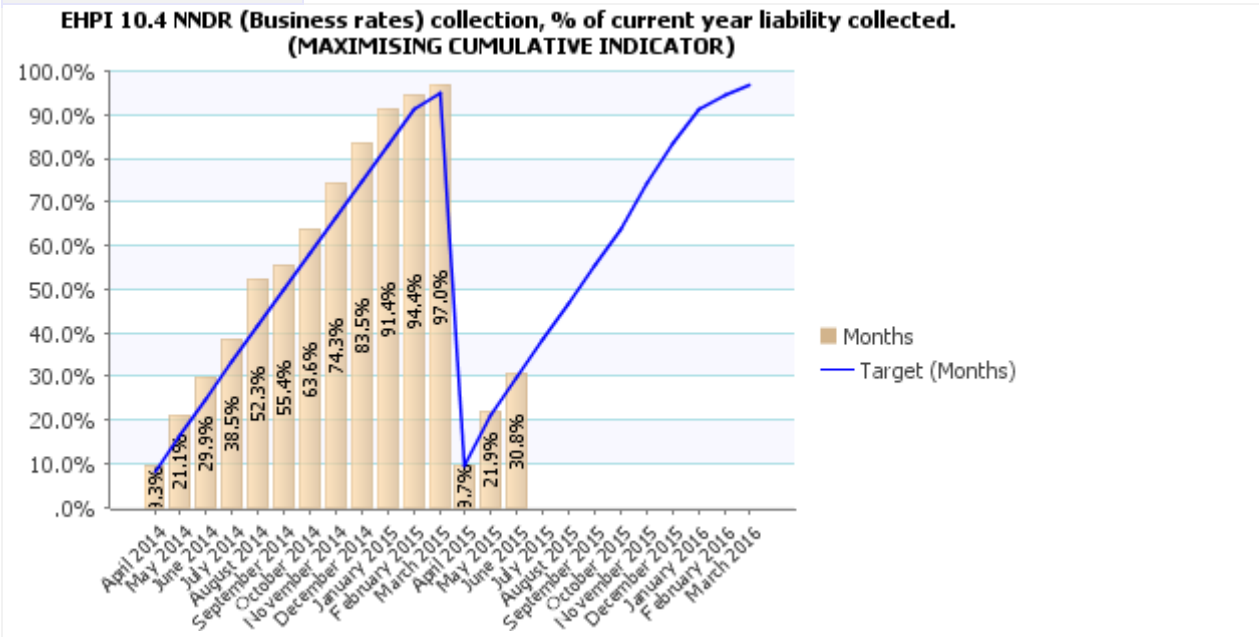
PI Code & Short Name	EHPI 9.6 Satisfaction with ICT Services (MAXIMISING INDICATOR)	Managed By	Henry Lewis; Adele Taylor																											
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Current Value	71.00%																													
Current Target	50.00%																													
Notes & History Latest Note	Performance exceeding target. A very significant increase in satisfaction levels has been achieved, particularly amongst managers who reported an overall satisfaction level of 80 percent.																													
Management Response / Action	No further management response required at this stage.																													

Directorate Finance and Support Services
Service Area Revenues and Benefits

PI Code & Short Name	EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)	Managed By	Su Tarran; Adele Taylor																																																		
<p>EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)</p>  <table border="1"> <caption>EHPI 181 Monthly Processing Times (Days)</caption> <thead> <tr> <th>Month</th> <th>Processing Time (Days)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>5.94</td></tr> <tr><td>May 2014</td><td>7.40</td></tr> <tr><td>June 2014</td><td>6.36</td></tr> <tr><td>July 2014</td><td>8.56</td></tr> <tr><td>August 2014</td><td>11.09</td></tr> <tr><td>September 2014</td><td>13.40</td></tr> <tr><td>October 2014</td><td>13.38</td></tr> <tr><td>November 2014</td><td>13.56</td></tr> <tr><td>December 2014</td><td>13.78</td></tr> <tr><td>January 2015</td><td>13.70</td></tr> <tr><td>February 2015</td><td>13.59</td></tr> <tr><td>March 2015</td><td>10.00</td></tr> <tr><td>April 2015</td><td>11.02</td></tr> <tr><td>May 2015</td><td>11.69</td></tr> <tr><td>June 2015</td><td>11.79</td></tr> <tr><td>July 2015</td><td>11.79</td></tr> <tr><td>August 2015</td><td>11.79</td></tr> <tr><td>September 2015</td><td>11.79</td></tr> <tr><td>October 2015</td><td>11.79</td></tr> <tr><td>November 2015</td><td>11.79</td></tr> <tr><td>December 2015</td><td>11.79</td></tr> <tr><td>January 2016</td><td>11.79</td></tr> <tr><td>February 2016</td><td>11.79</td></tr> <tr><td>March 2016</td><td>11.79</td></tr> </tbody> </table>		Month	Processing Time (Days)	April 2014	5.94	May 2014	7.40	June 2014	6.36	July 2014	8.56	August 2014	11.09	September 2014	13.40	October 2014	13.38	November 2014	13.56	December 2014	13.78	January 2015	13.70	February 2015	13.59	March 2015	10.00	April 2015	11.02	May 2015	11.69	June 2015	11.79	July 2015	11.79	August 2015	11.79	September 2015	11.79	October 2015	11.79	November 2015	11.79	December 2015	11.79	January 2016	11.79	February 2016	11.79	March 2016	11.79	Short Term Trend Arrow	
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		Current Value	11.77 days																																																		
		Current Target	10.00 days																																																		
Notes & History Latest Note		Period 12 May 2015 to 9 June 2015 is 11.95 days, this moves cumulative average to 11.79 days. The service continues to try to recruit to vacant posts. 2 full time posts are under offer, and two full time posts are being advertised again. Performance for this period is better than the previous period (12.26 days). There has also been one bank holiday in this period which has added to the processing times.																																																			
Management Response / Action		No further management response required at this stage.																																																			

PI Code & Short Name	EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)	Managed By	Su Tarran; Adele Taylor
EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)		Short Term Trend Arrow	
 <p>Legend: Months (tan bars), Target (Months) (blue line)</p>		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	29.9%
		Current Target	29.6%
		Notes & History Latest Note	Performance on target.
		Management Response / Action	No further management response required at this stage.

PI Code & Short Name EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)



Managed By	Su Tarran; Adele Taylor
Short Term Trend Arrow	
Long Term Trend Arrow	
Traffic Light Icon	
Current Value	30.8%
Current Target	29.9%
Notes & History Latest Note	Performance exceeding target.
Management Response / Action	No further management response required at this stage.

Directorate Neighbourhood Services
Service Area Community Safety and Health

PI Code & Short Name	EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Brian Simmonds																														
<p>EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>88%</td></tr> <tr><td>May 2014</td><td>89%</td></tr> <tr><td>June 2014</td><td>91%</td></tr> <tr><td>July 2014</td><td>91%</td></tr> <tr><td>August 2014</td><td>91%</td></tr> <tr><td>September 2014</td><td>92%</td></tr> <tr><td>October 2014</td><td>92%</td></tr> <tr><td>November 2014</td><td>93%</td></tr> <tr><td>December 2014</td><td>93%</td></tr> <tr><td>January 2015</td><td>94%</td></tr> <tr><td>February 2015</td><td>94%</td></tr> <tr><td>March 2015</td><td>95%</td></tr> <tr><td>April 2015</td><td>96%</td></tr> <tr><td>May 2015</td><td>97%</td></tr> </tbody> </table>		Month	Value (%)	April 2014	88%	May 2014	89%	June 2014	91%	July 2014	91%	August 2014	91%	September 2014	92%	October 2014	92%	November 2014	93%	December 2014	93%	January 2015	94%	February 2015	94%	March 2015	95%	April 2015	96%	May 2015	97%	Short Term Trend Arrow	
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		Long Term Trend Arrow																															
		Traffic Light Icon																															
		Current Value	97%																														
		Current Target	98%																														
		Notes & History Latest Note	<p>June 2015 - Below target. 97% of environmental health service requests responded to within target times. This equates to 31 service requests missing their first responses since April 2015. 336 service requests have been received this month. 924 service requests have been received since April 2015. This represents a 4% increase in number of service requests from this time last year.</p>																														
		Management Response / Action	No further management response required at this stage.																														

PI Status	
	Alert
	Warning
	OK

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse