



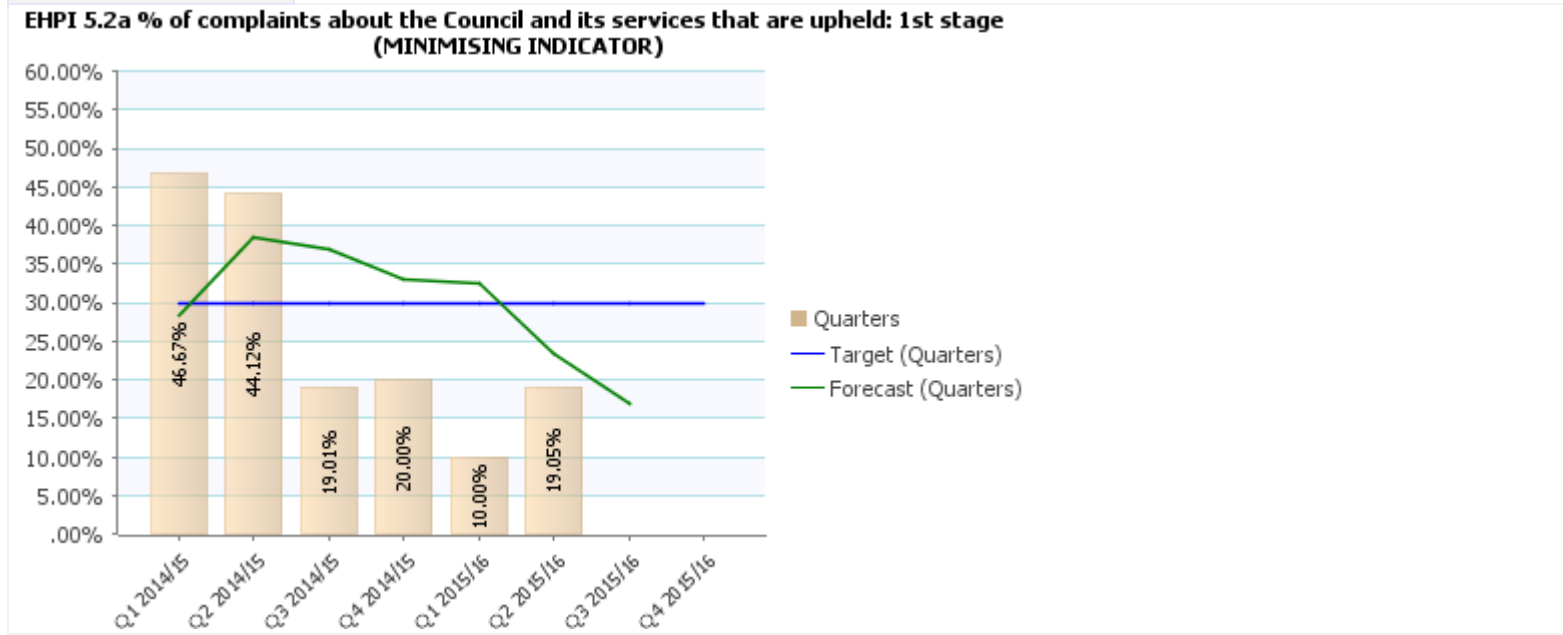
July to September Corporate Business Scrutiny Healthcheck 2015/16

Directorate Customer and Community Services
Service Area Customer Services

PI Code & Short Name EHPI 5.1 % of complaints resolved in 14 days or less. (MAXIMISING INDICATOR)	Managed By Neil Sloper																		
EHPI 5.1 % of complaints resolved in 14 days or less. (MAXIMISING INDICATOR) <table border="1"> <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> <tr> <td>Q2 2015/16</td> <td>59.09%</td> </tr> <tr> <td>Q3 2015/16</td> <td>70.00%</td> </tr> <tr> <td>Q4 2015/16</td> <td>80.00%</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%	Q2 2015/16	59.09%	Q3 2015/16	70.00%	Q4 2015/16	80.00%	Short Term Trend Arrow Long Term Trend Arrow / Forecast line Traffic Light Icon Current Value 59.09% Current Target 70.00% Notes & History Latest Note 22 complaints determined in the quarter, 13 within target. All 9 complaints determined after 14 days related to complex development management issues that required extended investigation, 6 of these were in respect of the same matter. Management Response / Action No further management response required at this stage.
Quarter	Value (%)																		
Q1 2014/15	88.23%																		
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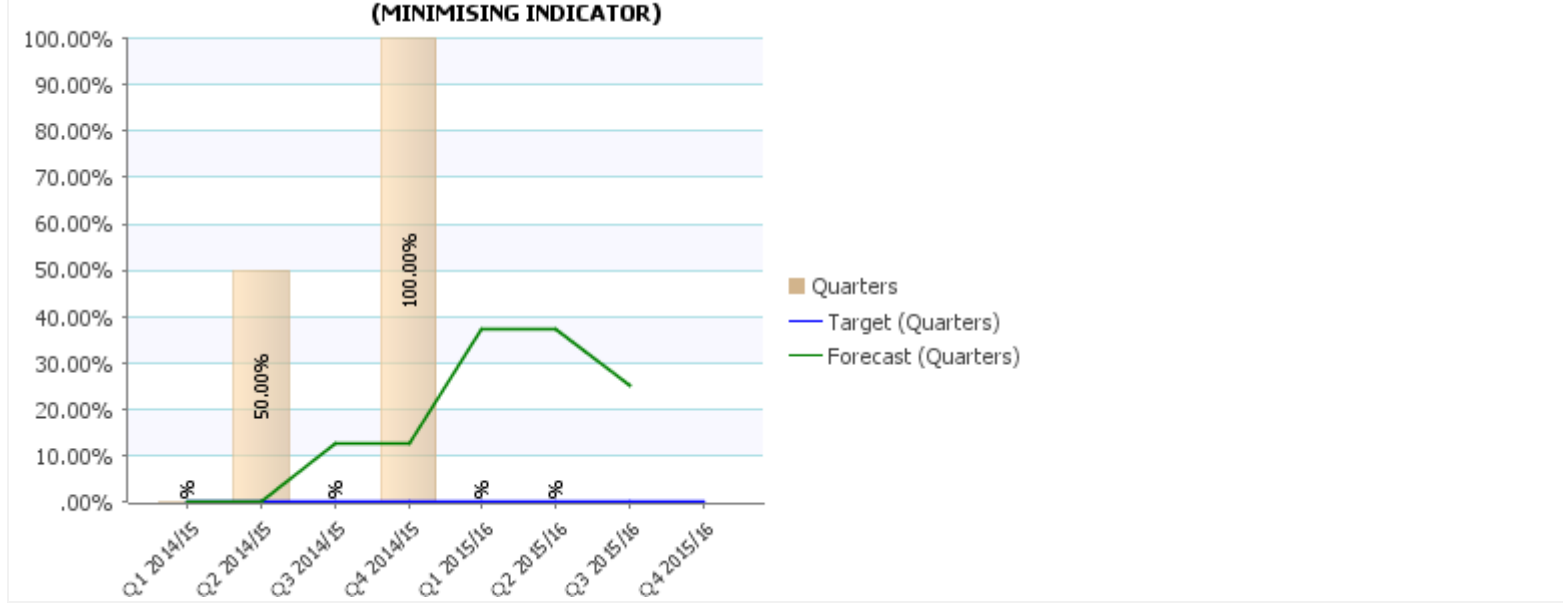
PI Code & Short Name EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR)	Managed By Neil Sloper																		
EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR) <table border="1"> <caption>EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>50.00%</td> </tr> <tr> <td>Q2 2014/15</td> <td>28.57%</td> </tr> <tr> <td>Q3 2014/15</td> <td>50.00%</td> </tr> <tr> <td>Q4 2014/15</td> <td>0%</td> </tr> <tr> <td>Q1 2015/16</td> <td>0%</td> </tr> <tr> <td>Q2 2015/16</td> <td>100.00%</td> </tr> <tr> <td>Q3 2015/16</td> <td>43.00%</td> </tr> <tr> <td>Q4 2015/16</td> <td>25.00%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1 2014/15	50.00%	Q2 2014/15	28.57%	Q3 2014/15	50.00%	Q4 2014/15	0%	Q1 2015/16	0%	Q2 2015/16	100.00%	Q3 2015/16	43.00%	Q4 2015/16	25.00%	Short Term Trend Arrow Long Term Trend Arrow / Forecast line Traffic Light Icon Current Value 100.00% Current Target 25.00% Notes & History Latest Note 1 complaint determined at stage 2 and that complaint was partially upheld. Management Response / Action No further management response required at this stage.
Quarter	Value (%)																		
Q1 2014/15	50.00%																		
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Q1 2015/16	0%																		
Q2 2015/16	100.00%																		
Q3 2015/16	43.00%																		
Q4 2015/16	25.00%																		

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
Short Term Trend Arrow	↓
Long Term Trend Arrow /Forecast line	↑
Traffic Light Icon	🟢
Current Value	19.05%
Current Target	30.00%
Notes & History Latest Note	Performance exceeding target. There were 4 out of 21 complaints that were upheld at stage 1.
Management Response / Action	No further management response required at this stage.

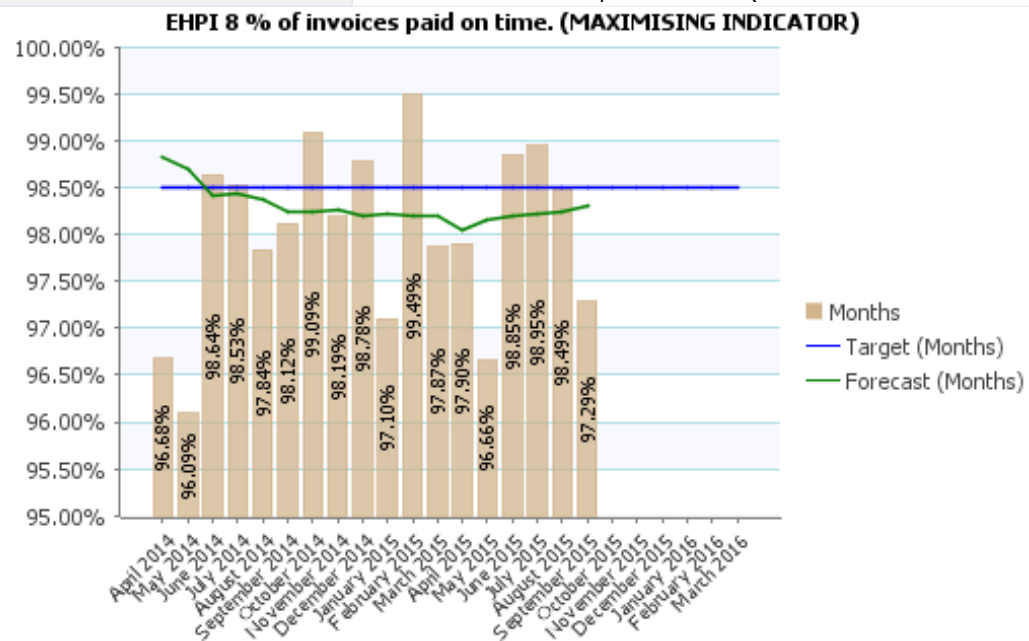
PI Code & Short Name EHPI 5.4 % of complaints to the Local Government Ombudsman that are upheld (MINIMISING INDICATOR)



Managed By	Neil Sloper
Short Term Trend Arrow	▬
Long Term Trend Arrow /Forecast line	↑
Traffic Light Icon	🟢
Current Value	.00%
Current Target	.00%
Notes & History Latest Note	Performance on target. There were no complaints upheld by the ombudsman.
Management Response / Action	No further management response required at this stage.

Directorate Finance and Support Services
Service Area Governance and Risk Management

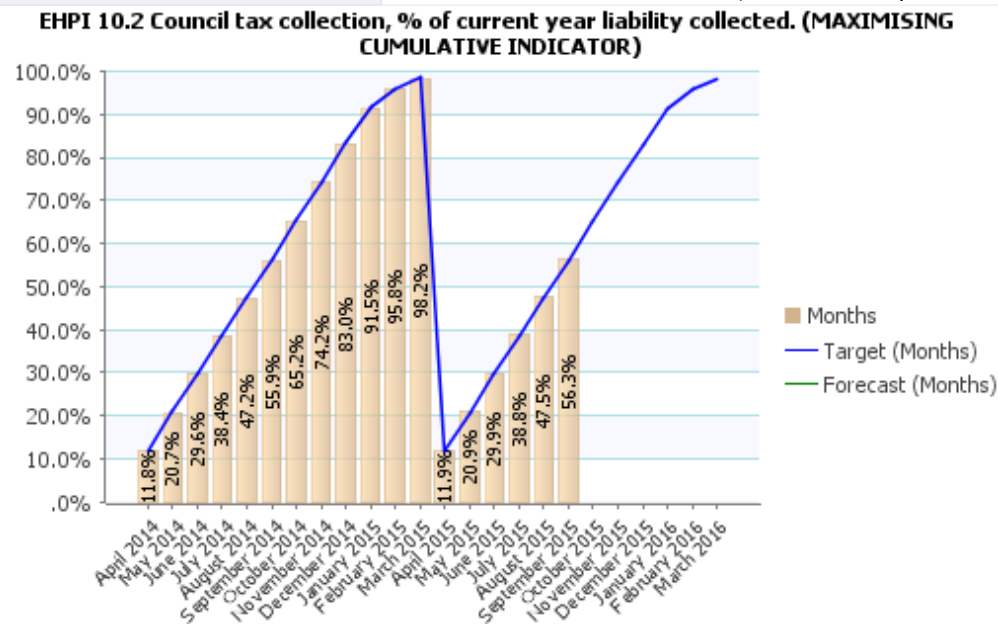
PI Code & Short Name EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)



Managed By	Chris Gibson
Short Term Trend Arrow	
Long Term Trend Arrow	
Traffic Light Icon	
Current Value	97.29%
Current Target	98.50%
Notes & History Latest Note	The target is slightly down for the month of September. There is no particular reason for this. Although September performance is below the long term average for this period, the direction of the long term trend is improving.
Management Response / Action	Directorates have queried the relevant service areas where they are not achieving their targets.

Directorate Finance and Support Services
Service Area Revenues and Benefits

PI Code & Short Name EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)



Managed By	Su Tarran; Adele Taylor
Short Term Trend Arrow	
Long Term Trend Arrow / Forecast line	N/A - Cumulative indicator
Traffic Light Icon	
Current Value	56.3%
Current Target	55.9%
Notes & History Latest Note	Performance on target.
Management Response / Action	No further management response required at this stage.

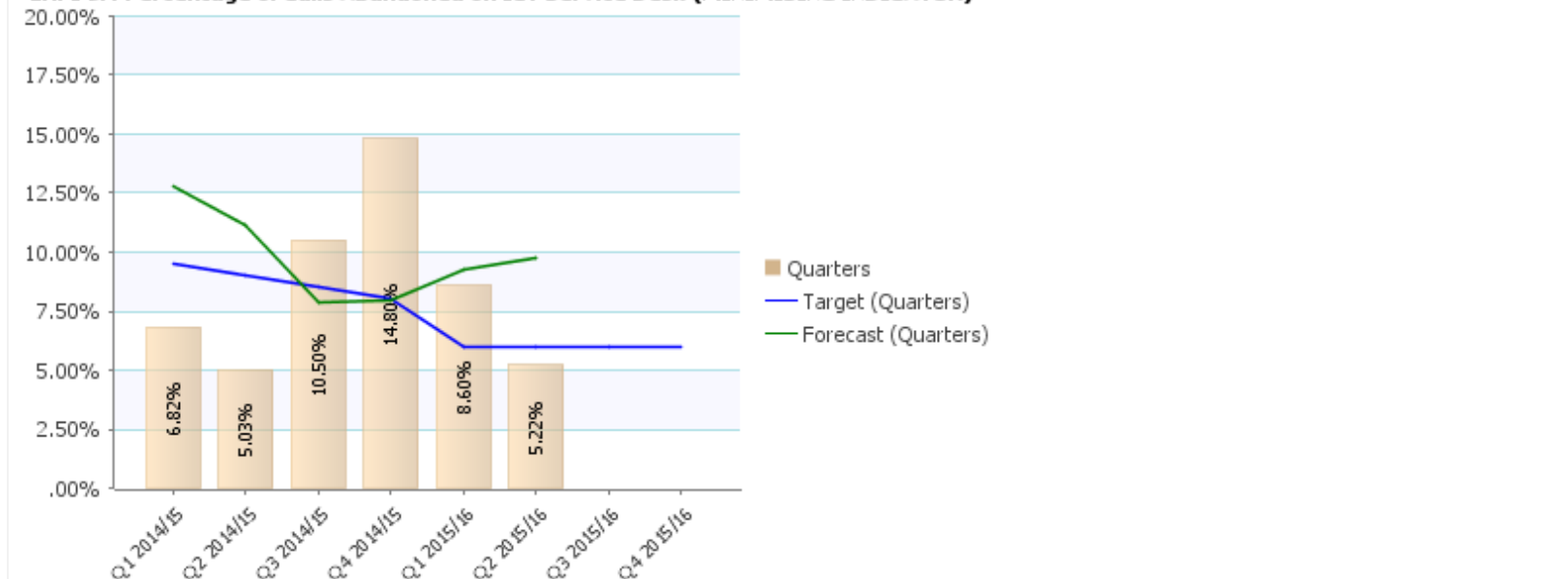



PI Code & Short Name EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)	Managed By Su Tarran; Adele Taylor																																																																																																				
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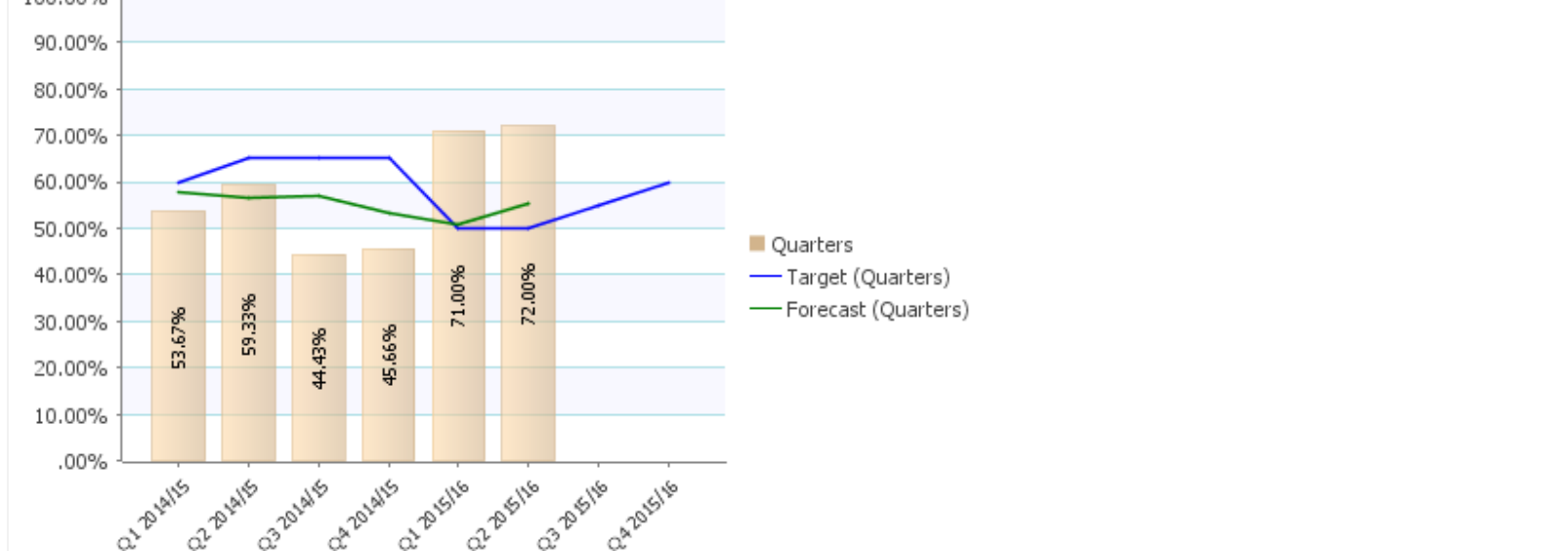



Directorate Finance and Support Services
Service Area Shared Business and Technology Services

PI Code & Short Name EHPI 9.8 Delivery of Key Milestones in the ICT Strategy (MAXIMISING INDICATOR)	Managed By Henry Lewis; Adele Taylor																																				
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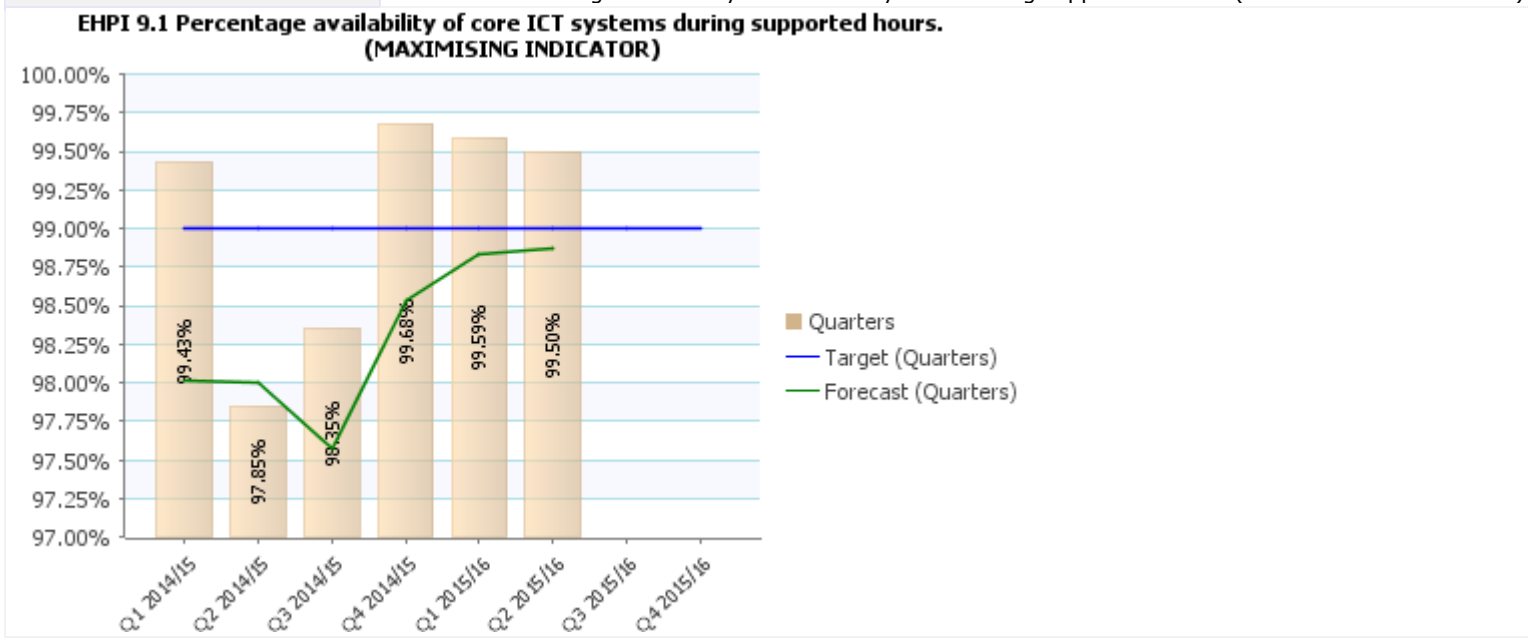
PI Code & Short Name EHPI 9.2 Percentage Resolution of ICT Incidents Within 4 Hours. (MAXIMISING INDICATOR)	Managed By Henry Lewis; Adele Taylor
EHPI 9.2 Percentage Resolution of ICT Incidents Within 4 Hours. (MAXIMISING INDICATOR) 	Short Term Trend Arrow Long Term Trend Arrow / Forecast line Traffic Light Icon Current Value 82.71% Current Target 80.00% Notes & History Latest Note The service has improved since quarter 1, a trend that has been continuing since Q4 of 2014/15 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
EHPI 9.3 Average ICT Incidents per day (MINIMISING INDICATOR) 	Short Term Trend Arrow Long Term Trend Arrow / Forecast line Traffic Light Icon Current Value 7.23 Current Target 10.00 Notes & History Latest Note Incident numbers continue to fall and are well below target levels Management Response / Action No further management response required at this stage.

PI Code & Short Name EHCI 9.4 Percentage of Calls Abandoned on ICT Service Desk (MINIMISING INDICATOR)	Managed By Henry Lewis; Adele Taylor																																				
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Quarter	Actual Value (%)	Target (%)	Forecast (%)																																		
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PI Code & Short Name EHCI 9.6 Satisfaction with ICT Services (MAXIMISING INDICATOR)	Managed By Henry Lewis; Adele Taylor																																				
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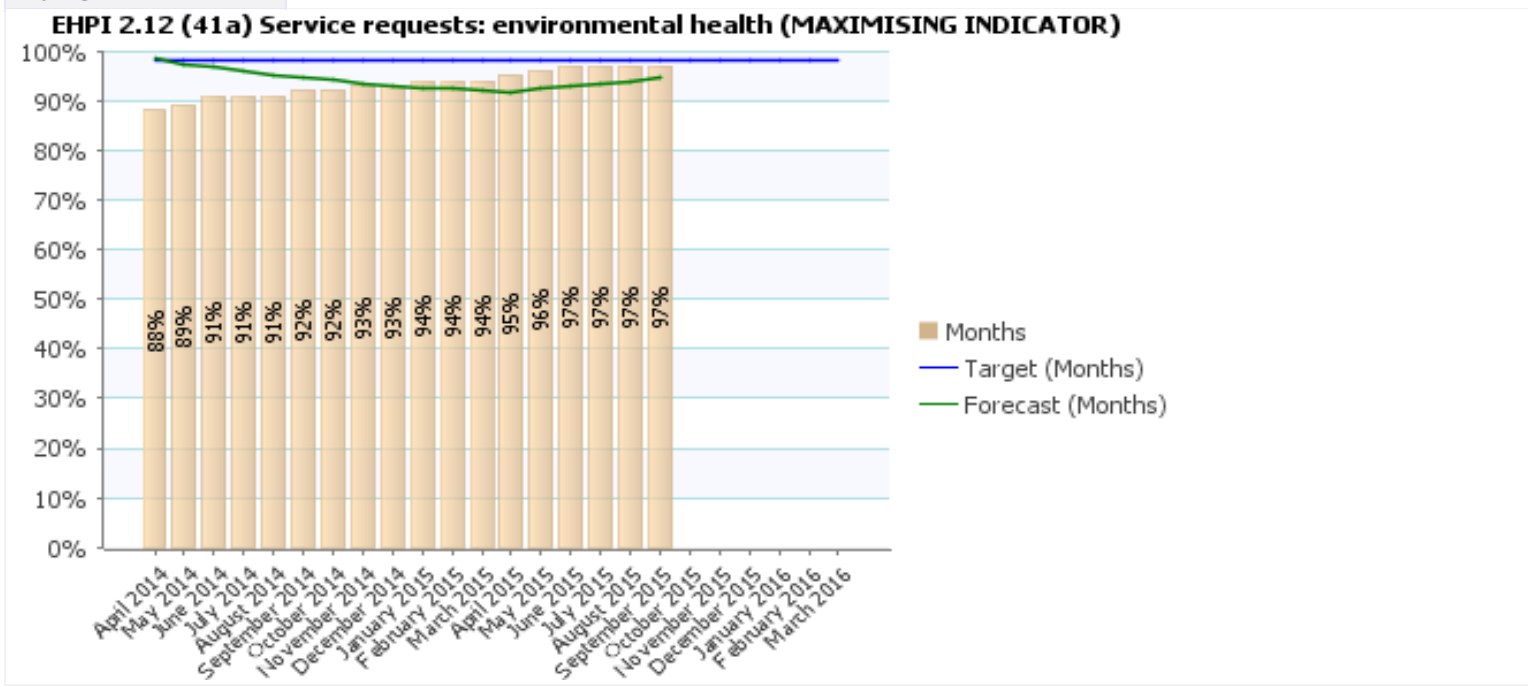
PI Code & Short Name EHPI 9.1 Percentage availability of core ICT systems during supported hours. (MAXIMISING INDICATOR)



Managed By	Henry Lewis; Adele Taylor
Short Term Trend Arrow	
Long Term Trend Arrow / Forecast line	
Traffic Light Icon	
Current Value	99.50%
Current Target	99.00%
Notes & History Latest Note	The decline in the short term trend is marginal and performance is on target.
Management Response / Action	No further management response required at this stage.

Directorate Neighbourhood Services
Service Area Community Safety and Health

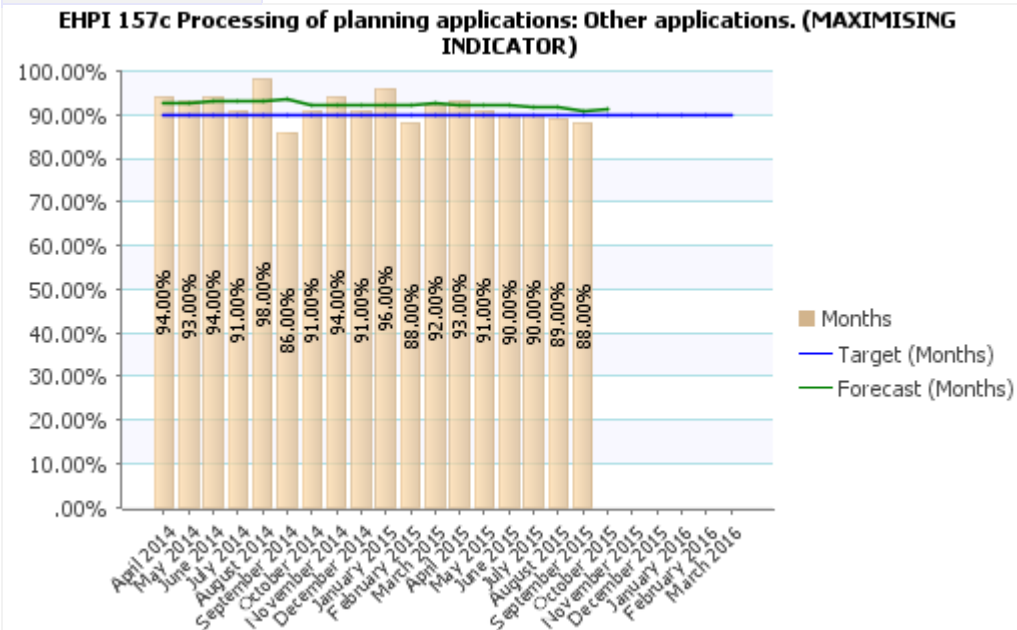
PI Code & Short Name EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR)



Managed By	Simon Drinkwater; Brian Simmonds
Short Term Trend Arrow	
Long Term Trend Arrow / Forecast line	
Traffic Light Icon	
Current Value	97%
Current Target	98%
Notes & History Latest Note	97% of environmental health service requests responded to within target times. This equates to 60 service requests missing their first responses since April 2015. 280 service requests have been received this month. 1727 service requests have been received since April 2015. This represents a 0% decrease in number of service requests from this time last year.
Management Response / Action	No further management response required at this stage.

Directorate Neighbourhood Services
Service Area Planning and Building Control

PI Code & Short Name EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)



Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young
Short Term Trend Arrow	
Long Term Trend Arrow / Forecast line	
Traffic Light Icon	
Current Value	88.00%
Current Target	90.00%
Notes & History Latest Note	104 out of 118 processed and 2 within Extension of time agreement. The matters which most often have an impact on the ability to reach a decision within the target timescale include the need to re-consult on revised proposals and where the issues raised by an application are complex and resolution cannot be achieved rapidly. Case Officers and Managers will continue to review these cases to ensure that early resolution is reached where possible.
Management Response / Action	No further management response required at this stage.

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