
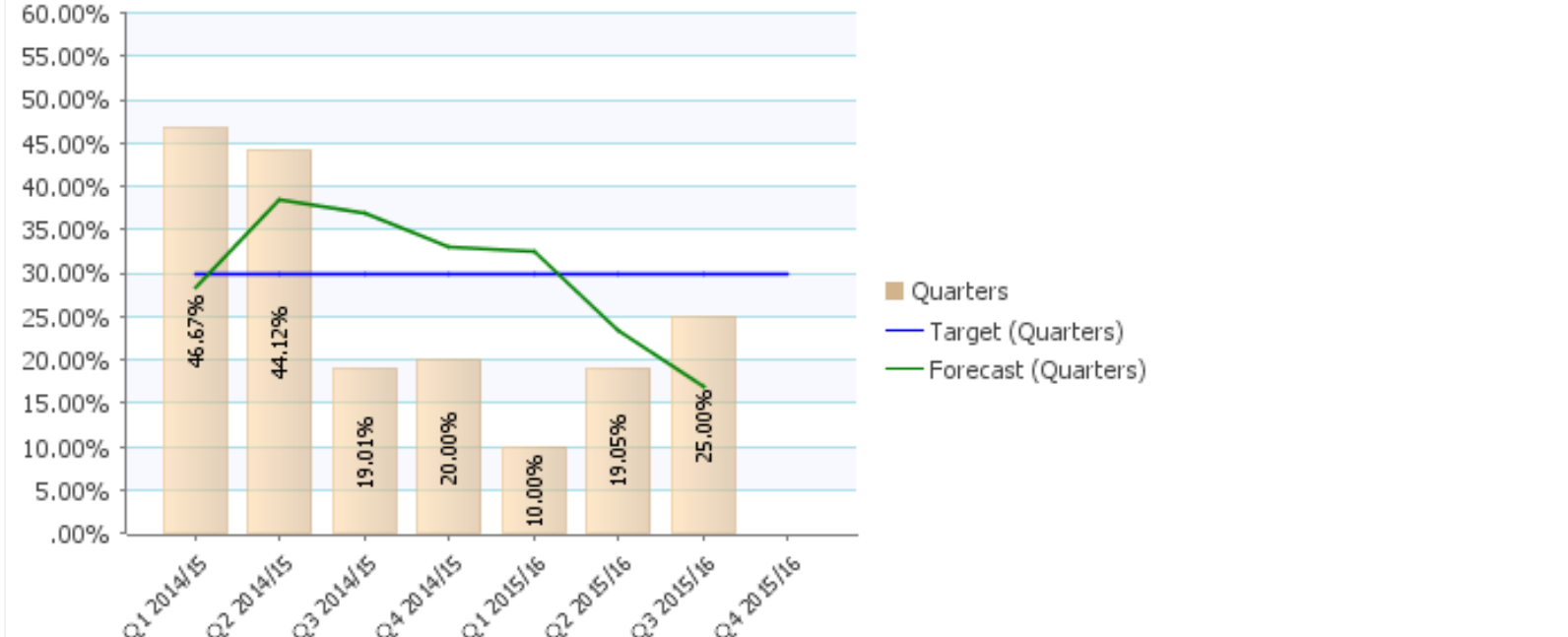





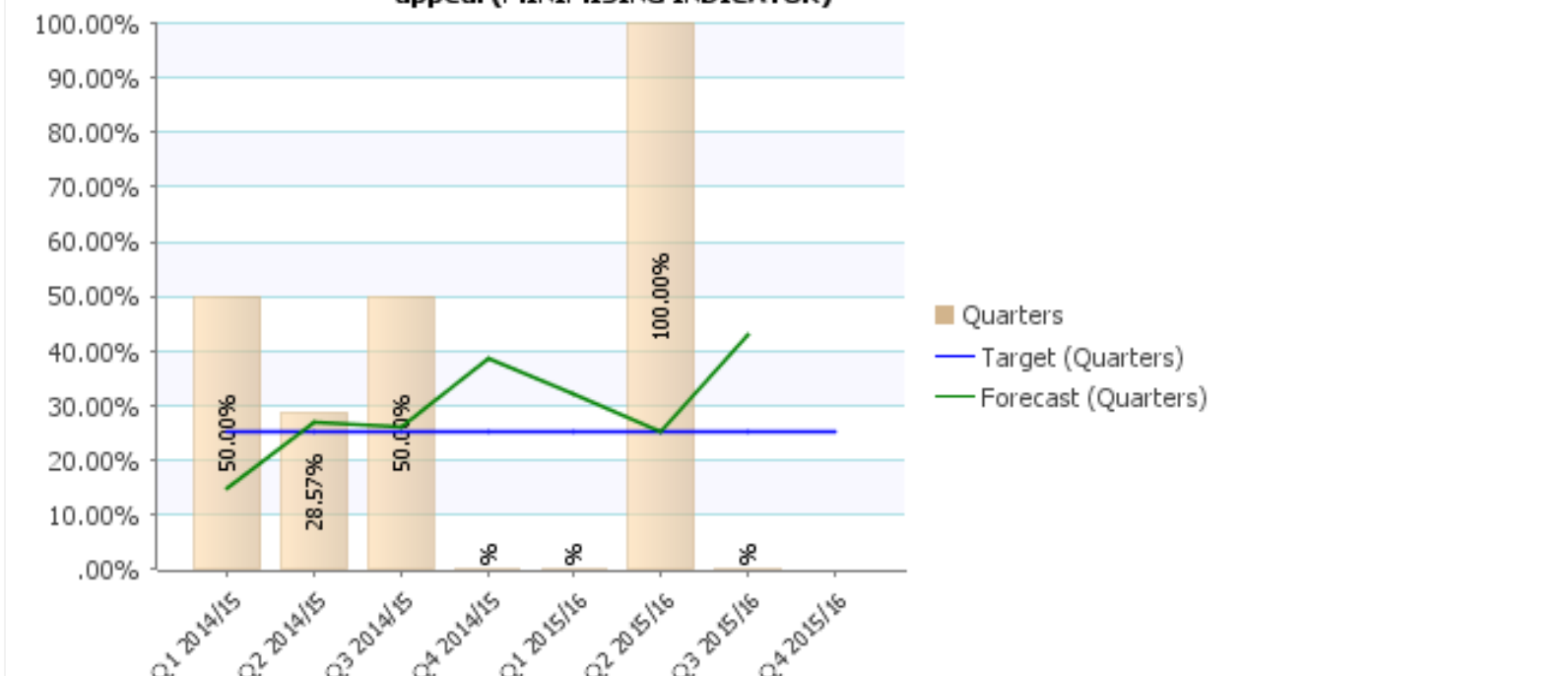





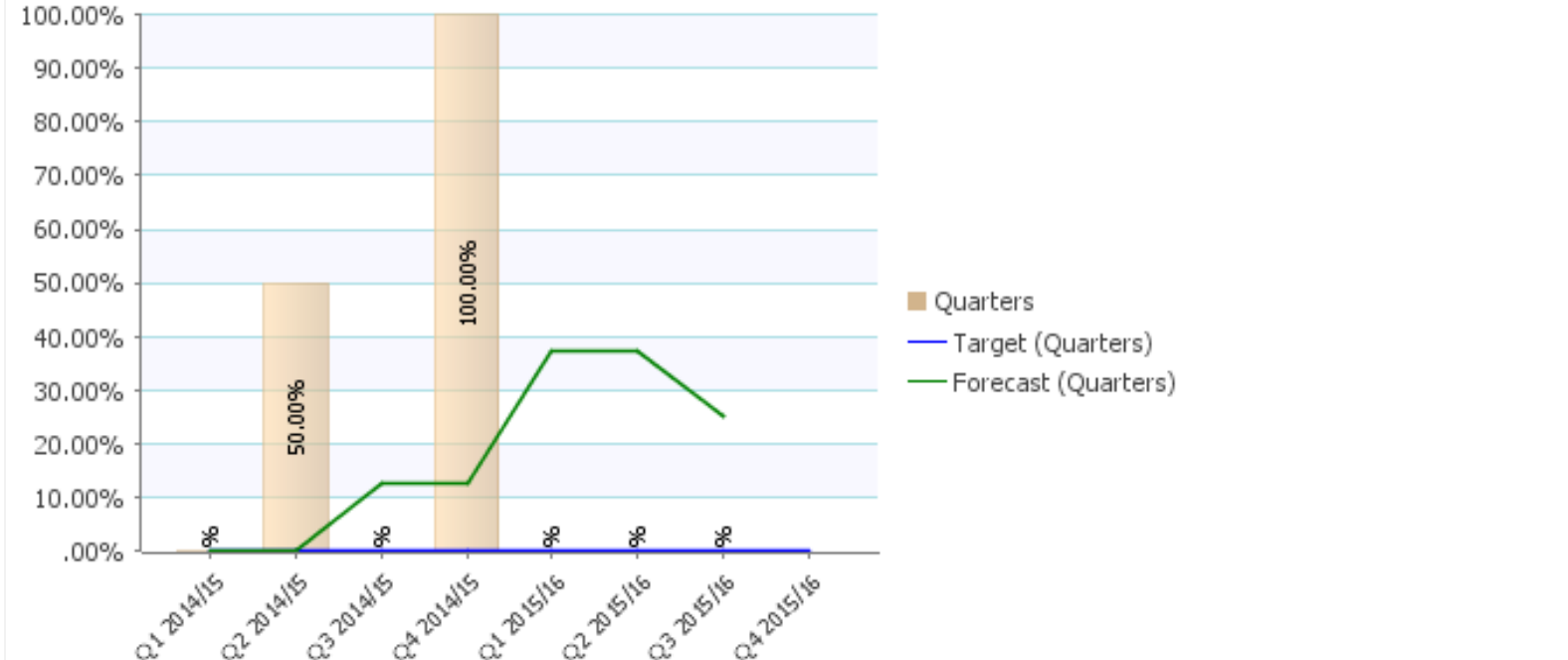


October to December Corporate Business Scrutiny Healthcheck 2015/16

Directorate Customer and Community Services
Service Area Information, Parking and Customer Services


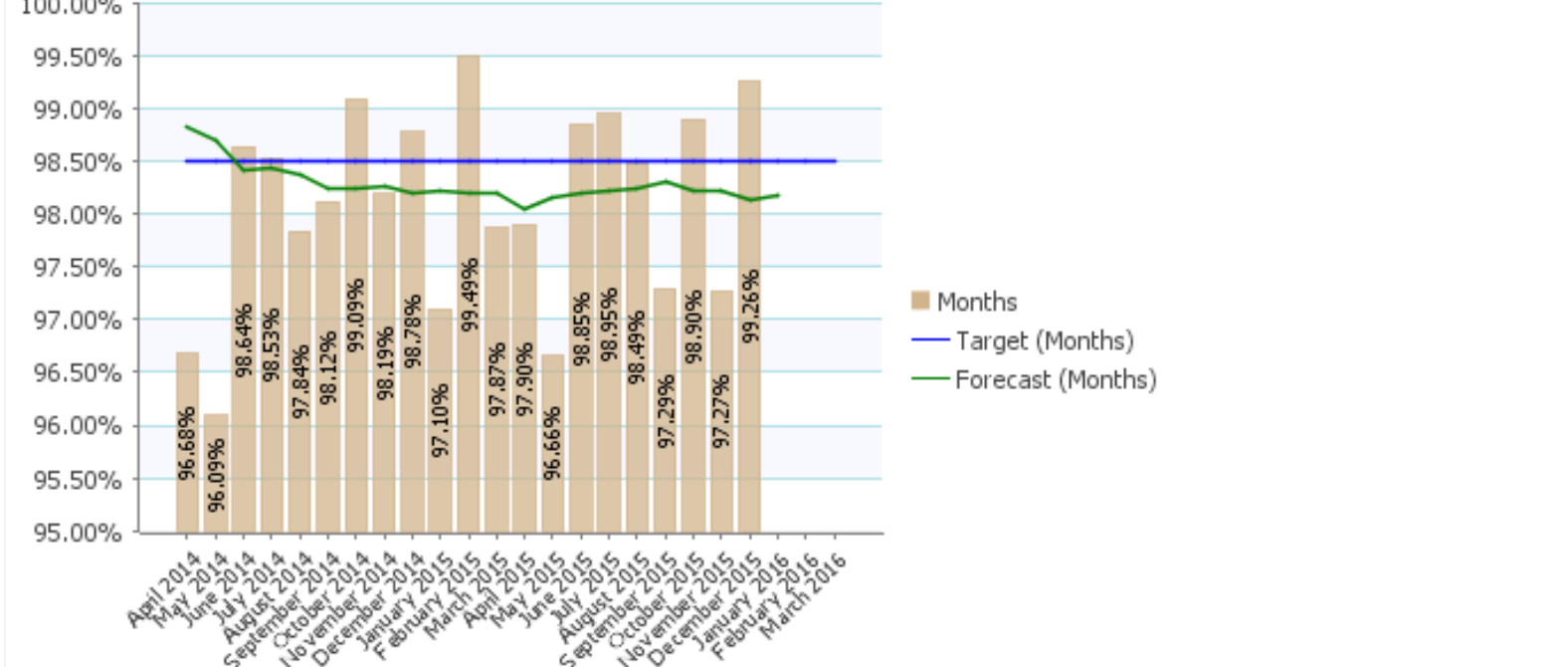


PI Code & Short Name	EHPI 5.1 % of complaints resolved in 14 days or less. (MAXIMISING INDICATOR)	Managed By	Neil Sloper
	EHPI 5.1 % of complaints resolved in 14 days or less. (MAXIMISING INDICATOR)	Short Term Trend Arrow	
		Long Term Trend Arrow / Forecast line	
		Traffic Light Icon	
		Current Value	77.78%
		Current Target	70.00%
		Notes & History Latest Note	Performance exceeding target. Of the 6 complaints handled outside of the 14 days, 5 were complex planning cases and 1 was a complex benefit case. In terms of the long term trend, it is only 1.71% off the long term trend average (due to higher performance levels is quarter 1).
		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
EHPI 5.2a % of complaints about the Council and its services that are upheld: 1st stage (MINIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow / Forecast line	
		Traffic Light Icon	
		Current Value	25.00%
		Current Target	30.00%
		Notes & History Latest Note	Performance better than target. There were 20 complaints at stage 1. 5 of these were partially upheld.
		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
EHPI 5.2b % of complaints about the Council and its services that are upheld: 2nd stage - appeal (MINIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow / Forecast line	
		Traffic Light Icon	
		Current Value	0.00%
		Current Target	25.00%
		Notes & History Latest Note	Performance better than target. There were 7 stage 2 complaints during this period. 0 of these were upheld
		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 (LGO) that are upheld (MINIMISING INDICATOR)	Managed By	Neil Sloper
EHPI 5.4 % of complaints to the Local Government Ombudsman that are upheld (MINIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow / Forecast line	
		Traffic Light Icon	
		Current Value	0.00%
		Current Target	0.00%
		Notes & History Latest Note	The LGO did not investigate any complaints during quarter three.
		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
EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	99.26%
		Current Target	99.50%
		Notes & History Latest Note	Target has been reached and exceeded expectations.
		Management Response / Action	No further management response required at this stage.

Directorate Finance and Support Services
Service Area Revenues and Benefits

<p>PI Code & Short Name</p>	<p>EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</p>	<p>Managed By</p>	<p>Su Tarran; Adele Taylor</p>
<p>EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</p>		<p>Short Term Trend Arrow</p>	<p>↑</p>
		<p>Long Term Trend Arrow / Forecast line</p>	<p>N/A – Cumulative indicator</p>
<p>Traffic Light Icon</p>		<p>🟢</p>	<p>Current Value</p>
<p>Current Target</p>		<p>Current Target</p>	<p>83.0%</p>
<p>Notes & History Latest Note</p>		<p>Performance on target.</p>	
<p>Management Response / Action</p>		<p>No further management response required at this stage.</p>	

<p>PI Code & Short Name</p>	<p>EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</p>	<p>Managed By</p>	<p>Su Tarran; Adele Taylor</p>
<p>EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)</p>		<p>Short Term Trend Arrow</p>	<p>↑</p>
		<p>Long Term Trend Arrow / Forecast line</p>	<p>N/A – Cumulative indicator</p>
<p>Traffic Light Icon</p>		<p>🟢</p>	<p>Current Value</p>
<p>Current Target</p>		<p>Current Target</p>	<p>83.4%</p>
<p>Notes & History Latest Note</p>		<p>Performance on target.</p>	
<p>Management Response / Action</p>		<p>No further management response required at this stage.</p>	

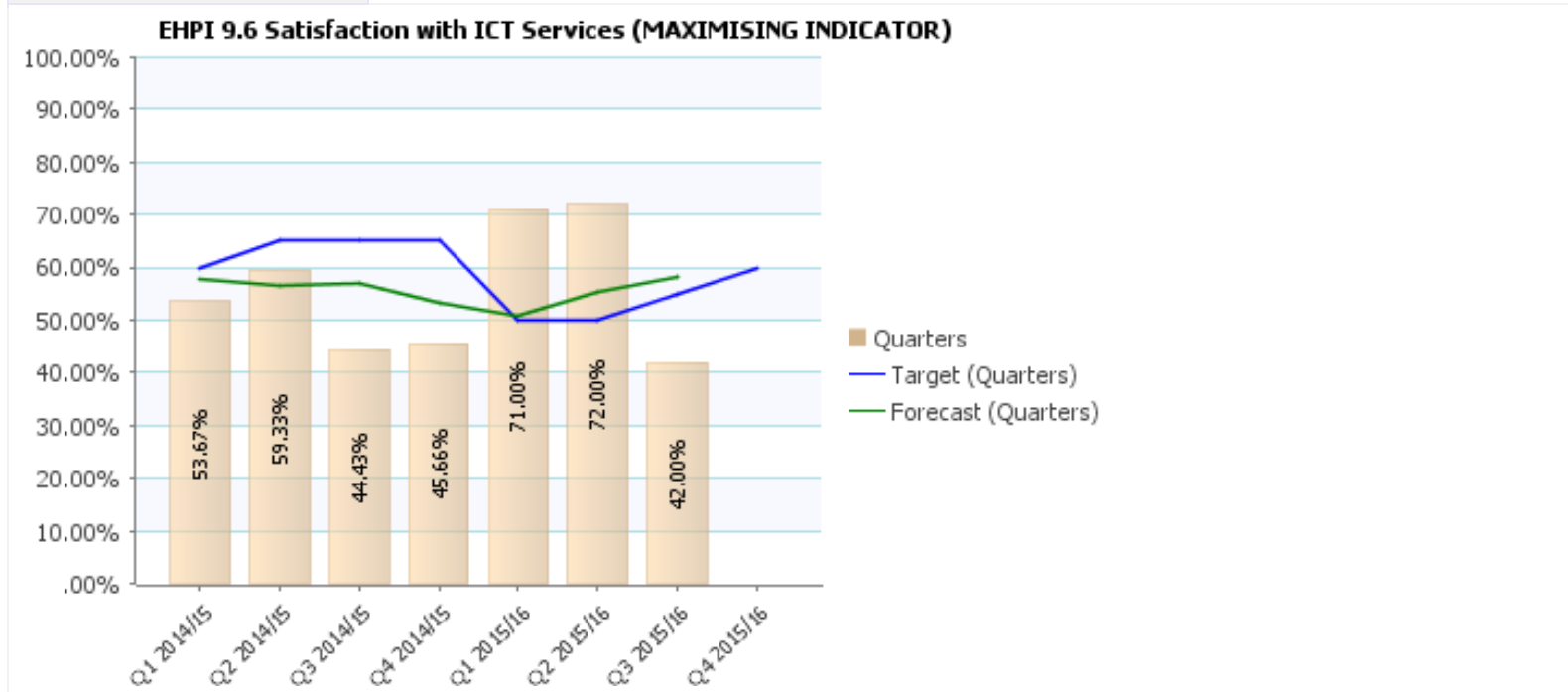



Directorate Finance and Support Services
Service Area Shared Business and Technology Services

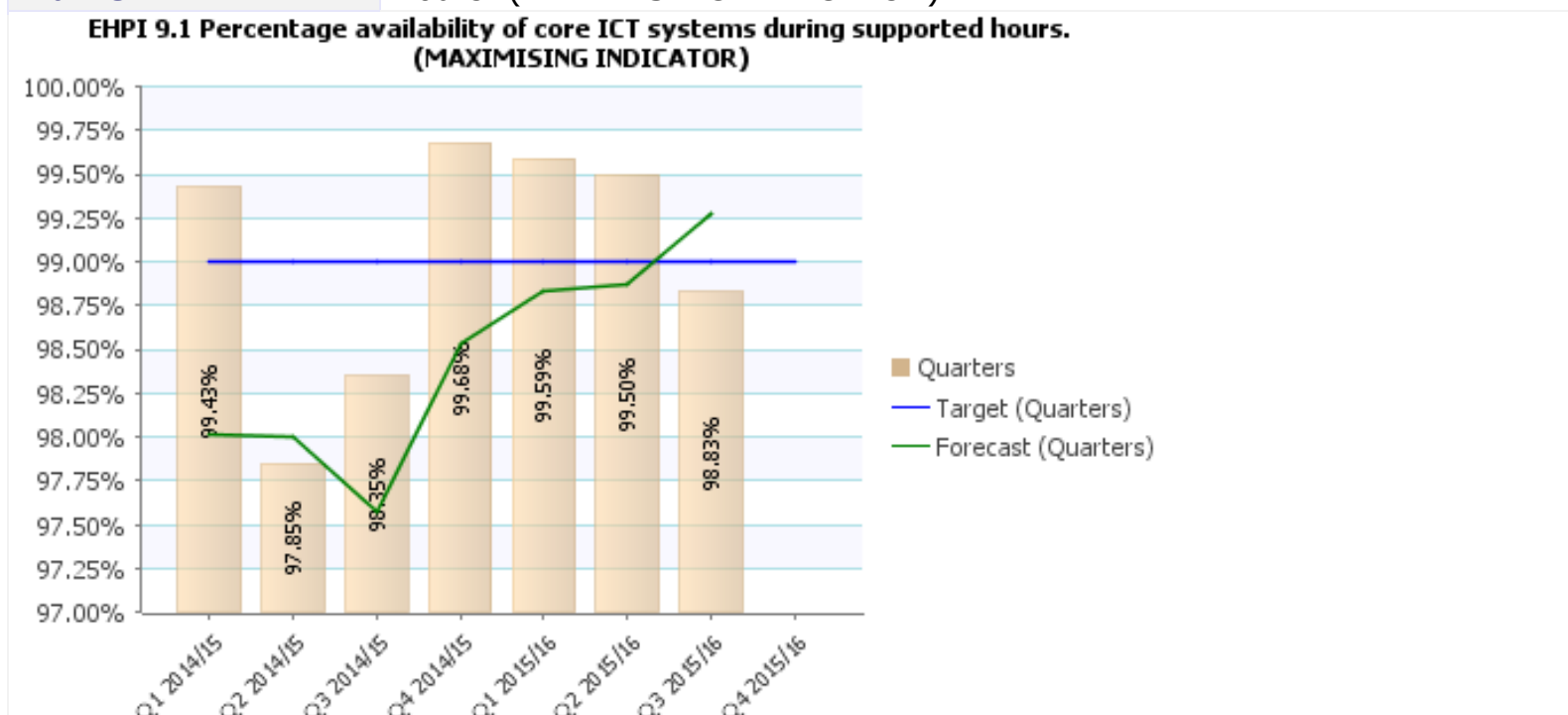



PI Code & Short Name	EHPI 9.8 Delivery of Key Milestones in the ICT Strategy (MAXIMISING INDICATOR)	Managed By	Henry Lewis; Adele Taylor																																				
<p>EHPI 9.8 Delivery of Key Milestones in the ICT Strategy (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 9.8 Delivery of Key Milestones in the ICT Strategy (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value (%)</th> <th>Target (%)</th> <th>Forecast (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q2 2014/15</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q3 2014/15</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q4 2014/15</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q1 2015/16</td> <td>17.00%</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q2 2015/16</td> <td>22.00%</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q3 2015/16</td> <td>62.00%</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>		Quarter	Actual Value (%)	Target (%)	Forecast (%)	Q1 2014/15	-	-	-	Q2 2014/15	-	-	-	Q3 2014/15	-	-	-	Q4 2014/15	-	-	-	Q1 2015/16	17.00%	-	-	Q2 2015/16	22.00%	-	-	Q3 2015/16	62.00%	-	-	Q4 2015/16	-	-	-	Short Term Trend Arrow	↑
Quarter	Actual Value (%)	Target (%)	Forecast (%)																																				
Q1 2014/15	-	-	-																																				
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Q1 2015/16	17.00%	-	-																																				
Q2 2015/16	22.00%	-	-																																				
Q3 2015/16	62.00%	-	-																																				
Q4 2015/16	-	-	-																																				
		Long Term Trend Arrow / Forecast line	New indicator therefore more data is required before long term trend can be analysed.																																				
		Traffic Light Icon	🚫																																				
		Current Value	62.00%																																				
		Current Target	72.00%																																				
		Notes & History Latest Note	Eight of the thirteen milestones have been completed. Work is well underway for three of the other milestones.																																				
		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																																				
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Quarter	Actual Value (%)	Target (%)	Forecast (%)																																				
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Q4 2015/16	-	-	-																																				
		Long Term Trend Arrow / Forecast line	↑																																				
		Traffic Light Icon	⚠️																																				
		Current Value	79.95%																																				
		Current Target	85.00%																																				
		Notes & History Latest Note	Performance has remained steady, but not improved in line with the increase in target this quarter.																																				
		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
		Short Term Trend Arrow	
		Long Term Trend Arrow / Forecast line	
		Traffic Light Icon	
		Current Value	6.41
		Current Target	10.00
		Notes & History Latest Note	The number of incidents experienced by staff on a daily basis continues to reduce.
		Management Response / Action	No further management response required at this stage.

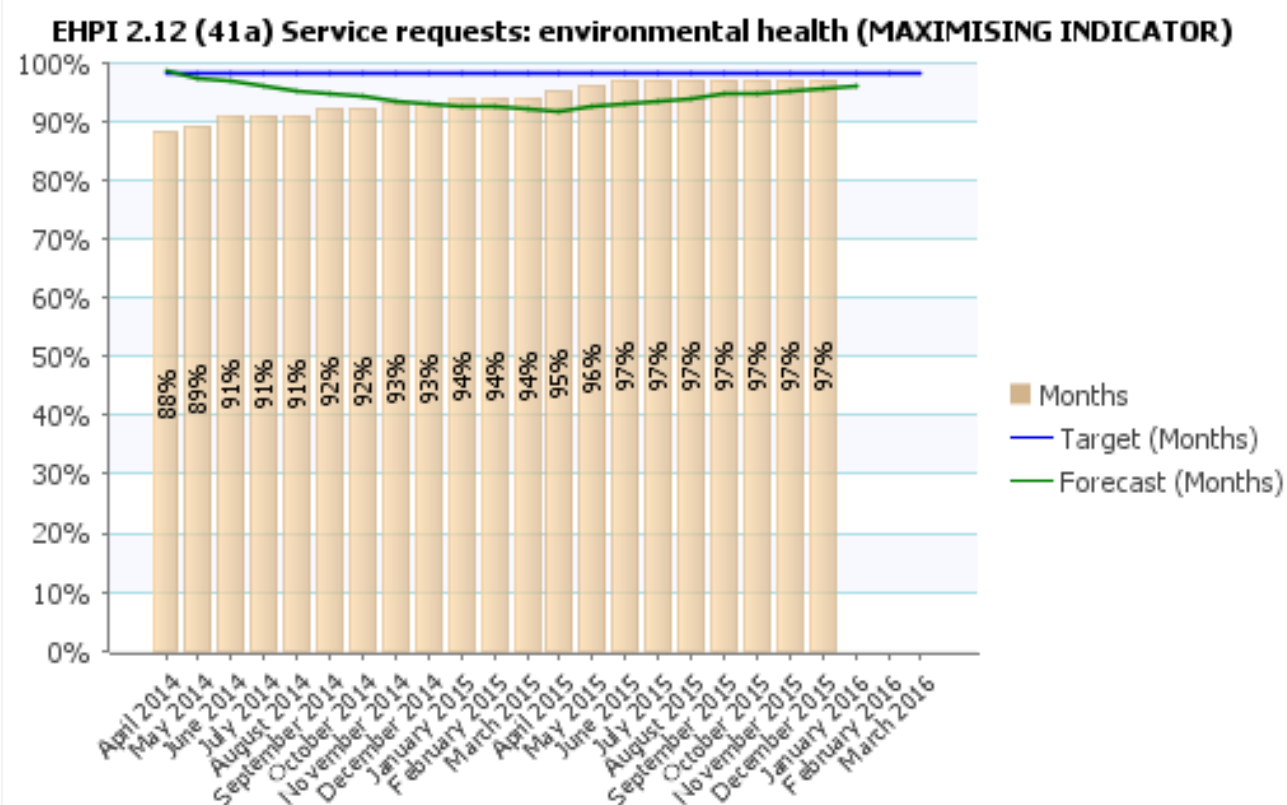
PI Code & Short Name	EHPI 9.4 Percentage of Calls Abandoned on ICT Service Desk (MINIMISING INDICATOR)	Managed By	Henry Lewis; Adele Taylor
		Short Term Trend Arrow	
		Long Term Trend Arrow / Forecast line	
		Traffic Light Icon	
		Current Value	7.57%
		Current Target	6.00%
		Notes & History Latest Note	Improvements made in the previous quarter have not been sustained. Further changes to working practices have been made with a view to improving quarter four performance. Overall numbers of calls are very low and this indicator is very sensitive to peaks in call demand.
		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																																				
<p>EHPI 9.6 Satisfaction with ICT Services (MAXIMISING INDICATOR)</p>  <table border="1"> <caption>EHPI 9.6 Satisfaction with ICT Services (MAXIMISING INDICATOR) Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value (%)</th> <th>Target (%)</th> <th>Forecast (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>53.67%</td> <td>60.00%</td> <td>58.00%</td> </tr> <tr> <td>Q2 2014/15</td> <td>59.33%</td> <td>65.00%</td> <td>58.00%</td> </tr> <tr> <td>Q3 2014/15</td> <td>44.43%</td> <td>65.00%</td> <td>58.00%</td> </tr> <tr> <td>Q4 2014/15</td> <td>45.66%</td> <td>65.00%</td> <td>52.00%</td> </tr> <tr> <td>Q1 2015/16</td> <td>71.00%</td> <td>50.00%</td> <td>50.00%</td> </tr> <tr> <td>Q2 2015/16</td> <td>72.00%</td> <td>50.00%</td> <td>55.00%</td> </tr> <tr> <td>Q3 2015/16</td> <td>42.00%</td> <td>55.00%</td> <td>58.00%</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> <td>60.00%</td> <td>60.00%</td> </tr> </tbody> </table>		Quarter	Actual Value (%)	Target (%)	Forecast (%)	Q1 2014/15	53.67%	60.00%	58.00%	Q2 2014/15	59.33%	65.00%	58.00%	Q3 2014/15	44.43%	65.00%	58.00%	Q4 2014/15	45.66%	65.00%	52.00%	Q1 2015/16	71.00%	50.00%	50.00%	Q2 2015/16	72.00%	50.00%	55.00%	Q3 2015/16	42.00%	55.00%	58.00%	Q4 2015/16	-	60.00%	60.00%	Short Term Trend Arrow	
Quarter	Actual Value (%)	Target (%)	Forecast (%)																																				
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		Current Value	42.00%																																				
		Current Target	55.00%																																				
Notes & History Latest Note		Satisfaction fell dramatically in quarter three because of systems capacity issues that impacted very negatively in Revenues and Benefits. Problems have now been resolved and we anticipate that satisfaction will return to previous healthy levels. Cumulative performance for the year is green.																																					
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																																				
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Q4 2015/16	-	99.00%	99.25%																																				
		Long Term Trend Arrow / Forecast line																																					
		Traffic Light Icon																																					
		Current Value	98.83%																																				
		Current Target	99.00%																																				
Notes & History Latest Note		Performance reflects the downtime experienced on 23 December 2015. Cumulative performance for the year remains above target.																																					
Management Response / Action		No further management response required at this stage.																																					

Directorate Neighbourhood Services
Service Area Community Safety and Health

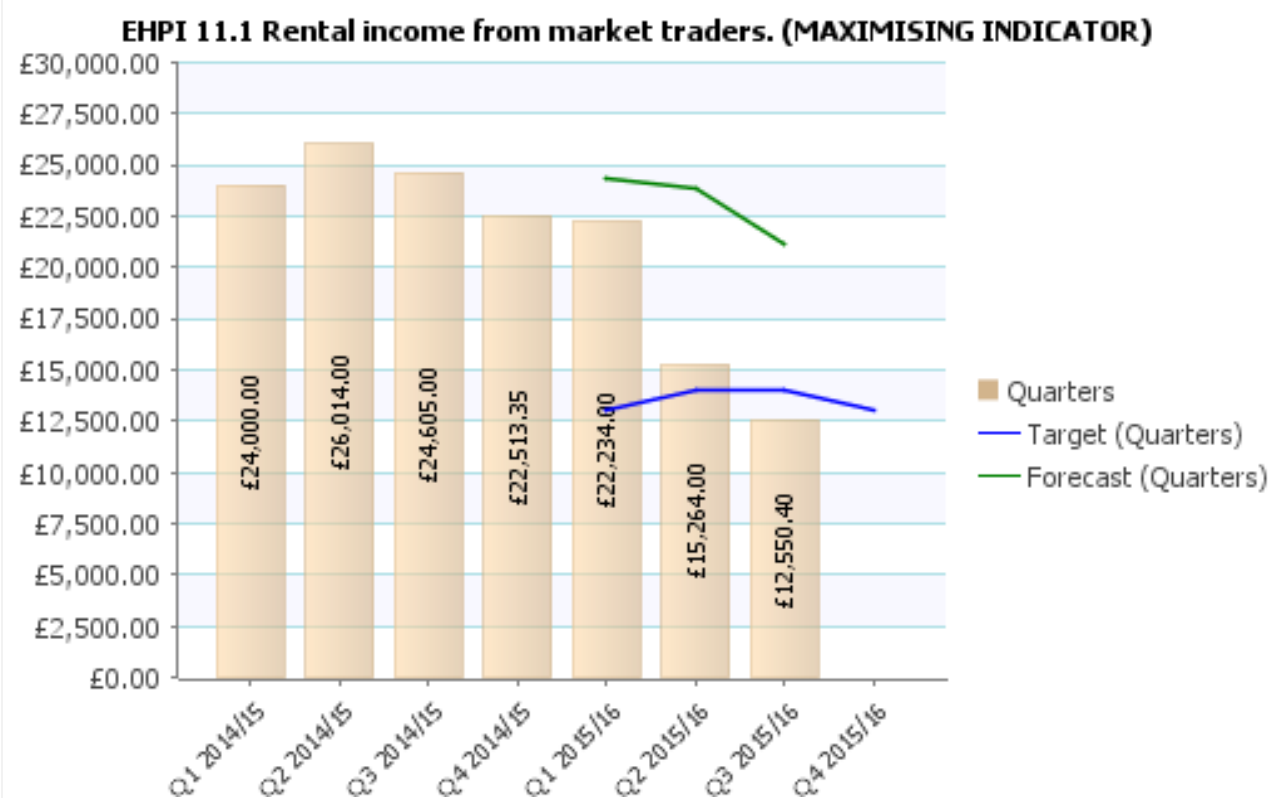
PI Code & Short Name EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR)











Managed By	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	Just below target. 97% of environmental health service requests responded to within target times. This equates to 72 service requests missing their first responses since April 2015. 180 service requests have been received this month. 2405 service requests have been received since April 2015. This represents a 1% decrease in number of service requests from this time last year.
Management Response / Action	No further management response required at this stage.

Directorate Customer and Community Services
Service Area Business Development

PI Code & Short Name EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)



Managed By	Paul Pullin; Benjamin Wood
Short Term Trend Arrow	↓
Long Term Trend Arrow / Forecast line	↓
Traffic Light Icon	🚦
Current Value	£12,550.40
Current Target	£14,000.00
Notes & History Latest Note	The figure for this quarter is slightly below target although not significantly lower. Market rental income will tend to be influenced by weather conditions and some of the wet weather experienced over this period might account for the quarter position.
Management Response / Action	No further management response required at this stage.

PI Status		Long Term Trends		Short Term Trends	
	6% or more off target		Improving		Improving
	1% to 5% off target		No Change		No Change
	On target		Getting Worse		Getting Worse