

ECS Performance Scorecard

Summary Scorecard of Service Plan Indicators against Service Plan Themes

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Performance Data Traffic Light	
Amber	1
Green	4
Data Only	8

Priority 04 - Technology

Performance Measure	January 2013	February 2013	March 2013	Q4 2012/13	2012/13	Annual Target	Status	Long Trend
	Value	Value	Value	Value	Value			
Number of times that PC terminals in Library Learning Centres and Learning Access Points are used	14,625	15,610	15,689	45,924	191,946	Linked to SPI target		
Number of visits to libraries - virtual	35,098	45,554	46,342	126,994	295,191	Linked to SPI target		
Number of visits to/usages of council funded or part funded museums - virtual	39,278	46,740	39,964	125,982	491,471	Linked to SPI target		

Priority 05 - Health and Wellbeing

Performance Measure	January 2013	February 2013	March 2013	Q4 2012/13	2012/13	Annual Target	Status	Long Trend
	Value	Value	Value	Value	Value			
Number of attendances at other indoor sports and leisure facilities excluding pools in a combined complex: (a) Attendances at Aberdeen Sports Village	64,375	75,153	72,544	212,072	701,874	Linked to SPI target		

Priority 06 - Engagement in Arts, Heritage, Culture and Sport

Performance Measure	January 2013	February 2013	March 2013	Q4 2012/13	2012/13	Annual Target	Status	Long Trend
	Value	Value	Value	Value	Value			
Total number of issues from libraries	65,266	62,964	65,480	193,710	817,403	Not applicable		
Number of visits to libraries - person	78,884	79,719	82,313	240,916	1,005,544	Linked to SPI target		
Number of visits to/usages of council funded or part funded museums - person	14,592	20,347	20,368	55,307	305,482	Linked to SPI target		
Number of visits to/usages of council funded or part funded museums - outreach	453	194	95	742	1,883	Linked to SPI target		

Priority 08 - Better Performing/Value for Money

Performance Measure	January 2013	February 2013	March 2013	Q4 2012/13	2012/13	Target	Status	Long Trend
	Value	Value	Value	Value	Value			
ECS and Corporate Absence showing the Average Number of Days Lost Per Employee Per Service	7.7	7.9	7.8		7.8	10.0		
Health and Safety Reportable Accidents	1	1	1		28	36		
% of complaints and enquiries responded to within current corporate timescale of 20 working days				89%	N/A	95%		
Number of ECS Workplace Inspections Completed	69%	57%	73%		100%*	100%*		
Health and Safety Incidents	11	15	9		198	240		

* reflects position as at April 2013 rather than 2012/13 year-end

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

	Unknown
	Data Only