

Appendix A1 - ECS Performance Scorecard

Summary scorecard of service plan indicators against service plan themes

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| Performance Data Traffic Light | |
|--------------------------------|----------|
| Red | 2 |
| Amber | 0 |
| Green | 3 |
| Data Only | 8 |







Priority 04 - Technology

| Performance Measure | April 2013 | May 2013 | June 2013 | Q1 2013/14 | Target | Status | Long Trend |
|--|------------|----------|-----------|------------|---------------|--------|------------|
| | Value | Value | Value | Value | | | |
| Number of PC terminal and Wi-Fi Netloan access uses in Library Learning Centres and Learning Access Points | 18,433 | 17,981 | 16,787 | 53,201 | Linked to SPI | | |
| Number of visits to libraries - virtual | 52,825 | 55,952 | 54,054 | 162,831 | Linked to SPI | | |
| Number of visits to/usages of council funded or part funded museums - virtual | 39,416 | 40,174 | 37,853 | 117,443 | Linked to SPI | | |











Priority 05 - Health and Wellbeing












| Performance Measure | April 2013 | May 2013 | June 2013 | Q1 2013/14 | Target | Status | Long Trend |
|---|------------|----------|-----------|------------|---------------|--------|------------|
| | Value | Value | Value | Value | | | |
| Number of attendances at other indoor sports and leisure facilities excluding pools in a combined complex | N/A | N/A | N/A | 354,306 | Linked to SPI | | |
| Number of attendances at swimming pools (excluding community pools) | N/A | N/A | N/A | 87,341 | Linked to SPI | | |

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

| Performance Measure | April 2013 | May 2013 | June 2013 | Q1 2013/14 | Target | Status | Long Trend |
|--|------------|----------|-----------|------------|---------------|---|---|
| | Value | Value | Value | Value | | | |
| Number of visits to libraries - person | 84,319 | 88,225 | 76,855 | 249,399 | Linked to SPI |  |  |
| Number of visits to/usages of council funded or part funded museums - person | 19,276 | 21,266 | 21,231 | 61,773 | Linked to SPI |  |  |
| Number of visits to/usages of council funded or part funded museums - outreach | 80 | 344 | 152 | 576 | Linked to SPI |  |  |

Priority 08 - Better Performing/Value for Money

| Performance Measure | April 2013 | May 2013 | June 2013 | Q1 2013/14 | Target | Status | Long Trend |
|--|------------|----------|-----------|------------|--------|---|---|
| | Value | Value | Value | Value | | | |
| ECS and Corporate Absence showing the Average Number of Days Lost Per Employee Per Service | 7.9 | 7.9 | 8.2 | | 10.0 |  |  |
| Health and Safety Reportable Accidents | 0 | 0 | 0 | | 0 |  |  |
| % of complaints and enquiries responded to within current corporate timescale of 20 working days | | | | 60% | 95% |  |  |
| Number of ECS Workplace Inspections Completed to Date | 100% | 45% | 60% | | 100% |  |  |
| Health and Safety Incidents | 2 | 0 | 8 | | 17 |  |  |

| PI Status | | Long Term Trends | | Short Term Trends | |
|---|-----------|---|---------------|---|---------------|
|  | Alert |  | Improving |  | Improving |
|  | Warning |  | No Change |  | No Change |
|  | OK |  | Getting Worse |  | Getting Worse |
|  | Unknown | | | | |
|  | Data Only | | | | |