

Appendix A1 - ECS Performance Scorecard - September 2013

Summary Scorecard of Service Plan Indicators against Service Plan themes

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Performance Data Traffic Light	
Yellow	1
Green	4
Data Only	8







Priority 04 - Technology

Performance Measure	July 2013	August 2013	September 2013	Q2 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	19,261	19,367	19,027	57,655	Linked to SPI		
Number of visits to libraries - virtual	59,383	61,052	60,297	180,732	Linked to SPI		
Number of visits to/usages of council funded or part funded museums - virtual	49877	75,756	61,470	187,102	Linked to SPI		











Priority 05 - Health and Wellbeing












Performance Measure	July 2013	August 2013	September 2013	Q2 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	87,496	90,801	114,643	292,940	Linked to SPI		
Number of attendances at swimming pools (excluding community/school pools)	25,280	31,957	29,751	87,528	Linked to SPI		

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

Performance Measure	July 2013	August 2013	September 2013	Q2 2013/14	Target	Status	Long Trend
	Value	Value	Value	Value			
Number of visits to libraries - person	83,872	88,637	86,288	258,797	Linked to SPI		
Number of visits to/usages of council funded or part funded museums - person	25,109	24,698	23,278	73,085	Linked to SPI		
Number of visits to/usages of council funded or part funded museums - outreach	150	217	215	582	Linked to SPI		

Priority 08 - Better Performing/Value for Money

Performance Measure	July 2013	August 2013	September 2013	Q2 2013/14	Reporting Period Target	Status	Long Trend	
	Value	Value	Value	Value				
ECS and Corporate Absence showing the Average Number of Days Lost Per Employee Per Service	8.4	8.5	7.9		10.0			
Health and Safety Reportable Accidents	1	0	0		3			
% of complaints and enquiries responded to within current corporate timescale of 20 working days					93%	95%		
Number of ECS Workplace Inspections Completed to Date	85%	100%	72%		100%			
Health and Safety Incidents	6	3	10		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				