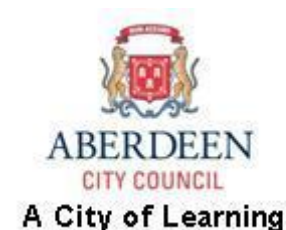# Appendix A1: ECS Performance Scorecard - January 2014

Summary scorecard of Service Plan indicators against Service Plan themes
Report Author: Alex Paterson
Generated on: 16 January 2014

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Performance Data Traffic Light	
Amber	1
Green	4
Data Only	7

Priority 04 - Technology

Performance Measure	October 2013	November 2013	December 2013	Q3 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	21,521	19,525	14,430	55,476	Linked to SPI 2		⬆
Number of visits to libraries - virtual	64,706	58,064	42,465	165,235	Linked to SPI 1		⬆
Number of visits to/usages of council funded or part funded museums - virtual	93,595	127,528	107,259	328,382	Linked to SPI 1		⬆

Priority 05 - Health and Wellbeing

Performance Measure	October 2013	November 2013	December 2013	Q3 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	132,283	137,489	42,792	312,570	Linked to SPI 1		⬆
Number of attendances at swimming pools (excluding community/school pools)	36,367	36,301	N/A	72,668	Linked to SPI 1		⬇

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

Performance Measure	October 2013	November 2013	December 2013	Q3 2013/14	Target	Status	Long Trend
	Value	Value	Value	Value			
Number of visits to libraries - person	89,849	87,285	63,407	240,541	Linked to SPI 1	📊	⬇️
Number of visits to/usages of council funded or part funded museums - person	25,544	24,745	15,706	65,995	Linked to SPI 1	📊	⬇️

Priority 08 - Better Performing/Value for Money

Performance Measure	October 2013	November 2013	December 2013	Q3 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	8.4	8.4	8.2		10.0	✅	⬇️
Health and Safety Reportable Accidents	1	2	2	5	9	✅	⬆️
% of complaints and enquiries responded to within current corporate timescale of 20 working days				89%	95%	⚠️	⬆️
Number of ECS Workplace Inspections Completed to Date	83%	76%	100%	88%	100%	✅	⬆️
Health and Safety Incidents	9	5	1	15	54	✅	⬆️

PI Status		Long Term Trends		Short Term Trends	
🔴	Alert	⬆️	Improving	⬆️	Improving
⚠️	Warning	➖	No Change	➖	No Change
✅	OK	⬇️	Getting Worse	⬇️	Getting Worse
❓	Unknown				
📊	Data Only				