Appendix A1 - ECS Performance Scorecard - June 2014

Summary scorecard of Service Indicators against Service Improvement Plan
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Performance Data Traffic Light	
Green	**5**
Data Only	**8**

PRIORITIES: LITERACY, EXPANDING CULTURAL OPPORTUNITIES

Performance Measure	January 2014	February 2014	March 2014	Q4 2013/14	2013/14	Quarterly/ Annual Targets	Status	Long Trend
	Value	Value	Value	Value	Value			
Number of PC terminal and Wi-Fi Netloan access uses in Library Learning Centres and Learning Access Points	18,395	18,167	18,410	54,972	221,304	Linked to SPI		⬆
Number of visits to libraries - virtual	53,987	47,277	49,505	150,769	659,567	Linked to SPI		⬆
Number of visits to/usages of council funded or part funded museums - virtual	60,525	74,509	67,860	202,894	835,822	Linked to SPI		⬆

PRIORITY: – HEALTH AND WELL-BEING

Performance Measure	January 2014	February 2014	March 2014	Q4 2013/14	2013/14	Quarterly/Annual Targets	Status	Long Trend
	Value	Value	Value	Value	Value			
Number of attendances at other indoor sports and leisure facilities excluding pools in a combined complex	133,549	145,586	148,914	428,049	1,476,730	Linked to SPI		⬆
Number of attendances at Sport Aberdeen swimming pools (excluding community/school pools)	42,580	43,294	46,658	132,532	417,289	Linked to SPI		⬇

PRIORITIES : LITERACY, EXPANDING CULTURAL OPPORTUNITIES

Performance Measure	January 2014	February 2014	March 2014	Q4 2013/14	2013/14	Quarterly/Annual Targets	Status	Long Trend
	Value	Value	Value	Value	Value			
Number of visits to libraries - person	78,161	79,939	80,598	238,698	987,435	Linked to SPI		⬇
Number of visits to/usages of council funded or part funded museums - person	17,082	23,636	31,646	72,364	273,217	Linked to SPI		⬆
Number of visits to/usages of council funded or part funded museums - outreach	182	51	144	377	1,897	Linked to SPI		⬇

CORPORATE SERVICE INDICATORS

Performance Measure	January 2014	February 2014	March 2014	Q4 2013/14	2013/14	Quarterly (Q) /Annual (A) Targets	Status	Long Trend
	Value	Value	Value	Value	Value			
ECS and Corporate Absence showing the Average Number of Days Lost Per Employee Per Service	8.2	8.1	8.0		8.2	10.0 (A)	✅	⬆
Health and Safety Reportable Accidents	0	2	1	3	9	6 (Q) /24 (A)	✅	⬆
% of complaints and enquiries responded to within current corporate timescale of 20 working days				92%	84%	95% (Q/A)	✅	⬆
Number of Scheduled ECS Workplace Inspections Recorded As Completed to Date	100%	100%	97%	98%		100% (Q/A)	✅	⬆
Health and Safety Incidents	11	6	7	24	68	48 (Q)/192 (A)	✅	⬆

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