

## Appendix B – O & S Report - EXAMPLE



**Example** report: all performance information, numbers and responses are **fictional**.

### Information Report

Non-targeted (data-only) performance measures that will be reported every quarter to provide context and background information – not suitable for the Balanced Scorecard page as no targets applicable or relevant




PI Code & Short Name	Managed By	2010/11	April 2011	May 2011	June 2011	Q1 2011/12	2011/12	Action Response (If Applicable)
		Value	Value	Value	Value	Value	Value	
EH: Volume of nuisance complaints (Justified/Non-justified)	Ian Luscombe	-	12:12	12:16	8:3	32:31		
EH: Ageing profile of Disabled Facilities Grants	Drew Powell	49	46	42	43	43.5		
PEC: Ageing profile of planning Applications	Malcolm Elliott	-	8.4	8.2	8.1			
PEC: Active Applications (at start of month)	Justine Gosling	1653	120	47	62	239	239	
PEC: Complaints (Justified/Non-Justified split)	Malcolm Elliott	-	2:12	3:25	6:14	11:51		
PEC: Justified Complaint Type (Process: Statutory Procedure: Person: Communication)	Malcolm Elliott	-	1:0:0:1	2:0:0:1	0:0:4:2	3:0:4:4	-	Increase in complaints against individual officers
PEC: Enforcement action: Cases raised vs Enforcement response	Malcolm Elliott	-	16:2:8:6	12:4:6:2	12:3:8:1	40:9:20:9	-	
ES: PCN's: issued vs cancelled	Cathy Aubertin	-	256:4	249:6	125:12	630:22	-	
ICT & CS: No. of benefit applications	Paul Eells	29,400	1,904	1,892	2,332	6,128	8,077	Increasing claims number trend expected to continue, resourcing in service altered to cope with increasing demand levels

PI Code & Short Name	Managed By	2010/11	April 2011	May 2011	June 2011	Q1 2011/12	2011/12	Action Response (If Applicable)
		Value	Value	Value	Value	Value	Value	
ICT & CS: Ageing profile of benefit applications (days)	Paul Eells	16	12	13.2	14	13.1		
All: No. of complaints logged centrally (Service Area)	-	-	ES:5 PEC:6 CS:1 etc	ES:3 PEC:4 CS:0 etc	ES:6 PEC:1 CS:4 etc	-	-	
CS: Long term sickness	Andy Wilson	1625	Measured for Quarters			302		Higher than normal levels, Roger Adams implementing action plan to bring levels down over the next 3-6 months
CS: Short term sickness	Andy Wilson	633	Measured for Quarters			145		
ICT & CS: Top 5 call types	Kate Hamp	-	1. Council Tax 2. Bin Rounds 3. Recycling 4. Dog Waste 5. Planning Applications			-	-	
ICT & CS: Top 5 Failure demand call types	Kate Hamp	-	1. ... 2. ... 3. ... 4. ... 5. ...			-	-	
ICT & CS: Top 5 website views/trend	Kate Hamp	-	1. Olympic Torch 2. New bin rounds 3. 4. 5.			-	-	

## Exception Report

All PI's at 'Red' status will appear in the Exception Report with corresponding Action Response from the Middle Manager responsible.

Last quarter's performance is displayed as 'RAG' status, PI's with two consecutive quarters of failing performance (i.e. red last quarter as well) with prompt response from Scrutiny

Code and Name	Managed by	Last Qtr	April 2012	May 2012	June 2012	Q1 2012		Action Response
		Q4	Value	Value	Value	Value	Target	
<b>PEC:</b> Average time for completion (Major) weeks	Malcolm Elliott		16	15.5	12.8	14.8	12	Reallocate Case profile of Officers to restrict major applications to subset of staff. Apply standard wording to s.106 application forms to reduce the time taken for paperwork to transit the Legal department
<b>PEC:</b> Average time for completion (Minor) weeks	Malcolm Elliott		9.6	7.9	8.2	8.6	8	Different Officers allocated different shaped applications to allow them to optimise their work planning o the type of application they are dealing with
<b>CS:</b> Sickness Absence (average days per full-time equivalents)	Jan Montague		Measured for quarters only			1.9	1.6	Stretching self imposed target negatively impacted by high seasonal flu levels straddling both quarters. Performance levels just variation in the system and no management action deemed necessary at this time
<b>ICT &amp; CS:</b> % of calls experiencing long wait times	Darren Cole		8%	6%	3%	5.6%	5%	Levels dropped to issues with bin rounds over the winter, mitigating action taken and not deemed to be an ongoing issue with the system. Performance expected to revert to normal level during next quarter

All information strictly for demonstration purposes only