

Cabinet Performance Report 2016/17 (12 Month Rolling Average) - Pls of concern

			2016/17 Target	2016/17	2015/16	Direction of Travel			On Target			Performance on previous quarter
C4E5	△	Satisfaction with Choices4Energy	96.0%	95.3%	97.0%	Within Tolerance	▼	Worst	Within Tolerance	×	No	Worse
CF1	△	% of previous years arrears collected since 1 April - Council Tax	As same period previous year	18.7%	19.4%	Within Tolerance	▼	Worst				
CF2	△	% of previous years arrears collected since 1 April - Business Rates	As same period previous year	8.9%	25.7%	Outside Tolerance	▼	Worst				
CF3	△	Percent of council tax collected	As same period previous year	61.1%	61.4%	Within Tolerance	▼	Worst				
CF4	△	Percent of non-domestic rates collected	As same period previous year	58.4%	60.1%	Within Tolerance	▼	Worst				
CS1	△	Percent of calls answered within 20 seconds	80.0%	58.2%	61.9%	Within Tolerance	▼	Worst	Outside Tolerance	×	No	Worse
CS2	▽	Percent of abandoned calls	5.0%	9.5%	8.3%	Outside Tolerance	▼	Worst	Outside Tolerance	×	No	Worse
HR3	▽	Average number of working days lost to sickness absence.	6.00	8.60	8.47	Within Tolerance	▼	Worst	Outside Tolerance	×	No	Worse
HS2	▽	Number of households living in Temporary Accommodation	42	45	42	Within Tolerance	▼	Worst	Within Tolerance	×	No	Worse
HS5	△	Satisfaction with the Housing Options Service	90.0%	84.2%	89.3%	Within Tolerance	▼	Worst	Within Tolerance	×	No	Worse

HS6	△	Number of homeless households as a proportion of homeless preventions	5.00	4.86	9.21	Outside Tolerance	▼	Worst	Within Tolerance	x	No	Worse
ICT5	△	Percentage of normal office hours corporate telephony system is available	99.0%	98.9%	99.9%	Within Tolerance	▼	Worst	Within Tolerance	x	No	Worse
L2	△	Satisfaction with Licensing	82.0%	66.7%	68.8%	Within Tolerance	▼	Worst	Outside Tolerance	x	No	Worse
MT2	△	The no. of visits to/usages of museums per 1,000 population	Increase on 669	639	647	Within Tolerance	▼	Worst	Within Tolerance	x	No	Worse
MT3	△	The number of those visits that were in person per 1,000 population	Increase on 494	408	465	Outside Tolerance	▼	Worst	Outside Tolerance	x	No	Worse
OTC8	△	MOT Tests Class IV & VII - % pass first time	84.0%	81.5%	93.0%	Outside Tolerance	▼	Worst	Within Tolerance	x	No	Worse
PAS2	△	Percent of safety inspections completed within priority timescale	90.0%	84.1%	94.3%	Outside Tolerance	▼	Worst	Within Tolerance	x	No	Worse
PAS3a	△	Percent of capital sign off for works over £10,000	95.0%	93.3%	100.0%	Within Tolerance	▼	Worst	Within Tolerance	x	No	Worse
PAS3b	△	Percent of planned jobs completed within timescale	95.0%	86.7%	93.7%	Within Tolerance	▼	Worst	Within Tolerance	x	No	Worse
PL2	△	Percent of print/design jobs completed on time	95.0%	93.2%	94.7%	Within Tolerance	▼	Worst	Within Tolerance	x	No	Worse
RG1b	△	% of standard land searches carried out within 5 working days carried out by Scarborough Borough Council	95.0%	91.9%	98.0%	Within Tolerance	▼	Worst	Within Tolerance	x	No	Worse
SCT3	△	Number of Community Centre Bookings	3,990	3,900	4,161	Within Tolerance	▼	Worst	Within Tolerance	x	No	Worse
SIV6	△	Satisfaction with the Scarborough Spa and Whitby Pavilion	92.0%	78.8%	80.7%	Within Tolerance	▼	Worst	Outside Tolerance	x	No	Worse