

## APPENDIX 1

### Partnership & Resources Scorecard Report

Generated on: 22 January 2019







#### Traffic Light Red















Status	PI Code & Short Name	Head of Service	Value	Target
	P:CSC100_9b.1a Percentage of Customer Service Centre enquiries resolved at first point of contact.	.Head of Housing, Customer and Building Services (AM Carr)	66%	75%
	CSg301_7b.1 Construction Services - Cumulative Percentage of Sick Days	.Head of Finance and Property Services (D Forrest)	2.39%	2%
	CuCS010q_6b.3 Customer and Communities - Total number of complaints received by Customer and Community services	.Head of Housing, Customer and Building Services (AM Carr)	16	12
	FEADS028_7b.1 Cumulative percentage of sickness absence within the Advice Shop	.Head of Finance and Property Services (D Forrest)	6.34%	3.6%
	P:FEADS061_9b.1a Total quarterly amount the Advice Shop has gained in extra benefits for its customers.	.Head of Finance and Property Services (D Forrest)	£5,684,001	£6,750,000
	FM048_7b.1 Percentage of Sickness Absence in Financial Management Unit - Cumulative	.Head of Finance and Property Services (D Forrest)	3.34%	1.5%
	P:HRS104_9b.2 Number of reportable incidents to the Health and Safety Executive per quarter	.Head of Corporate Services (J Whitelaw)	14	9
	HRS525_7b.1 Percentage of sickness absence in HR Services	.Head of Corporate Services (J Whitelaw)	4.99%	3.6%
	HRS554_6b.4 Percentage of complaints by HR Services which were upheld/part upheld per quarter	.Head of Corporate Services (J Whitelaw)	100%	25%
	P:PMD145_6b.4 The percentage of complaints received by Property Management and Development that were upheld / partially upheld against the total complaints closed in full	.Head of Finance and Property Services (D Forrest)	100%	33%



















#### Traffic Light Amber





Status	PI Code & Short Name	Head of Service	Value	Target
	CC081_9b.1a Percentage of new social media followers on the West Lothian Council sites per quarter	.Head of Corporate Services (J Whitelaw)	1%	2%
	CSg600_9b.1c Percentage of Total Capital Programme Spend Delivered in Year by Construction Services.	.Head of Finance and Property Services (D Forrest)	72%	75%
	P:CuCS026q_9b.1a Percentage of customer enquiries recorded on the Customer Relationship Management system (CRM) which are resolved at the first point of contact	.Head of Housing, Customer and Building Services (AM Carr)	70.2%	75.0%
	FM001_6b.5 Percentage of Suppliers paid within 30 Days of Receipt.	.Head of Finance and Property Services (D Forrest)	95.9%	96%

Status	PI Code & Short Name	Head of Service	Value	Target
	ITS003_7b.1 Percentage of Sickness Absence in IT Services	.Head of Corporate Services (J Whitelaw)	4.48%	3.6%
	ITS004_9b.1c Percentage of Faults Resolved at First Point of Contact.	.Head of Corporate Services (J Whitelaw)	34%	40%
	PIS011_6b.3 Total number of complaints received by the Performance and Improvement Service per quarter	.Head of Corporate Services (J Whitelaw)	2	1
	P:REV027_6b Percentage of Business Rates and Council Tax correspondence processed within 10 working days of receipt.	.Head of Finance and Property Services (D Forrest)	89.6%	91%






### Traffic Light Green

Status	PI Code & Short Name	Head of Service	Value	Target
	CC014_6b.3 Total number of complaints received per quarter	.Head of Corporate Services (J Whitelaw)	0	0
	CC031_7b.1 Percentage of sickness absence in Corporate Communications	.Head of Corporate Services (J Whitelaw)	1.04%	3.6%
	CPU017a_7b.1 Percentage of sickness absence in Corporate Procurement Unit	.Head of Corporate Services (J Whitelaw)	3.32%	3.6%
	CPU019b_9b.1a Percentage of relevant compliant council expenditure per quarter.	.Head of Corporate Services (J Whitelaw)	94%	92%
	CPU047c_6b.3 Total number of complaints received by the Corporate Procurement Unit on a Quarterly basis	.Head of Corporate Services (J Whitelaw)	0	0
	CPU047d_6b.4 The percentage of complaints received by the Corporate Procurement Unit that were upheld / partially upheld against the total complaints closed in full	.Head of Corporate Services (J Whitelaw)	0%	0%
	P:CSC007mq_6a.7 Customer Service Centre (CSC) - Percentage of customers who rated the overall quality of the service as good or excellent.	.Head of Housing, Customer and Building Services (AM Carr)	94.5%	97.0%
	CSC062m_6b.3 Total Number of Complaints against Customer Service Centre (CSC).	.Head of Housing, Customer and Building Services (AM Carr)	5	7
	CSC063m_6b.4 Percentage of Complaints Upheld and part upheld against Customer Service Centre	.Head of Housing, Customer and Building Services (AM Carr)	16.67%	55%
	CSg112_6b.3 Total number of complaints received by Construction Services	.Head of Finance and Property Services (D Forrest)	0	3
	P:CuCS007q_6a.7 Customer and Communities - Percentage of customers who rated the overall quality of service as good or excellent	.Head of Housing, Customer and Building Services (AM Carr)	99.3%	98.0%
	P:CuCS011q_6b.4 Customer and Communities - The percentage of complaints received by Customer and Communities Service that were upheld / partially upheld against the total complaints closed in full.	.Head of Housing, Customer and Building Services (AM Carr)	56.3%	60.0%
	CuCS021_7b.1 Customer and Communities - Percentage of Sickness absence	.Head of Housing, Customer and Building Services (AM Carr)	3.61%	3.6%
	P:FEADS007_6a.7 Advice Shop - Percentage of customers who rated the overall quality of the service as good or excellent.	.Head of Finance and Property Services (D Forrest)	99.6%	99%

Status	PI Code & Short Name	Head of Service	Value	Target
	P:FEADS011_6b.3 Total number of complaints received by the Advice Shop	.Head of Finance and Property Services (D Forrest)	5	4
	FEADS012_6b.4 The percentage of complaints received by the Advice Shop that were upheld / partially upheld against the total complaints closed in full	.Head of Finance and Property Services (D Forrest)	40%	50%
	FM037_6b.3 Total number of complaints received by the Financial Management Unit	.Head of Finance and Property Services (D Forrest)	0	3
	HRS550_6b.3 Number of complaints received by HR Services	.Head of Corporate Services (J Whitelaw)	1	1
	P:IA008_6a.7 Percentage of customers who rated the overall quality of the service provided by internal audit as good or excellent.	.Head of Finance and Property Services (D Forrest)	100%	100%
	P:IA015_9b.1a Average length of time (in weeks) to issue draft audit reports.	.Head of Finance and Property Services (D Forrest)	8.9	10
	IA051_7b.1 Cumulative percentage of sickness absence within the Audit, Risk and Counter Fraud Unit.	.Head of Finance and Property Services (D Forrest)	0.72%	1.5%
	IA066_6b.3 Total number of complaints received by Audit, Risk and Counter Fraud	.Head of Finance and Property Services (D Forrest)	0	0
	ITS012_6a.7 Percentage of IT Services Customers Rating the Overall Quality as Good or Excellent.	.Head of Corporate Services (J Whitelaw)	99%	98%
	ITS030_6b.3 Total number of complaints received by IT Services per quarter	.Head of Corporate Services (J Whitelaw)	0	0
	LS007_7b.1 Percentage Sickness Absence Levels in Legal Services	.Head of Corporate Services (J Whitelaw)	1.86%	3.6%
	P:LS046_6b.5 Percentage of Taxi/Private Hire Car Applications Not Granted or Refused within 90 Days .	.Head of Corporate Services (J Whitelaw)	6%	6%
	LS087_6b.3 Total number of complaints received by Legal Services	.Head of Corporate Services (J Whitelaw)	0	2
	PIS013_6b.4 Percentage of all complaints closed by the Performance and Improvement Service that were upheld / partially upheld per quarter	.Head of Corporate Services (J Whitelaw)	0%	25%
	PIS023_7b.1 Percentage of Sickness Absence in Performance and Improvement Service	.Head of Corporate Services (J Whitelaw)	1.49%	3.6%
	PIS514_6b.5 Percentage of Blue Badges processed within five working days		98.2%	97%
	PMD111b_7b.1 Cumulative Percentage Sickness/Absence levels - Property Management & Development	.Head of Finance and Property Services (D Forrest)	1.68%	1.5%
	PMD144_6b.3 Total number of complaints received by the Property Management and Development	.Head of Finance and Property Services (D Forrest)	1	3
	P:PMD161_9b.1a Industrial Portfolio - Percentage of Total Units Let.	.Head of Finance and Property Services (D Forrest)	92.88%	90%
	P:PMD163_9b.1a Office Portfolio - Percentage of Office Units Let.	.Head of Finance and Property Services (D Forrest)	89.19%	90%
	P:PMD164_9b.1c Percentage of rent outstanding for commercial property, (Current debt).	.Head of Finance and Property Services (D Forrest)	4.26%	4%
	REV002_9b Percentage of Non Domestic Rates (Business Rates) received in the year.	.Head of Finance and Property Services (D Forrest)	80.97%	79.7%
	REV047_9b.1a Percentage of income collected in the current year from Council Tax.	.Head of Finance and Property Services (D Forrest)	80.21%	80.23%

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	REV048a_7b.1 Monthly Sickness Absence Levels	.Head of Finance and Property Services (D Forrest)	1.65%	2.5%
	REV099_9b Housing Benefit monthly new claims	.Head of Finance and Property Services (D Forrest)	11.35	17
	REV122_6b.3 Total number of complaints received by the Revenues Unit	.Head of Finance and Property Services (D Forrest)	21	22
	REV123_6b.4 The percentage of complaints received by the Revenues Unit that were upheld or partially upheld	.Head of Finance and Property Services (D Forrest)	19%	25%

### Traffic Light Unknown

Status	PI Code & Short Name	Head of Service	Value	Target
	CC016_6b.4 The percentage of complaints by Corporate Communications that were upheld/part upheld per quarter	.Head of Corporate Services (J Whitelaw)		
	CSg113_6b.4 The percentage of complaints received by Construction Services that were upheld / partially upheld against the total complaints closed in full	.Head of Finance and Property Services (D Forrest)	N/A	50%
	IA067_6b.4 The percentage of complaints received by Audit, Risk and Counter Fraud that were upheld or partially upheld against the total complaints closed in full	.Head of Finance and Property Services (D Forrest)	N/A	42%
	ITS031_6b.4 Percentage of complaints received that were upheld/partially upheld	.Head of Corporate Services (J Whitelaw)	N/A	0
	LS027_6b.4 Percentage of all complaints closed quarterly by Legal Services that were upheld / partially upheld	.Head of Corporate Services (J Whitelaw)	N/A	0%