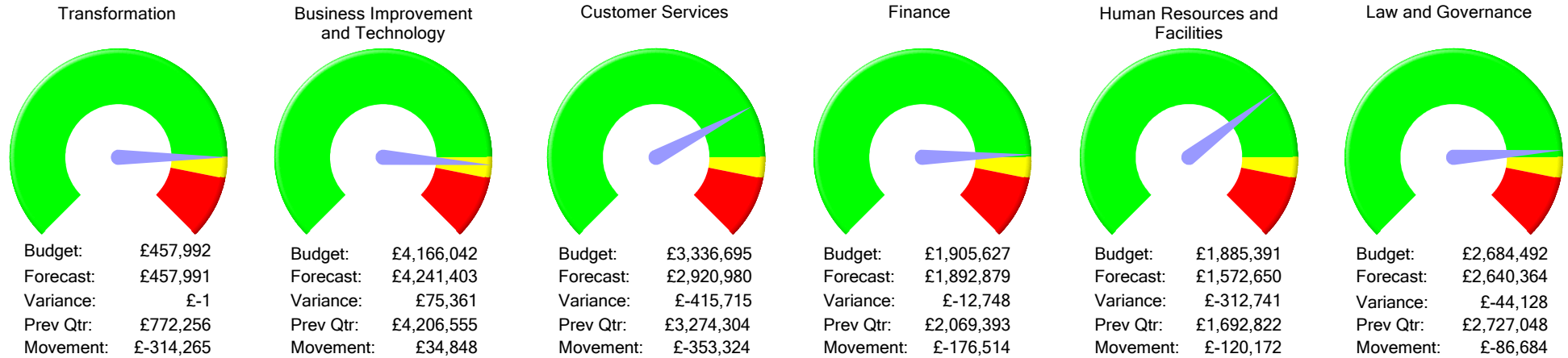


Appendix C

Organisational Development and Services Integrated Report Q4 2014/15

Financial Performance



Performance Summary

Service	No Data	Red	Amber	Green
Business Improvement and Technology	0 (0%)	2 (50%)	0 (0%)	2 (50%)
Customer Services	0 (0%)	1 (17%)	0 (0%)	5 (83%)
Finance	0 (0%)	1 (33%)	0 (0%)	2 (67%)
Human Resources and Facilities	0 (0%)	2 (50%)	0 (0%)	2 (50%)
Law and Governance	0 (0%)	0 (0%)	0 (0%)	2 (100%)
Total	0 (0%)	6 (32%)	0 (0%)	13 (68%)
Service	No Data	Red	Amber	Green
Previous Quarter	0 (0%)	5 (26%)	4 (21%)	10 (53%)

Risk Summary

Service	No Data	Red	Amber	Green
Business Improvement and Technology	0 (0%)	0 (0%)	0 (0%)	3 (100%)
Customer Services	0 (0%)	0 (0%)	2 (33%)	4 (67%)
Finance	0 (0%)	0 (0%)	5 (56%)	4 (44%)
Human Resources and Facilities	0 (0%)	0 (0%)	0 (0%)	2 (100%)
Law and Governance	3 (100%)	0 (0%)	0 (0%)	0 (0%)
Total	3 (13%)	0 (0%)	7 (30%)	13 (57%)
Service	No Data	Red	Amber	Green
Previous Quarter	3 (12%)	0 (0%)	8 (27%)	14 (39%)

Direction of Travel

Service	No Data	Declining	No Change	Improving
Business Improvement and Technology	0 (0%)	1 (25%)	0 (0%)	3 (75%)
Customer Services	0 (0%)	0 (0%)	0 (0%)	6 (100%)
Finance	0 (0%)	1 (33%)	1 (33%)	1 (33%)
Human Resources and Facilities	0 (0%)	0 (0%)	0 (0%)	4 (100%)
Law and Governance	0 (0%)	0 (0%)	2 (100%)	0 (0%)
Grand Total	0 (0%)	2 (11%)	3 (16%)	14 (74%)

Direction of Travel

Service	No Data	Declining	No change	Improving
Business Improvement and Technology	0 (0%)	0 (0%)	3 (100%)	0 (0%)
Customer Services	0 (0%)	2 (33%)	3 (50%)	1 (17%)
Finance	0 (0%)	2 (22%)	6 (67%)	1 (11%)
Human Resources and Facilities	0 (0%)	0 (0%)	1 (50%)	1 (50%)
Law and Governance	2 (100%)	0 (0%)	0 (0%)	0 (0%)
Total	2 (9%)	4 (18%)	13 (59%)	3 (14%)

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