




Qtr 1 Audit Scores

Service Potential Score	Time 3		1 st time 4		Compliance 8		Learning 3		Quality 17		Overall 35		
	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	Q1	Q2	DoT
Chief Operating Officer	1	2	3	4	6	6	3	3	8	10	20	24	
Neighbourhoods	3	2	3	4	7	7	2	3	11	12	25	27	
oneSource	2	2	3	4	6	7	2	2	7	9	19	23	
Adult Services	No cases audited												
Children's Services	2	3	4	4	5	6	3	3	13	15	26	31	
Public Health	No cases audited												

Note: The overall score is not the total of all columns. It will be the average of all cases audited, and is due to spreadsheet roundings. Cases are audited on a purely random basis using raw data from CRM. No other information used in selection process.