

Audit Comparison

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
Communications	3	2	3	4	5	6	3	3	3	12	18	27	↑
Culture & Customer Access	2	3	3	4	5	6	2	2	8	9	21	24	↑
Environment	3	3	3	4	7	7	2	3	12	12	28	29	↑
Housing	3	2	4	3	7	5	2	2	12	10	28	23	↓
oneSource	2	2	3	2	6	4	3	2	11	7	26	24	↓
Regeneration	0	0	0	4	4	3	0	3	1	9	5	19	↑
Regulatory	2	2	4	4	6	5	3	3	14	11	30	24	↓
Social care/L&A	3	3	3	4	7	6	3	3	15	13	31	28	↓

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. Scores are RAG colour coded to indicate where improvements made.