

## Audit Comparison Q1 to Q3

Service Potential score	Time 3			1 <sup>st</sup> time 4			Compliance 8			Learning 3			Quality 17			Overall 35			DoT between Q2 & Q3
	Q 1	Q 2	Q 3	Q 1	Q 2	Q 3	Q 1	Q 2	Q 3	Q 1	Q 2	Q 3	Q 1	Q 2	Q 3	Q 1	Q 2	Q 3	
Communications	3	2	0	3	4	0	5	6	2	3	3	0	3	12	0	18	27	2	↓
Culture & Customer Access	2	3	1	3	4	4	5	6	5	2	2	0	8	9	4	21	24	14	↓
Environment	3	3	3	3	4	4	7	7	7	2	3	2	12	12	13	28	29	28	↓
Housing	3	2	3	4	3	4	7	5	8	2	2	3	12	10	14	28	23	31	↑
oneSource	2	2	2	3	2	4	6	4	6	3	2	2	11	7	10	26	24	24	↔
Regeneration	0	0	--	0	4	--	4	3	--	0	3	--	1	9	--	5	19	--	↔
Regulatory	2	2	3	4	4	4	6	5	6	3	3	2	14	11	13	30	24	27	↑
Social care/L&A	3	3	2	3	4	4	7	6	5	3	3	3	15	13	13	31	28	27	↓

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.