








## Audit Comparison Q1 to Q4

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.

Service Potential score	Time 3				1 <sup>st</sup> time 4				Compliance 8				Learning 3				Quality 17				Overall 35				DoT between Q1 & Q4
	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	Q 1	Q 2	Q 3	Q 4	
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	2	3	4	4	2	5	6	5	7	2	2	0	2	8	9	4	7	21	24	14	20	
Environment	3	3	3	3	3	4	4	4	7	7	7	7	2	3	2	2	12	12	13	10	28	29	28	25	
Housing	3	2	3	3	4	3	4	4	7	5	8	7	2	2	3	2	12	10	14	13	28	23	31	29	
oneSource	2	2	2	2	3	2	4	4	6	4	6	7	3	2	2	2	11	7	10	6	26	24	24	21	
Regeneration	0	0	--	3	0	4	--	4	4	3	--	3	0	3	--	2	1	9	--	8	5	19	--	20	
Regulatory	2	2	3	2	4	4	4	3	6	5	6	5	3	3	2	2	14	11	13	9	30	24	27	21	
Social care/L&A	3	3	2	3	3	4	4	4	7	6	5	6	3	3	3	3	15	13	13	13	31	28	27	29	