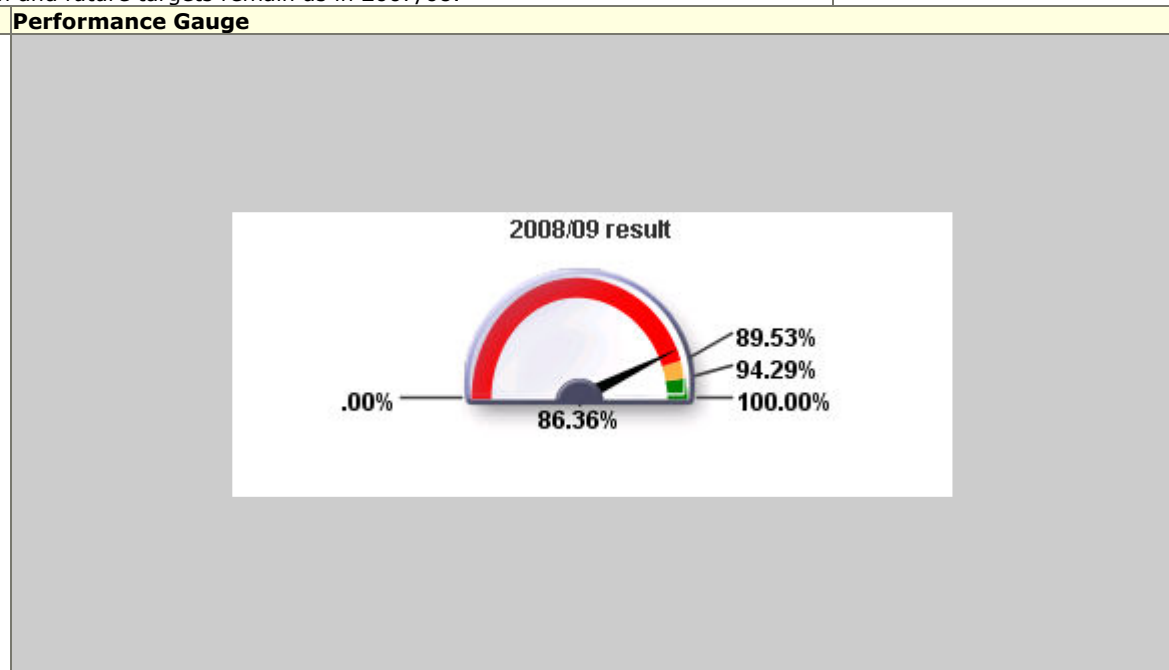
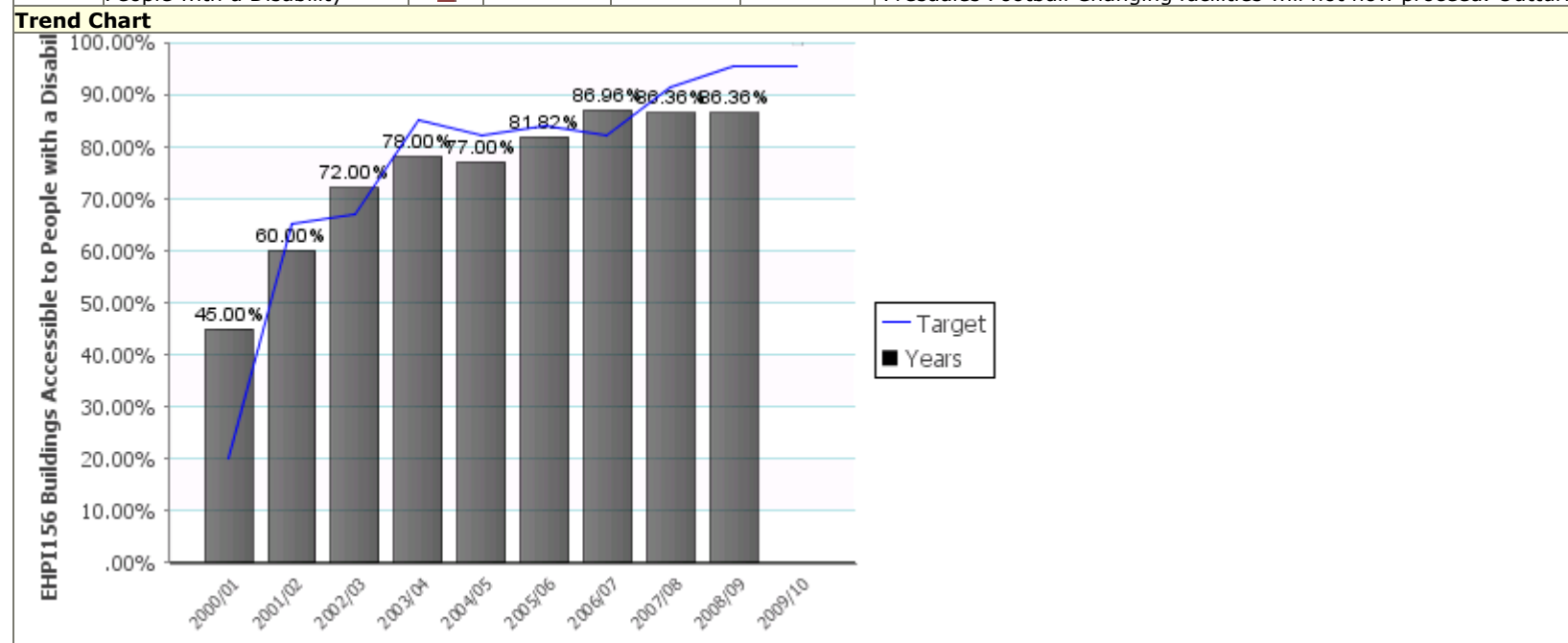


Community Scrutiny Corporate Healthcheck February 2009 – May 2009



**Traffic Light: Red**  
**Description: Fit for purpose, services fit for you**

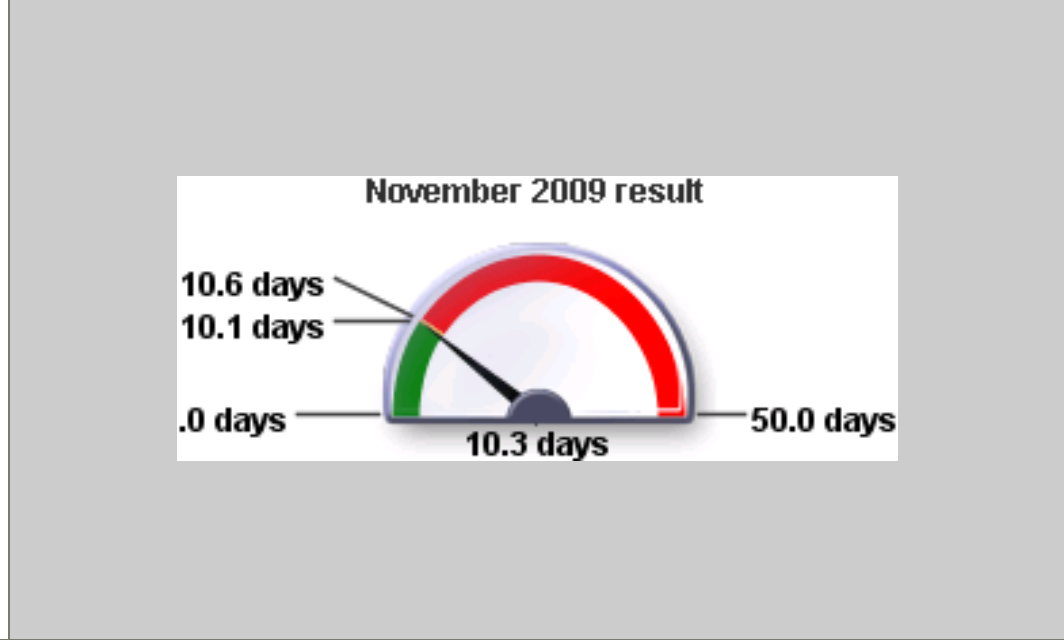
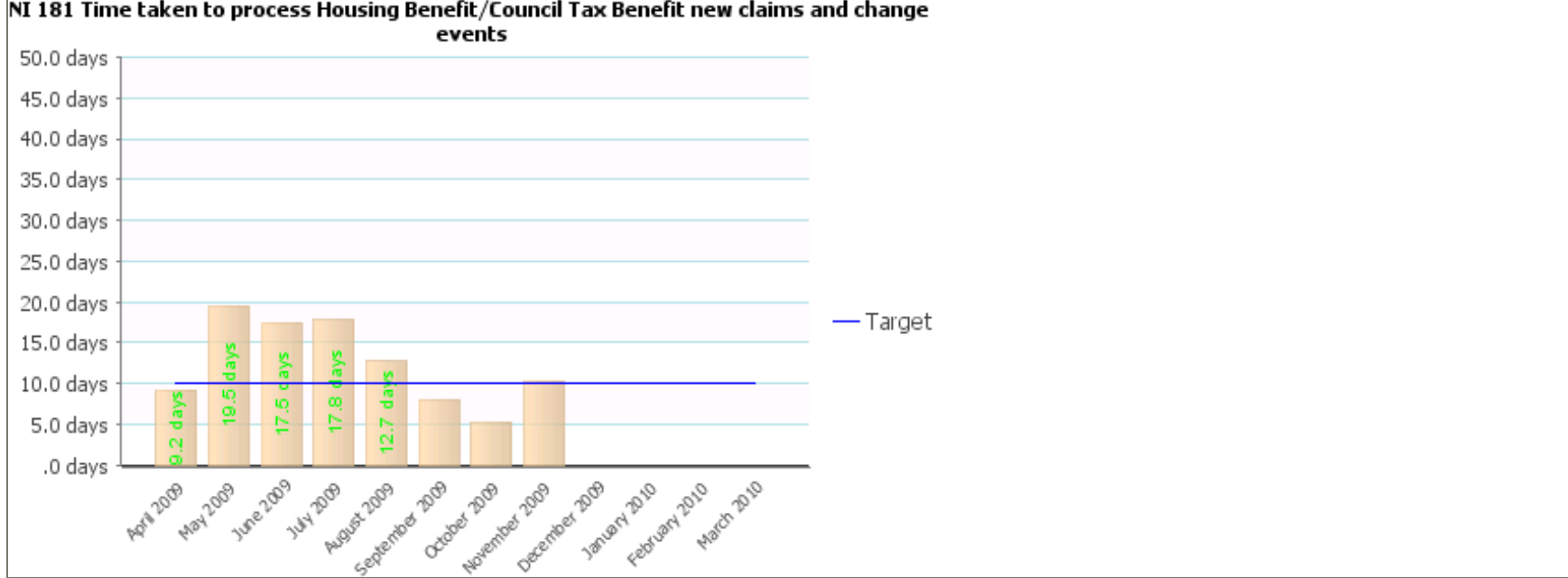
Financial Support Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP1156	Buildings Accessible to People with a Disability		86.36%	95.24%		86% of buildings operated by East Herts Council are suitable for and accessible to Disabled Persons. The proposed replacement of the Presdales Football Changing facilities will not now proceed. Outturn and future targets remain as in 2007/08.	None.



**Revenues and Benefits Services**

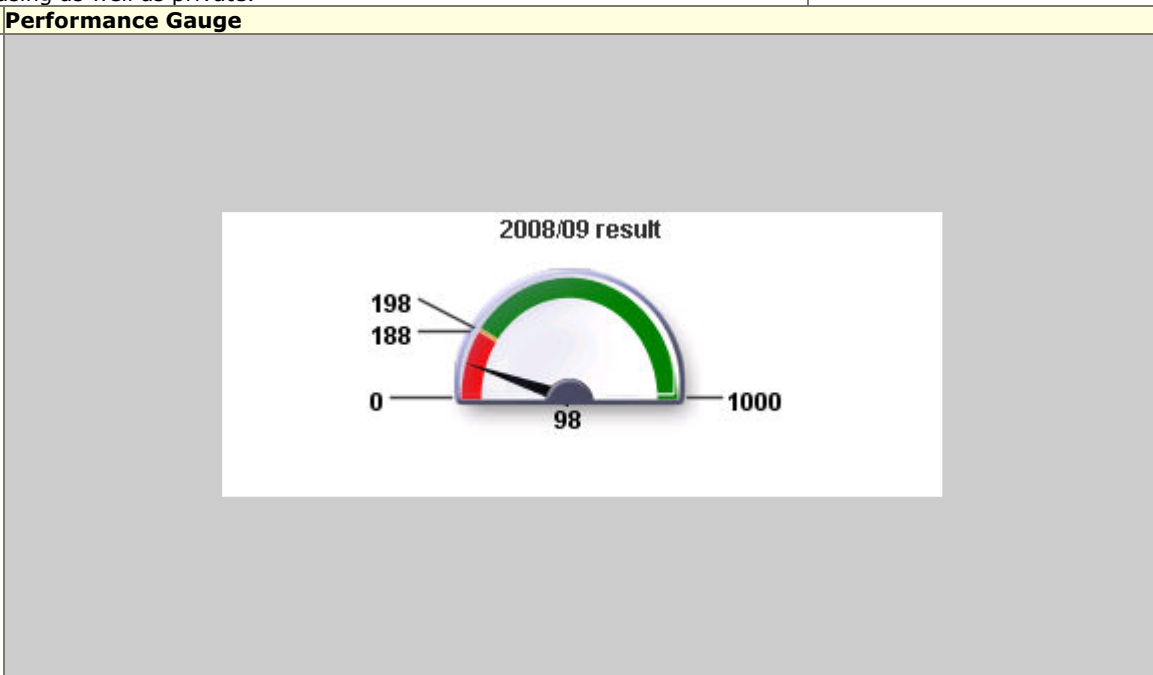
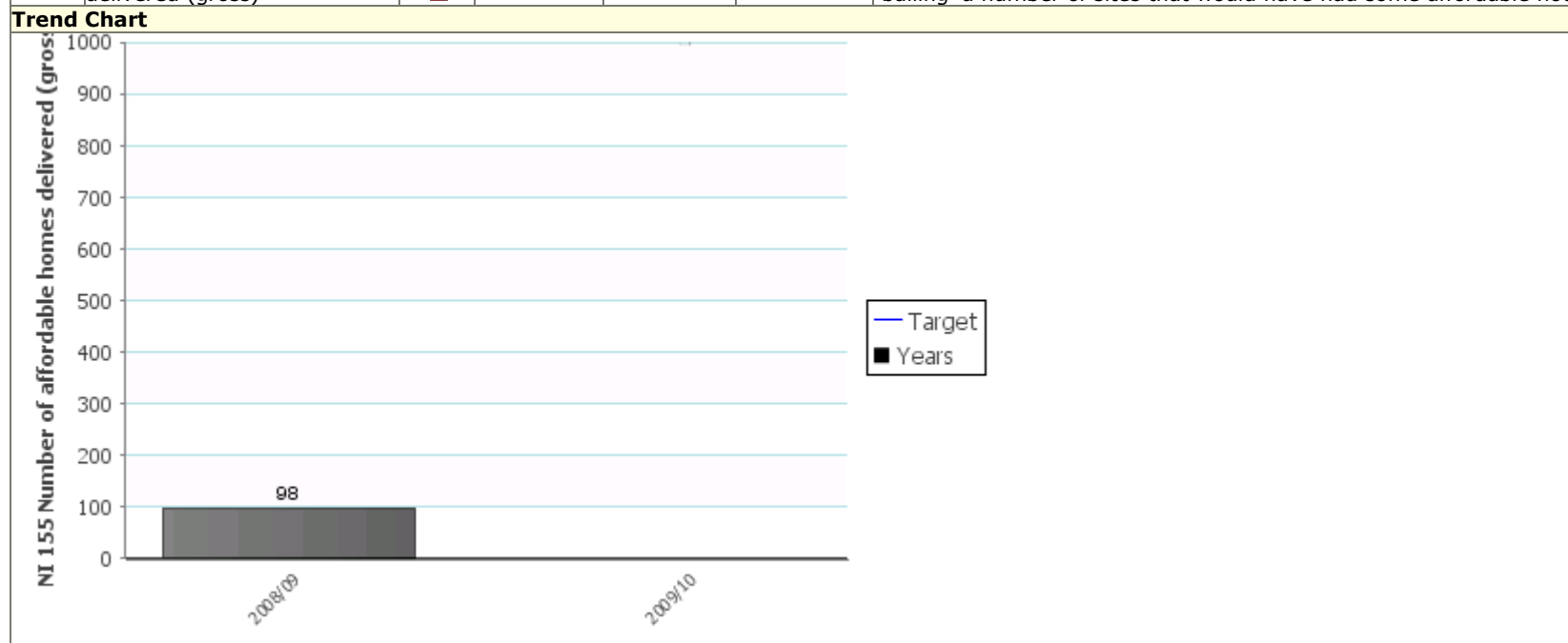
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		19.5 days	10.0 days		Data extract for period 17 April 2009-19 May 2009. New claims received were 32% higher than that of the same period last year putting pressure on service and staff to process claims.	None.

**Trend Chart** **Performance Gauge**



**Traffic Light: Red**  
**Description: Shaping now, shaping the future**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 155	Number of affordable homes delivered (gross)		98	200		Performance off target due to the current economic situation and the state of the housing market and the fact that developers are 'moth balling' a number of sites that would have had some affordable housing as well as private.	None.

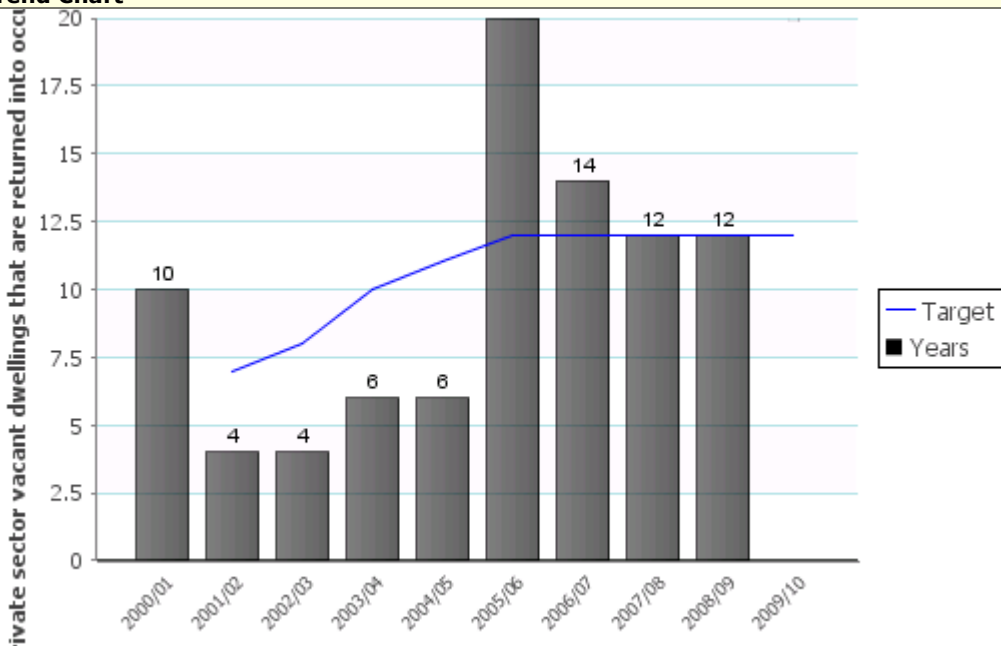


**Traffic Light: Green**  
**Description: Caring about what's built (and) where**

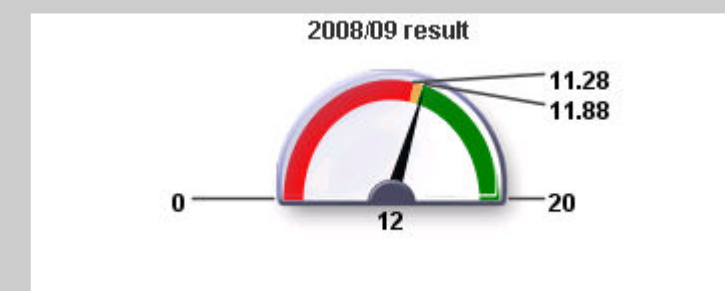
**Health and housing**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHPI64	No of private sector vacant dwellings that are returned into occupation or demolished		12	12	▬	Performance target achieved.	None.

**Trend Chart**

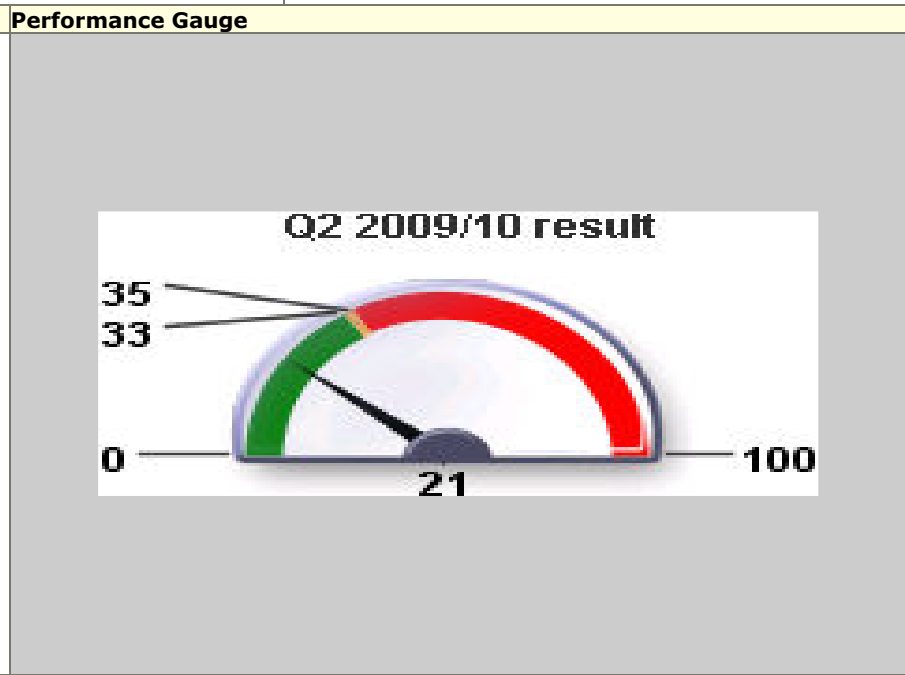
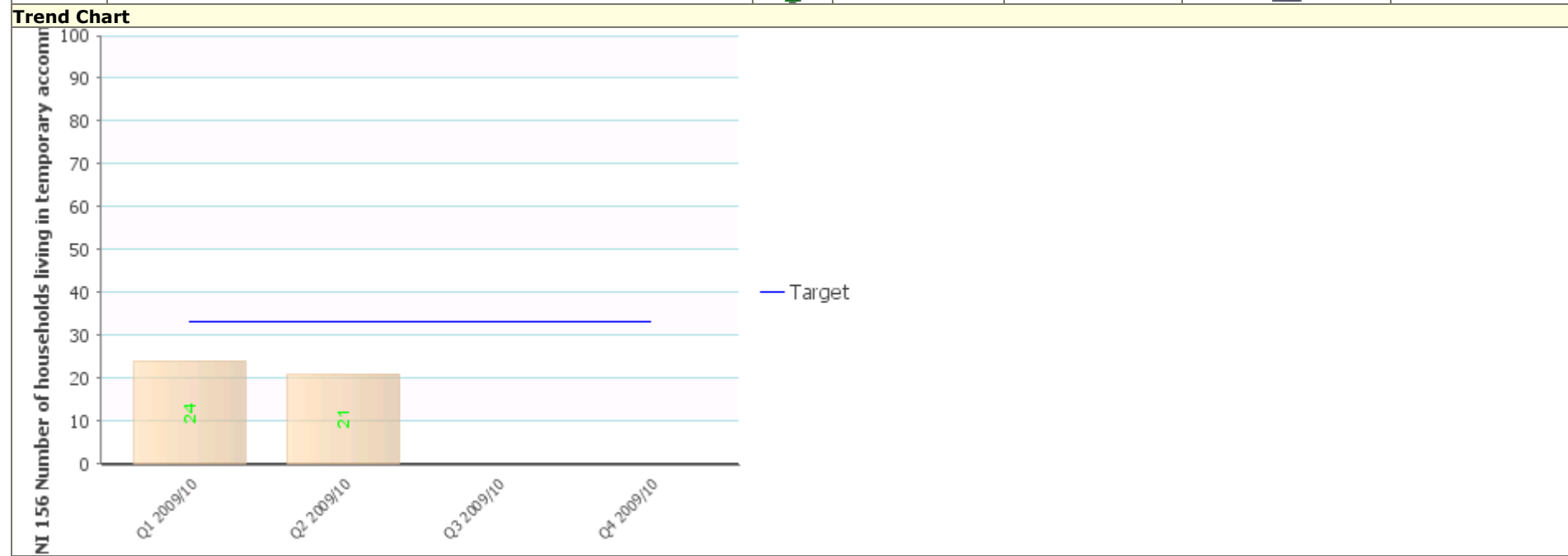


**Performance Gauge**



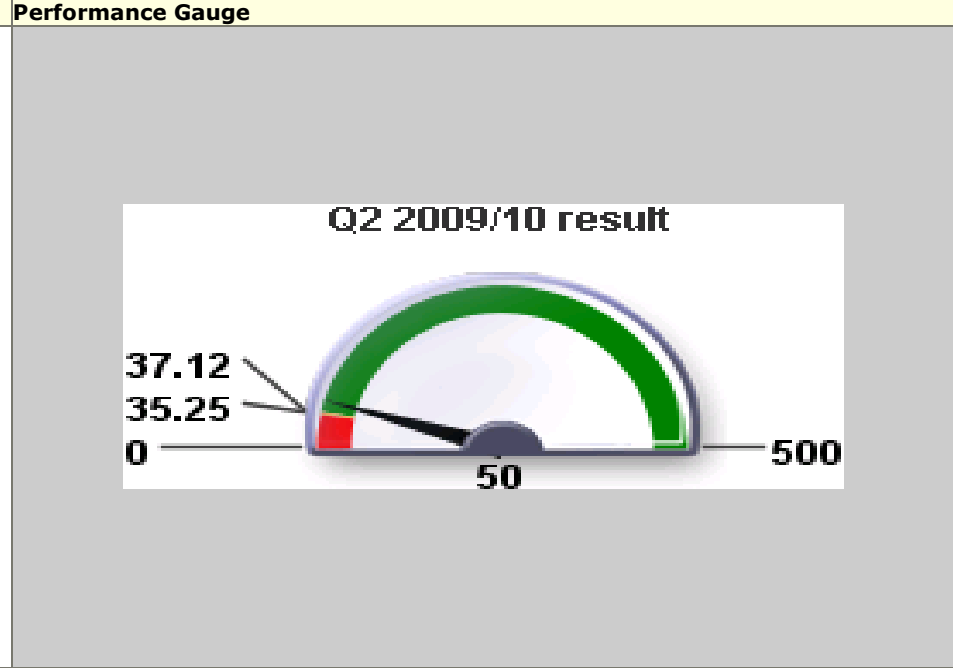
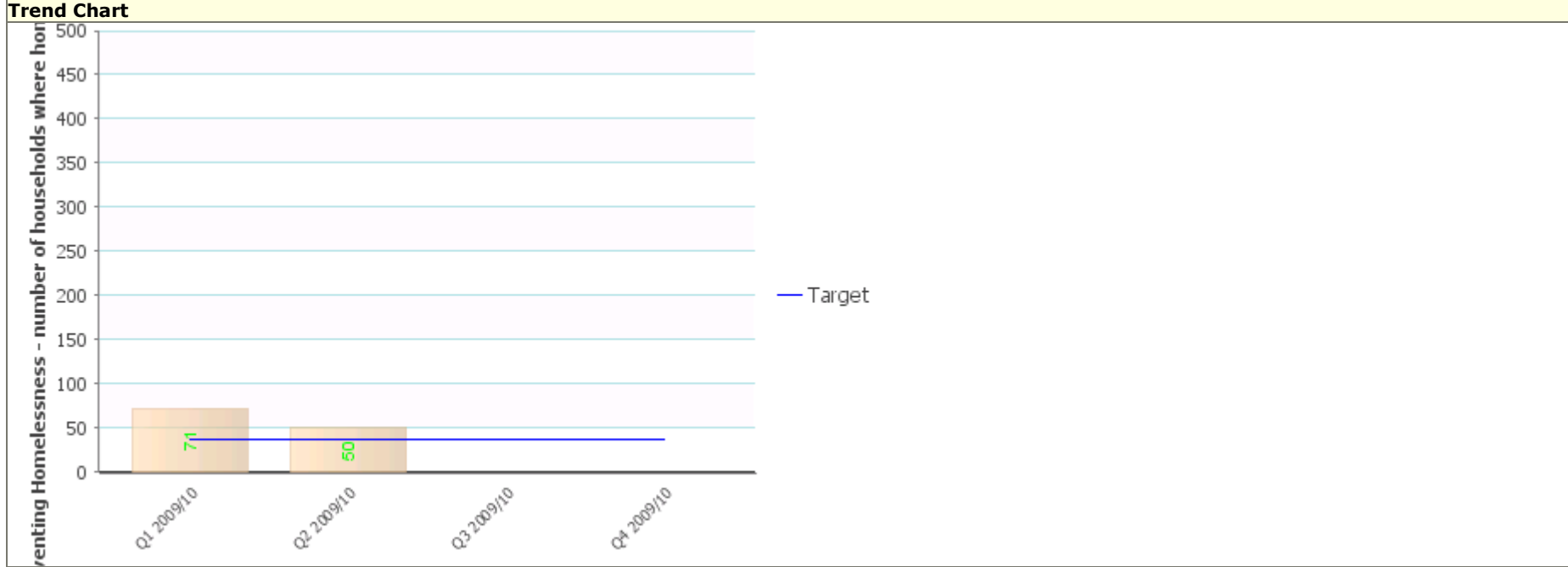
**Traffic Light: Green**  
**Description: Promoting prosperity & well being providing access & opportunities**

Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 156	Number of households living in temporary accommodation	✓	32	33	?	Performance better than target.	None



**Health and housing**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP1213	Preventing Homelessness - number of households where homelessness prevented	✓	222	140	↑	New PI definitions have been applied from Quarter 4 2008/09. Performance exceeded target.	None.



**Traffic Light: Unknown**  
**Description: Fit for purpose, services fit for you**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	?	N/A	N/A	?	No data available due to the system not having been properly set up by the DWP to collect the data this year. Revenues and Benefits services have continually provided DWP with data according to their schedule for periodic data upload however the function for extracting NI data from DWP system database has not been set up. DWP is hopeful that new system for data collection and extraction will be in place for 2009/10 and situation is expected to improve. Revenues and Benefits service will be keeping track of any improvements and updates of the DWP system and have contacted the Audit Commission to ask for further guidance.	None



**Customer Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 14	Avoidable contact: the proportion of customer contact that is of low or no value to the customer	?	11.7%	N/A	?	June 2009 Sample of Environmental Services Underway	None.



**Licensing and Community Safety**

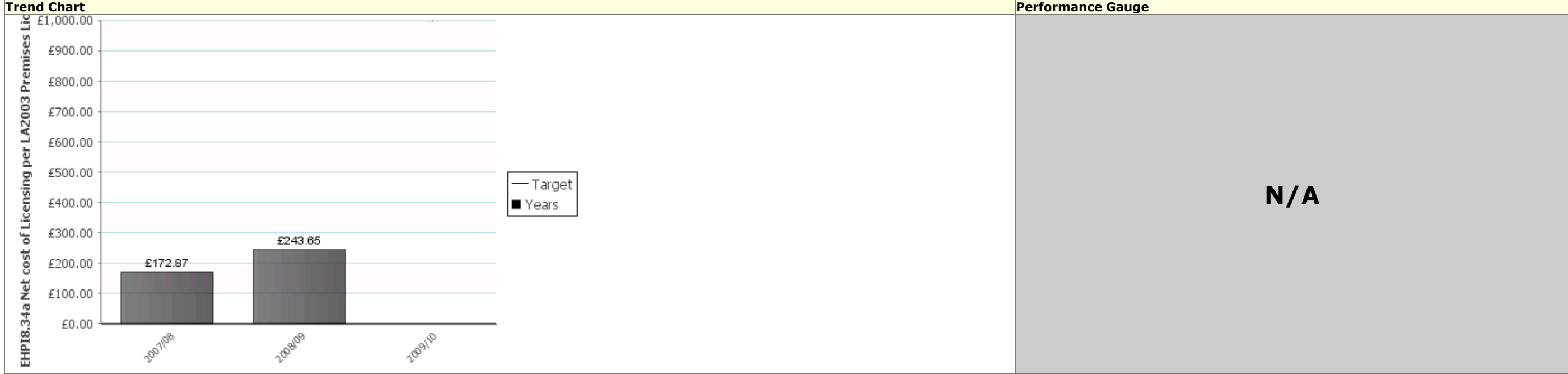
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP18.33	Net cost of Licensing per Hackney Carriage license	?	£244.61	N/A	?	There are currently no targets set for this indicator and data is available only for information purposes, this indicator will be piloted over 2009/10 for the target setting process.	None.





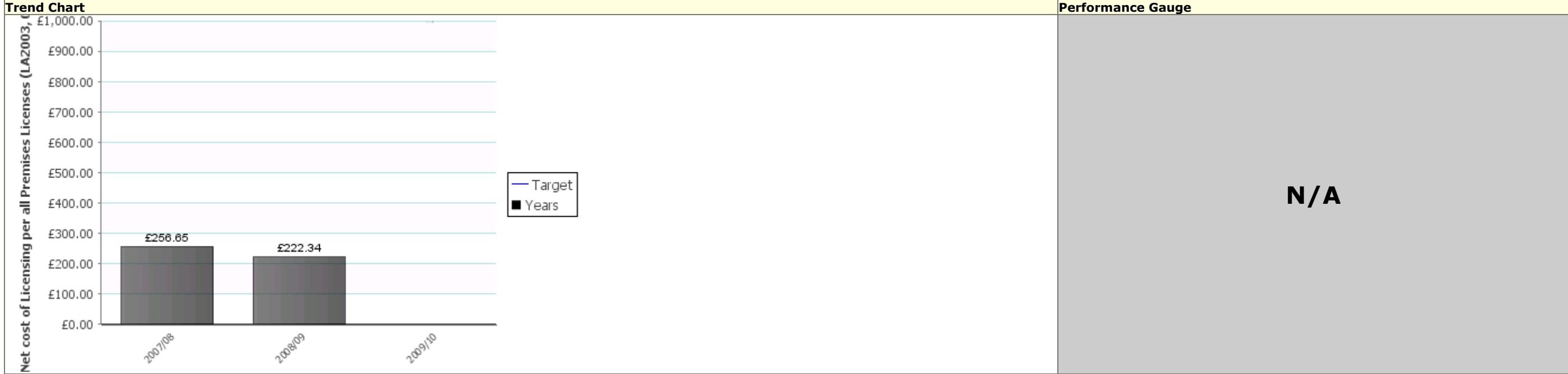
**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP18.34a	Net cost of Licensing per LA2003 Premises Licenses	?	£243.65	N/A	?	There are currently no targets set for this indicator and data is available only for information purposes, this indicator will be piloted over 2009/10 for the target setting process.	None.



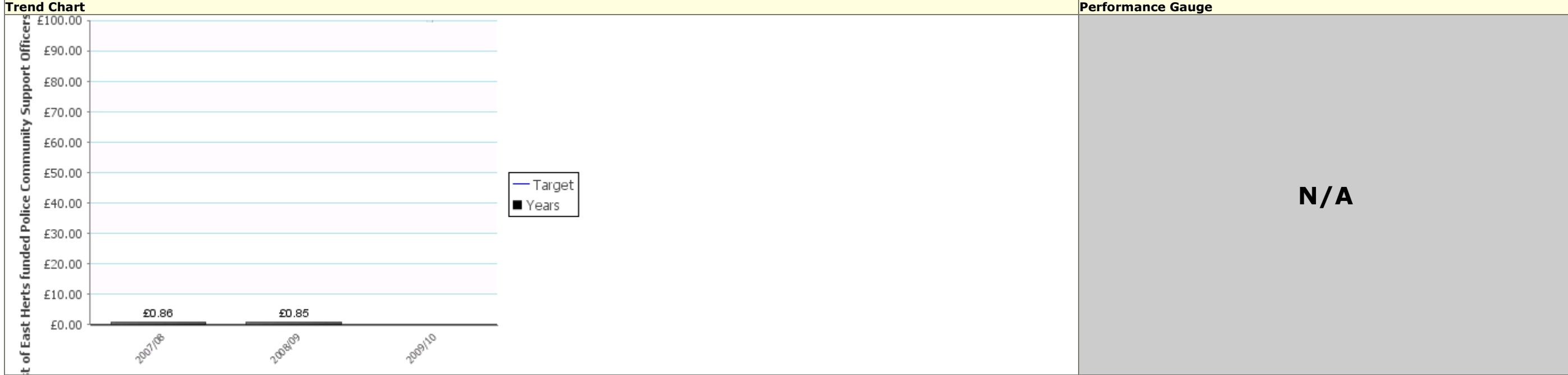
**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP18.34b	Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)	?	£222.34	N/A	?	There are currently no targets set for this indicator and data is available only for information purposes, this indicator will be piloted over 2009/10 for the target setting process.	None.



**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP18.35	Net cost of East Herts funded Police Community Support Officers per head of population	?	£0.85	N/A	?	There are currently no targets set for this indicator and data is available only for information purposes, this indicator will be piloted over 2009/10 for the target setting process.	None.



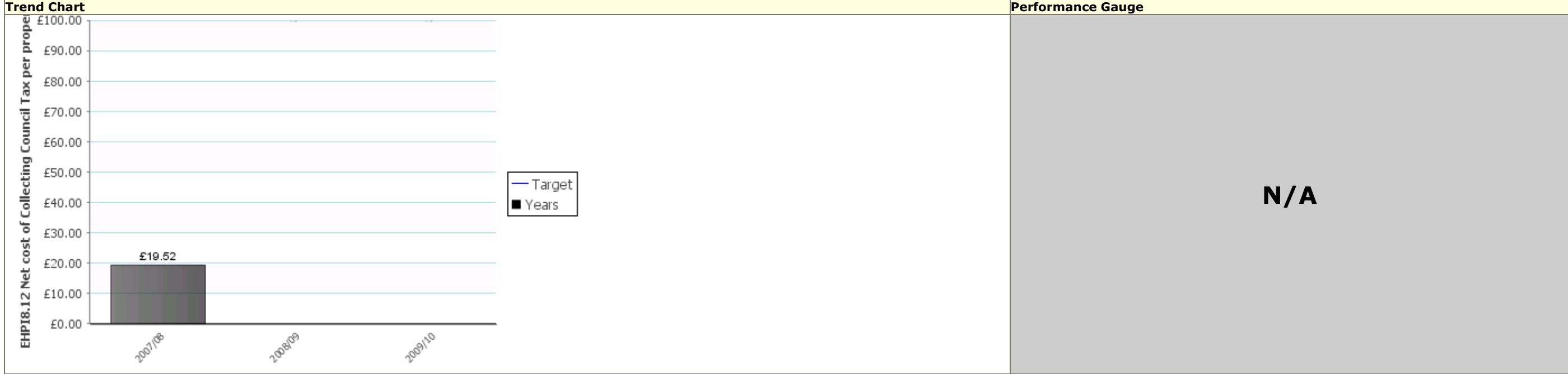
**Revenues & Benefits**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP18.11	Net cost of Housing and Council Tax Benefit per claim	?	£77.80	N/A	?	There are currently no targets set for this indicator and data is available only for information purposes, this indicator will be piloted over 2009/10 for the target setting process.	None.



**Revenues & Benefits**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP18.12	Net cost of Collecting Council Tax per property	?	N/A	N/A	?	2008/09 outturn data is not currently available and will be reported in the next meeting. There are currently no targets set for this indicator and data is available only for information purposes, this indicator will be piloted over 2009/10 for the target setting process.	None.



**Strategic Direction**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 138	Satisfaction of people over 65 with both home and neighbourhood	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.

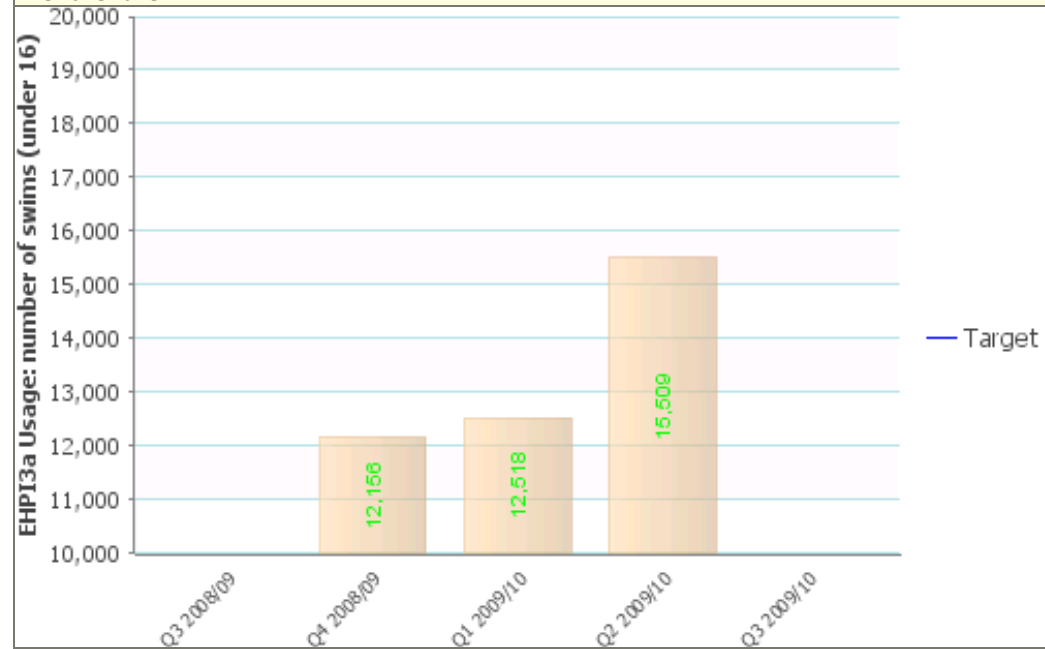


**Traffic Light: Unknown**  
**Description: Leading the way, working together**

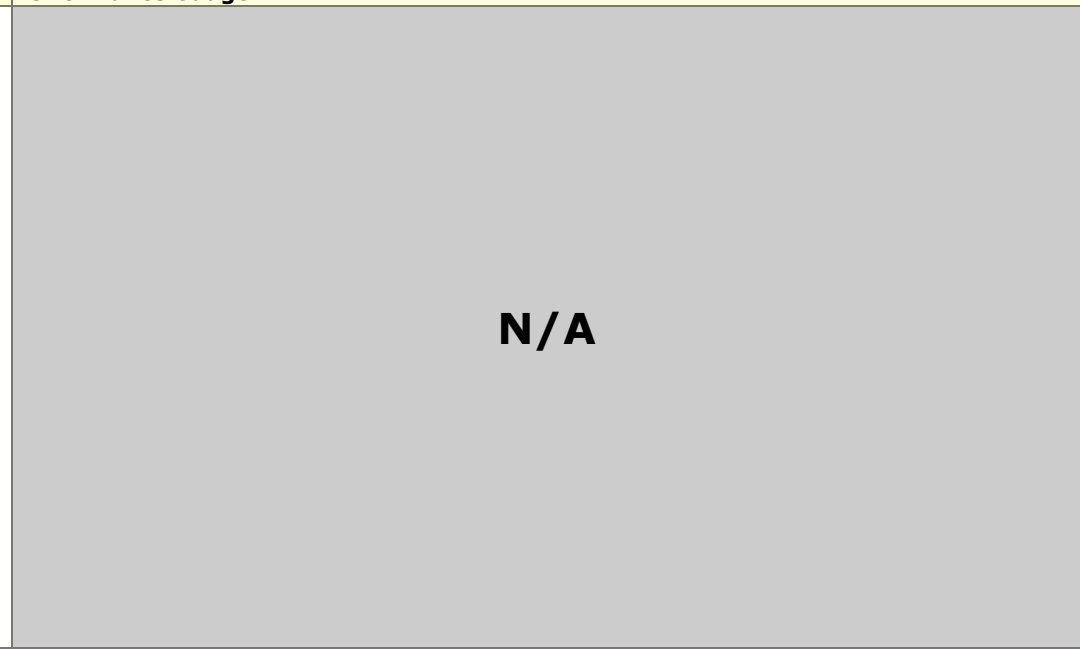
**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP13a	Usage: number of swims (under 16)	?	12,156	N/A	?	New leisure indicator is currently being piloted over 2009/10, new targets will be set once a complete year of data is available for benchmarking.	None.

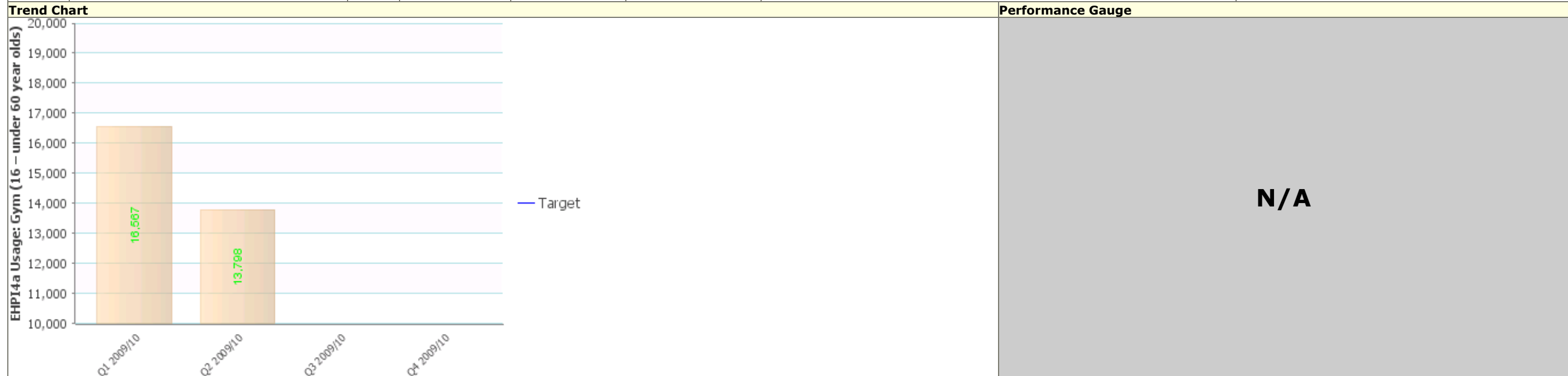
**Trend Chart**



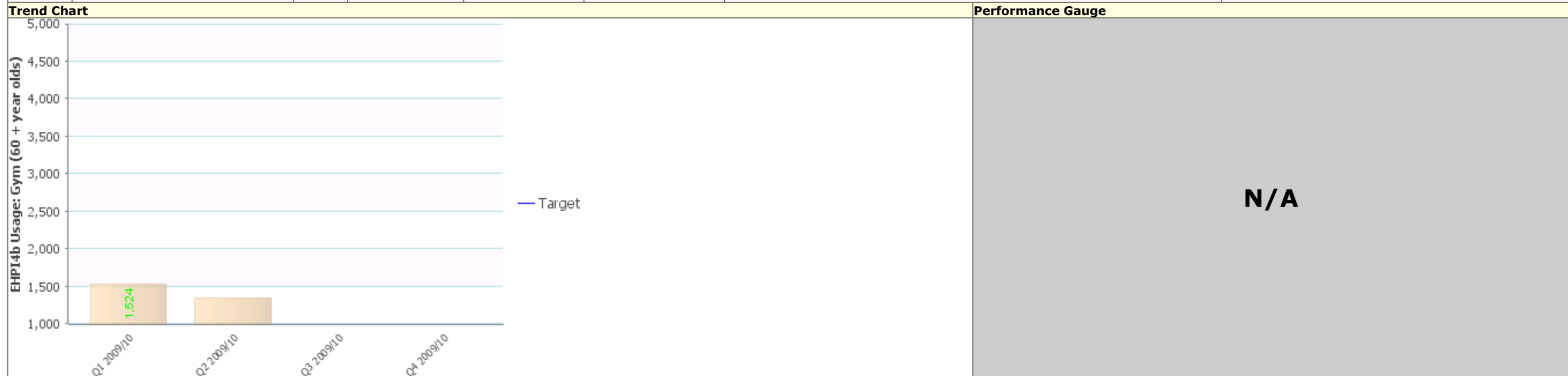
**Performance Gauge**

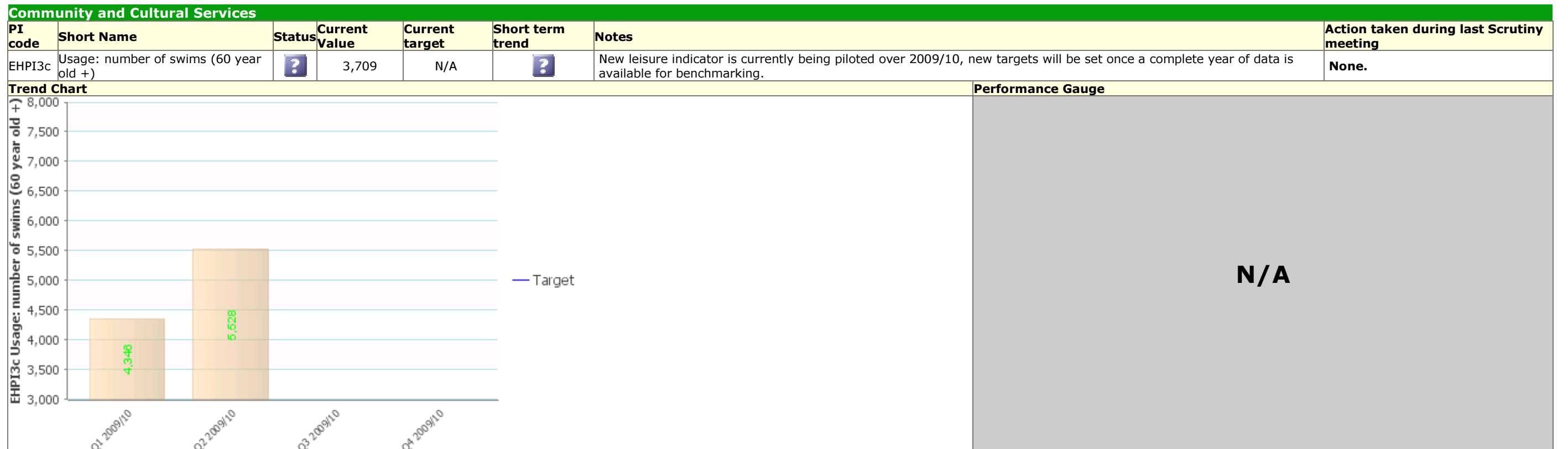
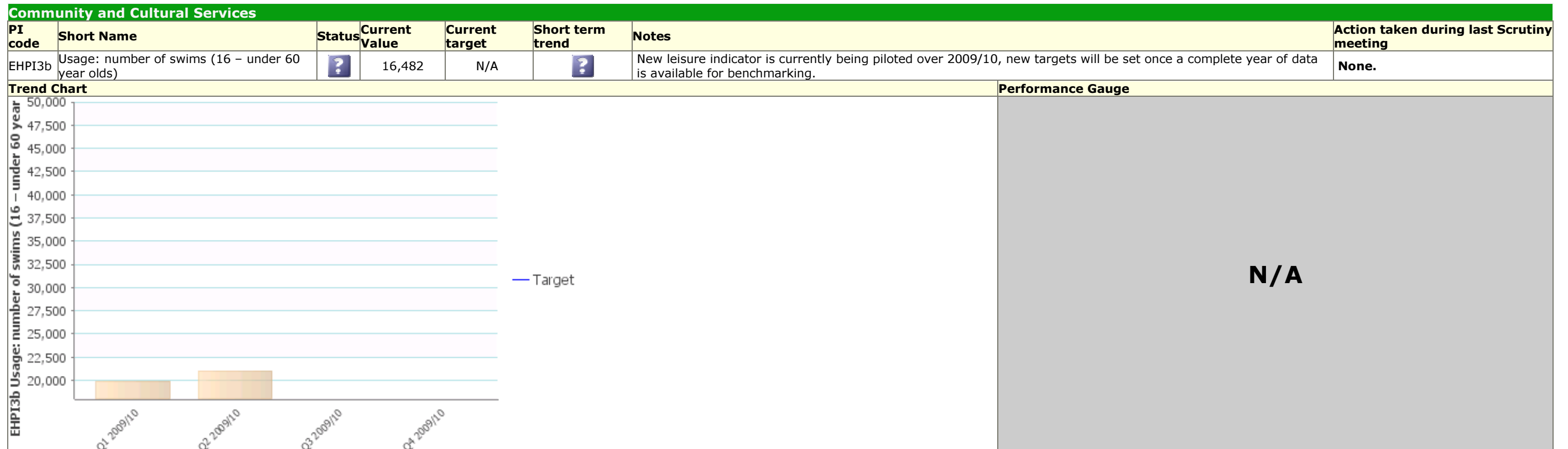


Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP14a	Usage: Gym (16 – under 60 year olds)	?	N/A	N/A	?	This is a new indicator, data only being available from April 2009	None.



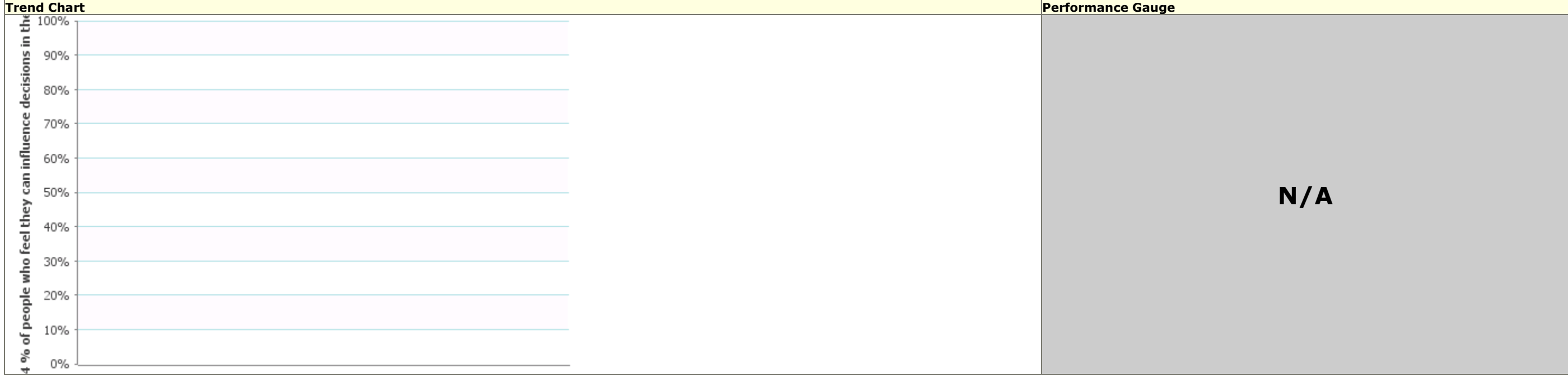
Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP14b	Usage: Gym (60 + year olds)	?	N/A	N/A	?	This is a new indicator, data only being available from April 2009	None.





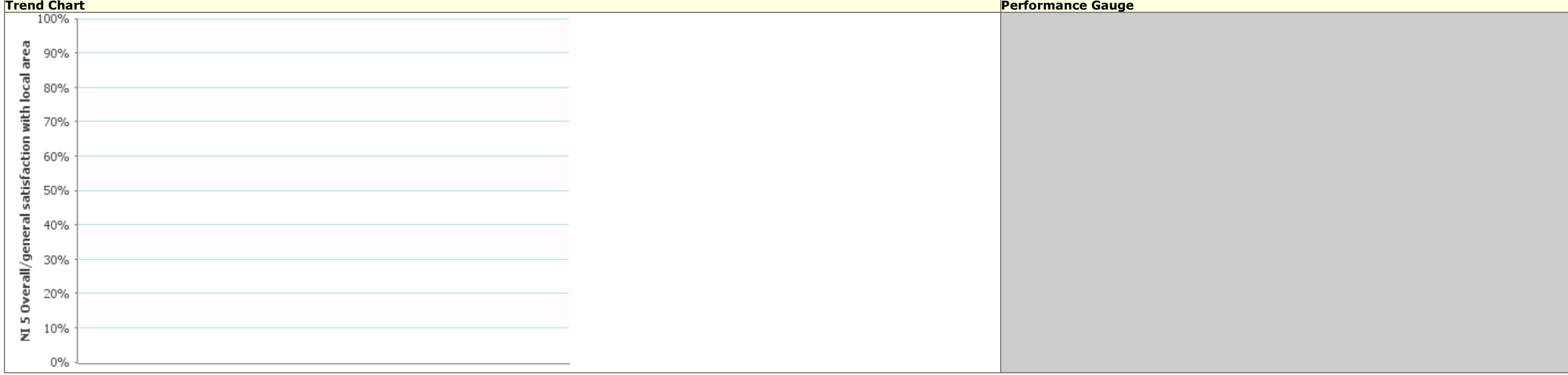
**Strategic Direction**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
QoL23 NI 4	% of people who feel they can influence decisions in their locality	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.



**Strategic Direction**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 5	Overall/general satisfaction with local area	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.

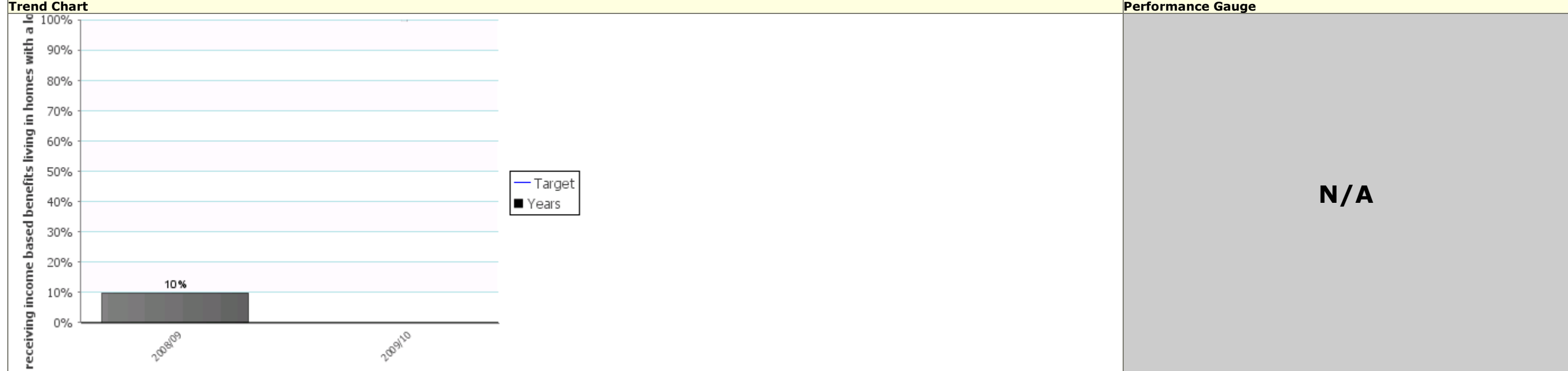


Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 140	Fair treatment by local services	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						N/A	



**Traffic Light: Unknown**  
**Description: Promoting prosperity & well being providing access & opportunities**

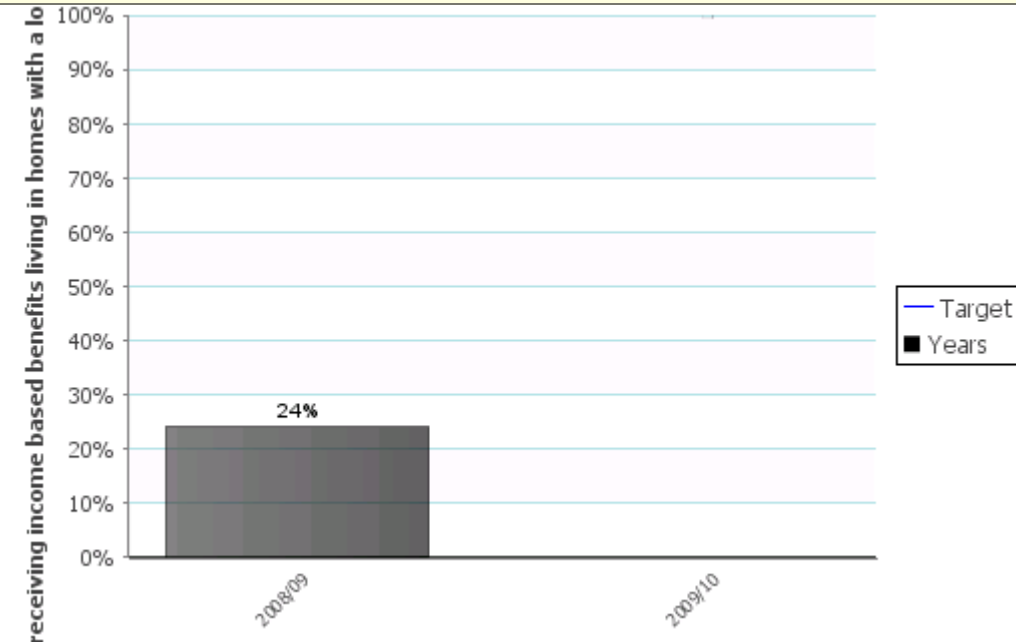
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 187(i)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (i) Low energy efficiency	?	10%	N/A	?	Fuel poverty (low energy efficiency). Achieved 10%. This is a new indicator. The 10% reflects the survey findings for percentage of households receiving benefits in homes with low energy efficiency and is not a measure of achievement against a target.	None.



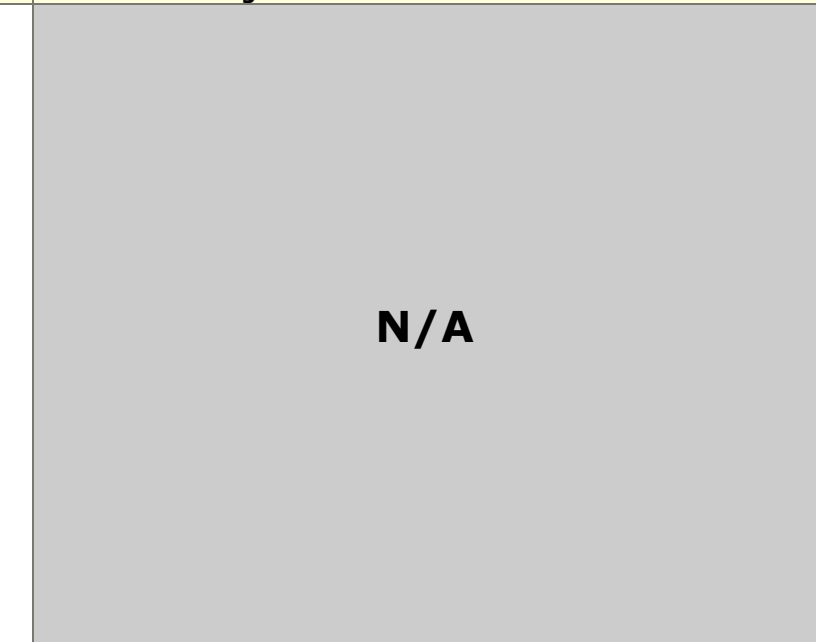
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	?	N/A	N/A	?	The service has submitted outturn data to the FSA. However the raw data will need to be analysed before being submitted on to the Data Interchange HUB. The data will be made available on the HUB on 25 February 2010.	None.
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						N/A	

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 187(ii)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (ii) High energy efficiency	?	24%	N/A	?	Fuel poverty (high energy efficiency). Achieved 24%. The 24% reflects the survey findings for percentage of households receiving benefits in homes with high energy efficiency and is not a measure of achievement against a target.	None.

**Trend Chart**



**Performance Gauge**



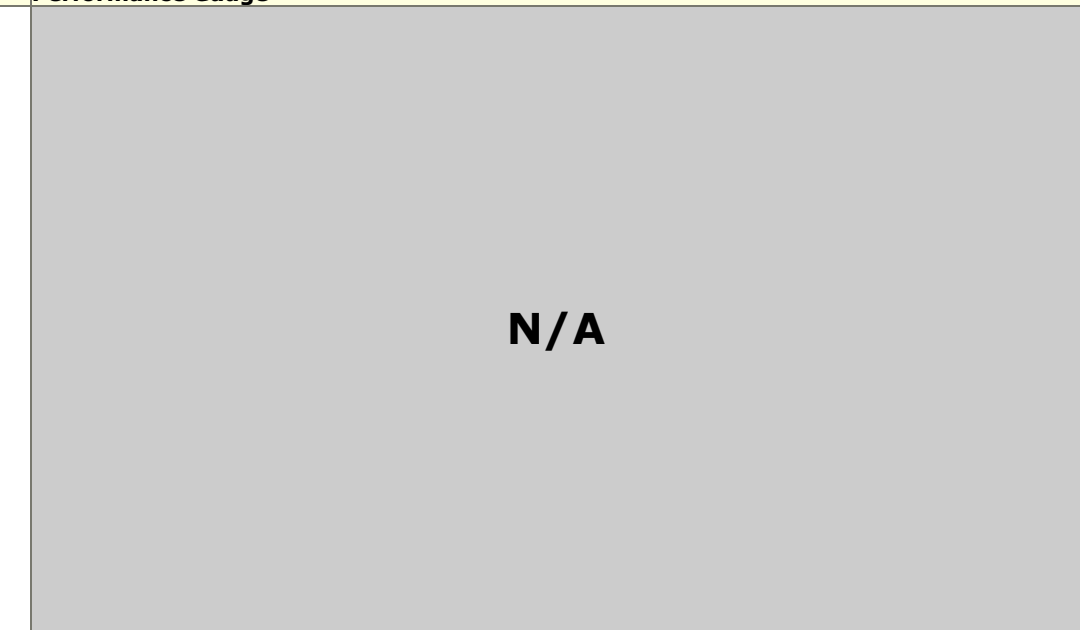
**Community and Culture**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP18.41	Net cost of swimming pool per swim	?	£11.44	N/A	↑	There are currently no targets set for this indicator and data is available only for information purposes, this indicator will be piloted over 2009/10 for the target setting process.	None.

**Trend Chart**

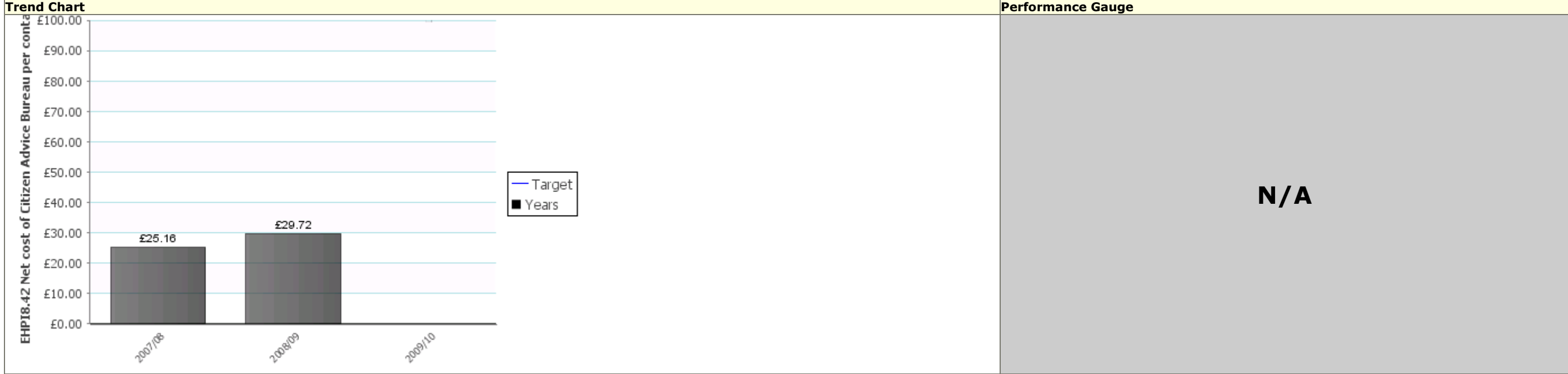


**Performance Gauge**



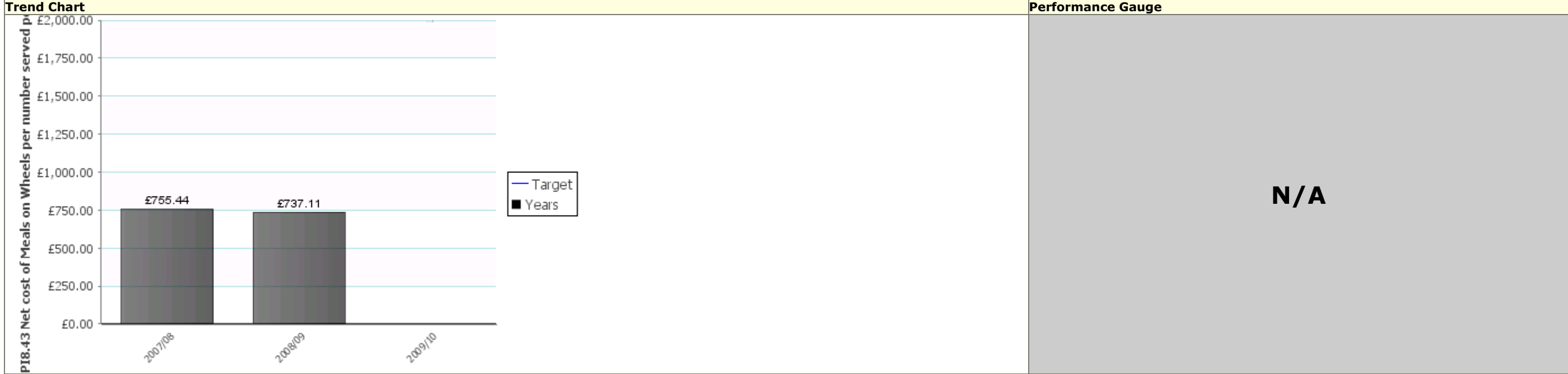
**Community and Culture**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP18.42	Net cost of Citizen Advice Bureau per contact	?	£29.72	N/A	↓	There are currently no targets set for this indicator and data is available only for information purposes, this indicator will be piloted over 2009/10 for the target setting process.	None.



**Community and Culture**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP18.43	Net cost of Meals on Wheels per number served per annum	?	£737.11	N/A	?	There are currently no targets set for this indicator and data is available only for information purposes, this indicator will be piloted over 2009/10 for the target setting process.	None.



**Health and Housing**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP18.37	Net cost of Environmental Health per food inspection	?	£2,543.27	N/A	?	There are currently no targets set for this indicator and data is available only for information purposes, this indicator will be piloted over 2009/10 for the target setting process.	None.

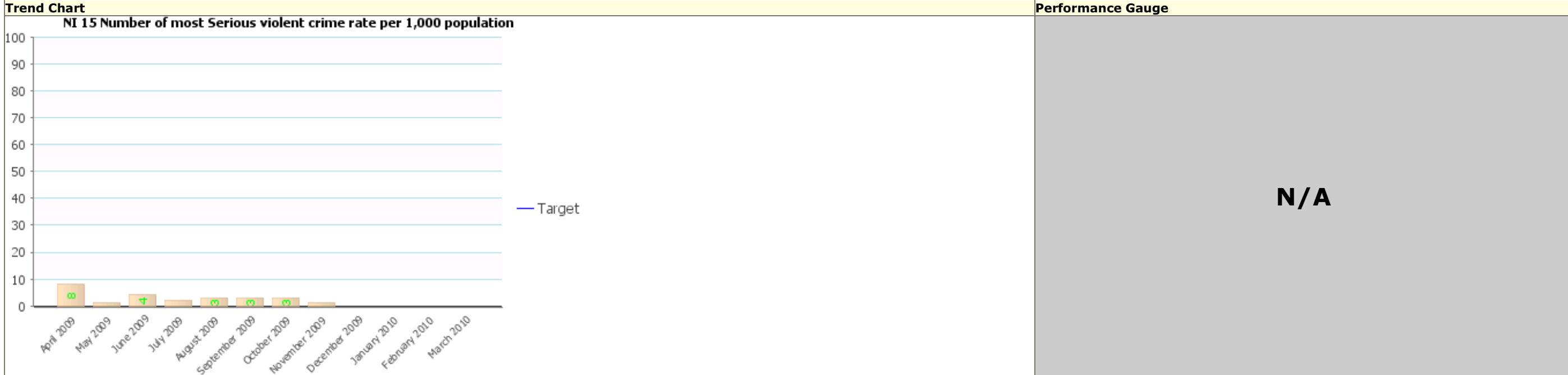


Health and Housing															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting								
EHP18.38	Net cost of Environmental Health per health and safety inspection	?	£8,775.12	N/A	?	There are currently no targets set for this indicator and data is available only for information purposes, this indicator will be piloted over 2009/10 for the target setting process.	None.								
<b>Trend Chart</b>						<b>Performance Gauge</b>									
<table border="1"> <caption>Net cost of Environmental Health per health and safety inspection</caption> <thead> <tr> <th>Year</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>7,562.13</td> </tr> <tr> <td>2008/09</td> <td>8,775.12</td> </tr> <tr> <td>2009/10</td> <td>N/A</td> </tr> </tbody> </table>						Year	Value (£)	2007/08	7,562.13	2008/09	8,775.12	2009/10	N/A	N/A	
Year	Value (£)														
2007/08	7,562.13														
2008/09	8,775.12														
2009/10	N/A														

Health and Housing															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting								
EHP18.40	Net cost of the Homelessness Service per presentation	?	£4,285.99	N/A	?	There are currently no targets set for this indicator and data is available only for information purposes, this indicator will be piloted over 2009/10 for the target setting process.	None.								
<b>Trend Chart</b>						<b>Performance Gauge</b>									
<table border="1"> <caption>Net cost of the Homelessness Service per presentation</caption> <thead> <tr> <th>Year</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>2007/08</td> <td>3,544.84</td> </tr> <tr> <td>2008/09</td> <td>4,285.99</td> </tr> <tr> <td>2009/10</td> <td>N/A</td> </tr> </tbody> </table>						Year	Value (£)	2007/08	3,544.84	2008/09	4,285.99	2009/10	N/A	N/A	
Year	Value (£)														
2007/08	3,544.84														
2008/09	4,285.99														
2009/10	N/A														

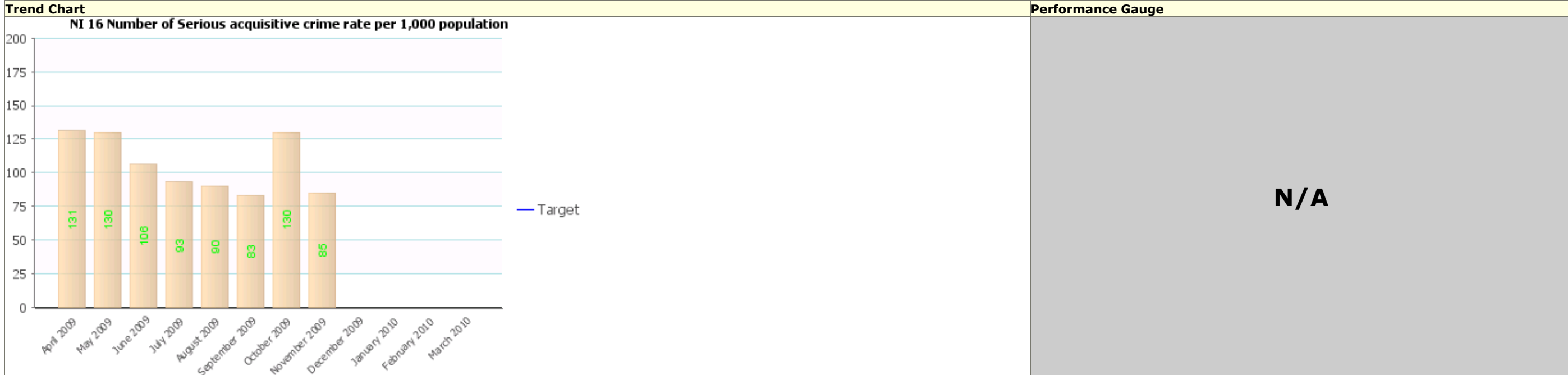
**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 15	Number of most Serious violent crime rate per 1,000 population	?	1	N/A	↑	Marked decrease - Figures too small to calculate a useful trend. Although East Herts is 4th worst of Most Similar Group (MSG) we are in a group of 8 other authorities with almost identical performance.	None.



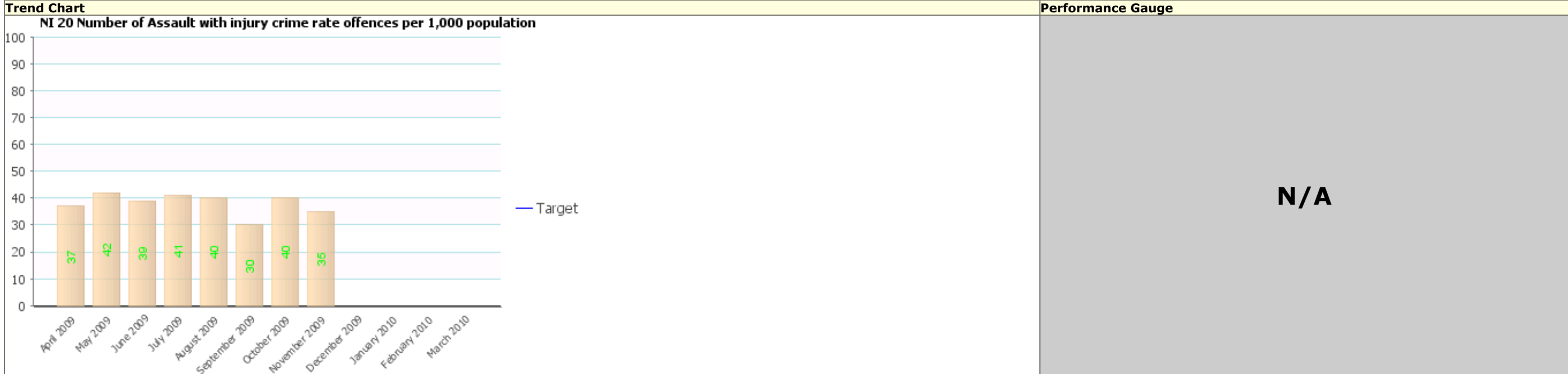
**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 16	Number of Serious acquisitive crime rate per 1,000 population	?	130	N/A	↑	Hertfordshire Constabulary have reported a marked increase in vehicle crime. Seasonal trends suggest that figures are likely to remain constant or increase over the next few months. In terms of serious acquisitive crime East Herts is showing an average performance with Most Similar Group (MSG).	None.



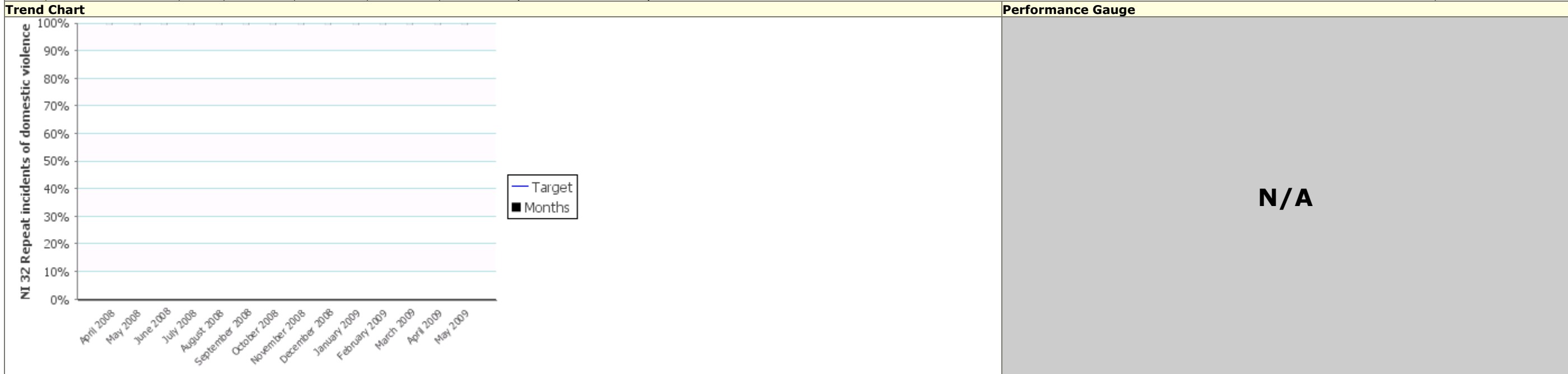
**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 20	Number of Assault with injury crime rate offences per 1,000 population	?	42	N/A	↓	Performance for May 2009, although the number of cases has increased from the previous month, the volume of cases conforms to seasonal trend for this time of year. East Herts is still performing better than this period last year and is below the Most Similar Group (MSG) average.	None.



**Licensing and Community Safety**

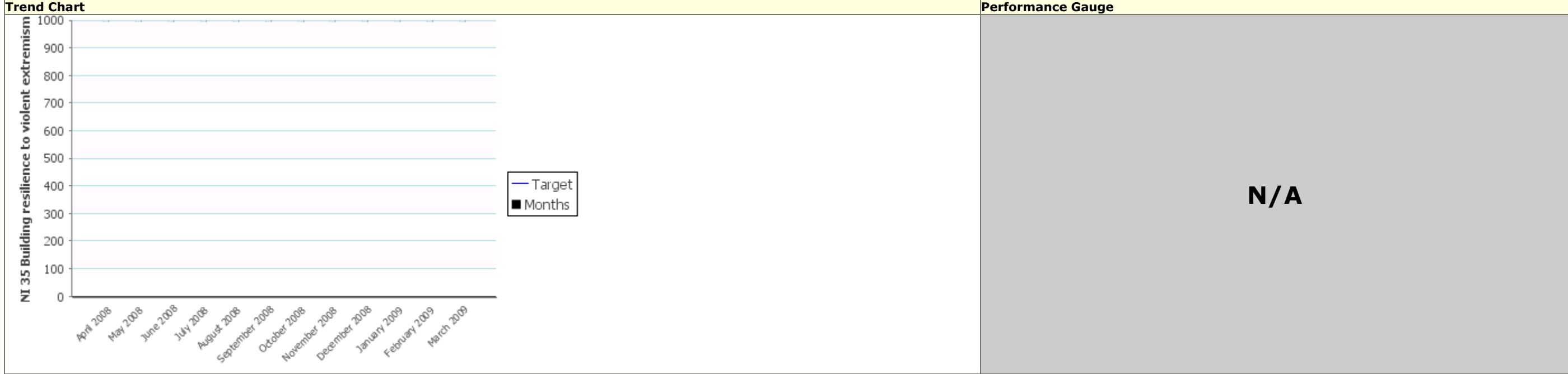
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 32	Repeat incidents of domestic violence	?	N/A	N/A	?	Figures not available yet. The figure is based on MARAC data and requires two sets of figures to create the percentage - the number of cases and repeat cases reviewed at MARAC. MARACs have been in place in the Eastern area since January 2009. The number of repeat cases is being collated by the Independent Domestic Violence Advisor and the data will not be available until the figures are placed on the MODUS system. A date in which this will be available cannot be confirmed by Hertfordshire County Council.	None.





**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 35	Building resilience to violent extremism	?	1	N/A	?	Guidance from central government on target setting is still to be determined and local target setting will require at least a full year of data for benchmarking.	None.



**Strategic Direction**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 48	Children killed or seriously injured in road traffic accidents	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None



Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 2	% of people who feel that they belong to their neighbourhood	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
Trend Chart						Performance Gauge	
						N/A	

Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 3	Civic participation in the local area	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
Trend Chart						Performance Gauge	
						N/A	

Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 6	Participation in regular volunteering	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						N/A	

Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 27	Understanding of local concerns about anti-social behaviour and crime issues by the local council and police	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						N/A	

Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 37	Awareness of civil protection arrangements in the local area	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						N/A	

Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 139	The extent to which older people receive the support they need to live independently at home	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						N/A	

Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 1	% of people who believe people from different backgrounds get on well together in their local area	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
Trend Chart						Performance Gauge	

Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 21	Dealing with local concerns about anti-social behaviour and crime issues by the local council and police	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
Trend Chart						Performance Gauge	

Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 22	Perceptions of parents taking responsibility for the behaviour of their children in the area	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
Trend Chart						Performance Gauge	

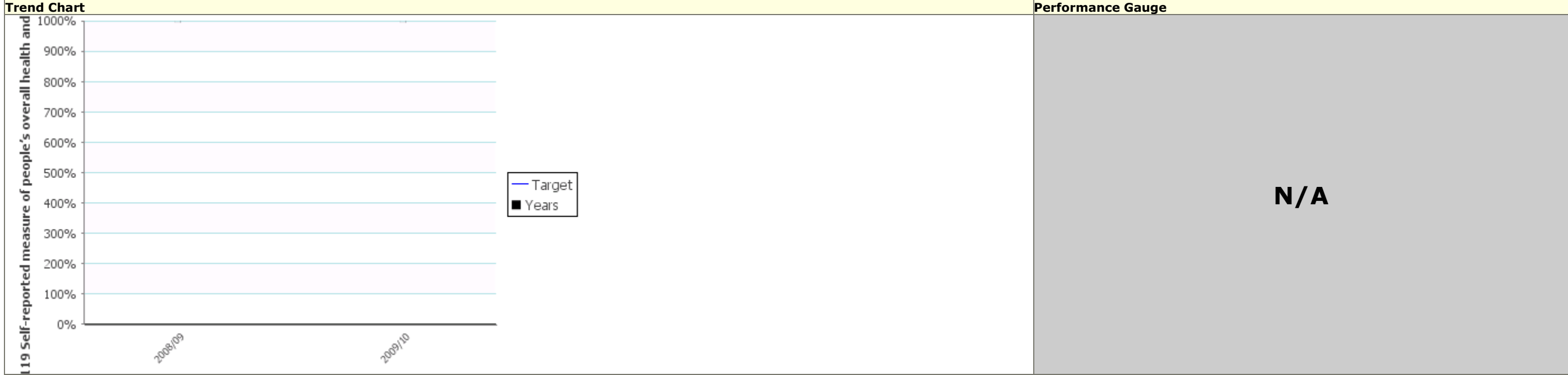
Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 23	Perceptions that people in the area treat one another with respect and consideration	?	N/A	N/A	?	Raw data from the place survey has now been released, however this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
Trend Chart						Performance Gauge	

Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 41	Perceptions of drunk or rowdy behaviour as a problem	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						N/A	

Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 42	Perceptions of drug use or drug dealing as a problem	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						N/A	

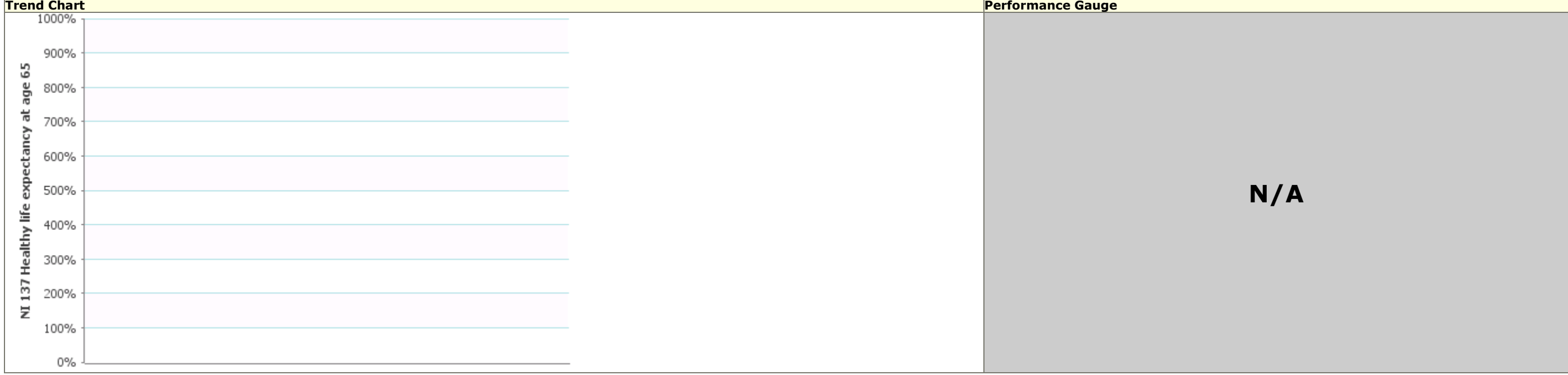
**Strategic Direction**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 119	Self-reported measure of people's overall health and wellbeing	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.



**Strategic Direction**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 137	Healthy life expectancy at age 65	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.

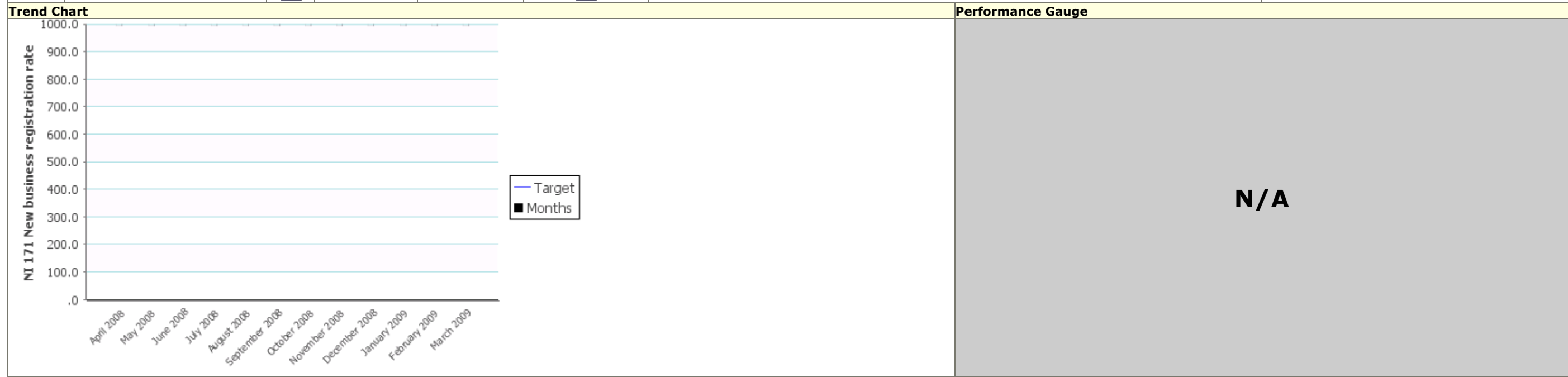




Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 47	People killed or seriously injured in road traffic accidents	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						N/A	

**Traffic Light: Unknown**  
**Description: Shaping now, shaping the future**

Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 171	New business registration rate	?	N/A	N/A	?	Collected through BERR and ONS Websites. Data will be available from 23 December 2009.	None.



**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 154	Net additional homes provided	?	554	N/A	?	This is marginally lower than the previous year's figure of 557 completions, but is significantly higher than the 487 dwellings that we anticipated would be completed in our housing trajectory.	None.

Trend Chart	Performance Gauge						
<p>NI 154 Net additional homes provided</p> <table border="1"> <caption>NI 154 Net additional homes provided</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2008/09</td> <td>554</td> </tr> <tr> <td>2009/10</td> <td>N/A</td> </tr> </tbody> </table>	Year	Value	2008/09	554	2009/10	N/A	<p>N/A</p>
Year	Value						
2008/09	554						
2009/10	N/A						

**Strategic Direction**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 173	Flows on to incapacity benefits from employment	?	N/A	N/A	?	No data available for this quarter. No data had been entered on to the Data Interchange Hub, data will be available from 29 July 2009.	None.

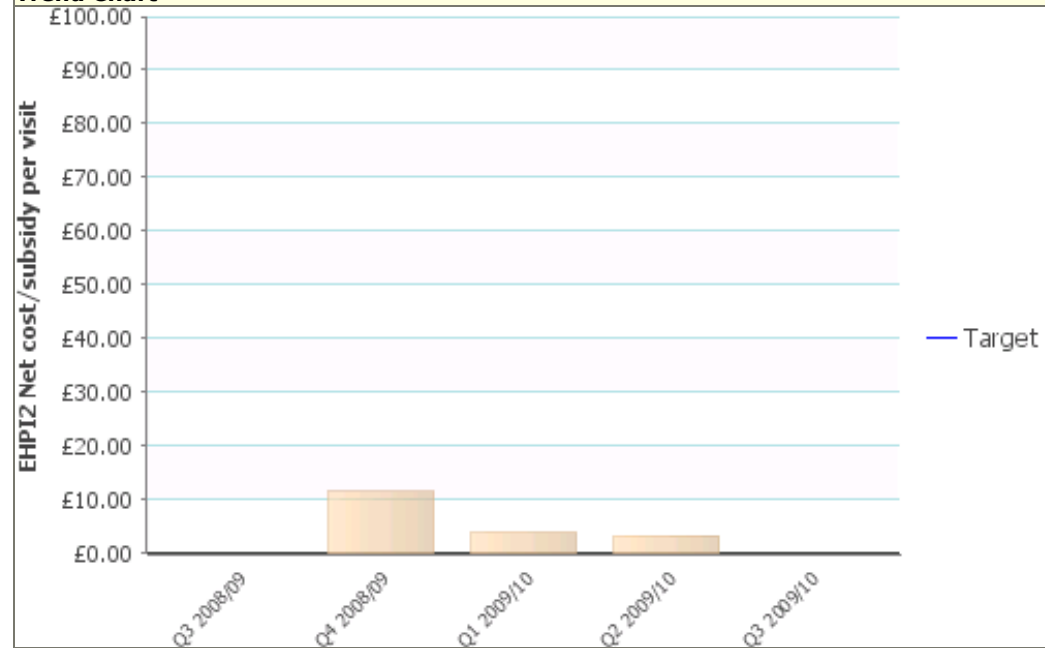
Trend Chart	Performance Gauge										
<p>NI 173 Flows on to incapacity benefits from employment</p> <table border="1"> <caption>NI 173 Flows on to incapacity benefits from employment</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2009/10</td> <td>N/A</td> </tr> <tr> <td>Q2 2009/10</td> <td>N/A</td> </tr> <tr> <td>Q3 2009/10</td> <td>N/A</td> </tr> <tr> <td>Q4 2009/10</td> <td>N/A</td> </tr> </tbody> </table>	Quarter	Value	Q1 2009/10	N/A	Q2 2009/10	N/A	Q3 2009/10	N/A	Q4 2009/10	N/A	<p>N/A</p>
Quarter	Value										
Q1 2009/10	N/A										
Q2 2009/10	N/A										
Q3 2009/10	N/A										
Q4 2009/10	N/A										

**Traffic Light: Unknown**  
**Cannot group these rows by: Description**

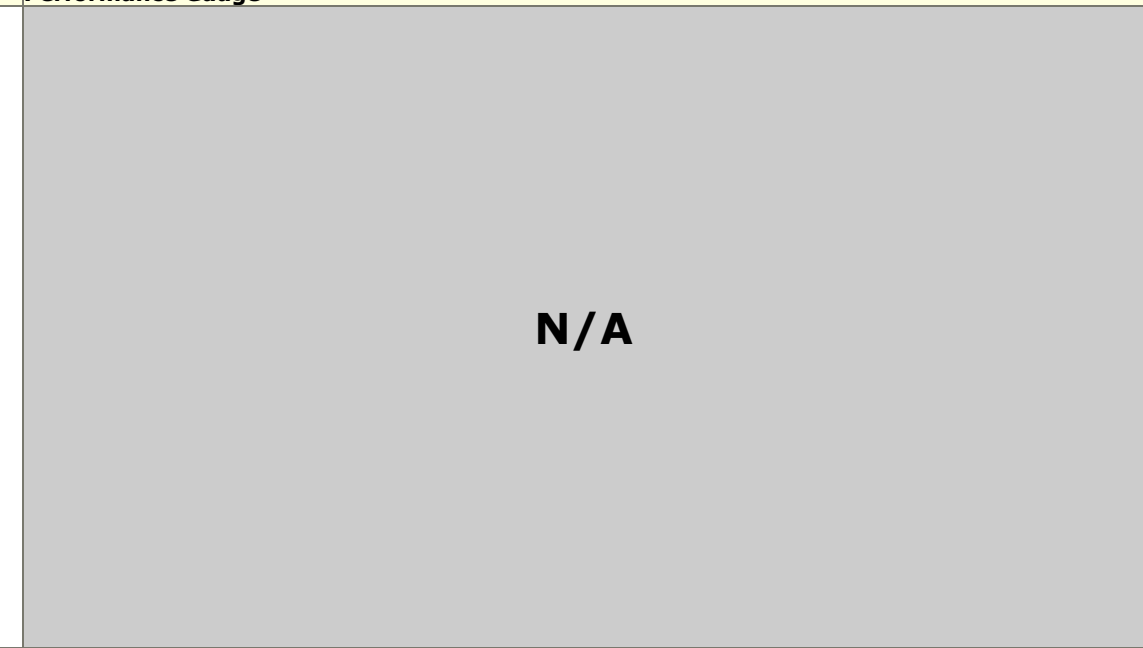
**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
EHP12	Net cost/subsidy per visit	?	£11.44	N/A	?	This figure will change in future years as we will be including gym and swim usage figures.	None.

**Trend Chart**

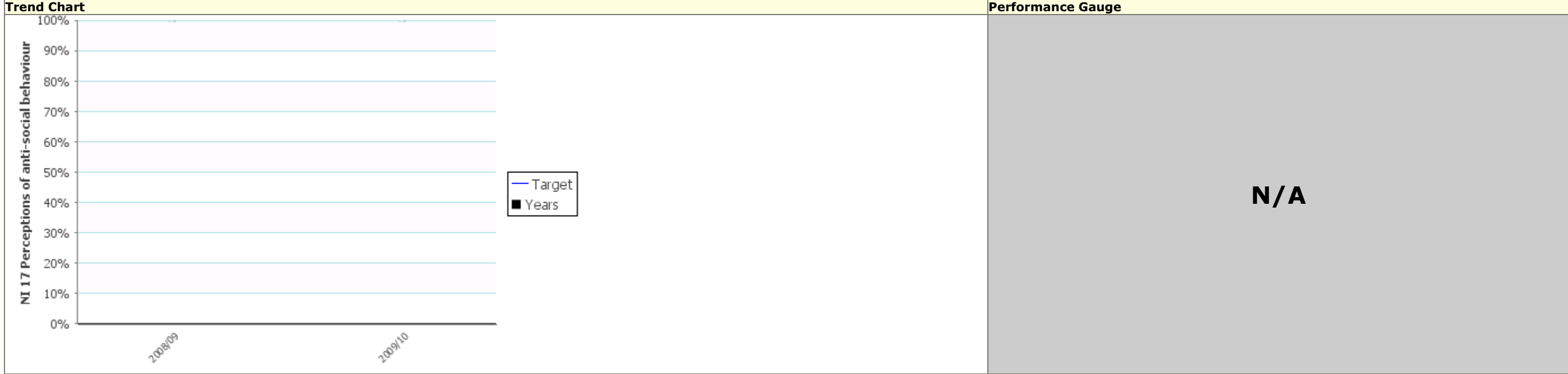


**Performance Gauge**



**Strategic Direction**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting
NI 17	Perceptions of anti-social behaviour	?	N/A	N/A	?	Raw data from the place survey has now been released. However this data will need to be analyzed by ORS to identify the results which are relevant to East Herts. The data from this analysis will be available after 28 July 2009.	None.



PI Status	
	This PI is significantly below target.
	This PI is slightly below target.
	This PI is on target.
	This PI cannot be calculated.
	This PI is a data-only PI.

Long Term Trends	
	The value of this PI has improved in the long term.
	The value of this PI has worsened in the long term.
	The value of this PI has not changed in the long term.

Short Term Trends	
	The value of this PI has improved in the short term.
	The value of this PI has worsened in the short term.
	The value of this PI has not changed in the short term.