

June 2009 – August 2009 Community Scrutiny Corporate Healthcheck 2009/10



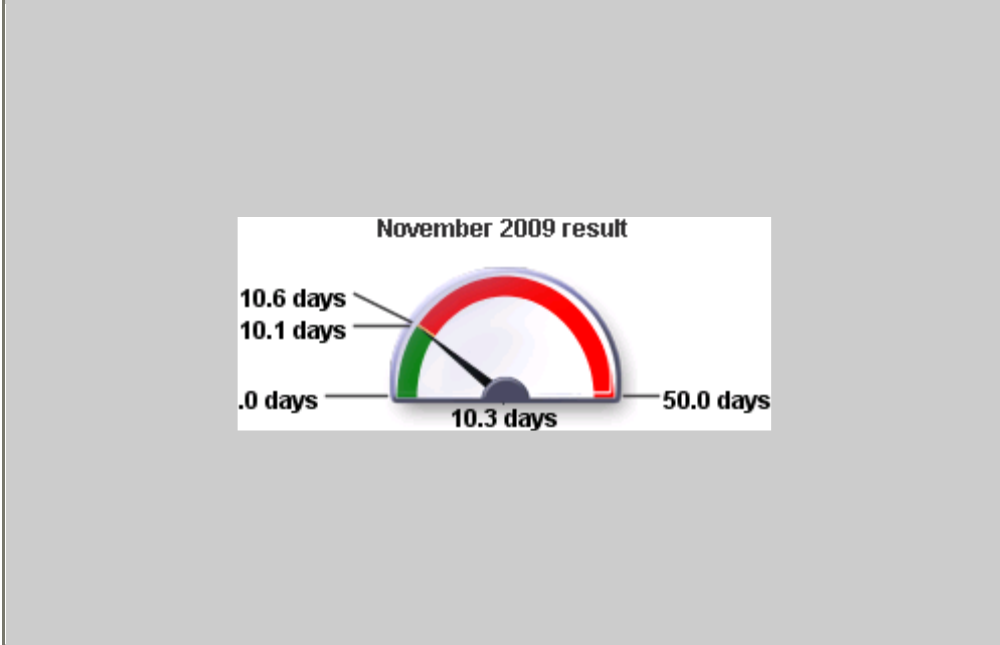
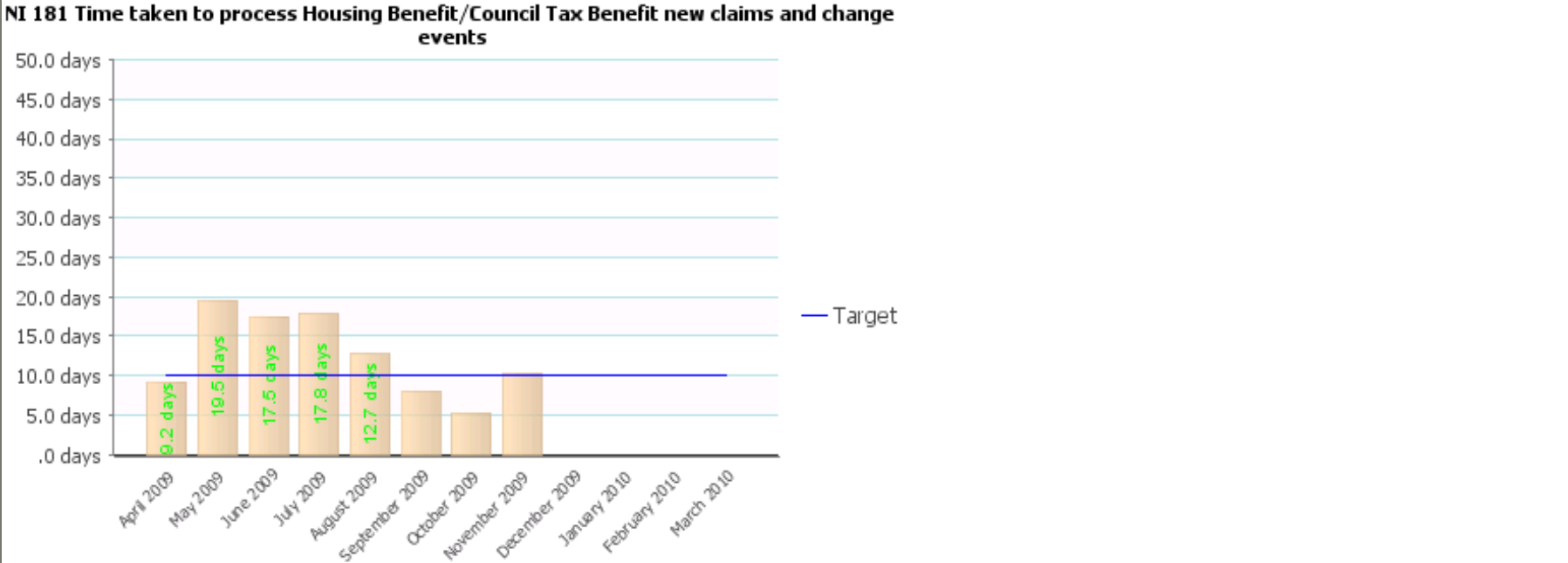
Rows are sorted by Data Source

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

Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		12.7 days	10.0 days		For the period 14 July 2009 – 11 August 2009 Improvement on previous periods as backlog management impacts	None

Trend Chart Performance Gauge

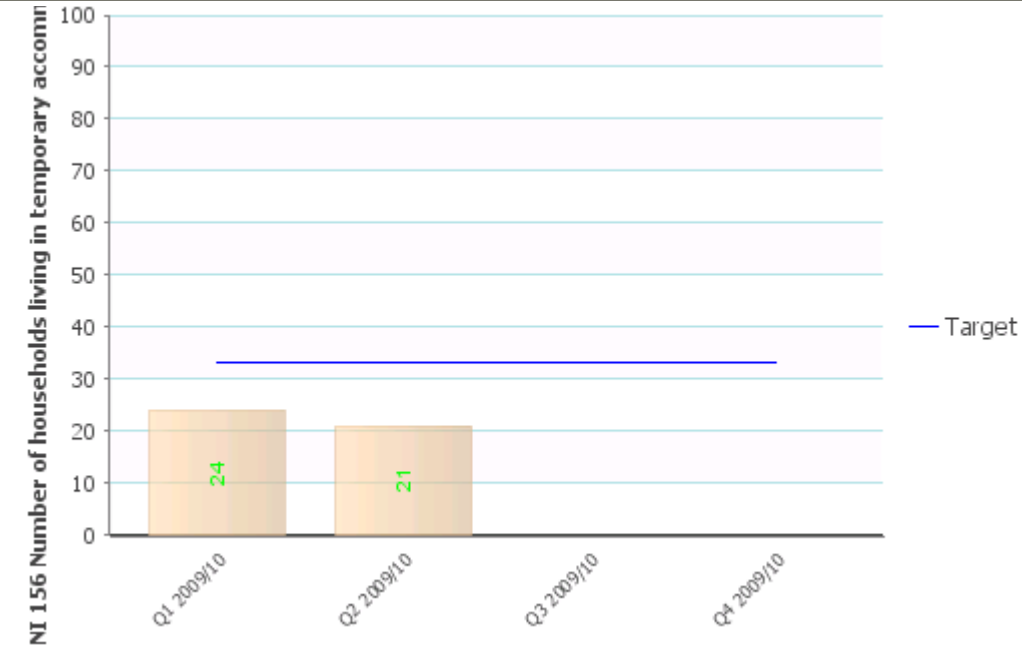


Traffic Light **Green**
 Description **Promoting prosperity & well being providing access & opportunities**

Health and Housing

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
NI 156	Number of households living in temporary accommodation		24	33		June 09: Number of households low in hostel whilst managing the changeover from Thele to Hillcrest hostel. Performance exceeds target.	None

Trend Chart



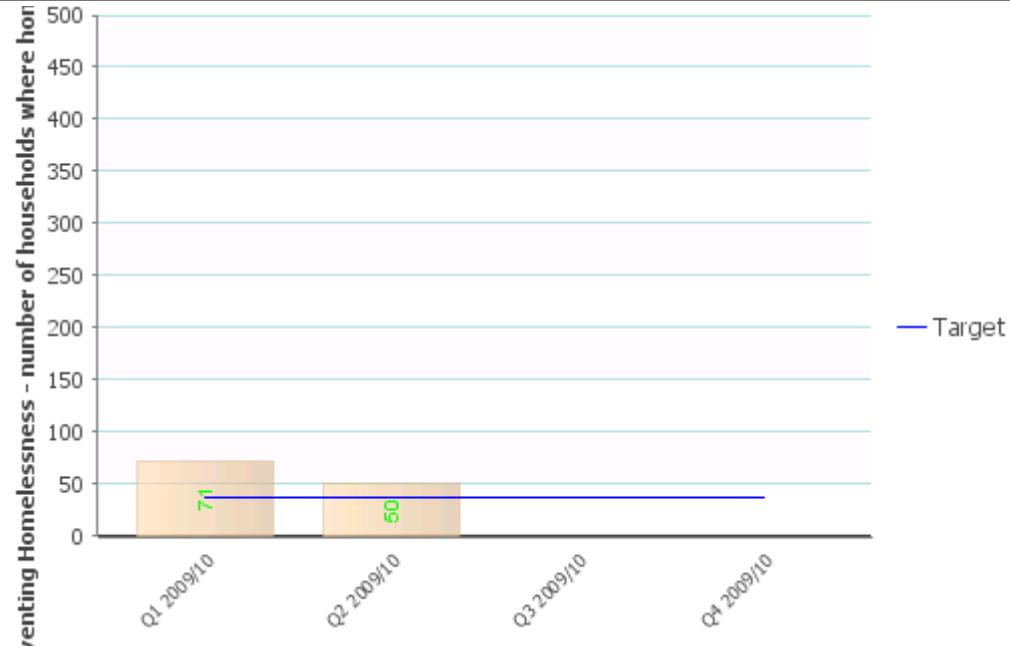
Performance Gauge



Health and housing

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
EHPI213	Preventing Homelessness - number of households where homelessness prevented	✓	71	37.5	↓	Performance exceeding target.	None

Trend Chart

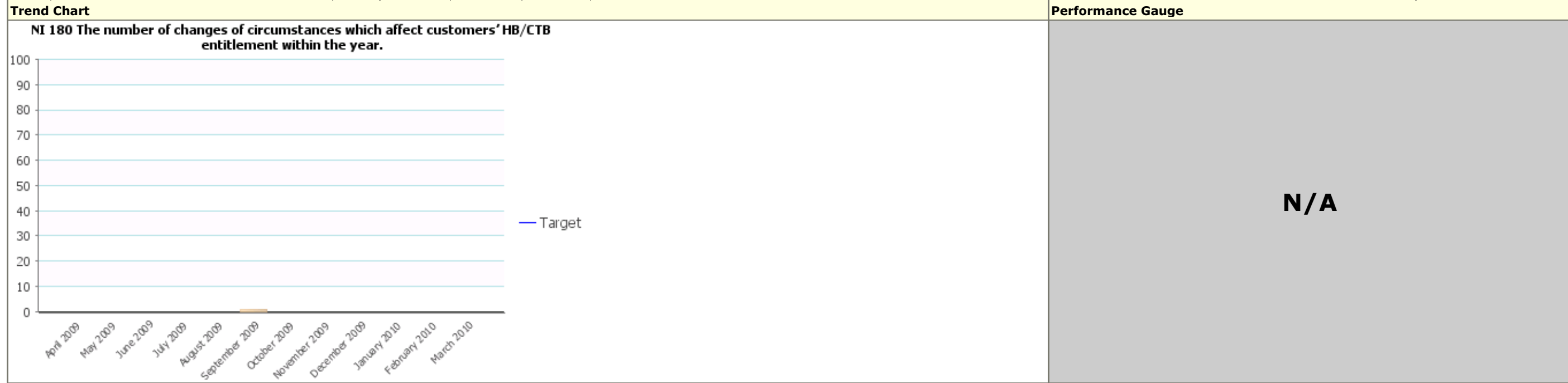


Performance Gauge



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

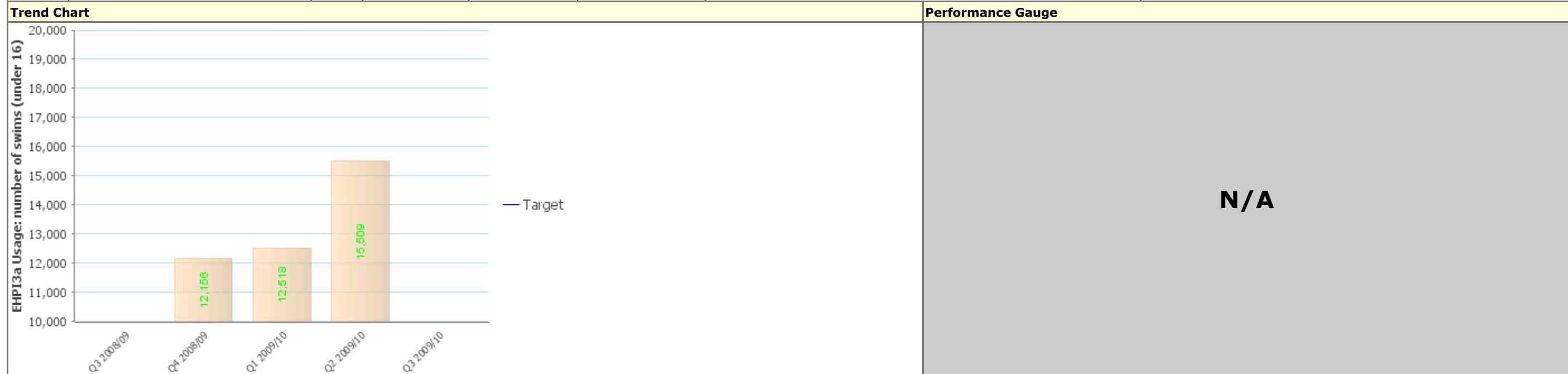
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	?	N/A	N/A	?	No data available due to the system not having 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



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

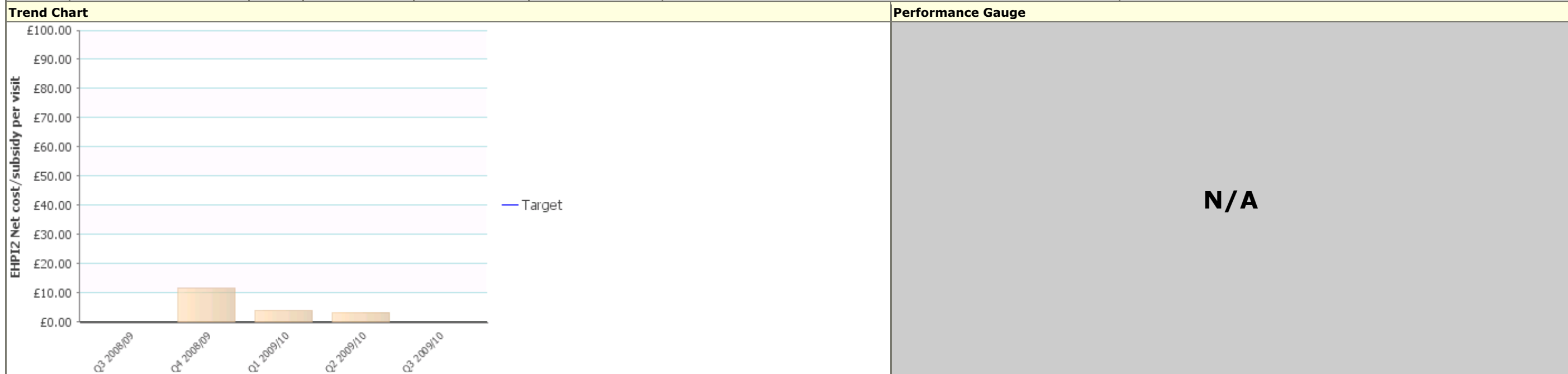
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
EHPI3a	Usage: number of swims (under 16)	?	12,518	N/A	↑	This is a new indicator, data only being available from April 2009	None



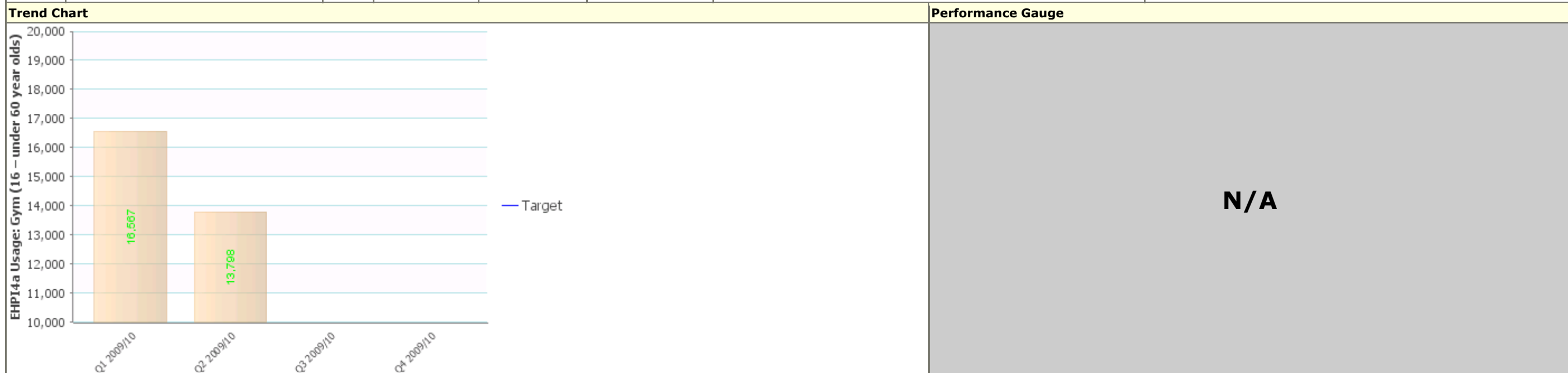
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
EHP12	Net cost/subsidy per visit	?	£3.89	N/A	↓	This is a new indicator, data only being available from April 2009	None.



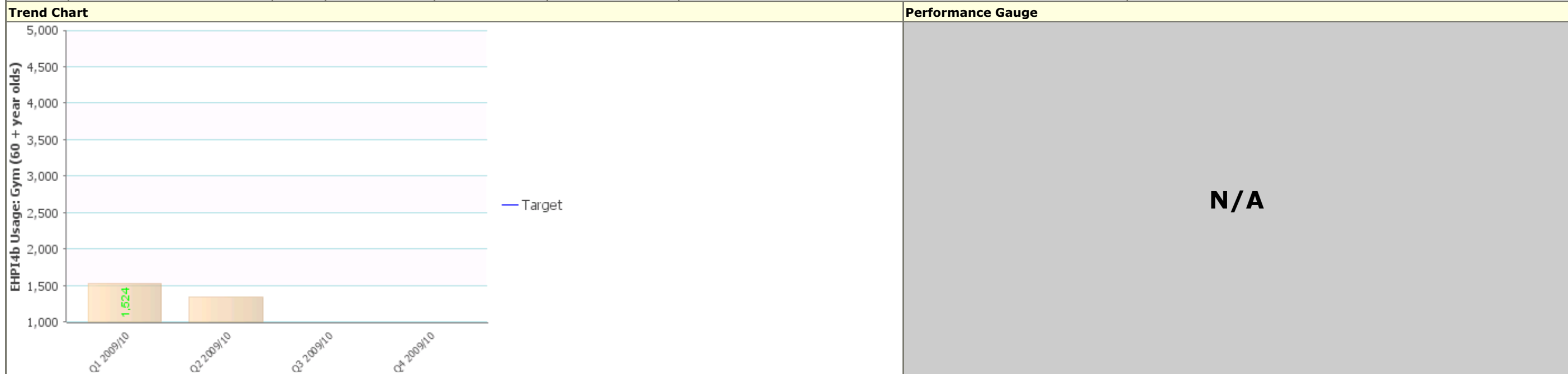
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
EHP14a	Usage: Gym (16 – under 60 year olds)	?	16,567	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 on 21 July 2009
EHP14b	Usage: Gym (60 + year olds)	?	1,524	N/A	?	This is a new indicator, data only being available from April 2009	None



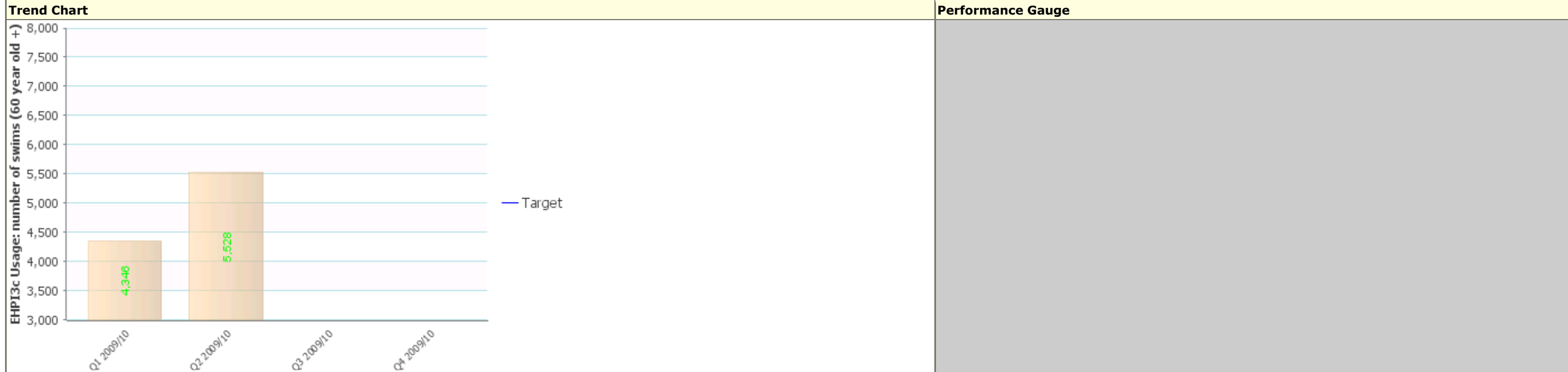
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
EHP13b	Usage: number of swims (16 – under 60 year olds)	?	19,623	N/A	↑	This is a new indicator, data only being available from April 2009	None



Community and Cultural Services

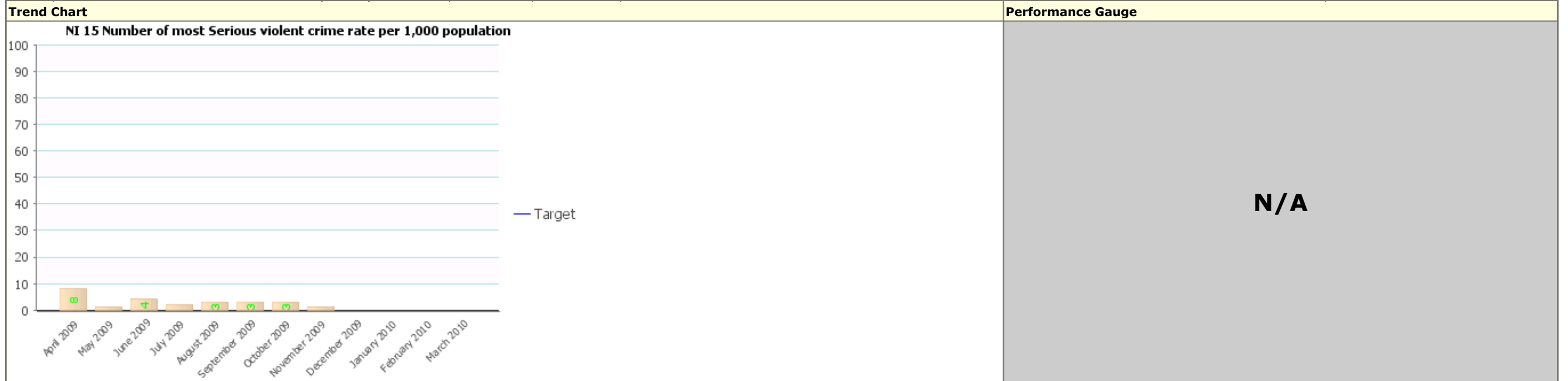
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
EHP13c	Usage: number of swims (60 year old +)	?	4,346	N/A	↑	This is a new indicator, data only being available from April 2009	None.



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

Licensing and Community Safety

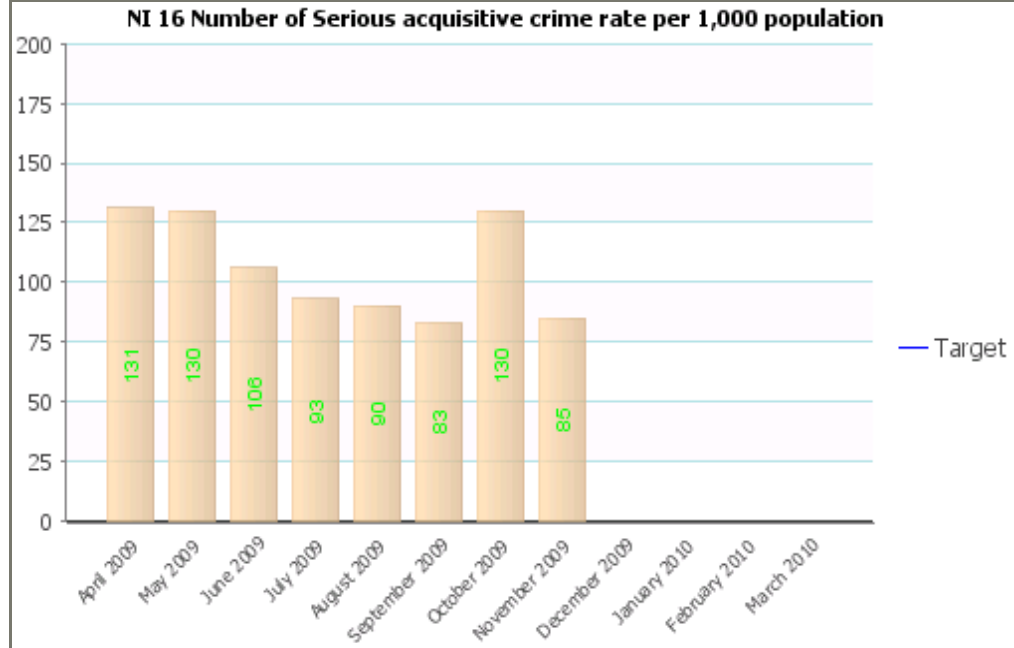
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
NI 15	Number of most Serious violent crime rate per 1,000 population	?	3	N/A	↓	East Herts district is in the lower quartile for serious violent crime when compared to other similar CDRPs, reporting an average of 2.686 crimes per 1000 of the population (1 May - 31st July 2009)	None



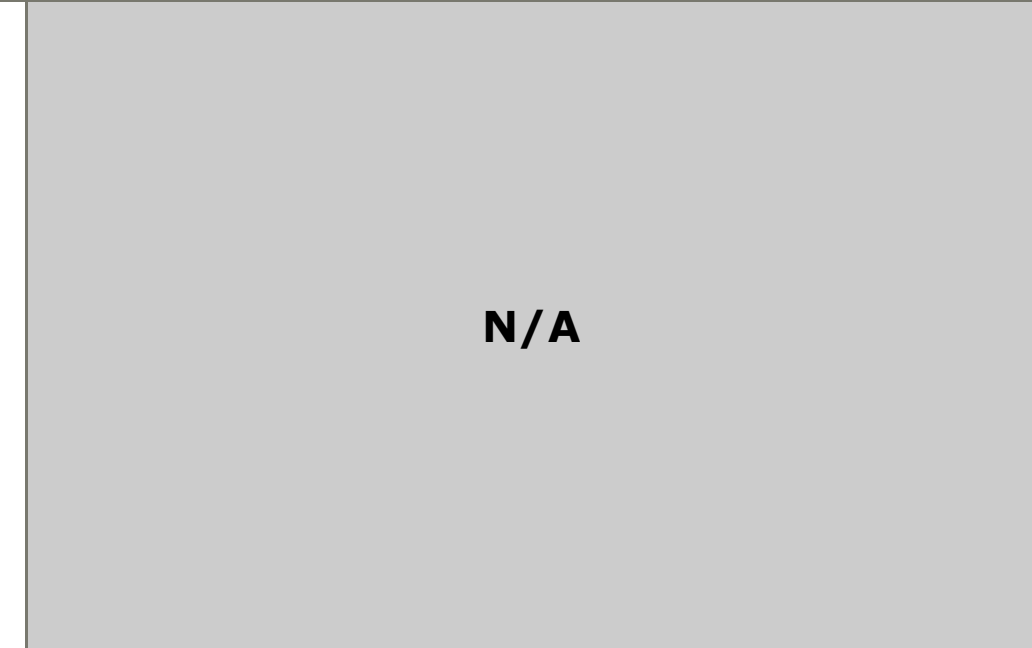
Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
NI 16	Number of Serious acquisitive crime rate per 1,000 population	?	90	N/A	↑	East Herts is below the average for all crime for the period 1 May - 31 July 2009 with 14.573 crimes. For serious acquisitive crime, East Herts is just above the average for other similar CDRPs with 2.455 crimes per 1000 residents	None.

Trend Chart



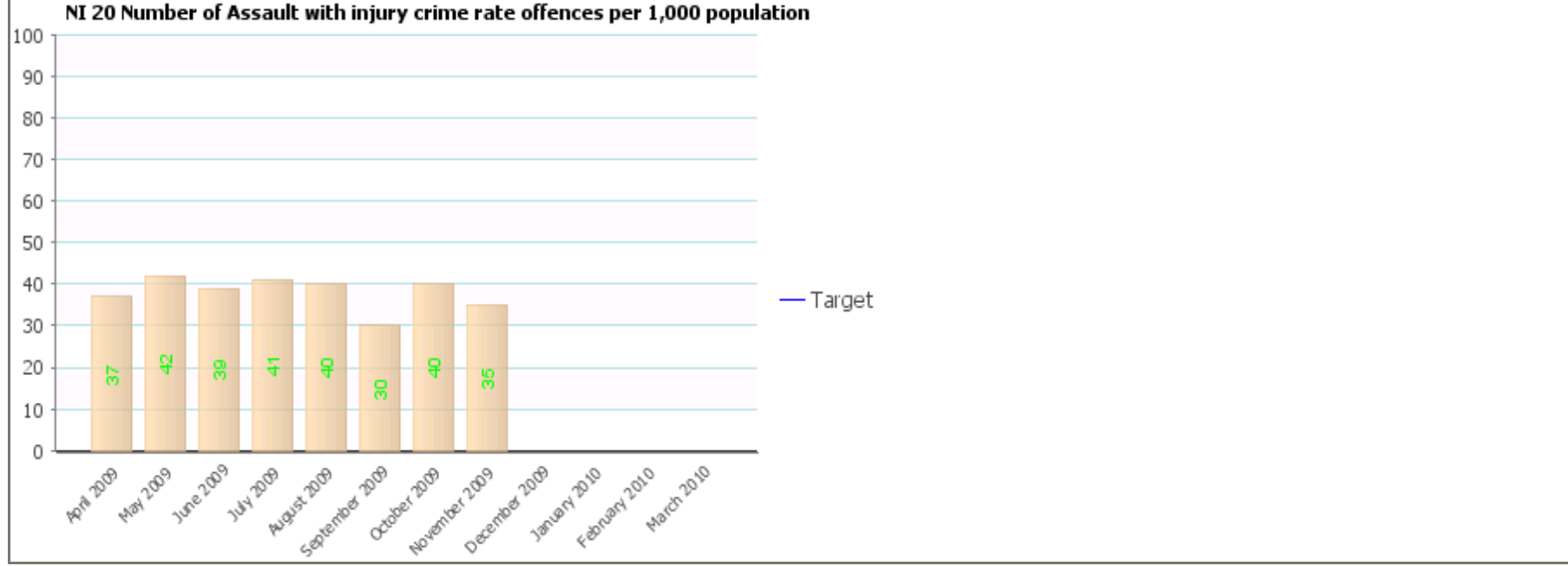
Performance Gauge



Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
NI 20	Number of Assault with injury crime rate offences per 1,000 population	?	40	N/A	↑	East Herts remains within the lower quartile of assault without injury when compared to other similar CDRPs. From 1 May - 31 July 2009 there have been 0.522 crimes per 1000 residents	None

Trend Chart **Performance Gauge**

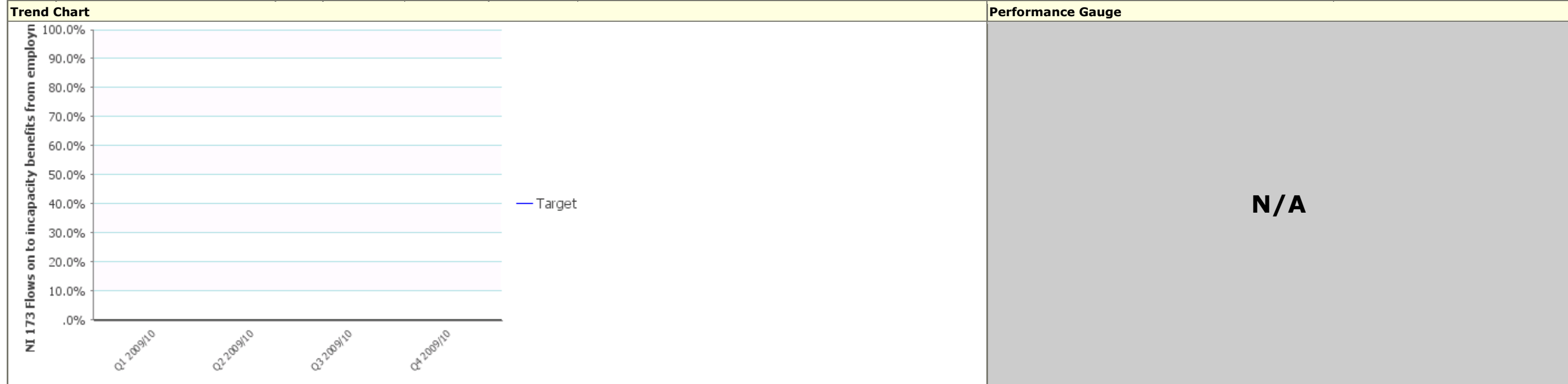


N/A

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

Strategic Direction

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Action taken during last Scrutiny meeting on 21 July 2009
NI 173	Flows on to incapacity benefits from employment	?	N/A	N/A	?	No data available for Quarter 1. The first set of available data for this indicator will relate to the quarter 4 period of 2008/09. This data will be published on the Data Interchange Hub from 28 October 2009.	



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				