



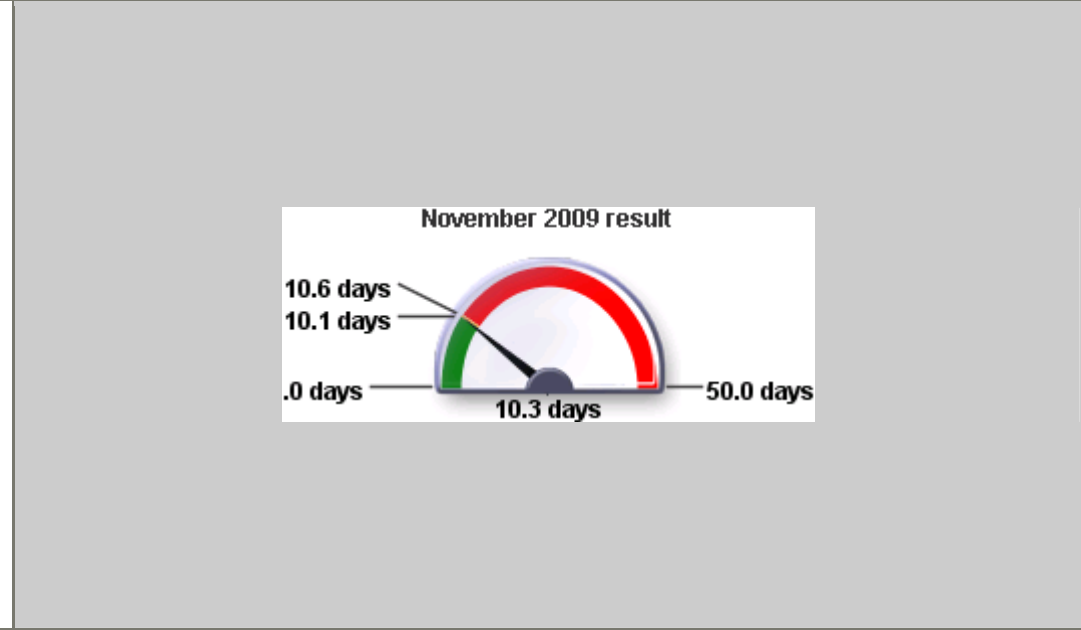
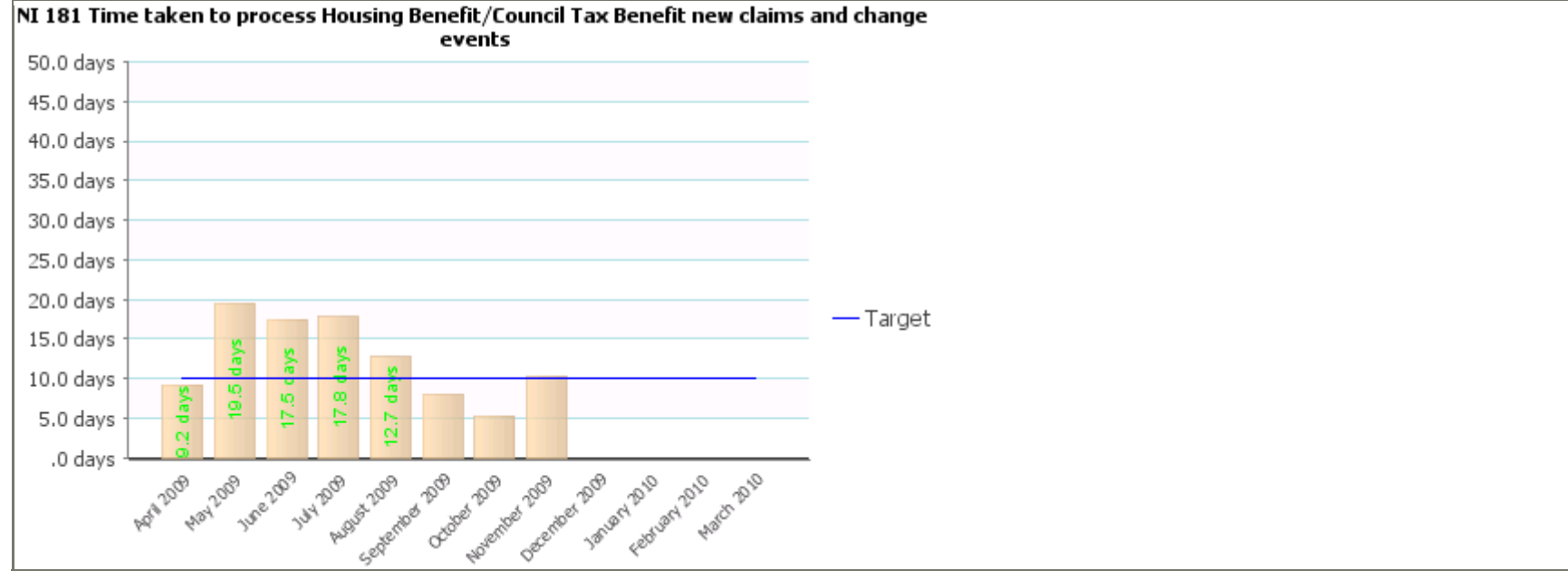
Community Scrutiny Corporate Healthcheck September - November 2009/10

Traffic Light Amber
 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	Recommendations made during last Scrutiny meeting on 27 October 2009
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		10.3 days	10.0 days		Based on the period 13.10.09-10.11.09. The estimated calculation of cumulative position has however improved to 11.88	None.

Trend Chart **Performance Gauge**

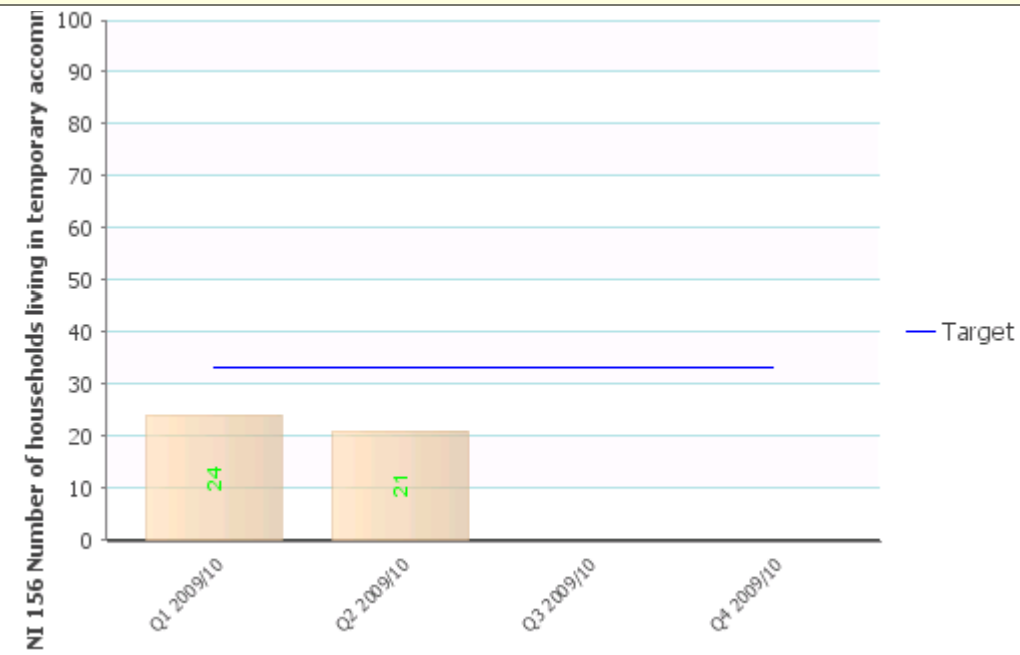


Traffic Light Green
Description Promoting prosperity & well being providing access & opportunities

Health and Housing

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 October 2009
NI 156	Number of households living in temporary accommodation		21	33		Figure significantly better than target. Due to a combination of low presentations and acceptances and improved prevention work. Good prevention advice means that Housing Register applicants successful in their bids for accommodation or being supported to find alternative accommodation before their situation reaches crisis and have to make a homeless presentation.	None.

Trend Chart



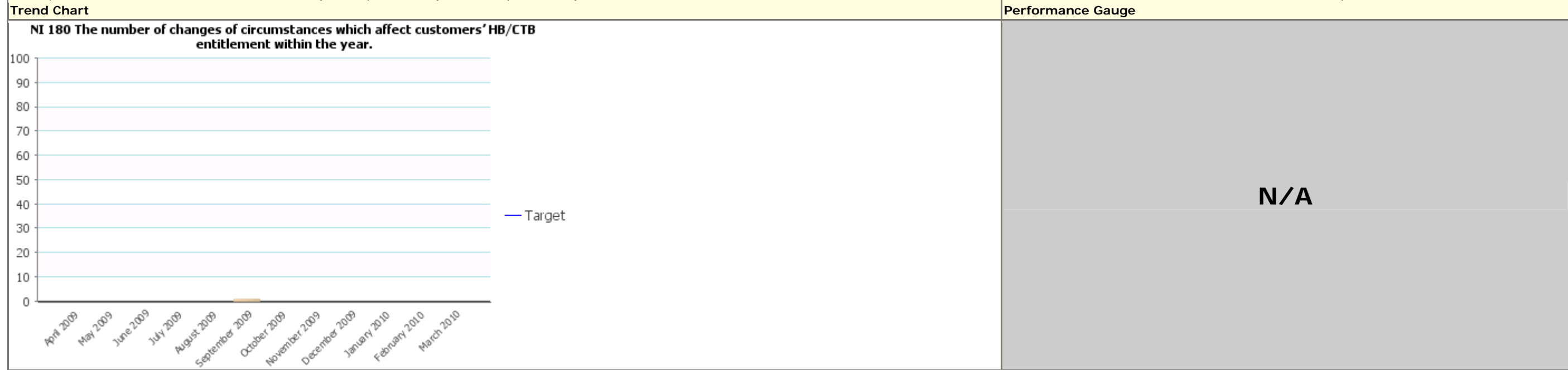
Performance Gauge



Health and housing																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 October 2009														
EHP1213	Preventing Homelessness - number of households where homelessness prevented		50	37.5		Performance on Target	Councillor V Shaw commented that in relation to EHP1213 (Prevention Homelessness) no targets had been provided and this should be addressed. The Head of Health and Housing undertook to write to the Member.														
Trend Chart						Performance Gauge															
<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2009/10</td> <td>71</td> </tr> <tr> <td>Q2 2009/10</td> <td>50</td> </tr> <tr> <td>Q3 2009/10</td> <td>-</td> </tr> <tr> <td>Q4 2009/10</td> <td>-</td> </tr> </tbody> </table>						Quarter	Value	Q1 2009/10	71	Q2 2009/10	50	Q3 2009/10	-	Q4 2009/10	-	<p>Q2 2009/10 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>37.12</td> <td>35.25</td> </tr> </tbody> </table>		Value	Target	37.12	35.25
Quarter	Value																				
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Traffic Light Unknown
Description Fit for purpose, services fit for you

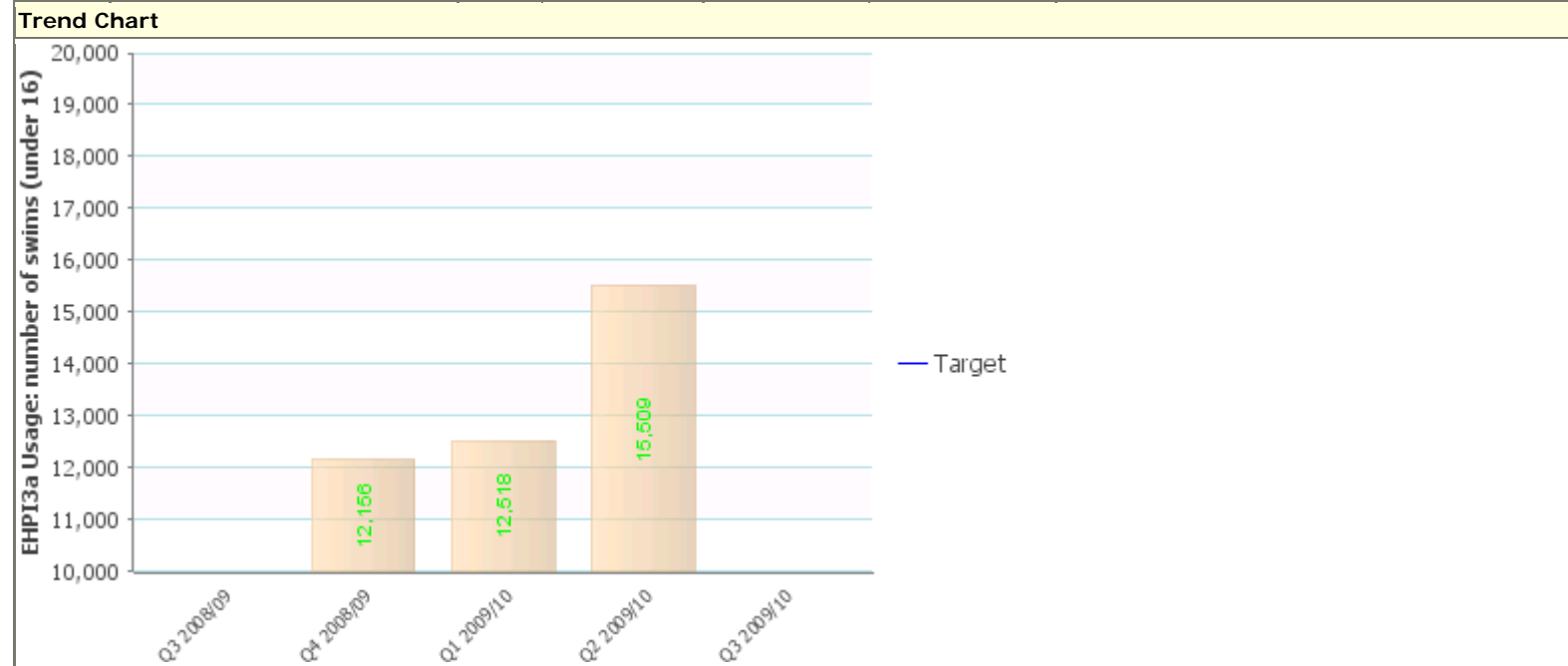
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 October 2009
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	?	N/A	N/A	?	There is no data for this indicator in November 2009. Data for this indicator has been published on the Department for Work and Pensions (DWP) website, however data updates have ceased since September 2009. This is due to an issue with the system and data collection method DWP are using. DWP are working on identifying useful data that could be brought together, as well as possible alternatives to using administrative data. This work is ongoing however there is not yet a timetable for when the data or an alternative statistic might become available.	None.



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

Community and Cultural Services

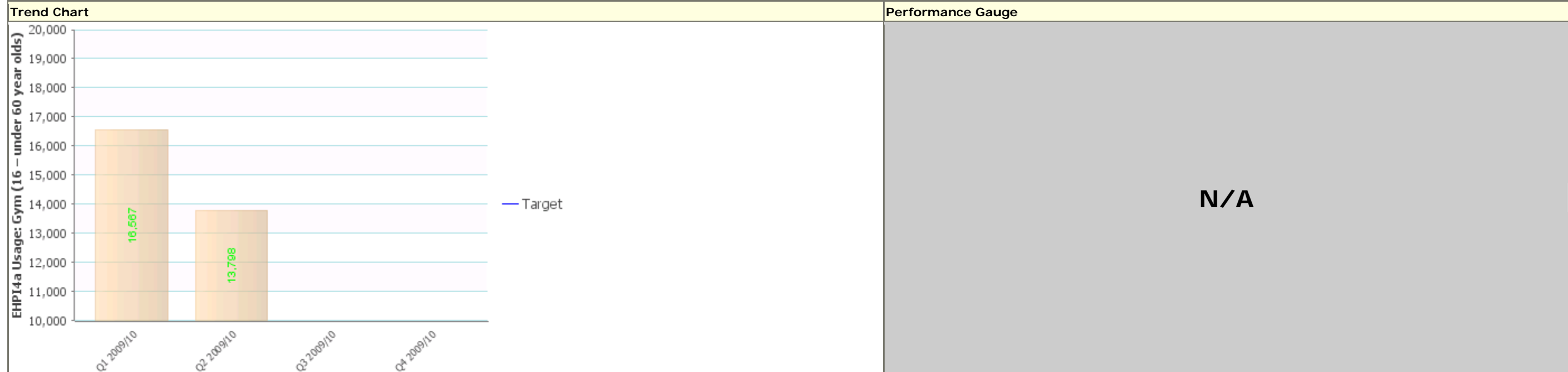
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 October 2009
EHP13a	Usage: number of swims (under 16)		15,509	N/A		The increase is due to free swims for under 16's in the swimming lesson scheme and summer holiday throughputs.	None.



Community and Cultural Services																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 October 2009												
EHP12	Net cost/subsidy per visit	?	£3.32	N/A	↑	Throughput 48,895 swims, 15,136 gym visits, 3 monthly management fee divided by visits equals cost per user = £3.32	Councillor N Clark commented on the need to have relevant data by pool and gym user so that accurate information could be obtained on how the leisure facilities were performing. The Director of Customer and Community Services commented that as the facilities were now being managed under a 10 year contract, Members' focus could now be on quality of service.												
Trend Chart				Performance Gauge															
<p>The trend chart displays the net cost/subsidy per visit for EHP12 over five quarters. The y-axis represents the cost/subsidy in pounds, ranging from £0.00 to £100.00 in increments of £10.00. A horizontal blue line indicates the target at £40.00. The data points are as follows:</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Net cost/subsidy per visit (£)</th> </tr> </thead> <tbody> <tr> <td>Q3 2008/09</td> <td>0.00</td> </tr> <tr> <td>Q4 2008/09</td> <td>12.00</td> </tr> <tr> <td>Q1 2009/10</td> <td>5.00</td> </tr> <tr> <td>Q2 2009/10</td> <td>4.00</td> </tr> <tr> <td>Q3 2009/10</td> <td>3.32</td> </tr> </tbody> </table>				Quarter	Net cost/subsidy per visit (£)	Q3 2008/09	0.00	Q4 2008/09	12.00	Q1 2009/10	5.00	Q2 2009/10	4.00	Q3 2009/10	3.32	<p>N/A</p>			
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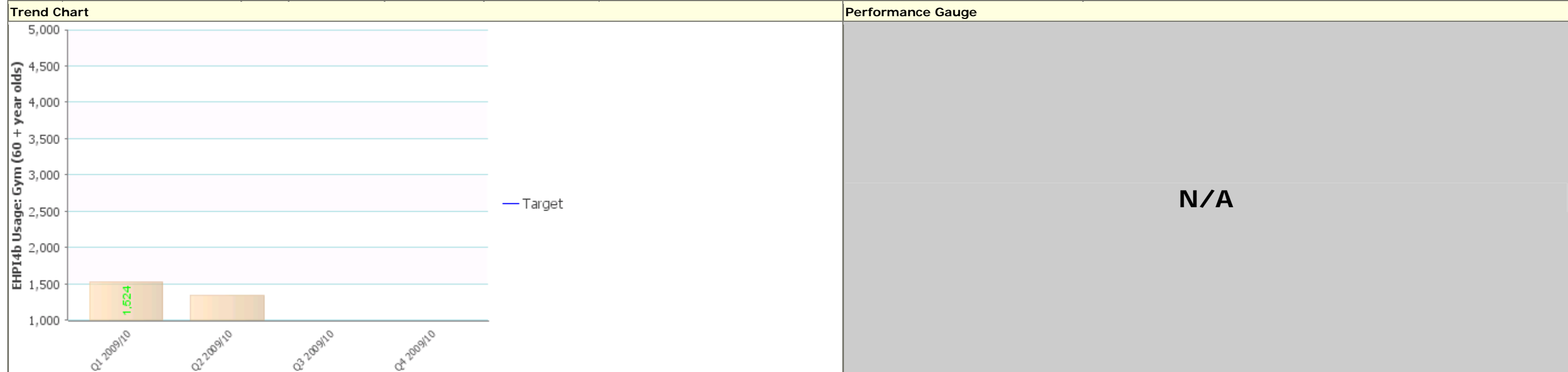
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 October 2009
EHP14a	Usage: Gym (16 – under 60 year olds)	?	13,798	N/A	↓	Drop in numbers could be related to gym developments at both Hartham & Grange Paddocks	None.



Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 October 2009
EHP14b	Usage: Gym (60 + year olds)	?	1,338	N/A	↓	Number drop probably due to building works at both Hartham & Grange Paddocks	None.



Community and Cultural Services																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 October 2009										
EHP13b	Usage: number of swims (16 – under 60 year olds)	?	21,026	N/A	↑	Actual through put numbers from SLM Ltd, MRM	None.										
Trend Chart						Performance Gauge											
<p>EHP13b Usage: number of swims (16 – under 60 year olds)</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage (Approximate)</th> </tr> </thead> <tbody> <tr> <td>Q1 2009/10</td> <td>20,000</td> </tr> <tr> <td>Q2 2009/10</td> <td>21,026</td> </tr> <tr> <td>Q3 2009/10</td> <td>-</td> </tr> <tr> <td>Q4 2009/10</td> <td>-</td> </tr> </tbody> </table>						Quarter	Usage (Approximate)	Q1 2009/10	20,000	Q2 2009/10	21,026	Q3 2009/10	-	Q4 2009/10	-	<p>N/A</p>	
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Community and Cultural Services																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 October 2009										
EHP13c	Usage: number of swims (60 year old +)	?	5,528	N/A	↑	Actual through put figures from SLM Ltd	None.										
Trend Chart						Performance Gauge											
<p>The trend chart displays the number of swims for 60-year-olds and older across four quarters. The y-axis ranges from 3,000 to 8,000. The x-axis shows Q1 2009/10, Q2 2009/10, Q3 2009/10, and Q4 2009/10. Data points are shown for Q1 (4,346) and Q2 (5,528). A blue horizontal line represents the target at approximately 5,500.</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> </tr> </thead> <tbody> <tr> <td>Q1 2009/10</td> <td>4,346</td> </tr> <tr> <td>Q2 2009/10</td> <td>5,528</td> </tr> <tr> <td>Q3 2009/10</td> <td>-</td> </tr> <tr> <td>Q4 2009/10</td> <td>-</td> </tr> </tbody> </table>						Quarter	Usage	Q1 2009/10	4,346	Q2 2009/10	5,528	Q3 2009/10	-	Q4 2009/10	-	N/A	
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Q4 2009/10	-																

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	Recommendations made during last Scrutiny meeting on 27 October 2009
NI 15	Number of most Serious violent crime rate per 1,000 population		1	N/A		East Herts features 7th when compared to other similar CDRPs with 0.067 crimes per 1000 head of population	None.



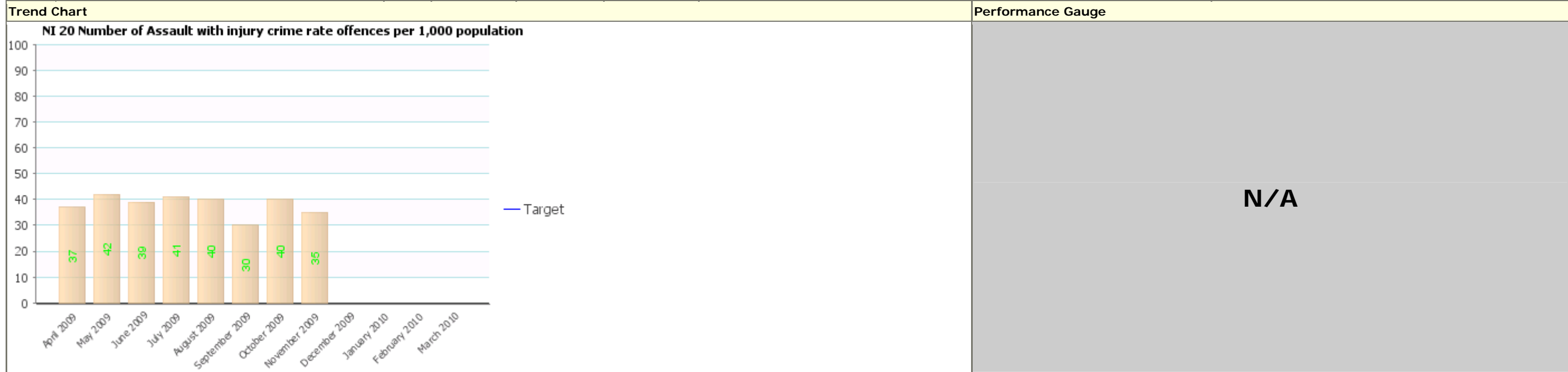
Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 October 2009
NI 16	Number of Serious acquisitive crime rate per 1,000 population	?	85	N/A	↑	East Herts features just above the average when compared to other similar CDRPs with 2.261 crimes per 1000 head of population	None.



Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 October 2009
NI 20	Number of Assault with injury crime rate offences per 1,000 population	?	35	N/A	↑	East Herts is below the average for violence against a person - with injury with 0.888 crimes per 1000 head of population	None.

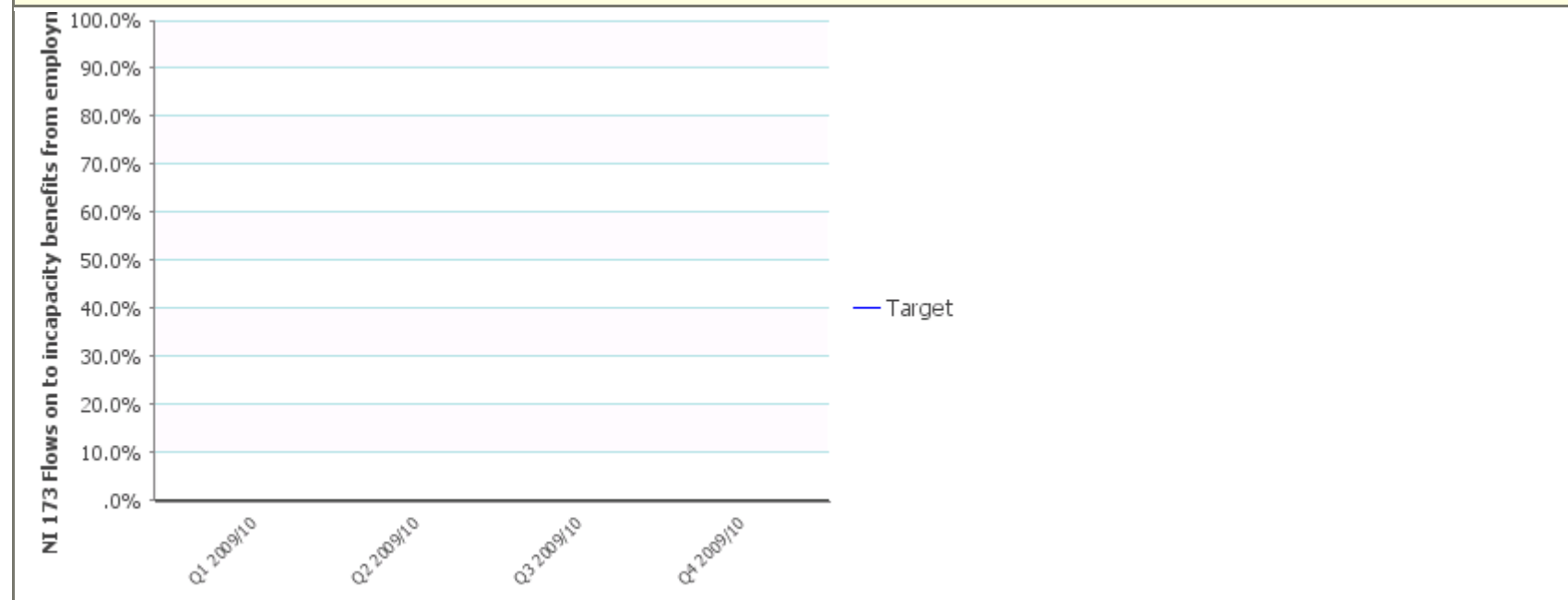


Traffic Light **Unknown**
Description **Shaping now, shaping the future**

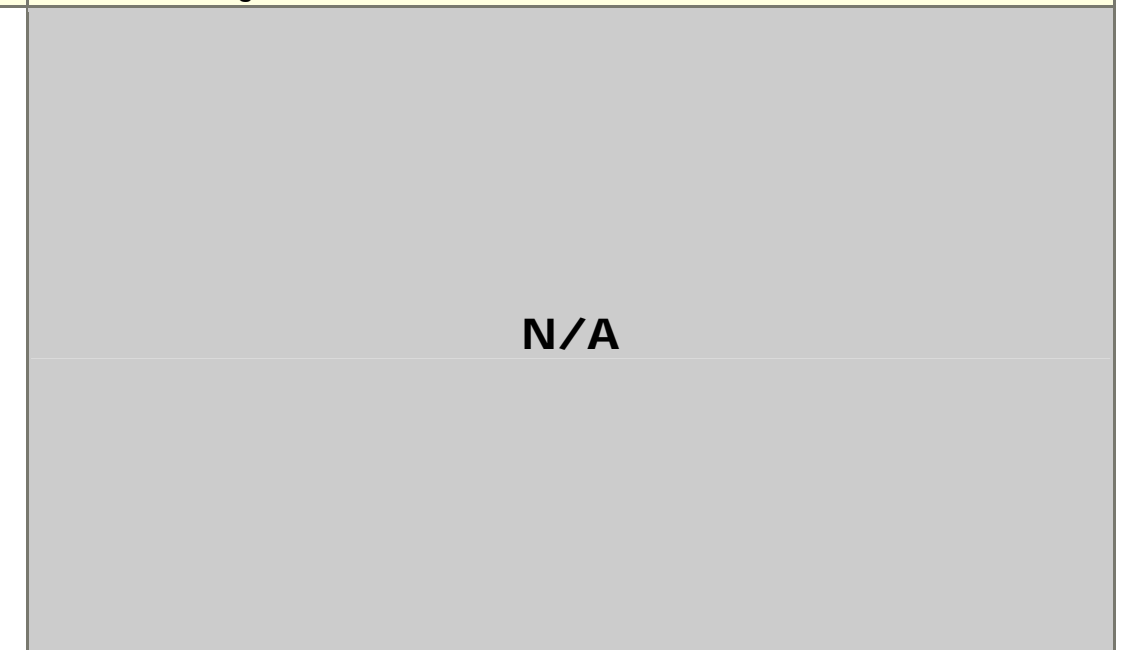
Strategic Direction

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 October 2009
NI 173	Flows on to incapacity benefits from employment	?	N/A	N/A	?	<p>Latest news and information NI 173 uses data which records the flows from work to Incapacity Benefits (IB). However this type of data has not been issued since March 2009. This is due to complications associated with collection arising from the introduction of the Employment and Support Allowance (ESA), which replaced Incapacity Benefit and Income Support paid on the grounds of incapacity for new claims from 27 October 2008.</p> <p>Department for Work and Pensions are treating this issue as a priority. Data officials are working on identifying useful data that could be brought together, as well as possible alternatives to using administrative data (for example, the Labor for Survey). This work is ongoing however there is not yet a timetable for when the data or an alternative statistic might become available.</p>	None.

Trend Chart



Performance Gauge



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