

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 27 JULY 2010

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK
MARCH 2010 - MAY 2010

WARD (S) AFFECTED: All

Purpose/Summary of Report:

To set out a report on the performance of the key indicators that relate to Community Scrutiny for the period March 2010 to May 2010, which includes some year end data for 2009/10.

<u>RECOMMENDATION FOR Community Scrutiny Committee:</u>	
(A)	That Members scrutinise performance and the Executive be informed of any recommendations.

1.0 Background

1.1 This is a performance report relevant to the Community Scrutiny terms of reference covering the period from March 2010 to May 2010.

1.2 The report contains a breakdown of the following information by each Corporate Priority:




- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should members want more detailed information on a specific month, they should refer to that month's Executive Corporate Healthcheck report available on the council website.



- The indicators where data is collected monthly, with performance for May 2010 presented in detail (the most up to date available) with previous months summarised in a trend chart.
- The indicators where data is collected quarterly, with performance for Quarter 4 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.
- The indicators where data is collected annually, with performance for 2009/10 presented in detail.

1.3 All Councillors have access to Covalent (the councils performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team is able to provide support and training on using the Covalent system if required.

1.4 Essential Reference Paper 'B' shows the full set of performance indicators that are reported on a monthly and quarterly basis. Essential Reference Paper 'C' shows a comparative view of East Herts against most similar group relating to crime performance indicators.

The codes used in relation to performance indicator monitoring are as follows:

Status	
	This PI is 6% or more off target.
	This PI is 1-5% off target.
	This PI is on target.

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

2.0 Report – Indicators grouped by corporate priority

Caring about what's built and where

Performance analysis

- 2.1 **EHPI 64 - No of private sector vacant dwellings that are returned into occupation or demolished.** Performance is 'Red' for the 2009/10 outturn. 10 properties have been identified to date as having been brought back into use following council action, against a target of 12 (this is a maximising indicator). The target for 2010/11 has been reduced to 10 as part of the revised Empty Homes Strategy.

Promoting Prosperity and well-being, providing access and opportunities

Performance analysis

- 2.2 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded for the 2009/10 outturn or May 2010 position. They are;
- NI 156 - Number of households living in temporary accommodation.
 - EHPI 213 - Preventing Homelessness - number of households where homelessness prevented.
- 2.3 Following discussions with the Police it has been agreed that only annual targets are set for the indicators outlined in Paragraphs 2.6 – 2.8 in order for the Council to comply with the statutory requirement to monitor and report on the national indicator set. Monthly performance will continue to be reported, so that performance trends can be analysed but no monthly targets will be set.
- 2.4 National priorities are not necessarily priorities for Hertfordshire or East Herts. The police authority set targets at a county level but do not disaggregate any further.
- 2.5 Therefore to ensure the Healthcheck reflects the local priorities of the Community Safety Partnership, Licensing and Community Safety services will produce new local indicators in partnership with the Police to measure the areas that are of a concern to the local public and are a priority for East Hertfordshire. Those being burglary and domestic violence.
- 2.6 **NI 15 – Serious violent crime rate.** East Herts featured just below

the nearest neighbour average for most serious violence excluding GBH with 0.037 crimes per 1000 residents. The data refers to the periods from 1 February 2010 to 30 April 2010. (See Essential Reference Paper C).

- 2.7 **NI 16 - Serious acquisitive crime rate.** Despite an increase in serious acquisitive crime from the previous month, East Herts featured just below the nearest neighbour average for serious acquisitive crime with 2.270 crimes per 1000 of the population. The data refers to the periods from 1 February to 30 April 2010. (See Essential Reference Paper C).
- 2.8 **NI 20 – Assault with injury crime rate.** East Herts featured in the lowest quartile for assault with less serious injury with 0.567 crimes per 1000 of the population. The data refers to the periods from 1 February 2010 to 30 April 2010. (See Essential Reference Paper C).
- 2.9 **NI 184 - Food establishments in the area which are broadly compliant with food hygiene law.** Performance reported is an estimated outturn. The actual outturn is not available until Food Standard Agency (FSA) produce their annual figures which is due on the 25 March 2011. The 2009/10 outturn performance exceeded target, 582 businesses out of 662 (which equates to 88%) which are registered and inspected for food hygiene standards.
- 2.10 **NI 187(i) and (ii) - Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (i) Low energy efficiency and (ii) High energy efficiency.** Performance outturn for 2009/10 indicates an improvement from 2008/09. Members should note that despite the services best efforts, through Herts and Essex Energy Partnership (HEEP) and other activity, the reported significant improvement may not be repeated next year. Therefore the trend data needs to be treated with caution.
- 2.11 The following unit cost performance indicators currently do not have performance data available as the 2009/10 financial accounts will not be closed until July 2010 and will not be analysed by the time of publication of this report. Performance data for these indicators will therefore be made available to members in the next Community Scrutiny report at their meeting on 14 September 2010:
- EHPI 8.37 - Net cost of Environmental Health per food inspection
 - EHPI 8.38 - Net cost of Environmental Health per health and safety inspection

- EHPI 8.40 - Net cost of the Homelessness Service per presentation
- EHPI 8.41 - Net cost of swimming pool per swim
- EHPI 8.42 - Net cost of Citizen Advice Bureau per contact
- EHPI 8.43 - Net cost of Meals on Wheels per number served per annum

Please refer to Essential Reference Paper 'B' for full details.

Fit for purpose

Performance analysis

- 2.12 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance is currently in 'Red' for May 2010. Caseloads for May 2010 have continued to increase, which has seen a negative impact on performance. This is constantly being reviewed by the service. 2009/10 performance met its target.
- 2.13 **EHPI 156 - Buildings Accessible to People with a Disability.** Performance is 'Red' for the 2009/10 outturn. 86.96% of buildings operated by East Herts Council are suitable for and accessible to disabled persons. The proposed replacement in 2009/10 of a football changing room building that is not currently accessible to disabled persons, is not expected to proceed until 2010/11.
- 2.14 **NI 180 - The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.** The Department for Communities and Local Government discontinued this indicator for future monitoring, so no outturn will be provided.
- 2.15 Member's to refer to earlier explanation on unit cost indicators on paragraph 2.10:
- EHPI 8.11 - Net cost of Housing and Council Tax Benefit per claim
 - EHPI 8.12 - Net cost of Collecting Council Tax per property
 - EHPI 8.33 - Net cost of Licensing per Hackney Carriage license
 - EHPI 8.34a - Net cost of Licensing per LA2003 Premises Licenses
 - EHPI 8.34b - Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)
 - EHPI 8.35 - Net cost of East Herts funded Police Community Support Officers per head of population

Please refer to Essential Reference Paper 'B' for full details.

Shaping now, shaping the future

Performance analysis

- 2.16 **NI 155 - Number of affordable homes delivered (gross).** Performance is 'Red' for the 2009/10 outturn. For 2009/10 185 homes were completed which fell short of the target of 200 homes.
- 2.17 **NI 154 - Net additional homes provided.** Performance in 2009/10 has declined from the previous year, as 464 homes were provided compared to 554 homes in 2008/09. The current economic situation has contributed to a decline in housing completions.
- 2.18 **NI 173 - Flows on to incapacity benefits from employment.** NI 173 uses data which records the moves 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. 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 Labour Force Survey). This work is ongoing however there is not yet a timetable for when the data or an alternative statistic might become available.

Please refer to Essential Reference Paper 'B' for full details.

Leading the way, working together

Performance analysis

- 2.19 Targets for the suite of leisure indicators were agreed by Executive on 13 July 2010 and performance will be monitored against them during 2010/11:
- EHPI 1a - % of customers satisfied with the service – All
 - EHPI 1b - % of customers satisfied with the service – Leventhorpe
 - EHPI 1c - % of customers satisfied with the service – Hartham
 - EHPI 1d - % of customers satisfied with the service – Fanshawe
 - EHPI 1e - % of customers satisfied with the service – Ward Freman

- EHPI 1f - % of customers satisfied with the service - Grange Paddocks
- EHPI 2 - Net cost/subsidy per visit
- EHPI 3a - Usage: number of swims (under 16)
- EHPI 3b - Usage: number of swims (16 – under 60 year olds)
- EHPI 3c - Usage: number of swims (60 year old +)
- EHPI 4a - Usage: Gym (16 – under 60 year olds)
- EHPI 4b - Usage: Gym (60 + year olds)

Please refer to Essential Reference Paper 'B' for full details.

3.0 Implications/Consultation

3.1 Information on any corporate issues and consultation associated with this report can be found within Essential Reference Paper 'A' .

Background Papers:

- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix B - Complete list of Performance Indicator by Corporate Priority
- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix C – report reading guidance notes
- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix E – Performance indicator definitions

Contact Member: Councillor Linda Haysey

Contact Officers:

In terms of performance issues

Ceri Pettit, Head of Strategic Direction (Shared) and Performance Manager – ext 2240

Lorna Georgiou, Performance and improvement Coordinator – ext 2244

Report Author:

Karl Chui, Performance Officer – ext 2243

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Caring about what's built and where <i>Care for and improve our natural and built environment.</i></p> <p>Shaping now, shaping the future <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>There are no financial implications.</p>
<p>Human Resource:</p>	<p>There are no Human Resource implications.</p>
<p>Risk Management:</p>	<p>There are no Risk implications.</p>





Community Scrutiny Corporate Healthcheck March 2010 – May 2010

Icon key

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

Traffic Light Red
Description Caring about what's built (and) where



Health and housing

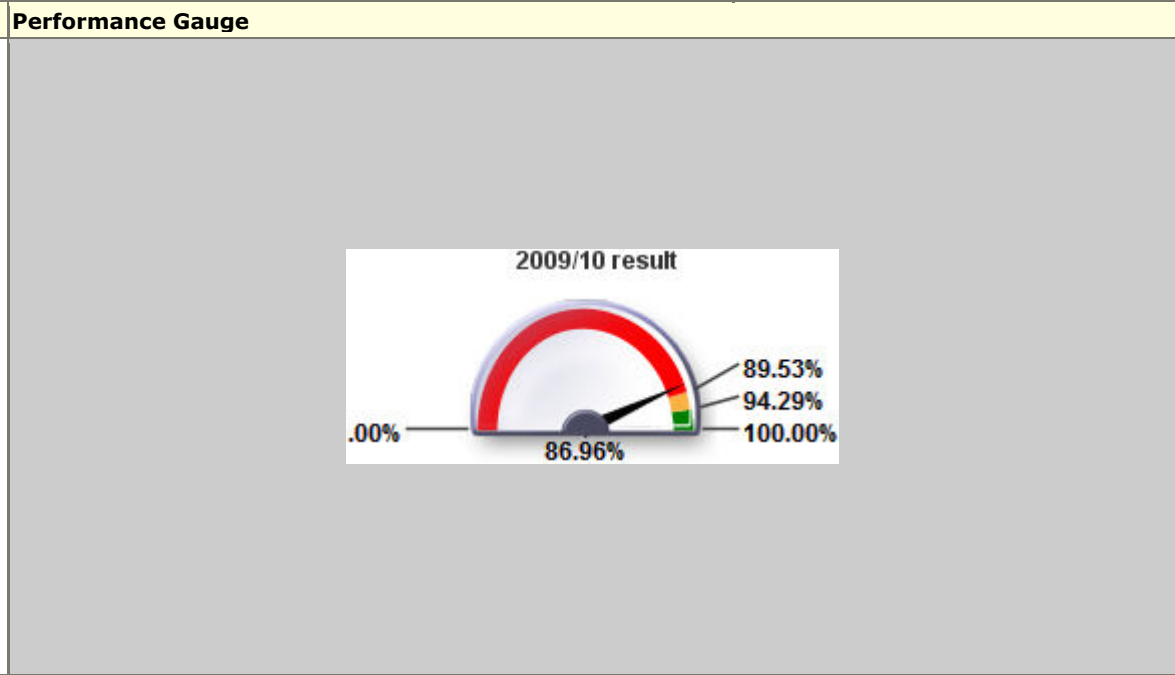
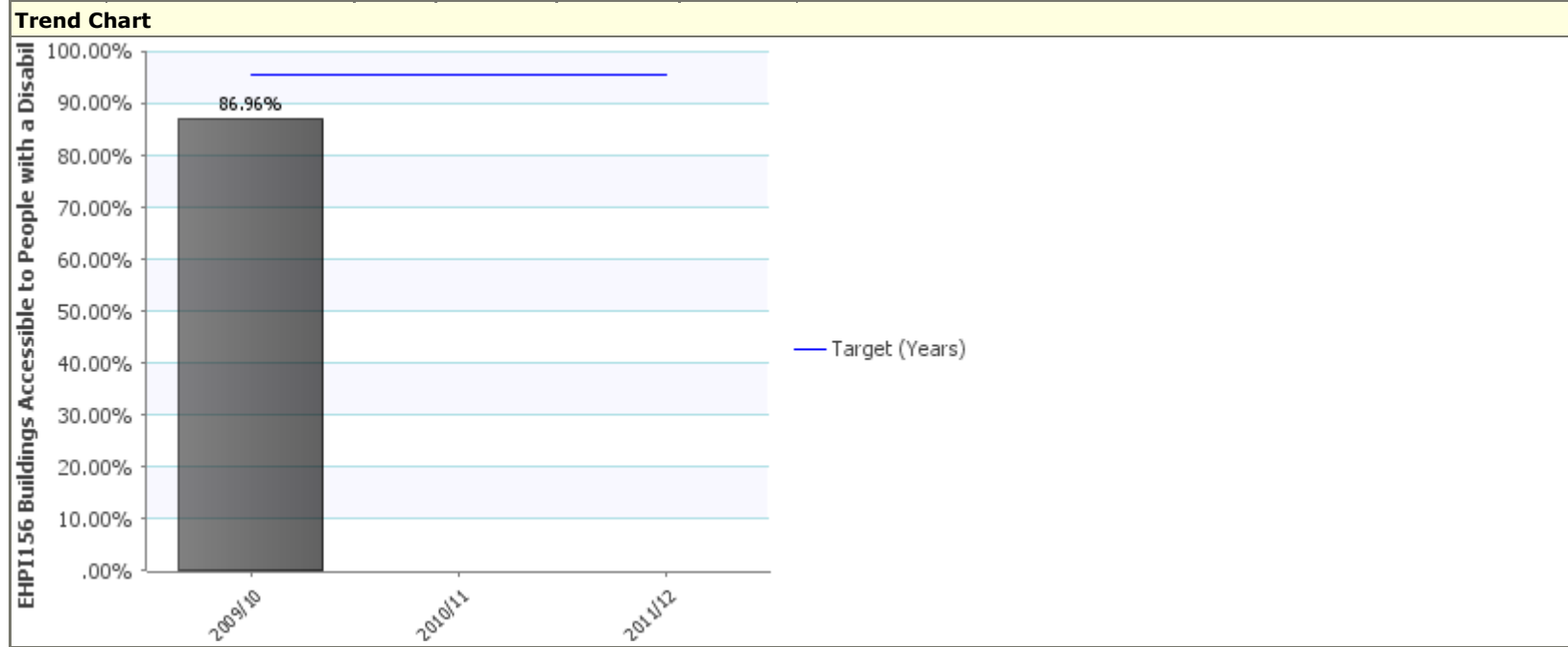
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010
EHP164	No of private sector vacant dwellings that are returned into occupation or demolished		10	12		10 properties have been identified to date as having been brought back into use following council action, against a target of 12. Target for 2010/11 is reduced to 10 as part of revised Empty Homes Strategy.	None





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

Financial Support Services

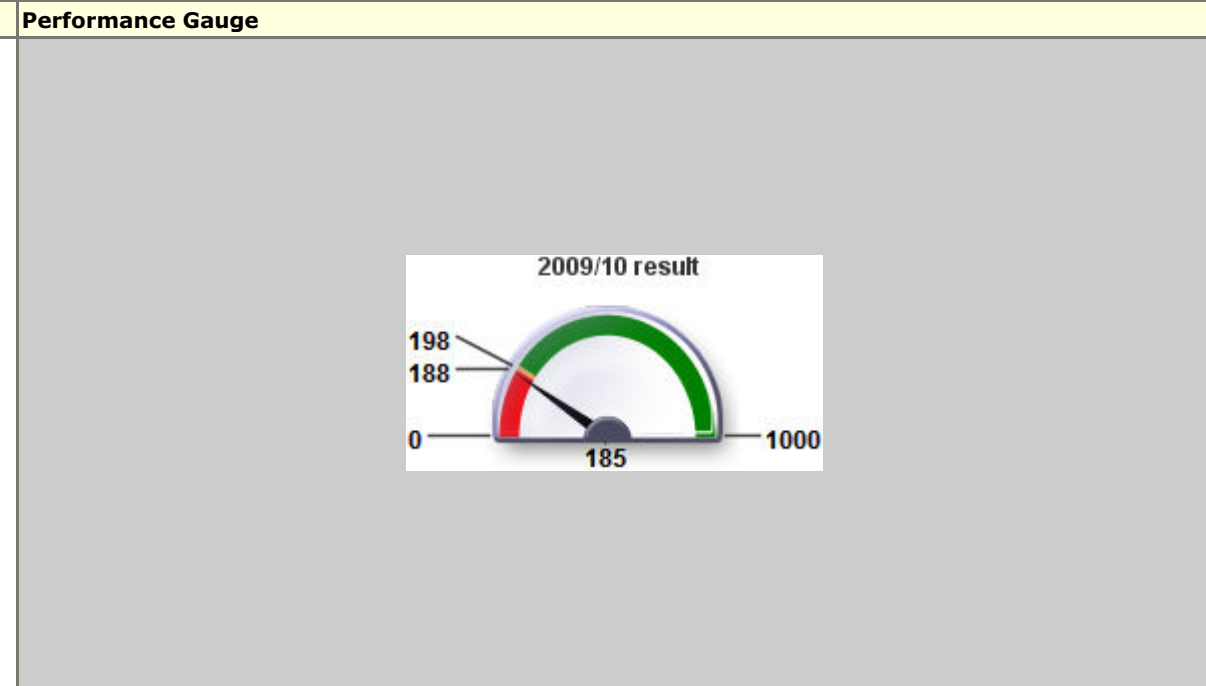
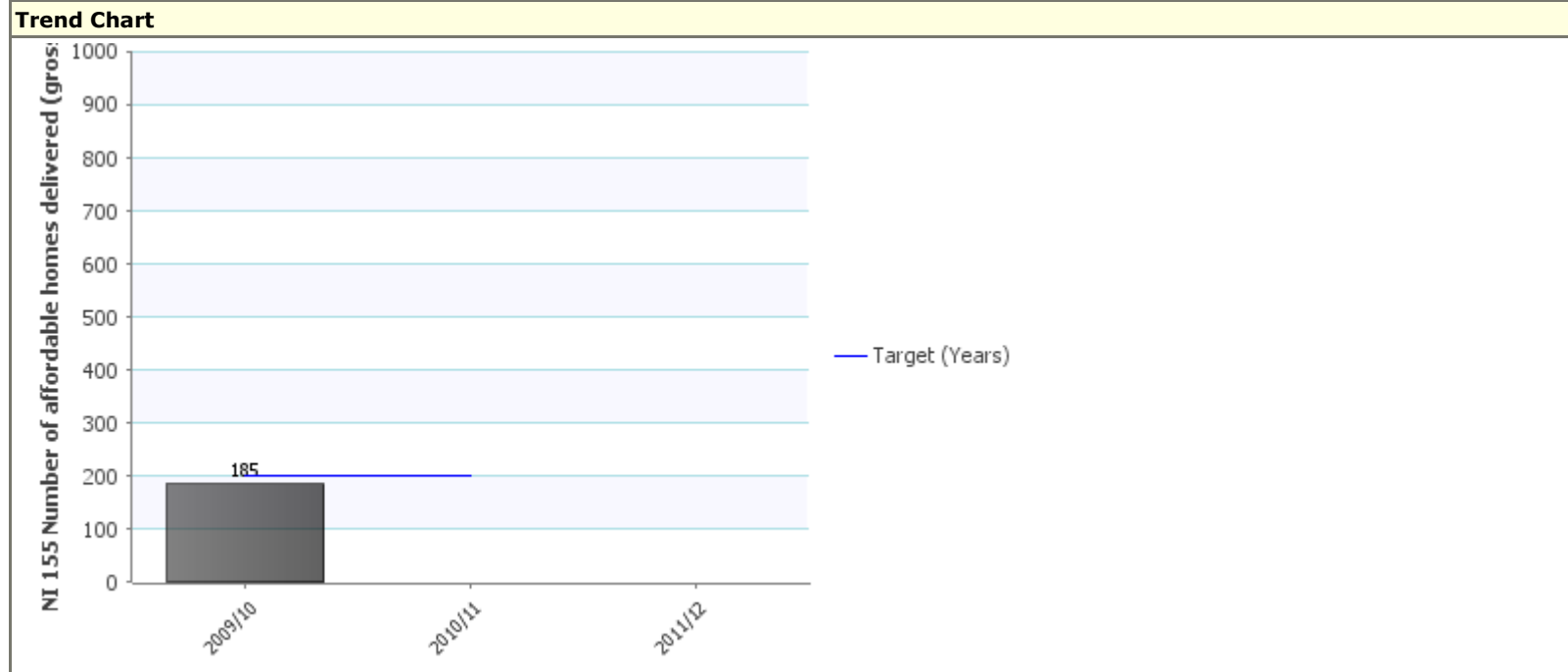
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010
EHP1156	Buildings Accessible to People with a Disability		86.96%	95.24%		Performance shows that Public Areas in 86.96% of Buildings operated by East Herts Council are suitable for and accessible to Disabled Persons. The proposed replacement in 2009/10 of a Football Changing Room Building not accessible to Disabled Persons, is not expected to proceed until 2010/11. Changes in future years include the closure the Causeway Offices in Bishops Stortford in 2011.	None



Revenues and Benefits Services																																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010																														
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		14.1 days	10.0 days		Performance for May relates to the period 11 May 2010 to 8 June 2010 The cumulative position is 13.2 days. The caseload continues to increase, and has a negative impact on performance. This is constantly being reviewed.	None																														
Trend Chart						Performance Gauge																															
<p>NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events</p> <table border="1"> <caption>Monthly Performance Data (Days)</caption> <thead> <tr> <th>Month</th> <th>Days</th> </tr> </thead> <tbody> <tr><td>April 2009</td><td>9.2</td></tr> <tr><td>May 2009</td><td>19.5</td></tr> <tr><td>June 2009</td><td>17.5</td></tr> <tr><td>July 2009</td><td>17.8</td></tr> <tr><td>August 2009</td><td>12.7</td></tr> <tr><td>September 2009</td><td>8.0</td></tr> <tr><td>October 2009</td><td>5.3</td></tr> <tr><td>November 2009</td><td>10.3</td></tr> <tr><td>December 2009</td><td>13.1</td></tr> <tr><td>January 2010</td><td>11.2</td></tr> <tr><td>February 2010</td><td>12.8</td></tr> <tr><td>March 2010</td><td>3.7</td></tr> <tr><td>April 2010</td><td>12.6</td></tr> <tr><td>May 2010</td><td>14.1</td></tr> </tbody> </table>						Month	Days	April 2009	9.2	May 2009	19.5	June 2009	17.5	July 2009	17.8	August 2009	12.7	September 2009	8.0	October 2009	5.3	November 2009	10.3	December 2009	13.1	January 2010	11.2	February 2010	12.8	March 2010	3.7	April 2010	12.6	May 2010	14.1	<p>May 2010 result</p> <p>10.6 days 10.1 days 0 days 14.1 days 25.0 days</p>	
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Traffic Light Red
Description Shaping now, shaping the future

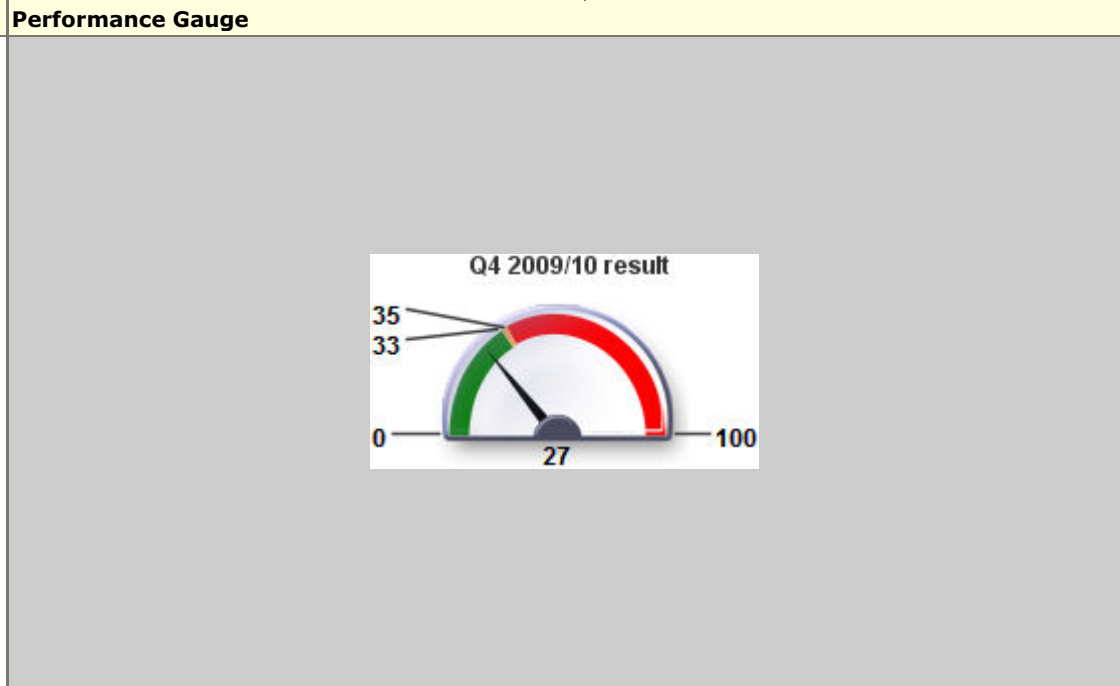
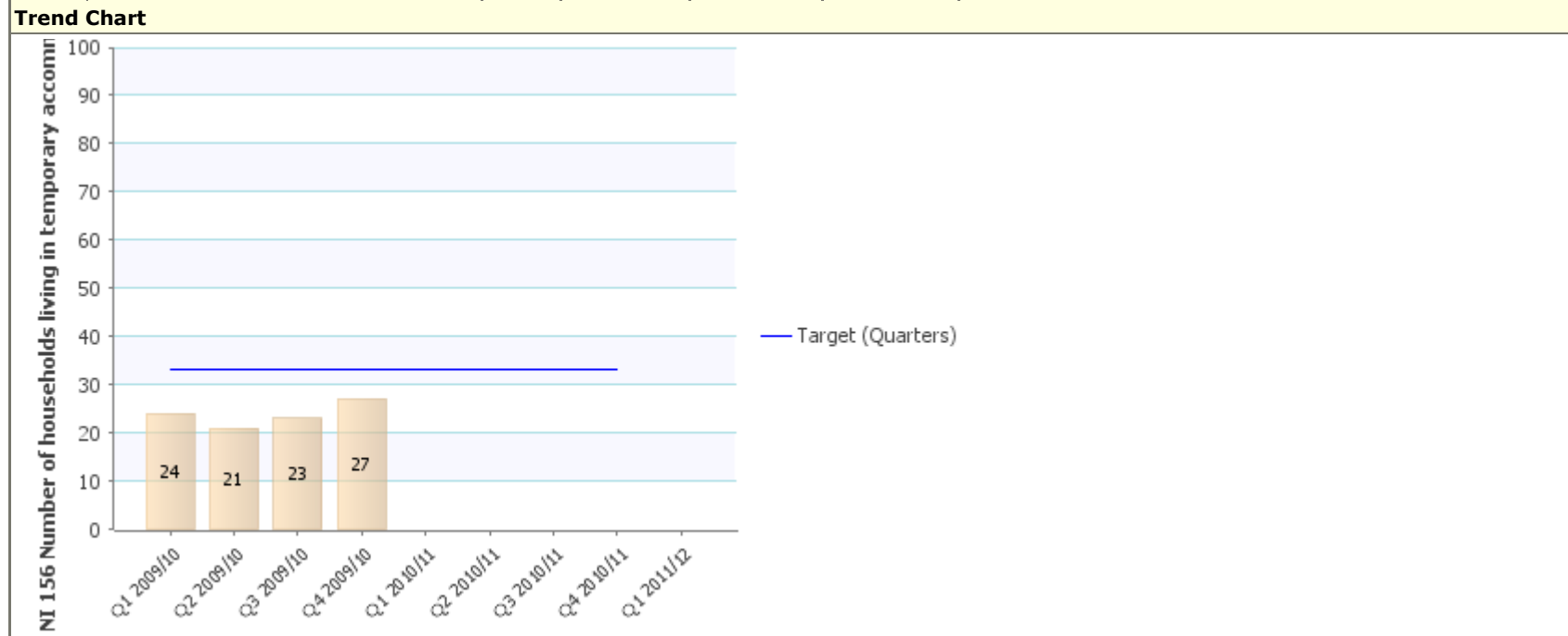
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010
NI 155	Number of affordable homes delivered (gross)		185	200		185 homes completed.	None



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 26 January 2010
NI 156	Number of households living in temporary accommodation		27	33		This is a snap shot figure at 31 March 2010. Target figure is a reduction from 2004 of 63 households to no more than 33 by March 2010. Achieved and Government office acknowledged that we have met our target.	None

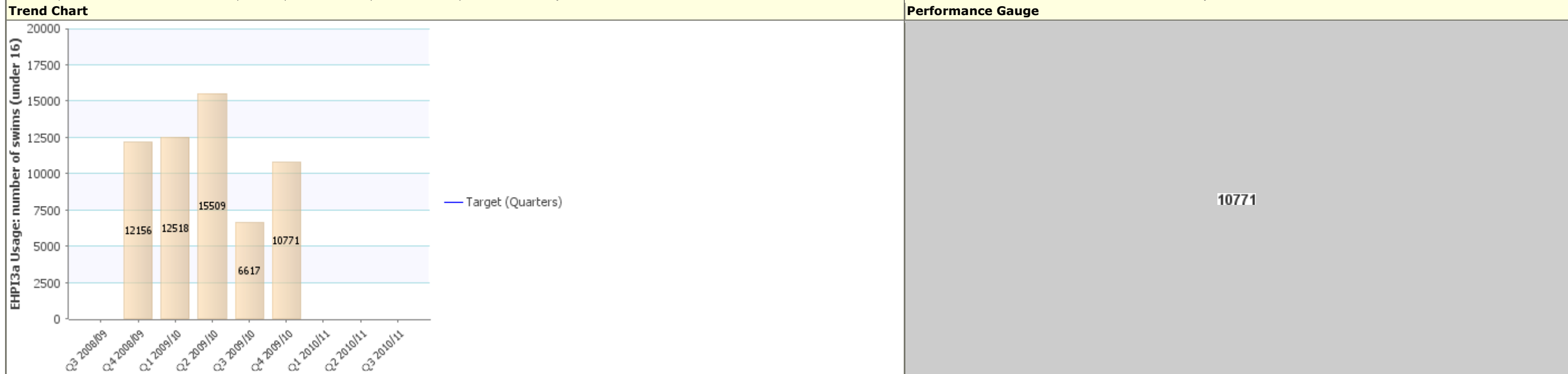


Health and housing																																							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010																																
EHP1213	Preventing Homelessness - number of households where homelessness prevented		250	37.5		Performance exceeding target.	None																																
Trend Chart						Performance Gauge																																	
<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>Q1 2009/10</td> <td>71</td> </tr> <tr> <td>Q2 2009/10</td> <td>149</td> </tr> <tr> <td>Q3 2009/10</td> <td>209</td> </tr> <tr> <td>Q4 2009/10</td> <td>250</td> </tr> <tr> <td>Q1 2010/11</td> <td>-</td> </tr> <tr> <td>Q2 2010/11</td> <td>-</td> </tr> <tr> <td>Q3 2010/11</td> <td>-</td> </tr> <tr> <td>Q4 2010/11</td> <td>-</td> </tr> <tr> <td>Q1 2011/12</td> <td>-</td> </tr> </tbody> </table>						Quarter	Number of Households	Q1 2009/10	71	Q2 2009/10	149	Q3 2009/10	209	Q4 2009/10	250	Q1 2010/11	-	Q2 2010/11	-	Q3 2010/11	-	Q4 2010/11	-	Q1 2011/12	-	<p>Q4 2009/10 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Position on Gauge</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Start of scale</td> </tr> <tr> <td>35.25</td> <td>Below target mark</td> </tr> <tr> <td>37.13</td> <td>Above target mark</td> </tr> <tr> <td>250</td> <td>Target mark</td> </tr> <tr> <td>500</td> <td>End of scale</td> </tr> </tbody> </table>		Value	Position on Gauge	0	Start of scale	35.25	Below target mark	37.13	Above target mark	250	Target mark	500	End of scale
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Traffic Light Data Only
Description Leading the way, working together

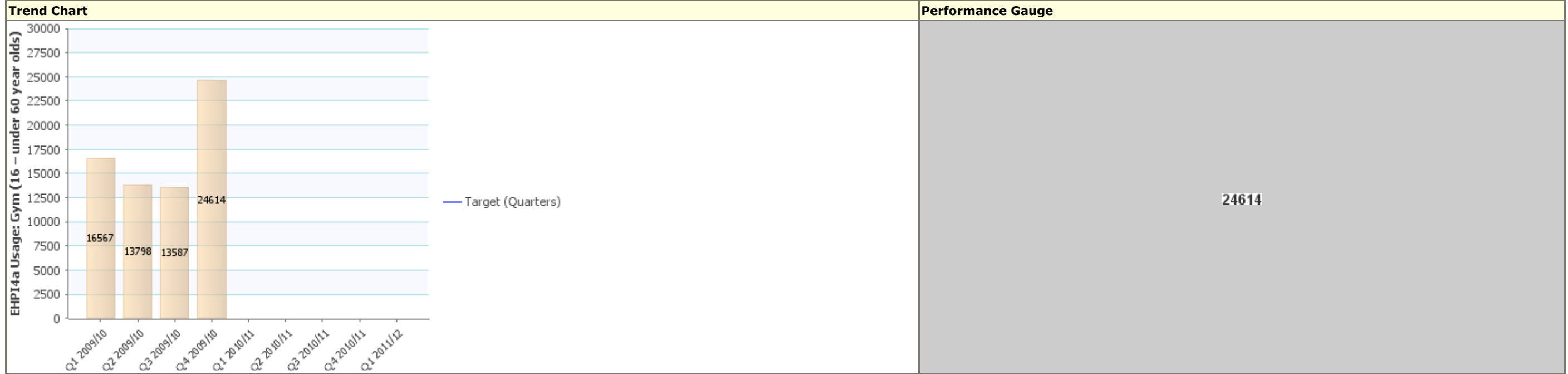
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010
EHP13a	Usage: number of swims (under 16)		10771	N/A		Normal increase over Q3, down on 2008/09 Q4 possibly due to technical difficulties at Hartham and changing facilities not opened at GP until February	None



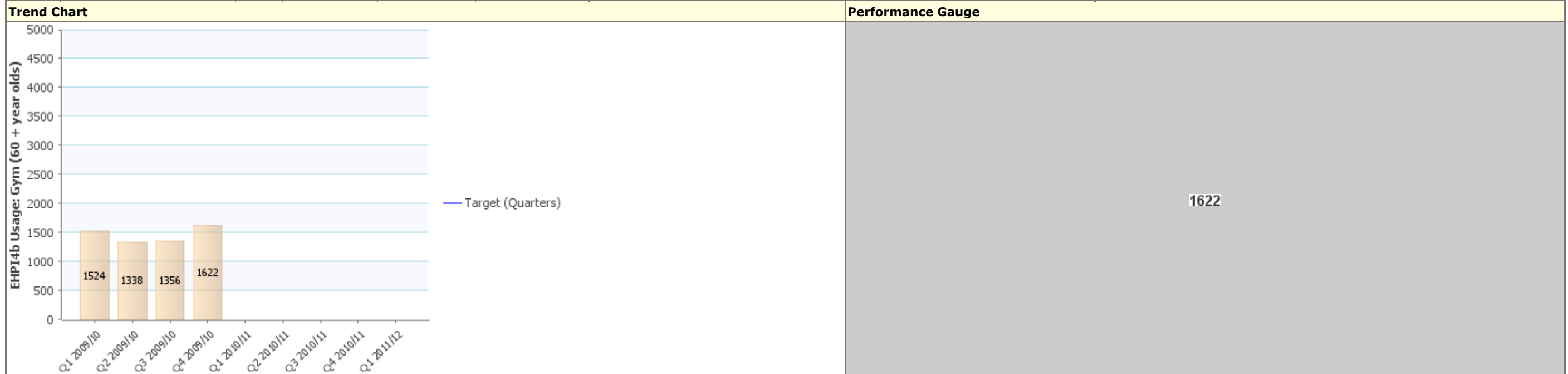
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010
EHP14a	Usage: Gym (16 – under 60 year olds)		24614	N/A		Data received from SLM, developments completed at Hartham & GP big increases expected slow down but continue growing due to aggressive marketing and expansion of Group Exercise programmes	None



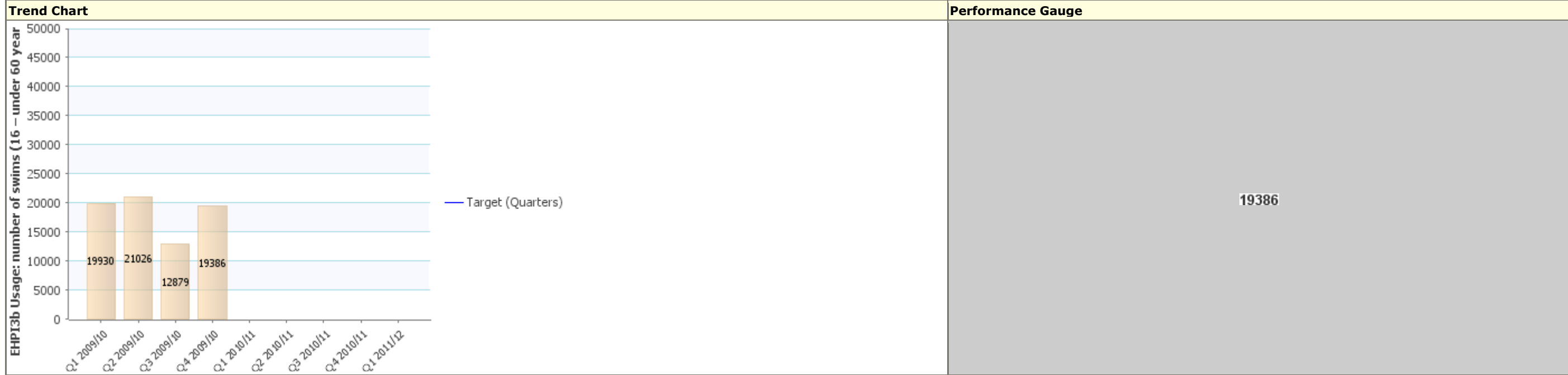
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010
EHP14b	Usage: Gym (60 + year olds)		1622	N/A		Data received from SLM, Increase mainly due to new developments at Grange Paddocks	None



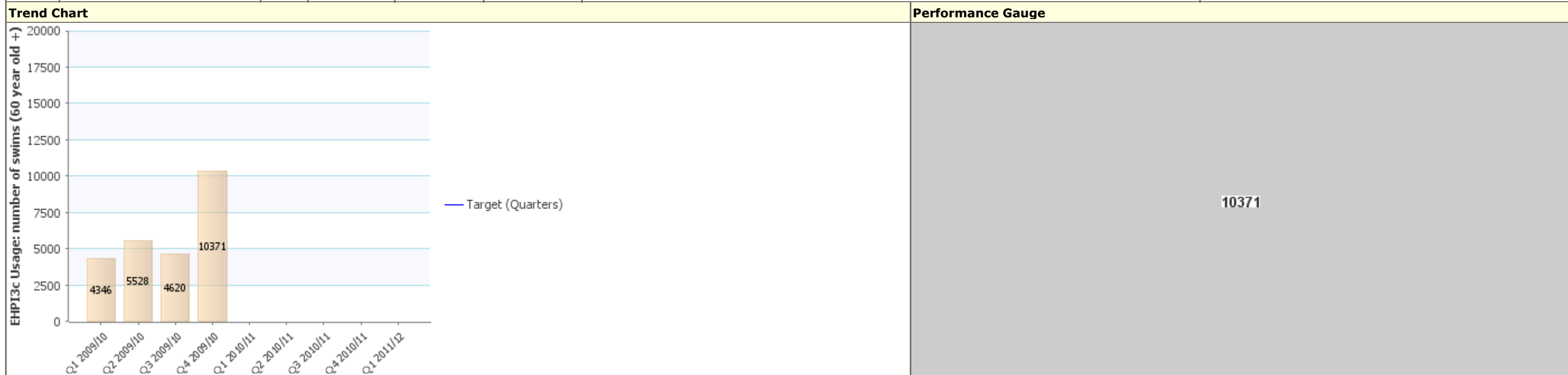
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010
EHP13b	Usage: number of swims (16 – under 60 year olds)		19386	N/A		Data received from SLM, this figure does not include the 10,405 additional membership swims that SLM have added in the month of March 2010. EHC/SLM meeting arranged to discuss this new group not previously measured.	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 26 January 2010
EHP13c	Usage: number of swims (60 year old +)		10371	N/A		The higher volumes of attendance are attributed to the Easter holiday period and the completion of improvement works on leisure facilities.	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 26 January 2010								
EHPI 1a	% of customers satisfied with the service - All		68.00%	N/A		Data collected from customer satisfaction surveys. 2009/10 data is the first set of data that has been collected and performance conclusions cannot be drawn until more data becomes available to make comparisons.	None								
Trend Chart						Performance Gauge									
<p>EHPI 1a % of customers satisfied with the service -</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>68.00%</td> </tr> <tr> <td>2010/11</td> <td>-</td> </tr> <tr> <td>2011/12</td> <td>-</td> </tr> </tbody> </table>						Year	Value (%)	2009/10	68.00%	2010/11	-	2011/12	-	<p>68.00%</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 26 January 2010
EHPI 1b	% of customers satisfied with the service - Leventhorpe		67.00%	N/A		Data collected from customer satisfaction surveys. 2009/10 data is the first set of data that has been collected and performance conclusions cannot be drawn until more data becomes available to make comparisons.	None
Trend Chart						Performance Gauge	
<p>Y-axis: HPI 1b % of customers satisfied with the service - Leventhorpe (0.00% to 100.00%)</p> <p>X-axis: 2009/10, 2010/11, 2011/12</p> <p>Legend: Target (Years)</p>						<p>67.00%</p>	

Community and Cultural Services															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010								
EHPI 1c	% of customers satisfied with the service - Hartham		68.00%	N/A		Data collected from customer satisfaction surveys. 2009/10 data is the first set of data that has been collected and performance conclusions cannot be drawn until more data becomes available to make comparisons.	None								
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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 26 January 2010								
EHPI 1d	% of customers satisfied with the service - Fanshawe		68.00%	N/A		Data collected from customer satisfaction surveys. 2009/10 data is the first set of data that has been collected and performance conclusions cannot be drawn until more data becomes available to make comparisons.	None								
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2010/11	-														
2011/12	-														

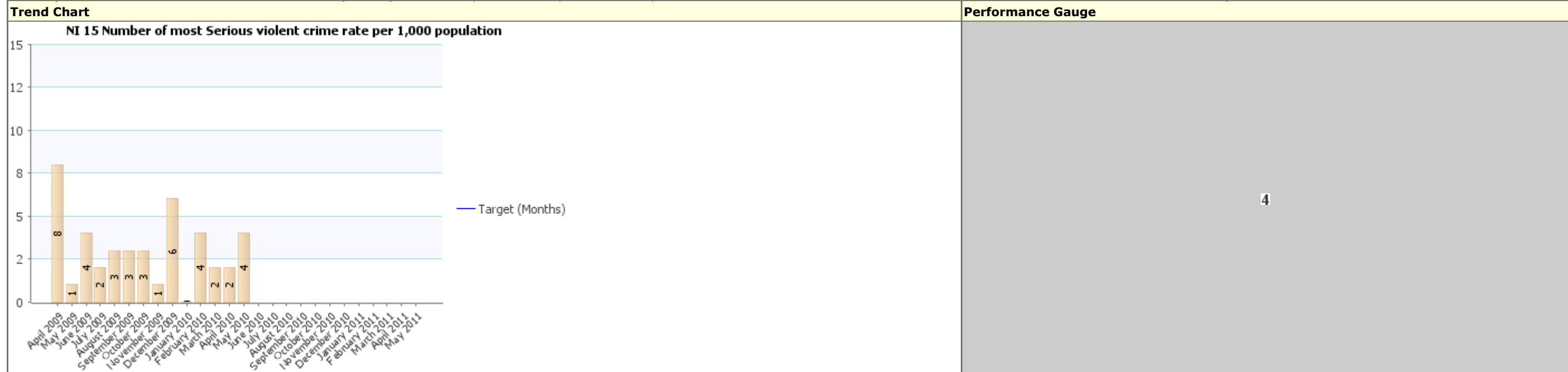
Community and Cultural Services															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010								
EHP1 1e	% of customers satisfied with the service - Buntingford		57.00%	N/A		Data collected from customer satisfaction surveys. 2009/10 data is the first set of data that has been collected and performance conclusions cannot be drawn until more data becomes available to make comparisons.	None								
Trend Chart						Performance Gauge									
<p>EHP1 1e % of customers satisfied with the service - Buntingford</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>57.00%</td> </tr> <tr> <td>2010/11</td> <td>-</td> </tr> <tr> <td>2011/12</td> <td>-</td> </tr> </tbody> </table>						Year	Value (%)	2009/10	57.00%	2010/11	-	2011/12	-	<p>57.00%</p>	
Year	Value (%)														
2009/10	57.00%														
2010/11	-														
2011/12	-														

Community and Cultural Services															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010								
EHPI 1f	% of customers satisfied with the service - Grange Paddocks		84.00%	N/A		Data collected from customer satisfaction surveys. 2009/10 data is the first set of data that has been collected and performance conclusions cannot be drawn until more data becomes available to make comparisons.	None								
Trend Chart						Performance Gauge									
<p>PI 1f % of customers satisfied with the service - Grange Paddocks</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>% of customers satisfied</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>84.00%</td> </tr> <tr> <td>2010/11</td> <td>-</td> </tr> <tr> <td>2011/12</td> <td>-</td> </tr> </tbody> </table>						Year	% of customers satisfied	2009/10	84.00%	2010/11	-	2011/12	-	<p>84.00%</p>	
Year	% of customers satisfied														
2009/10	84.00%														
2010/11	-														
2011/12	-														

Traffic Light Data Only
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 26 January 2010
NI 15	Number of most Serious violent crime rate per 1,000 population		4	N/A		East Herts featured just below the average for most serious violence excluding GBH with 0.037 crimes per 1000 residents (1 Feb - 30 April 2010)	None



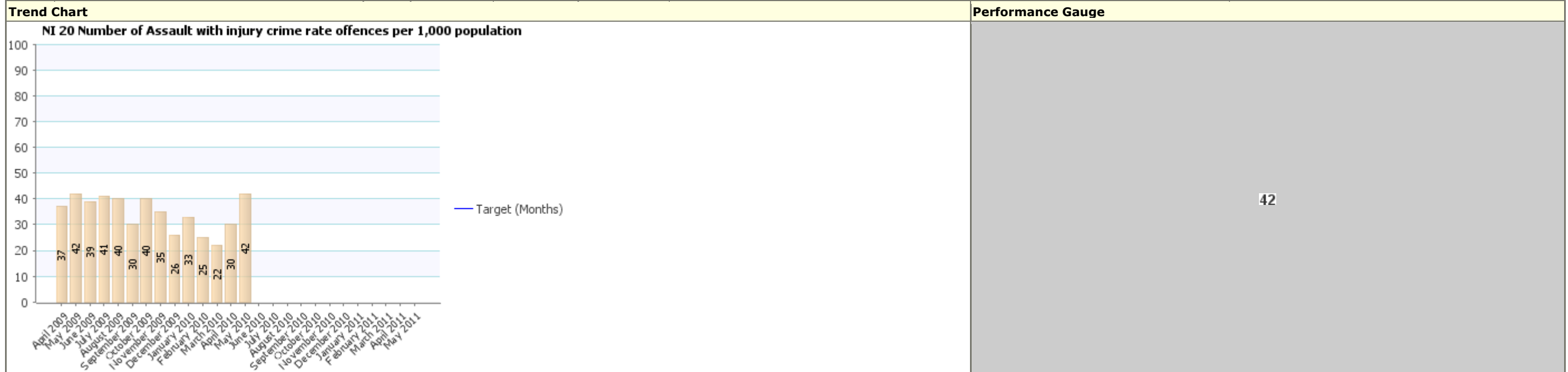
Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010
NI 16	Number of Serious acquisitive crime rate per 1,000 population		137	N/A		Despite the increase from the last month, East Herts featured just below the average for serious acquisitive crime with 2.270 crimes per 1000 of the population (1 Feb - 30 April 2010).	None



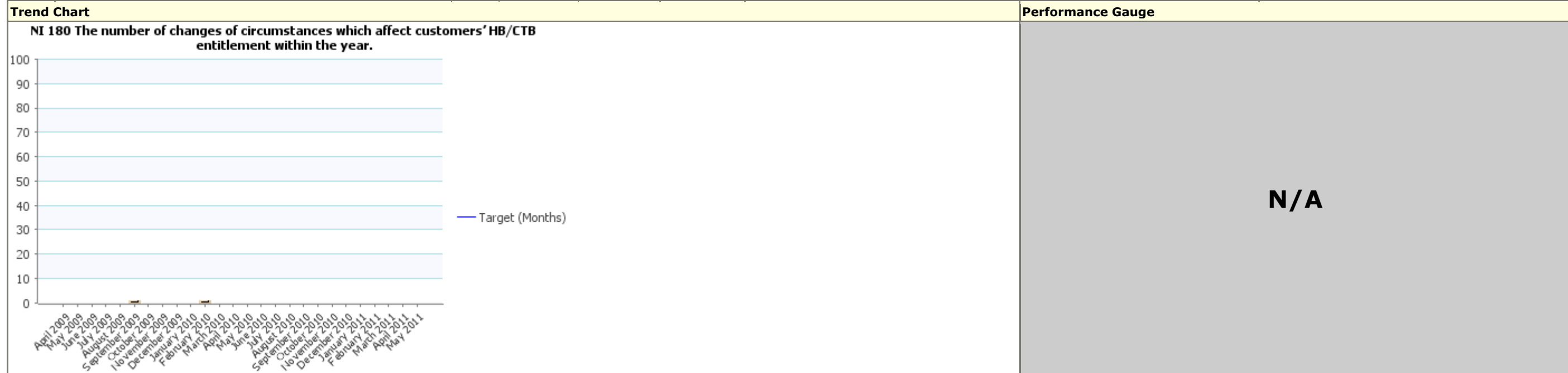
Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010
NI 20	Number of Assault with injury crime rate offences per 1,000 population		42	N/A		East Herts featured in the lowest quartile for assault with less serious injury with 0.567 crimes per 1000 of the population (1Feb - 30 April 2010)	None



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

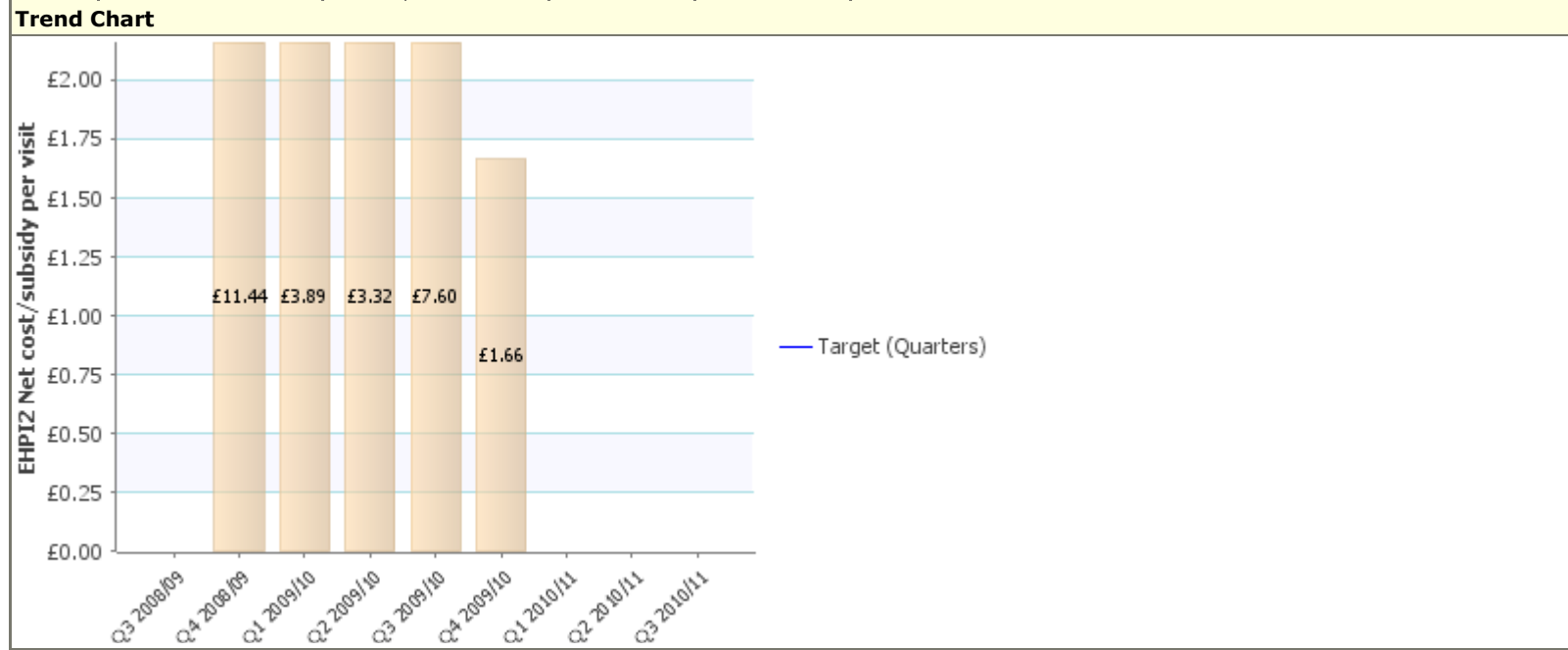
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010
NI 180	The number of changes of circumstances which affect customers' HB/CTB entitlement within the year.	?	N/A	N/A	?	The Department for Work and Pensions have confirmed that this indicator has been discontinued, - so no further information expected from them.	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 26 January 2010
EHP12	Net cost/subsidy per visit	?	£1.66	N/A	↑	Revised management fee £42,676 x 3 months = £128,028, throughput 50,933 swims, 26,236 gym visits. 3 monthly management fee divided by total visits equals cost per user = £128,028/77,169 = £1.66	None

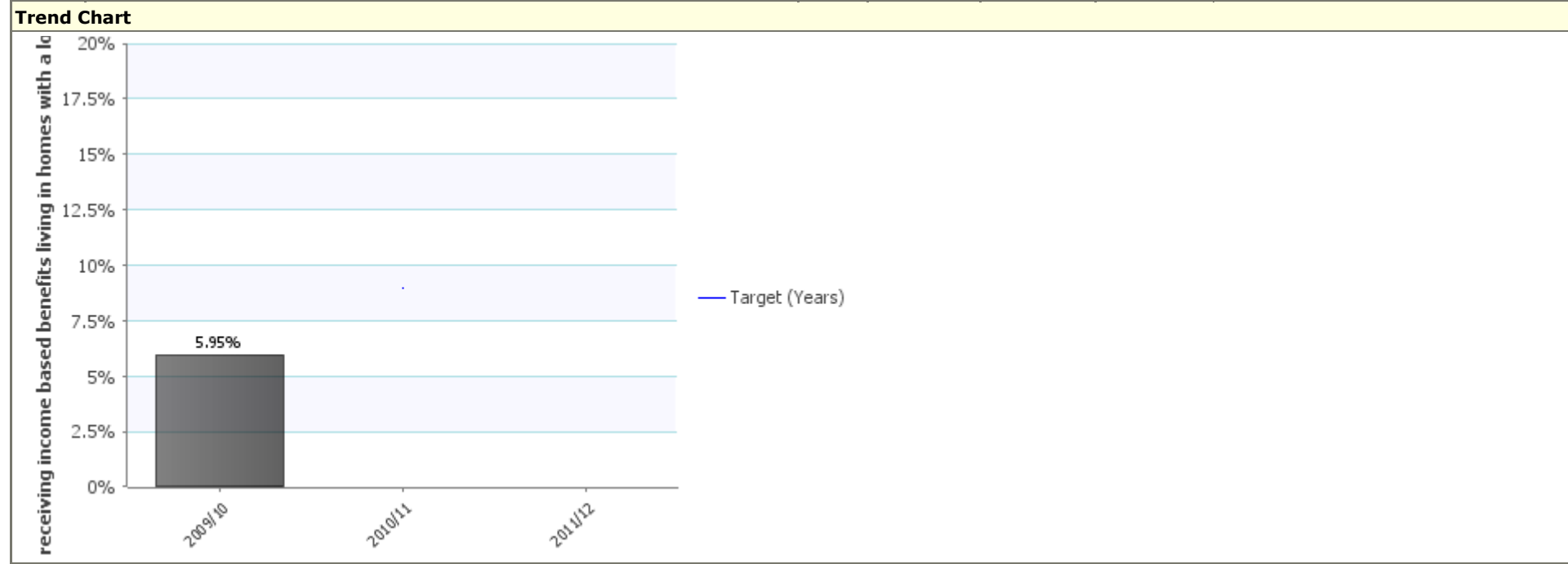


Performance Gauge

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	Recommendations made during last Scrutiny meeting on 26 January 2010
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	?	5.95%	N/A	↑	Analysed data from targeted survey estimated that 6% of people receiving income related benefit live in homes with a low energy efficiency rating.	None



Performance Gauge

N/A

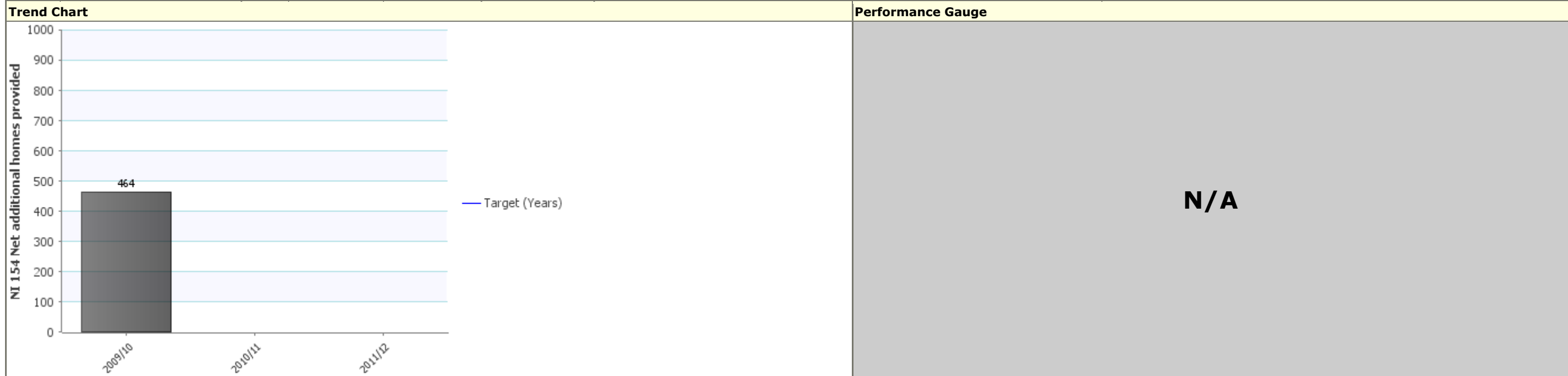
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010								
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	?	88.%	N/A	?	Outturn exceeded for the number of businesses that are broadly compliant with food hygiene law. Achieved 88%, this equates to 582 businesses out of 662 businesses that are registered and inspected for food hygiene standards.	None								
Trend Chart						Performance Gauge									
<p>stablishments in the area which are broadly compliant w</p> <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>88.0%</td> </tr> <tr> <td>2010/11</td> <td>N/A</td> </tr> <tr> <td>2011/12</td> <td>N/A</td> </tr> </tbody> </table>						Year	Value	2009/10	88.0%	2010/11	N/A	2011/12	N/A	<p>N/A</p>	
Year	Value														
2009/10	88.0%														
2010/11	N/A														
2011/12	N/A														

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010								
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	?	50.25%	N/A	↓	Analysed data from targeted survey estimated that 50% of people receiving income related benefit live in homes with a high energy efficiency rating.	None								
Trend Chart						Performance Gauge									
<p>receiving income based benefits living in homes with a low energy efficiency rating</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>50.25%</td> </tr> <tr> <td>2010/11</td> <td>~25%</td> </tr> <tr> <td>2011/12</td> <td>~25%</td> </tr> </tbody> </table>						Year	Percentage	2009/10	50.25%	2010/11	~25%	2011/12	~25%	N/A	
Year	Percentage														
2009/10	50.25%														
2010/11	~25%														
2011/12	~25%														

Traffic Light Unknown
Description Shaping now, shaping the future

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010
NI 154	Net additional homes provided	?	464	N/A	↓	The impact of the current economic situation has led to a decline in housing completions.	None

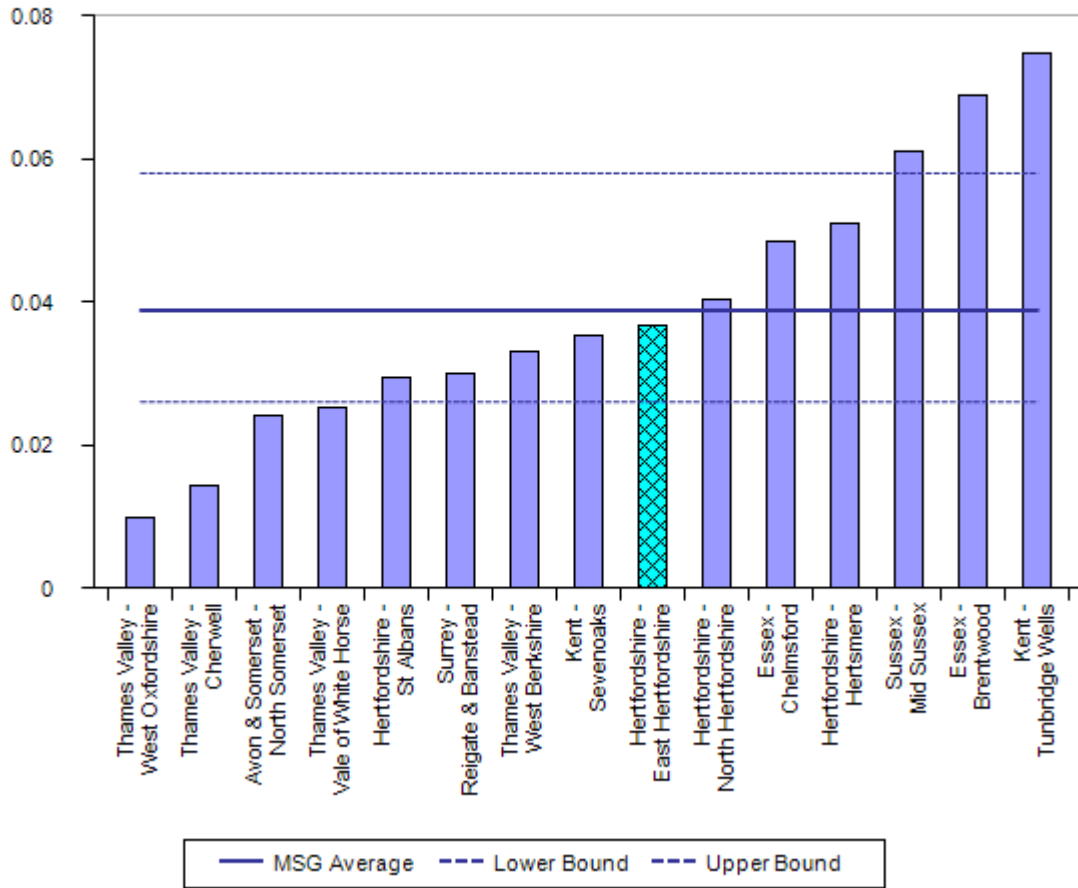


Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 January 2010
NI 173	Flows on to incapacity benefits from employment	?	N/A	N/A	?	NI 173 uses data which records the moves from work to Incapacity 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. 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 Labour Force Survey). This work is ongoing however there is not yet a timetable for when the data or an alternative statistic might become available.	None
Trend Chart						Performance Gauge	
<p>NI 173 Flows on to incapacity benefits from employm</p> <p>100.0% 90.0% 80.0% 70.0% 60.0% 50.0% 40.0% 30.0% 20.0% 10.0% .0%</p> <p>Q1 2009/10 Q2 2009/10 Q3 2009/10 Q4 2009/10 Q1 2010/11 Q2 2010/11 Q3 2010/11 Q4 2010/11 Q1 2011/12</p> <p>— Target (Quarters)</p>						<p>N/A</p>	

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NI 15 - Most serious violence

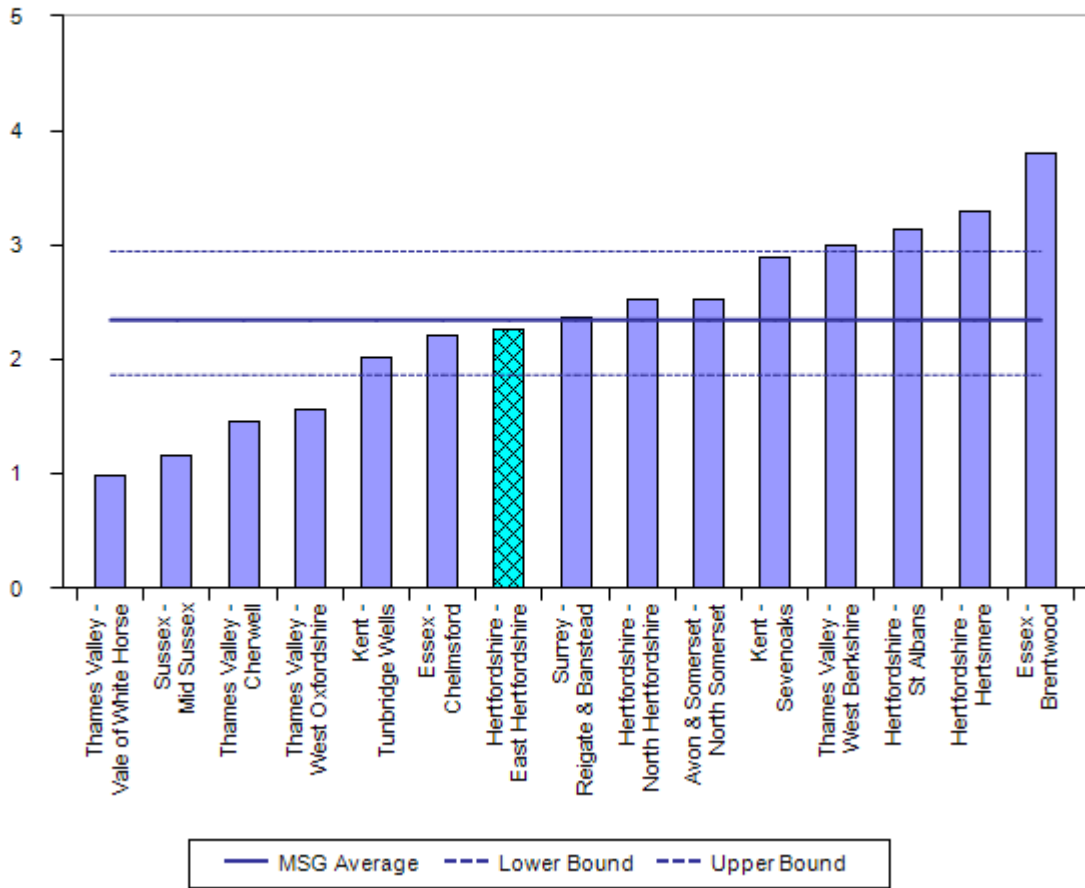
**iQuanta Barchart MSG - Crimes per 1000 Residents
Hertfordshire - East Hertfordshire CDRP
Most serious violence exc GBH without intent
01 Feb 2010 - 30 Apr 2010**



CDRP	Crimes per 1000 Residents
Thames Valley - West Oxfordshire	0.010
Thames Valley - Cherwell	0.014
Avon & Somerset - North Somerset	0.024
Thames Valley - Vale of White Horse	0.025
Hertfordshire - St Albans	0.030
Surrey - Reigate & Banstead	0.030
Thames Valley - West Berkshire	0.033
Kent - Sevenoaks	0.035
Hertfordshire - East Hertfordshire	0.037
Hertfordshire - North Hertfordshire	0.040
Essex - Chelmsford	0.048
Hertfordshire - Hertsmere	0.051
Sussex - Mid Sussex	0.061
Essex - Brentwood	0.069
Kent - Tunbridge Wells	0.075
Hertfordshire - East Hertfordshire MSG	0.039

NI 16 - Serious acquisitive crime

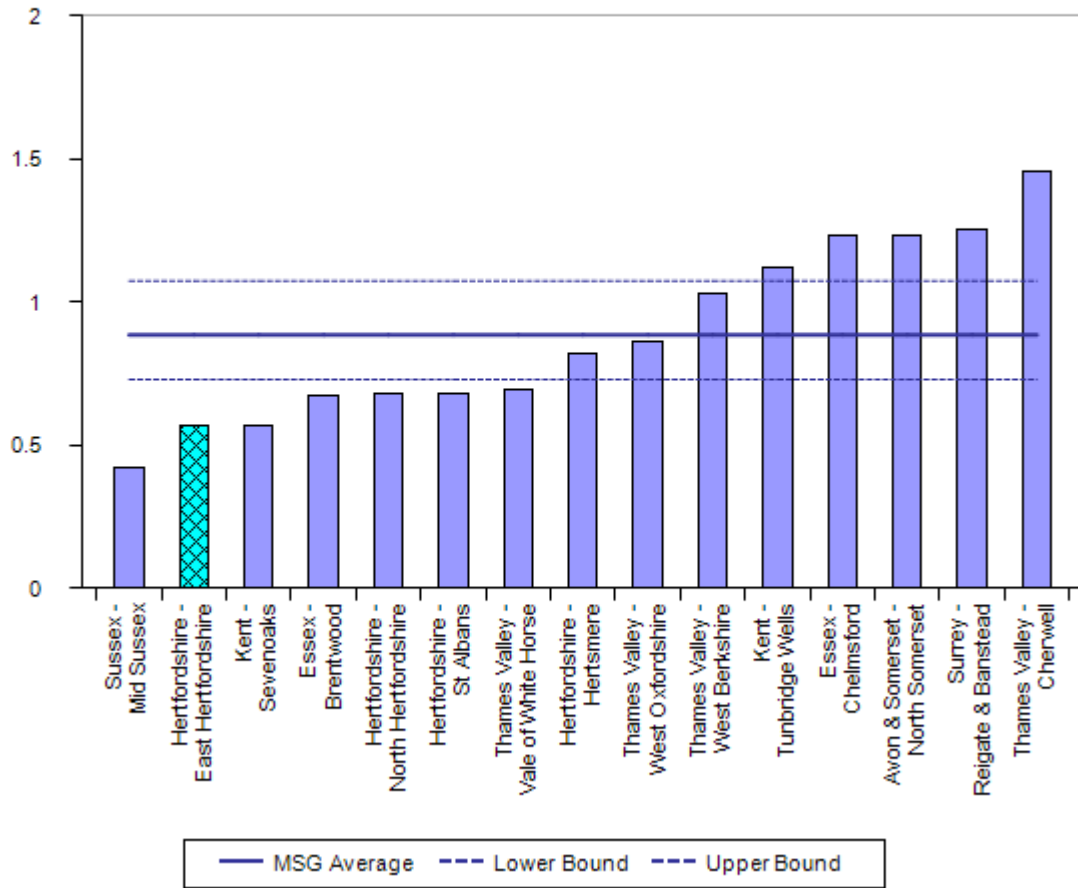
**iQuanta Barchart MSG - Crimes per 1000 Residents
Hertfordshire - East Hertfordshire CDRP
Serious Acquisitive Crime [SPI 5.2 / NI16]
01 Feb 2010 - 30 Apr 2010**



CDRP	Crimes per 1000 Residents
Thames Valley - Vale of White Horse	0.982
Sussex - Mid Sussex	1.161
Thames Valley - Cherwell	1.449
Thames Valley - West Oxfordshire	1.557
Kent - Tunbridge Wells	2.013
Essex - Chelmsford	2.200
Hertfordshire - East Hertfordshire	2.270
Surrey - Reigate & Banstead	2.361
Hertfordshire - North Hertfordshire	2.522
Avon & Somerset - North Somerset	2.531
Kent - Sevenoaks	2.891
Thames Valley - West Berkshire	3.005
Hertfordshire - St Albans	3.128
Hertfordshire - Hertsmere	3.300
Essex - Brentwood	3.806
Hertfordshire - East Hertfordshire MSG	2.345

NI 20 - Assault with less serious injury

iQuanta Barchart MSG - Crimes per 1000 Residents
Hertfordshire - East Hertfordshire CDRP
Assault with Less Serious Injury [SPI 5.3 / NI20]
01 Feb 2010 - 30 Apr 2010



CDRP	Crimes per 1000 Residents
Sussex - Mid Sussex	0.420
Hertfordshire - East Hertfordshire	0.567
Kent - Sevenoaks	0.568
Essex - Brentwood	0.676
Hertfordshire - North Hertfordshire	0.679
Hertfordshire - St Albans	0.680
Thames Valley - Vale of White Horse	0.694
Hertfordshire - Hertsmere	0.817
Thames Valley - West Oxfordshire	0.862
Thames Valley - West Berkshire	1.030
Kent - Tunbridge Wells	1.124
Essex - Chelmsford	1.233
Avon & Somerset - North Somerset	1.236
Surrey - Reigate & Banstead	1.252
Thames Valley - Cherwell	1.456
Hertfordshire - East Hertfordshire MSG	0.886

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