



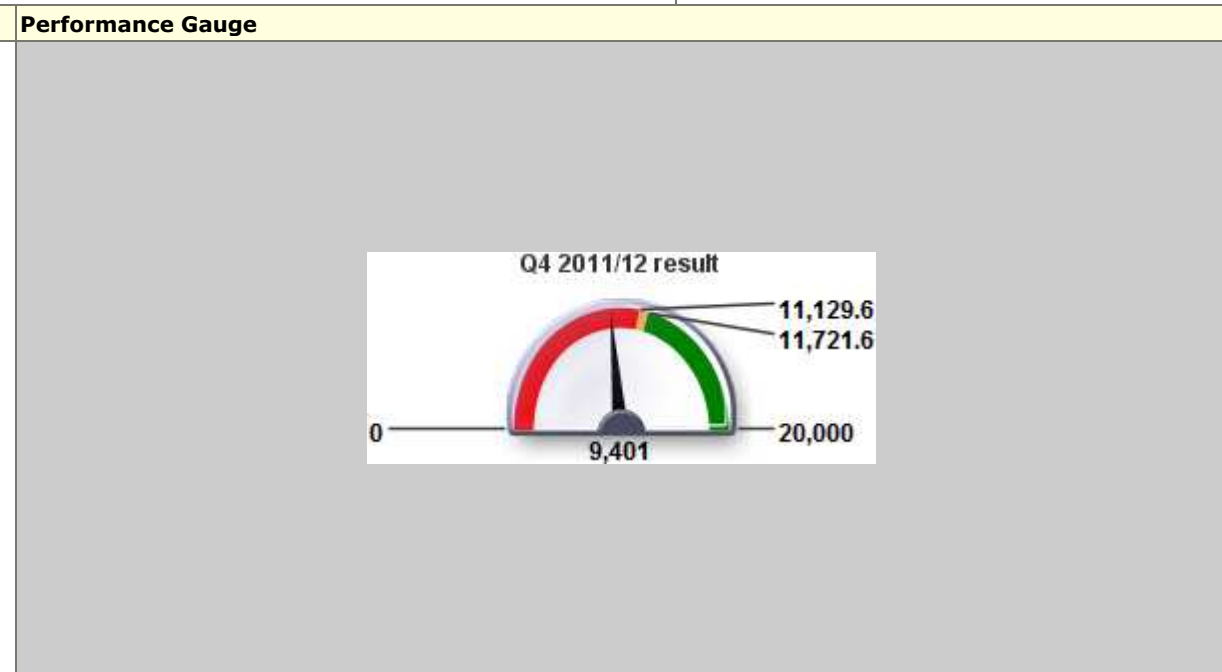
January to March Community Scrutiny Corporate Healthcheck 2011/12

Traffic Light Red
Description Leading the way, working together; People

Traffic Light Red
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 th February 2012.
EHP13a	Usage: number of swims (under 16)		9,401	11,840		Figures for 2011/12 Quarter 4 shows that there has been a decline in throughput for the same period last year. This may be due to the prevailing economic climate; the service will be monitoring any further declines that may suggest an emerging trend.	None

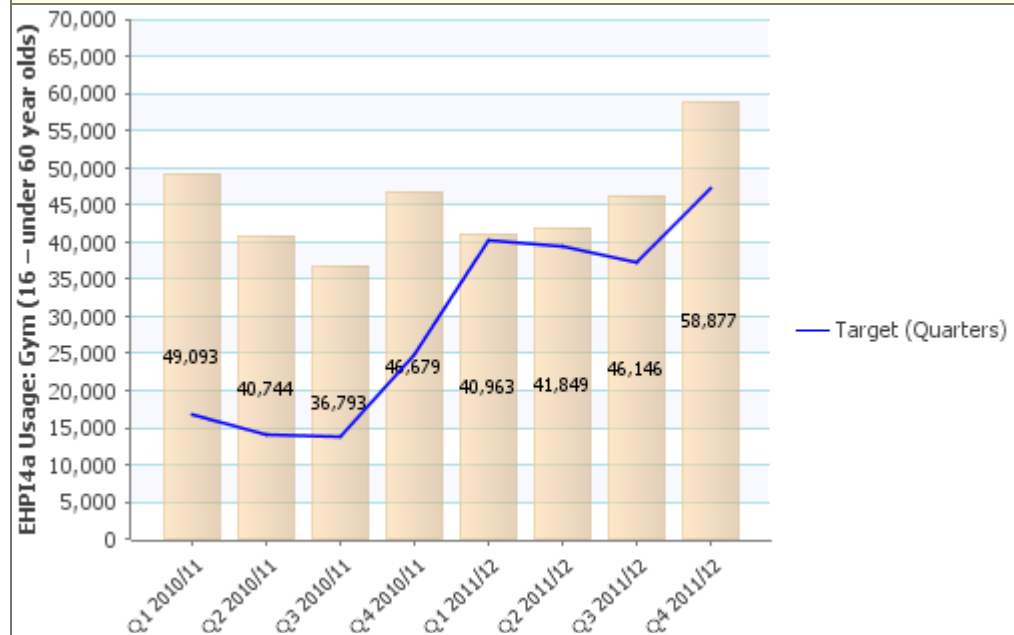


Traffic Light Green
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 th February 2012.
EHP14a	Usage: Gym (16 – under 60 year olds)		58,877	47,146		Performance for this quarter is exceeding the target.	None

Trend Chart

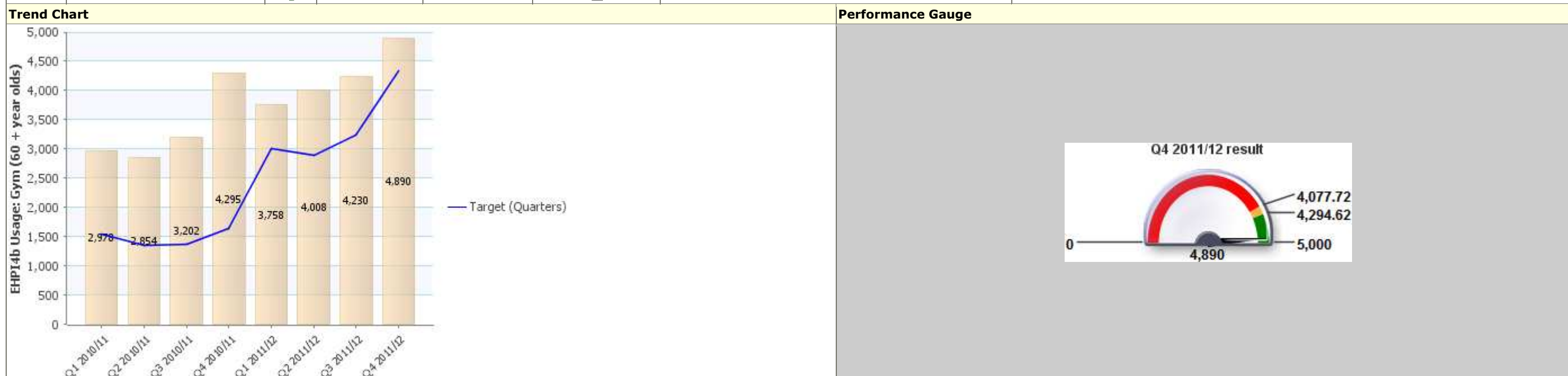


Performance Gauge



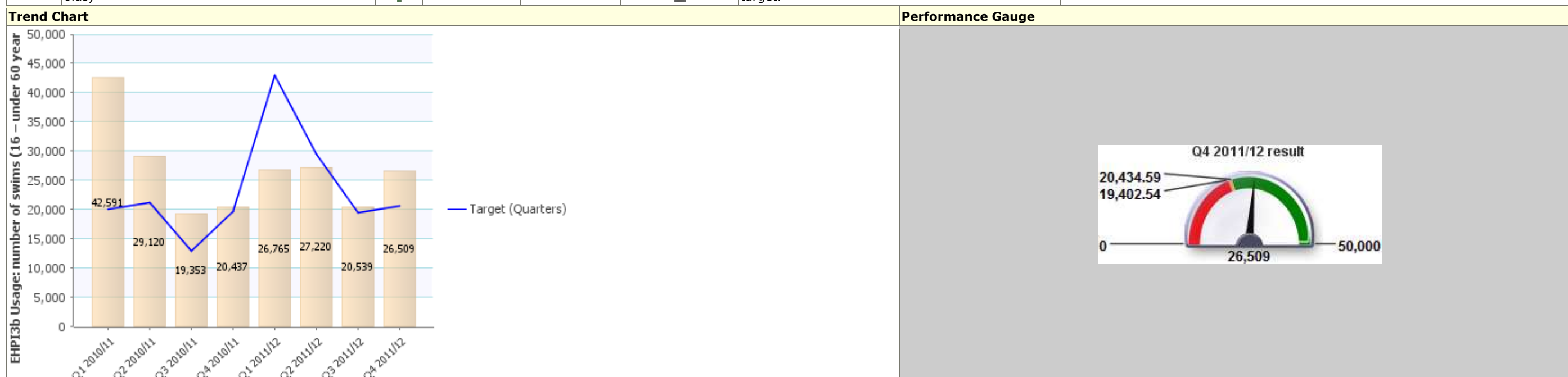
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 th February 2012.
EHPI4b	Usage: Gym (60 + year olds)	✓	4,890	4,338	↑	Performance for this quarter is exceeding the target.	None



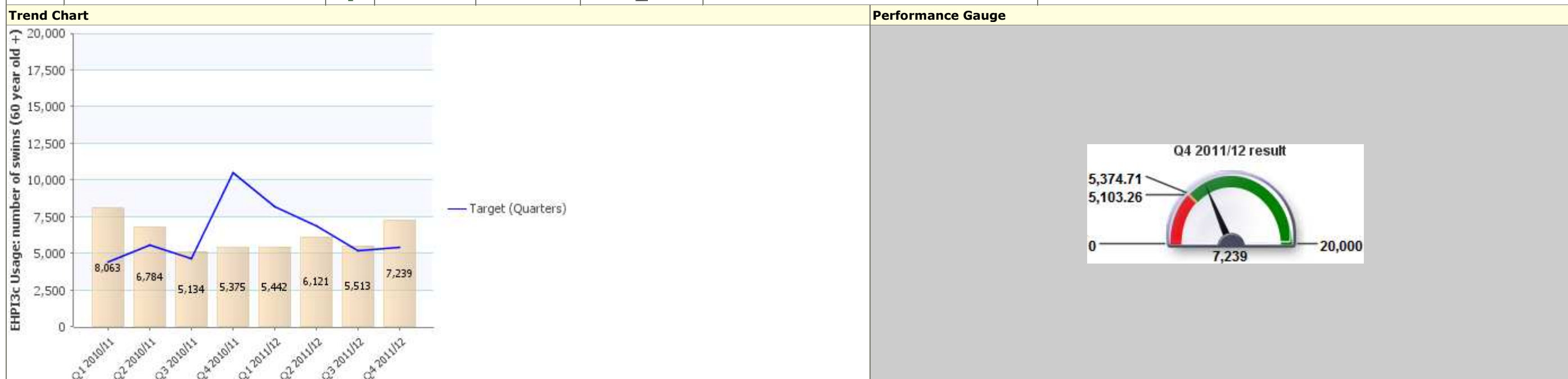
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 th February 2012.
EHPI3b	Usage: number of swims (16 – under 60 year olds)	✓	26,509	20,641	↑	Performance for this quarter is exceeding the target.	None



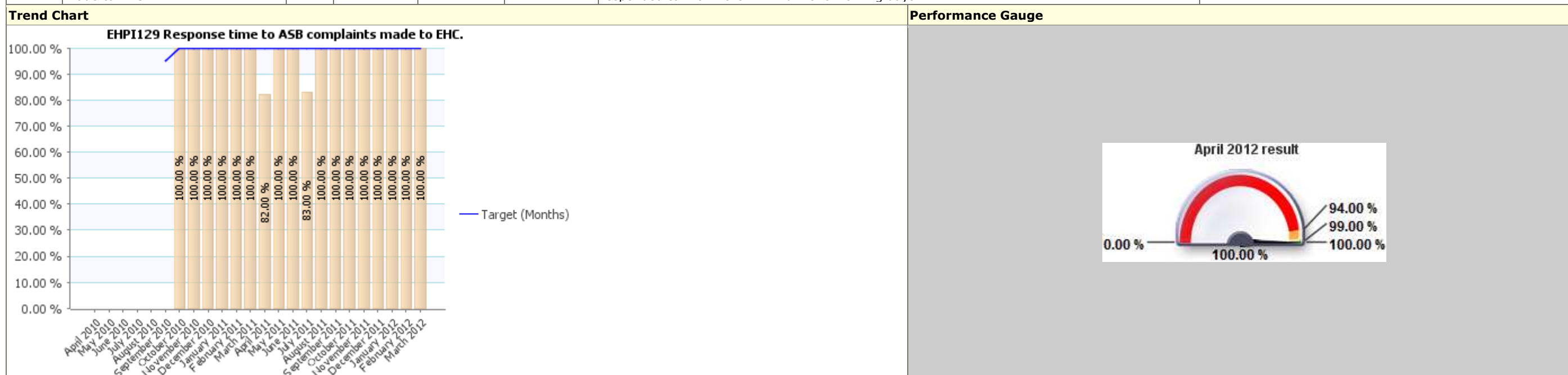
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 th February 2012.
EHP13c	Usage: number of swims (60 year old +)		7,239	5,429		Performance for this quarter is exceeding the target.	None



Licensing and Community Safety

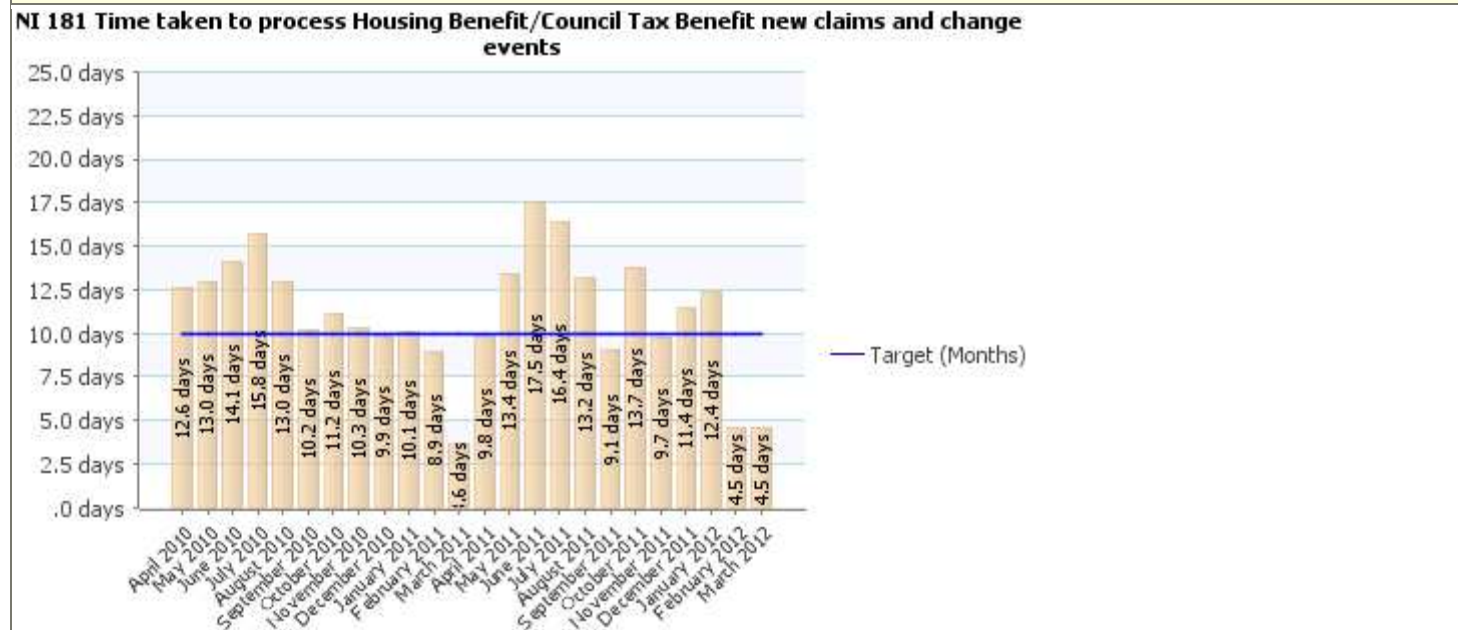
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 th February 2012.
EHP1129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		April 2012 There were two complaints made to the ASB officer at EHC, both of which were responded to within the minimum two working days.	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 28 th February 2012.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		4.5 days	10.0 days		N181 for the period 13 February 2012 to 12 March 2012 was 4.53 days, giving an outturn for the year of 10.28.days	The Chief Executive and Director of Customer and Community Services assured Members that performance being off target in January 2012 had not been due to staff shortages, but related to a peak in demand.

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				