



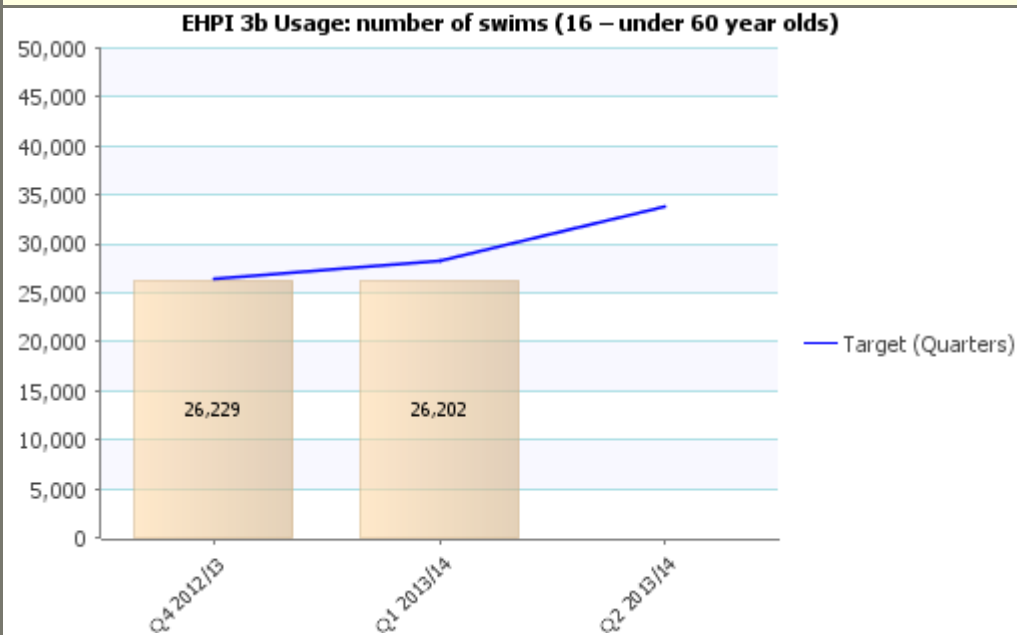
## May to July Community Scrutiny Corporate Healthcheck 2013/14

**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 25 <sup>th</sup> June 2013.
EHPI 3b	Usage: number of swims (16 &acirc" under 60 year olds)		26,202	28,344		Performance was below target, and throughput was down against service expectations. This user group will be monitored by both the Leisure Service Manager and SLM.	<b>None</b>

#### Trend Chart



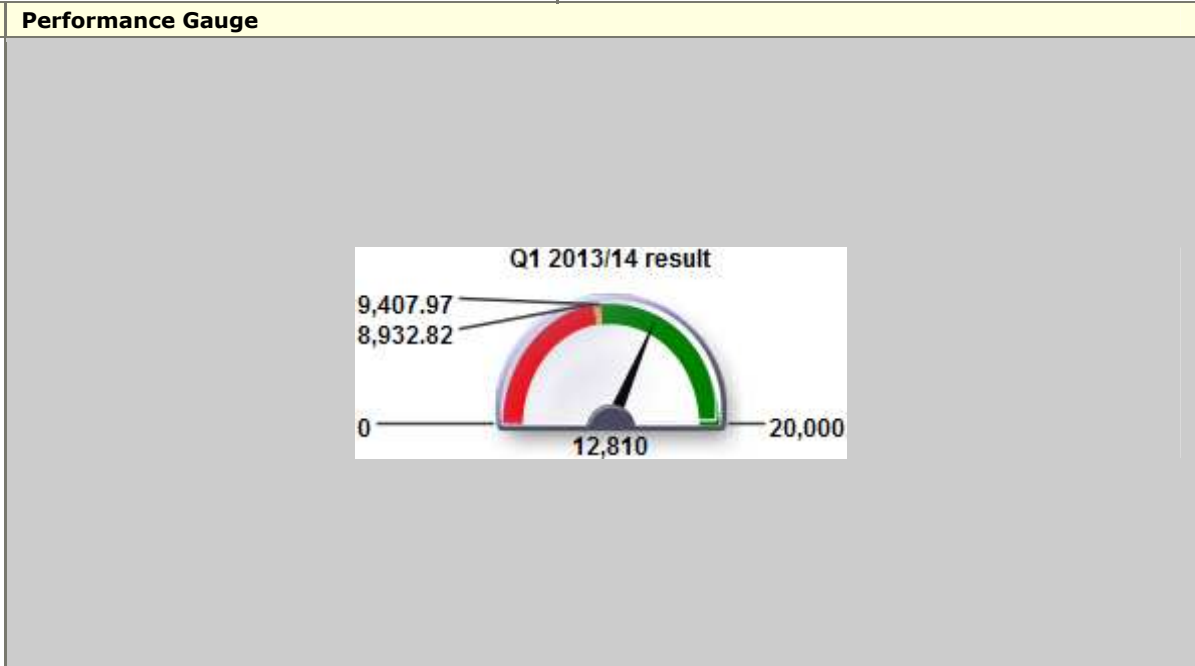
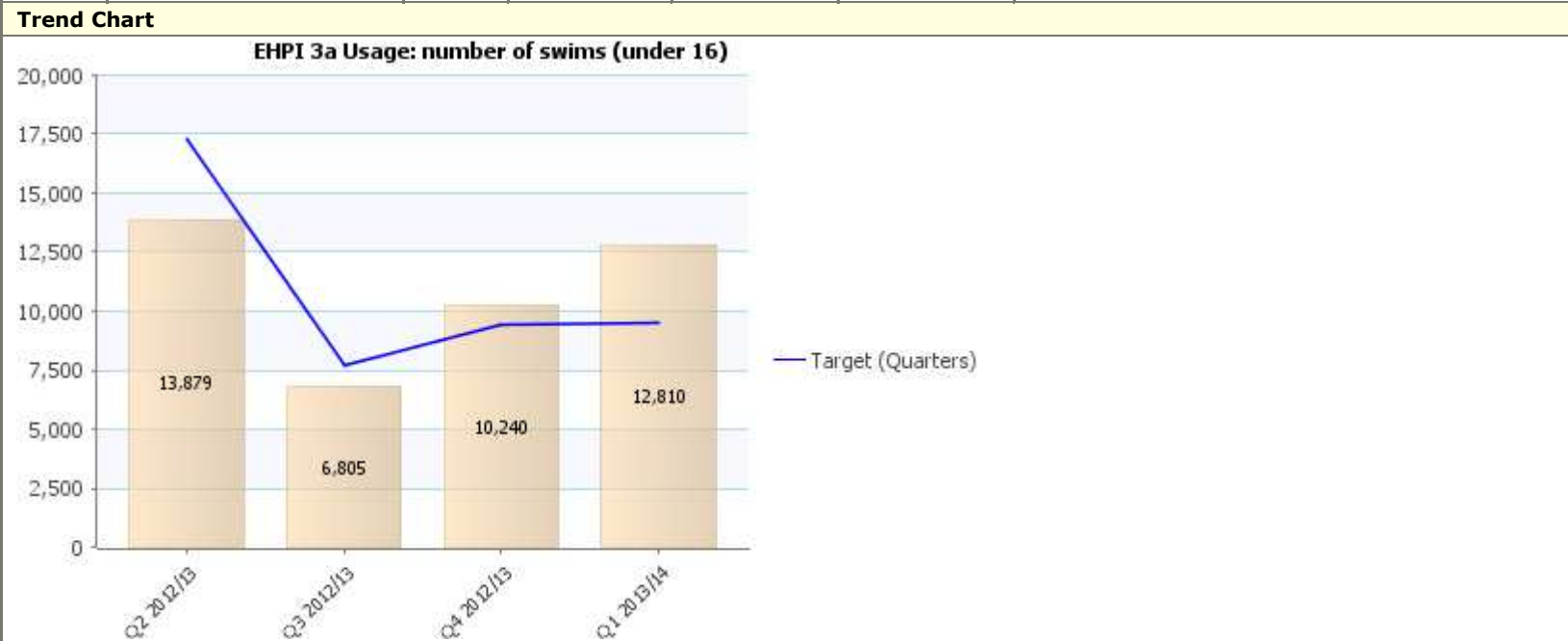
#### Performance Gauge



**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 25 <sup>th</sup> June 2013.
EHPI 3a	Usage: number of swims (under 16)	✔	12,810	9,503	↑	Figures for 2013/14 Quarter 1 shows that there has been an increase in throughput for this period and performance shows a favourable position against 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 25 <sup>th</sup> June 2013.																				
EHPI 3c	Usage: number of swims (60 year old +)		6,551	6,448		Figures for 2013/14 Quarter 1 shows that throughput is in line with normal trends for this period and performance shows a favourable position against target.	None																				
<b>Trend Chart</b>						<b>Performance Gauge</b>																					
<p><b>EHPI 3c Usage: number of swims (60 year old +)</b></p> <table border="1"> <caption>EHPI 3c Usage Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2012/13</td> <td>6,914</td> <td>~7,000</td> </tr> <tr> <td>Q1 2013/14</td> <td>6,551</td> <td>~6,500</td> </tr> <tr> <td>Q2 2013/14</td> <td>-</td> <td>~8,000</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q4 2012/13	6,914	~7,000	Q1 2013/14	6,551	~6,500	Q2 2013/14	-	~8,000	<p>Q1 2013/14 result</p> <table border="1"> <thead> <tr> <th>Zone</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Red</td> <td>0 - 6,383.52</td> </tr> <tr> <td>Yellow</td> <td>6,383.52 - 6,061.12</td> </tr> <tr> <td>Green</td> <td>6,061.12 - 20,000</td> </tr> </tbody> </table>		Zone	Value	Red	0 - 6,383.52	Yellow	6,383.52 - 6,061.12	Green	6,061.12 - 20,000
Quarter	Usage	Target (Quarters)																									
Q4 2012/13	6,914	~7,000																									
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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 25 <sup>th</sup> June 2013.																				
EHPI 4a	Usage: Gym (16 &acirc" under 60 year olds)		49,071	44,586		Figures for 2013/14 Quarter 1 shows that throughput is in line with normal trends for this period and performance shows a favourable position against target.	None																				
<b>Trend Chart</b>						<b>Performance Gauge</b>																					
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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 25 <sup>th</sup> June 2013.
EHPI 4b	Usage: Gym (60 + year olds)		3,860	3,661		Figures for 2013/14 Quarter 1 shows that throughput is in line with normal trends for this period and performance shows a favourable position against target.	None

Trend Chart	Performance Gauge																								
<p><b>EHPI 4b Usage: Gym (60 + year olds)</b></p> <table border="1"> <caption>EHPI 4b Usage: Gym (60 + year olds)</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2012/13</td> <td>4,621</td> <td>~4,800</td> </tr> <tr> <td>Q1 2013/14</td> <td>3,860</td> <td>~3,800</td> </tr> <tr> <td>Q2 2013/14</td> <td>-</td> <td>~4,100</td> </tr> </tbody> </table>	Quarter	Usage	Target (Quarters)	Q4 2012/13	4,621	~4,800	Q1 2013/14	3,860	~3,800	Q2 2013/14	-	~4,100	<p><b>Q1 2013/14 result</b></p> <table border="1"> <thead> <tr> <th>Value</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Red</td> </tr> <tr> <td>3,441.34</td> <td>Yellow</td> </tr> <tr> <td>3,624.39</td> <td>Green</td> </tr> <tr> <td>3,860</td> <td>Green</td> </tr> <tr> <td>5,000</td> <td>Red</td> </tr> </tbody> </table>	Value	Zone	0	Red	3,441.34	Yellow	3,624.39	Green	3,860	Green	5,000	Red
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**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 <sup>th</sup> June 2013.
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 11 complaints made to the ASB officer at EHC all of which were responded to within the minimum of two working days.	None

Trend Chart	Performance Gauge																																		
<p><b>EHPI 129 Response time to ASB complaints made to EHC.</b></p> <table border="1"> <caption>EHPI 129 Response time to ASB complaints made to EHC.</caption> <thead> <tr> <th>Month</th> <th>Response Time (%)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr> <td>January 2013</td> <td>85.00 %</td> <td>100.00 %</td> </tr> <tr> <td>February 2013</td> <td>100.00 %</td> <td>100.00 %</td> </tr> <tr> <td>March 2013</td> <td>100.00 %</td> <td>100.00 %</td> </tr> <tr> <td>April 2013</td> <td>100.00 %</td> <td>100.00 %</td> </tr> <tr> <td>May 2013</td> <td>100.00 %</td> <td>100.00 %</td> </tr> <tr> <td>June 2013</td> <td>100.00 %</td> <td>100.00 %</td> </tr> <tr> <td>July 2013</td> <td>100.00 %</td> <td>100.00 %</td> </tr> </tbody> </table>	Month	Response Time (%)	Target (Months)	January 2013	85.00 %	100.00 %	February 2013	100.00 %	100.00 %	March 2013	100.00 %	100.00 %	April 2013	100.00 %	100.00 %	May 2013	100.00 %	100.00 %	June 2013	100.00 %	100.00 %	July 2013	100.00 %	100.00 %	<p><b>July 2013 result</b></p> <table border="1"> <thead> <tr> <th>Value</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>0.00 %</td> <td>Red</td> </tr> <tr> <td>94.00 %</td> <td>Yellow</td> </tr> <tr> <td>99.00 %</td> <td>Green</td> </tr> <tr> <td>100.00 %</td> <td>Green</td> </tr> </tbody> </table>	Value	Zone	0.00 %	Red	94.00 %	Yellow	99.00 %	Green	100.00 %	Green
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Revenues and Benefits Services																											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 25 <sup>th</sup> June 2013.																				
EHPI 181	Time taken to process Housing Benefit new claims and change events		10.9 days	15.0 days		Period from 11 June 2013 to 9 July 2013 is 15.73 days. The Cumulative position is 10.88 days.	None																				
<b>Trend Chart</b>						<b>Performance Gauge</b>																					
<p><b>EHPI 181 Time taken to process Housing Benefit new claims and change events</b></p> <table border="1"> <caption>EHPI 181 Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Time taken (days)</th> </tr> </thead> <tbody> <tr><td>January 2013</td><td>9.8</td></tr> <tr><td>February 2013</td><td>6.6</td></tr> <tr><td>March 2013</td><td>-</td></tr> <tr><td>April 2013</td><td>8.1</td></tr> <tr><td>May 2013</td><td>8.5</td></tr> <tr><td>June 2013</td><td>9.4</td></tr> <tr><td>July 2013</td><td>10.9</td></tr> <tr><td>August 2013</td><td>-</td></tr> <tr><td>September 2013</td><td>-</td></tr> </tbody> </table>						Month	Time taken (days)	January 2013	9.8	February 2013	6.6	March 2013	-	April 2013	8.1	May 2013	8.5	June 2013	9.4	July 2013	10.9	August 2013	-	September 2013	-	<p>July 2013 result</p> <p>15.9 days 15.2 days 10.9 days 0.0 days 50.0 days</p>	
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July 2013	10.9																										
August 2013	-																										
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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				