



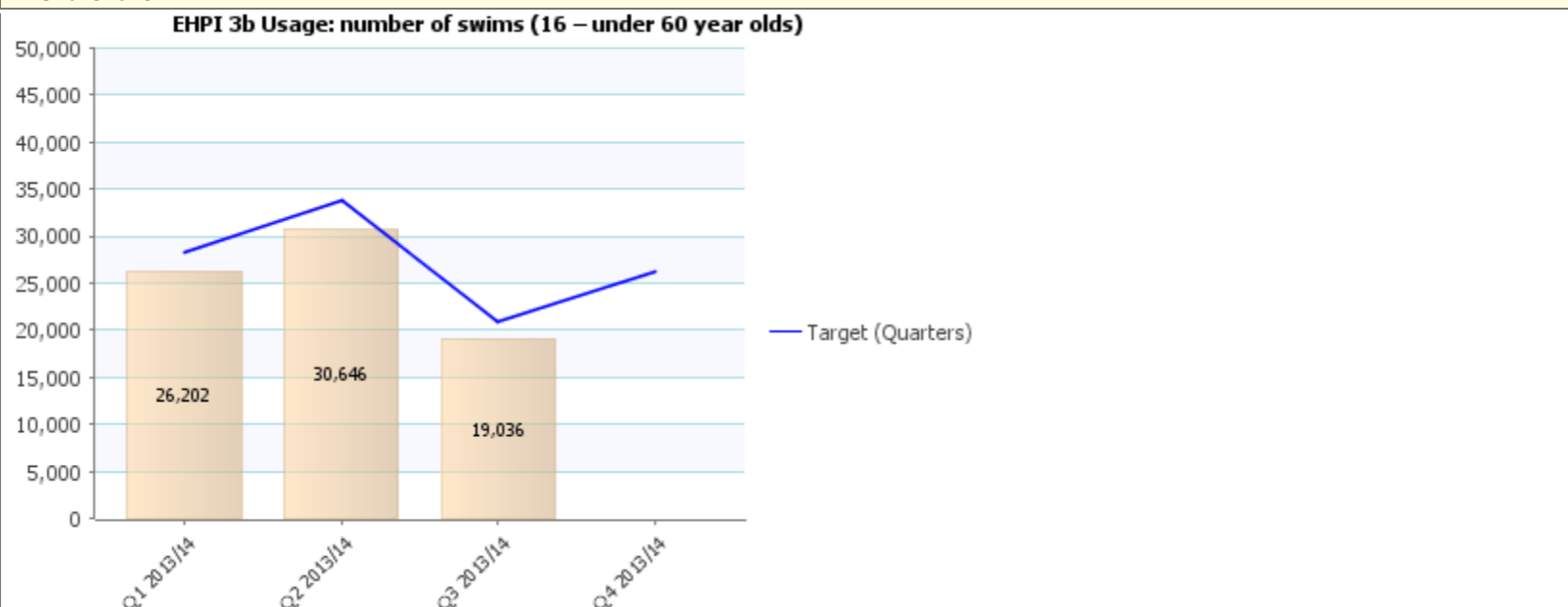
Community Scrutiny Corporate Healthcheck October to December/Quarter 3 for 2013/14

Traffic Light Red
Description People

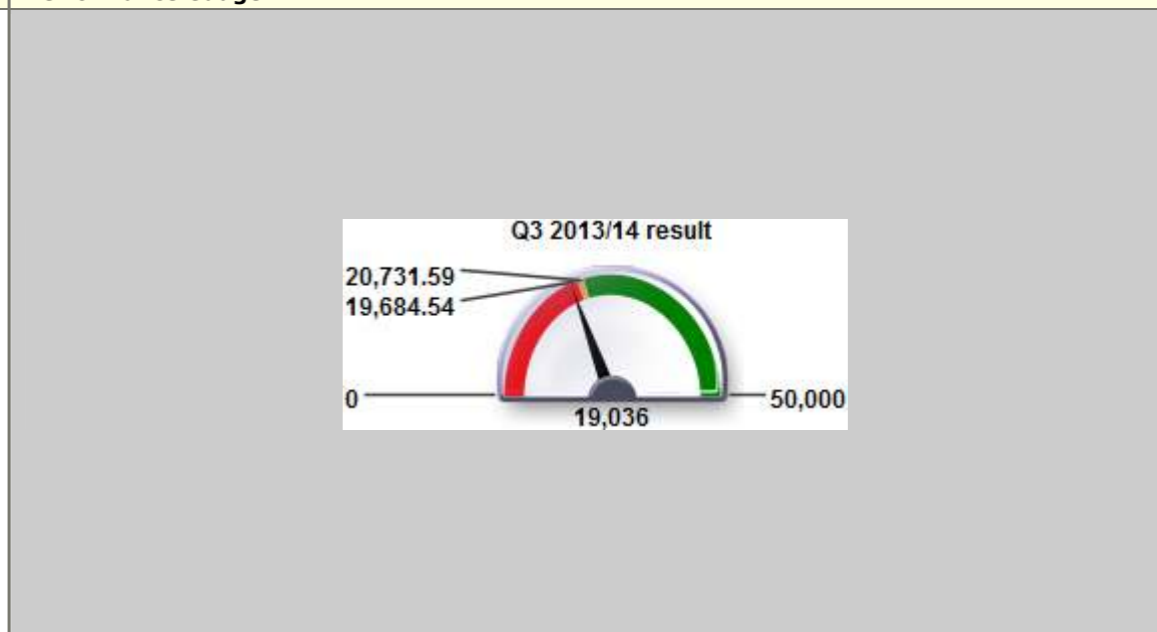
Environment Services



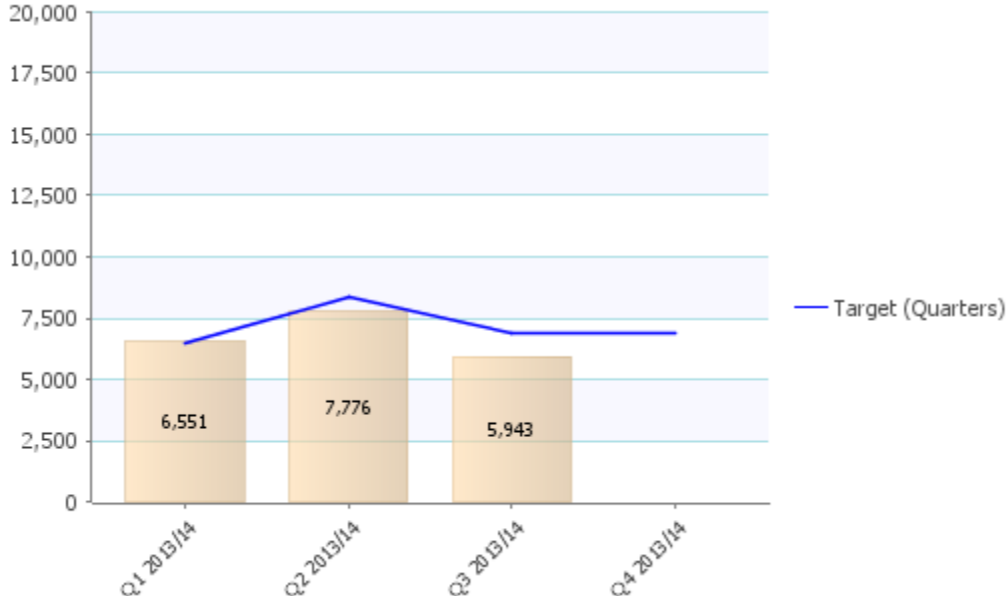

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th November 2013
EHPI 3b	Usage: number of swims (16 under 60 year olds)		19,036	20,941		Performance is below target, but throughput is down in line with normal trend patterns. This group continues to be monitored by both the Leisure Service Manager and SLM.	None

Trend Chart



Performance Gauge



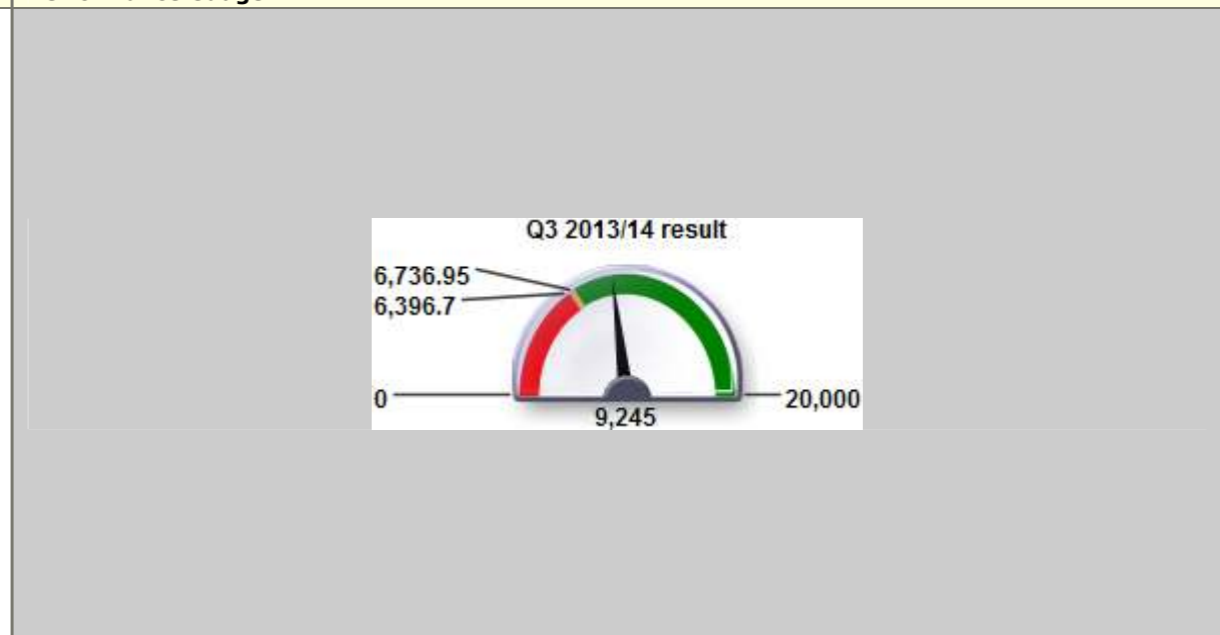
Environment Services																														
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th November 2013																							
EHPI 3c	Usage: number of swims (60 year old +)		5,943	6,858		Performance is below target but has decreased inline with normal seasonal trends, the Leisure Services Manager and SLM will be closely monitoring this age group.	None																							
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<p>EHPI 3c Usage: number of swims (60 year old +)</p>  <table border="1"> <caption>Quarterly Usage Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>6,551</td> <td>~6,800</td> </tr> <tr> <td>Q2 2013/14</td> <td>7,776</td> <td>~8,000</td> </tr> <tr> <td>Q3 2013/14</td> <td>5,943</td> <td>~7,000</td> </tr> <tr> <td>Q4 2013/14</td> <td>-</td> <td>~7,000</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q1 2013/14	6,551	~6,800	Q2 2013/14	7,776	~8,000	Q3 2013/14	5,943	~7,000	Q4 2013/14	-	~7,000	<p>Q3 2013/14 result</p>  <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>6,789.42</td> <td>Green</td> </tr> <tr> <td>6,446.52</td> <td>Yellow</td> </tr> <tr> <td>5,943</td> <td>Red</td> </tr> </tbody> </table>		Value	Color	6,789.42	Green	6,446.52	Yellow	5,943	Red
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Environment Services

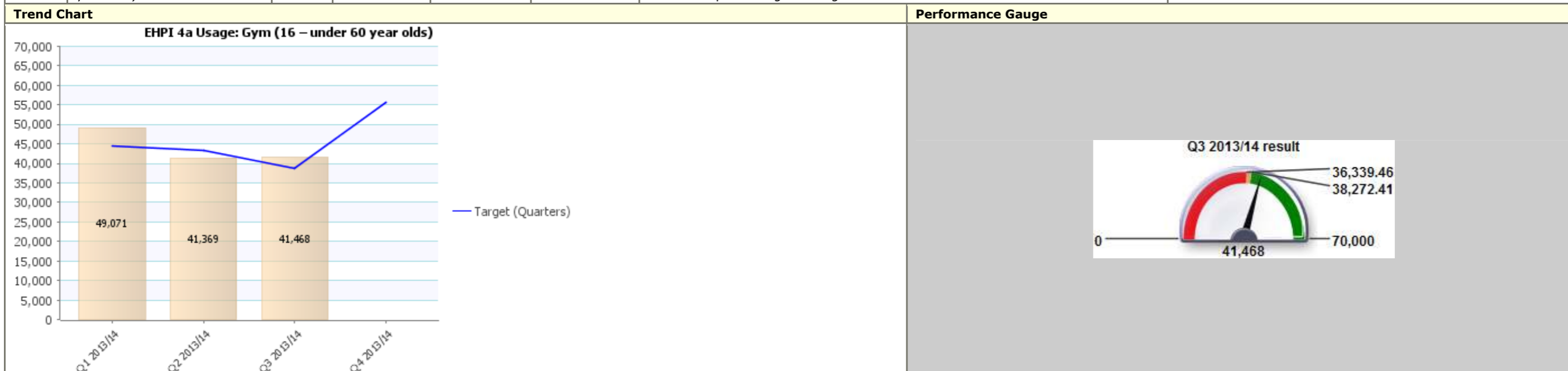
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th November 2013
EHPI 3a	Usage: number of swims (under 16)		9,245	6,805		Quarter 3 shows that there has been an increase in throughput for this period and performance shows a favourable position against target.	None

Trend Chart **Performance Gauge**



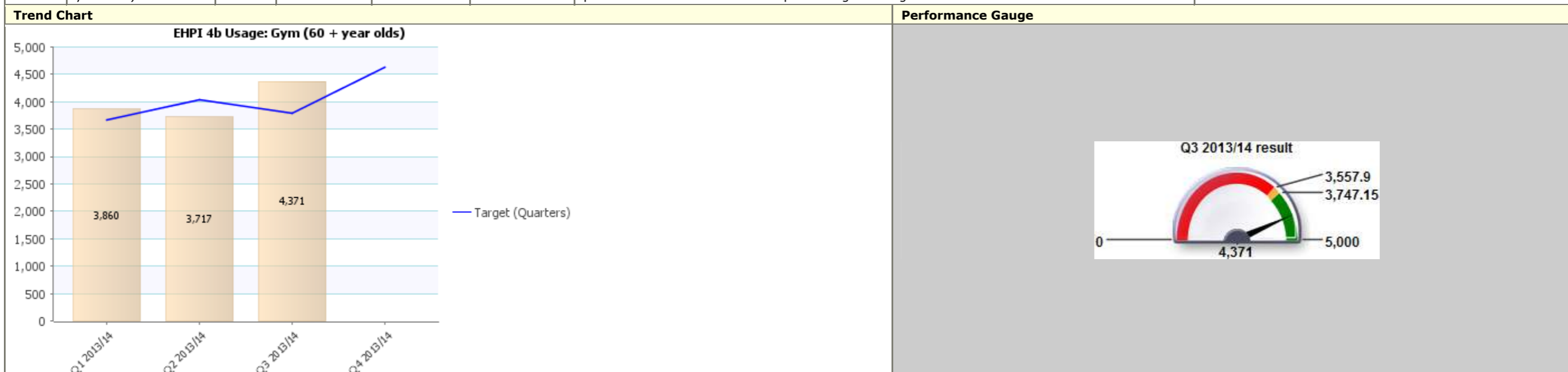
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th November 2013
EHPI 4a	Usage: Gym (16 – under 60 year olds)		41,468	38,659		Throughput is in line with normal trends for this period and performance shows a favourable position against target.	None



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th November 2013
EHPI 4b	Usage: Gym (60 + year olds)		4,371	3,785		Throughput has actually bucked normal trends for this period, with an increase in users, and performance shows a favourable position against 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 19 th November 2013
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were three complaints made to the ASB officer at EHC all of which were responded to within the minimum of two working days, therefore meeting the 100% target.	None

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<p>EHPI 129 Response time to ASB complaints made to EHC.</p> <table border="1"> <caption>EHPI 129 Response Rate Data</caption> <thead> <tr> <th>Month</th> <th>Response Rate (%)</th> </tr> </thead> <tbody> <tr><td>April 2013</td><td>100.00 %</td></tr> <tr><td>May 2013</td><td>100.00 %</td></tr> <tr><td>June 2013</td><td>100.00 %</td></tr> <tr><td>July 2013</td><td>100.00 %</td></tr> <tr><td>August 2013</td><td>100.00 %</td></tr> <tr><td>September 2013</td><td>100.00 %</td></tr> <tr><td>October 2013</td><td>100.00 %</td></tr> <tr><td>November 2013</td><td>100.00 %</td></tr> <tr><td>December 2013</td><td>100.00 %</td></tr> <tr><td>January 2014</td><td>100.00 %</td></tr> <tr><td>February 2014</td><td>100.00 %</td></tr> <tr><td>March 2014</td><td>100.00 %</td></tr> </tbody> </table>	Month	Response Rate (%)	April 2013	100.00 %	May 2013	100.00 %	June 2013	100.00 %	July 2013	100.00 %	August 2013	100.00 %	September 2013	100.00 %	October 2013	100.00 %	November 2013	100.00 %	December 2013	100.00 %	January 2014	100.00 %	February 2014	100.00 %	March 2014	100.00 %	<p>January 2014 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>0.00 %</td></tr> <tr><td>94.00 %</td></tr> <tr><td>99.00 %</td></tr> <tr><td>100.00 %</td></tr> </tbody> </table>	Value (%)	0.00 %	94.00 %	99.00 %	100.00 %
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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 19 th November 2013
EHPI 181	Time taken to process Housing Benefit new claims and change events		13.1 days	15 days		Data extraction period from 3 December 2013 to 14 January 2014 is 7.52 days, making the cumulative position 13.1 (13.05) days	None

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<p>EHPI 181 Time taken to process Housing Benefit new claims and change events</p> <table border="1"> <caption>EHPI 181 Time Taken Data</caption> <thead> <tr> <th>Month</th> <th>Time Taken (days)</th> </tr> </thead> <tbody> <tr><td>April 2013</td><td>8.1 days</td></tr> <tr><td>May 2013</td><td>8.5 days</td></tr> <tr><td>June 2013</td><td>9.4 days</td></tr> <tr><td>July 2013</td><td>10.9 days</td></tr> <tr><td>August 2013</td><td>11.8 days</td></tr> <tr><td>September 2013</td><td>13.4 days</td></tr> <tr><td>October 2013</td><td>14.1 days</td></tr> <tr><td>November 2013</td><td>14.1 days</td></tr> <tr><td>December 2013</td><td>13.1 days</td></tr> <tr><td>January 2014</td><td>13.1 days</td></tr> <tr><td>February 2014</td><td></td></tr> <tr><td>March 2014</td><td></td></tr> </tbody> </table>	Month	Time Taken (days)	April 2013	8.1 days	May 2013	8.5 days	June 2013	9.4 days	July 2013	10.9 days	August 2013	11.8 days	September 2013	13.4 days	October 2013	14.1 days	November 2013	14.1 days	December 2013	13.1 days	January 2014	13.1 days	February 2014		March 2014		<p>December 2013 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>0 days</td></tr> <tr><td>15.2 days</td></tr> <tr><td>15.9 days</td></tr> <tr><td>50 days</td></tr> </tbody> </table>	Value (days)	0 days	15.2 days	15.9 days	50 days
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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				