

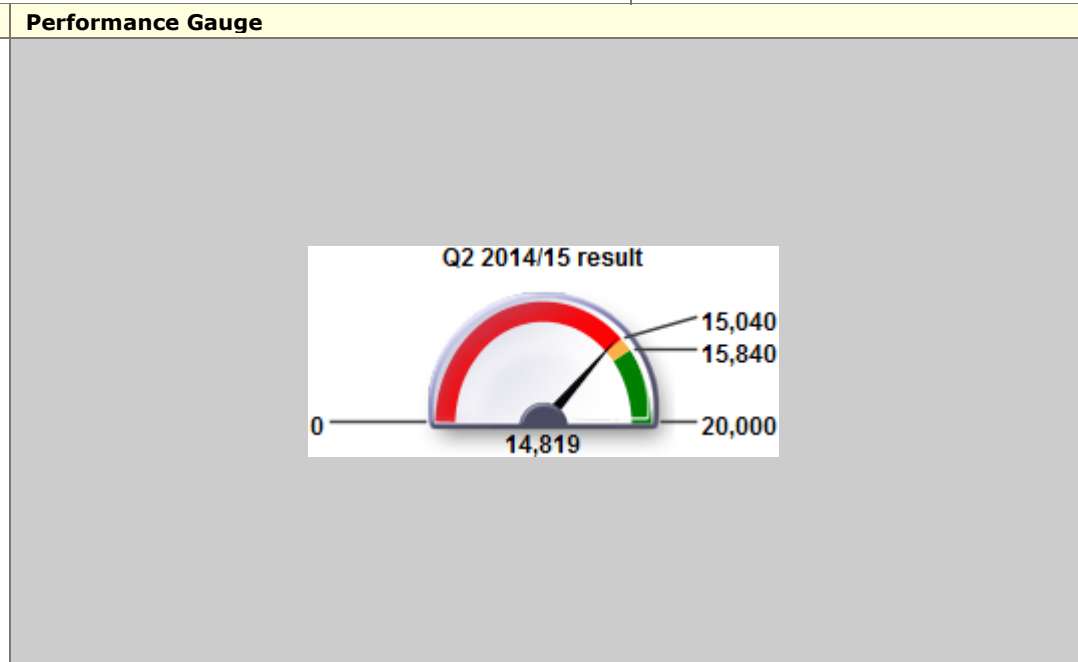
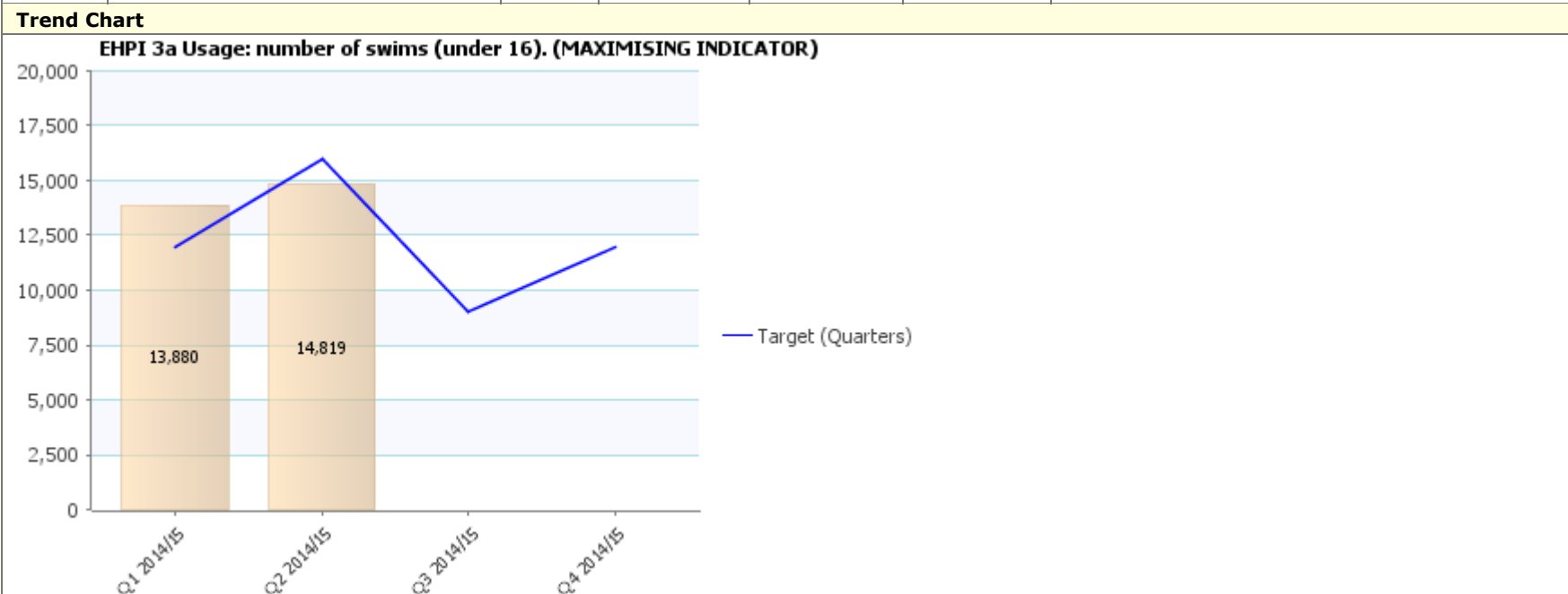


August to September Community Scrutiny Healthcheck 2014/15



Traffic Light Red
Corporate Priority: People

Environment Services

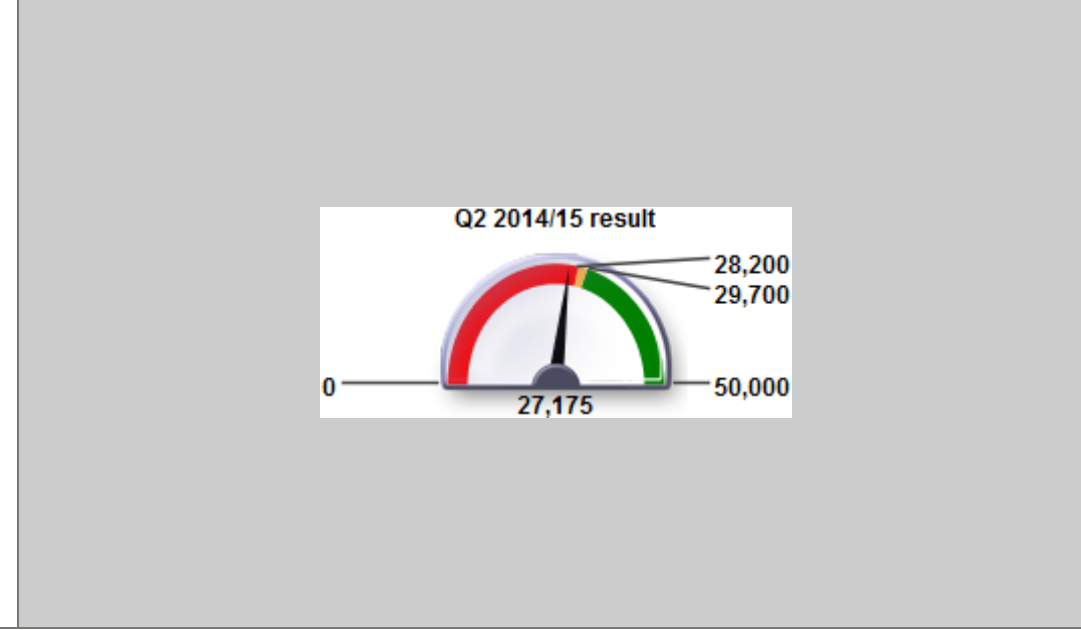
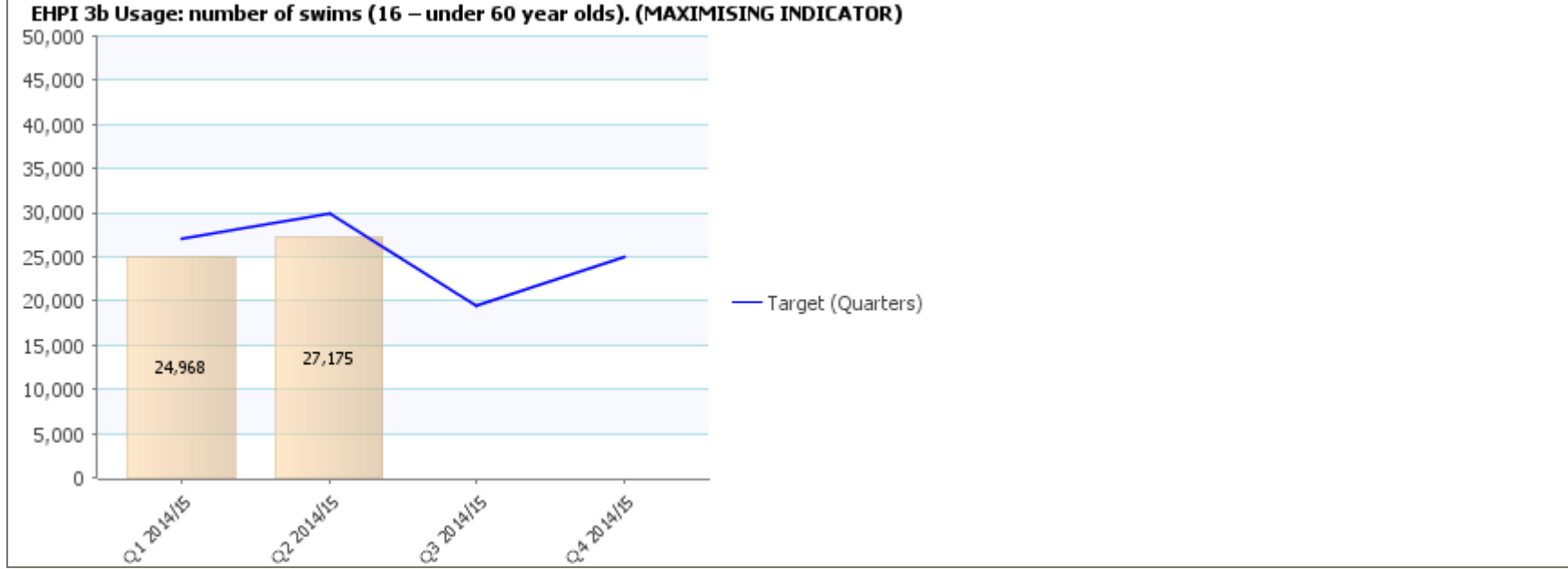
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 3a	Usage: number of swims (under 16). (MAXIMISING INDICATOR)		14,819	16,000		Performance is below target this quarter. This downturn in under 16 swimming is the first time for nearly a year and a half that the target has not been achieved. The service will continue monitoring this to see if any trends emerge.	None.





Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 3b	Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)		27,175	30,000		Performance is below target this quarter. This is the second consecutive Quarter where this PI has been 'Red' in 2014/15. However performance has improved when compared to Quarter 1. This increase is in line with normal trends and is similar to performance in Quarter 2 for 2011/12. There is a downturn in adult swimming; this is in part due to increasing gym membership (gym members can swim without this being recorded). Everyone Active has been seeking to stem the decline by adding additional early morning swims at Grange Paddocks and are looking at promotional activities.	None.

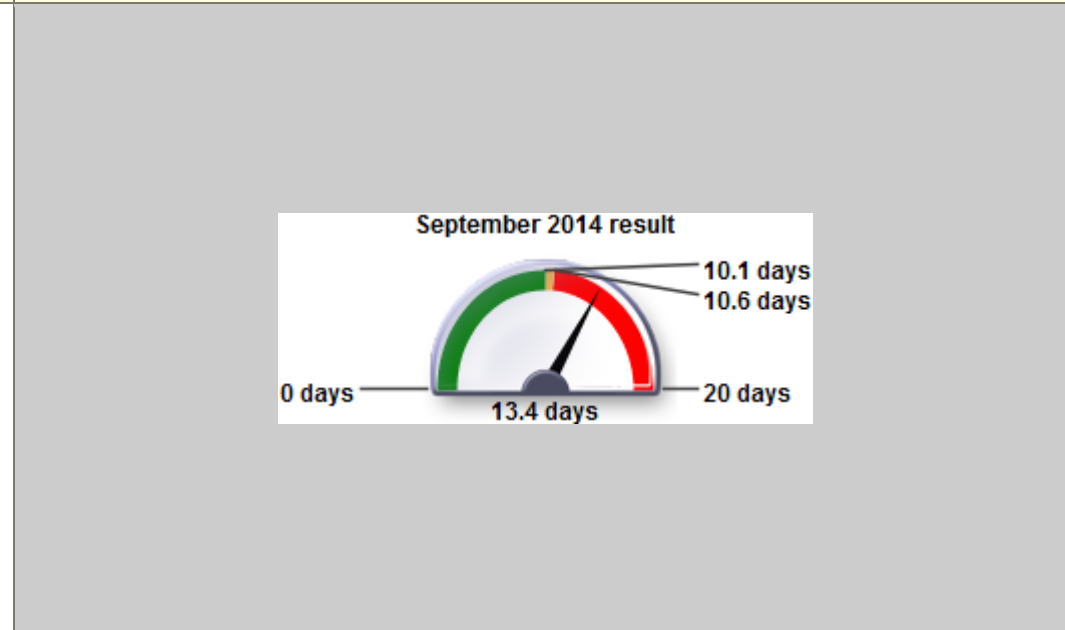
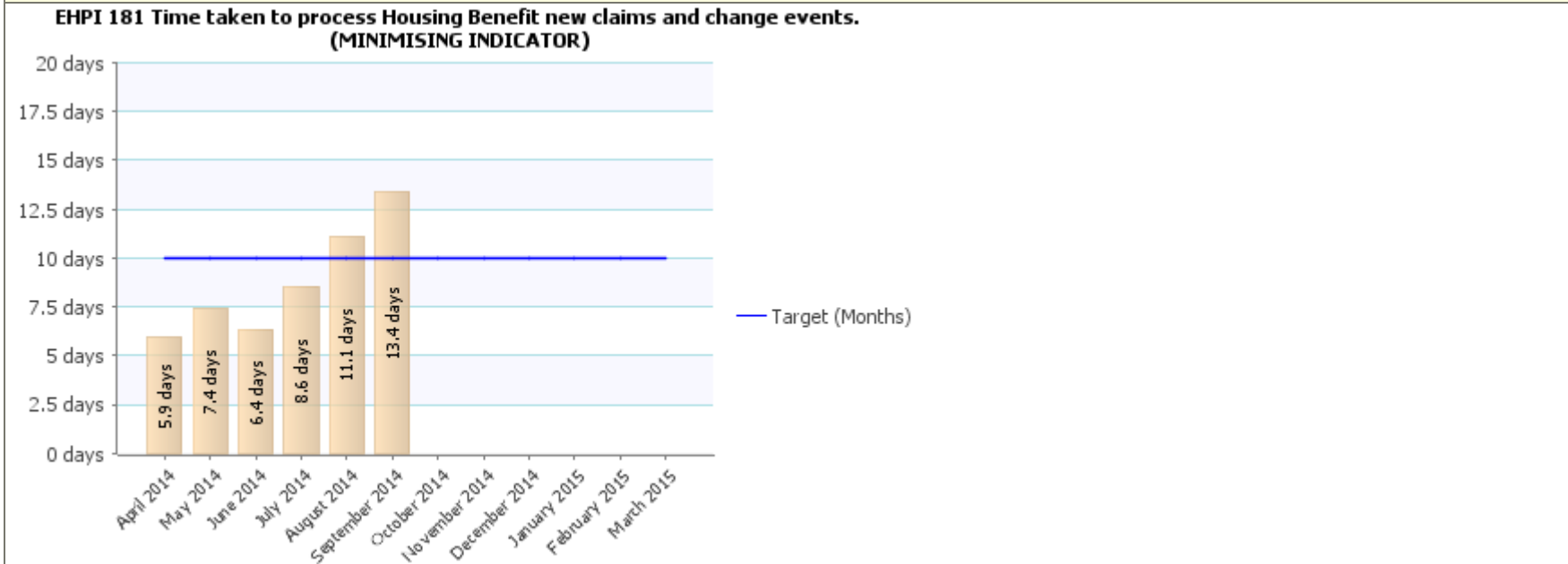
Trend Chart **Performance Gauge**



Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)		13.4 days	10 days		Performance is below target for September. Period is covering from 5 August 2014 to 9 September 2014 is at 23.09 days, which moves cumulative position to 13.4 days. The backlog of work is being reduced supported by additional resources and improvement in the trend is anticipated from the next period.	None.

Trend Chart **Performance Gauge**



Traffic Light Green
Corporate Priority: People

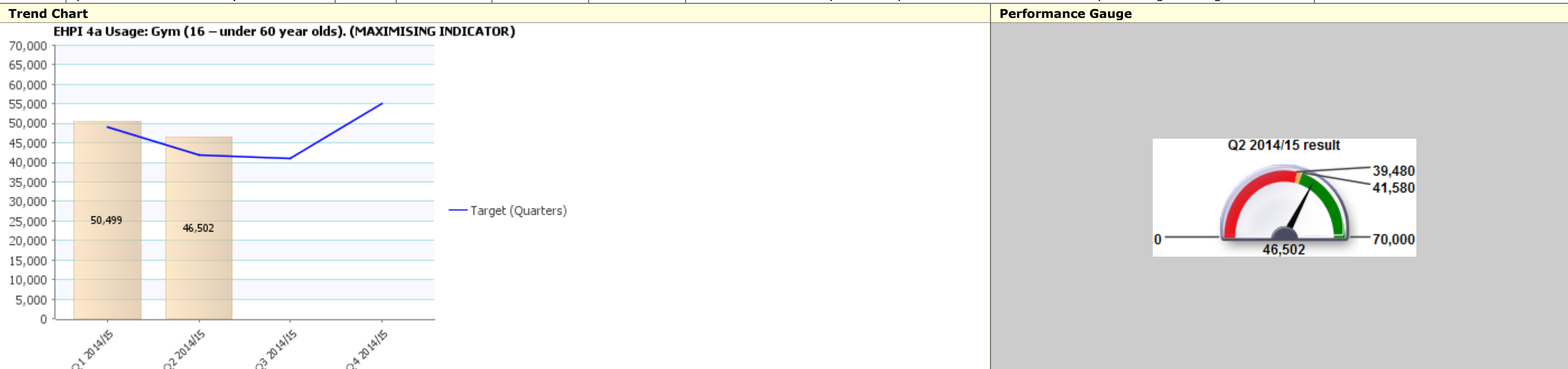
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 3c	Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)		8,168	7,500		Performance is above target and is in line with normal trend patterns.	None.



Environment Services

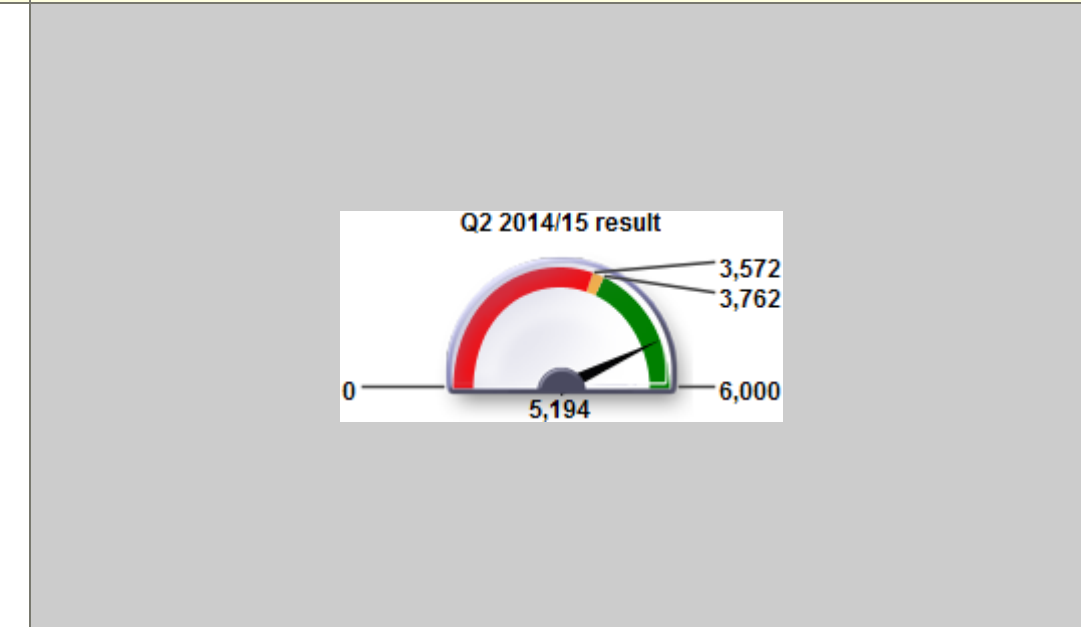
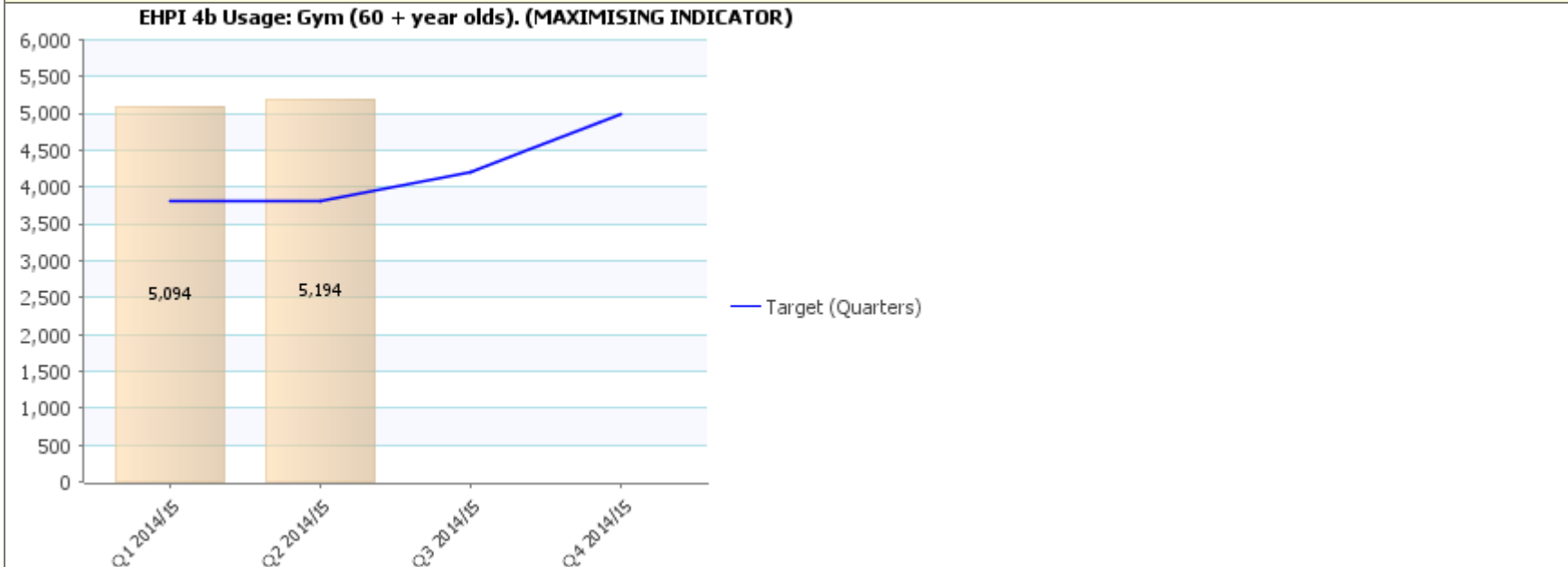
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 4a	Usage: Gym (16 – under 60 year olds). (MAXIMISING INDICATOR)		46,502	42,000		Performance is exceeding target. Figures for 2014/15 Quarter 2 show that throughput is in 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
EHPI 4b	Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)		5,194	3,800		Performance is exceeding target. Figures for 2014/15 Quarter 2 show that throughput is in line with normal trends for this period and performance shows a very favourable position against target.	None.

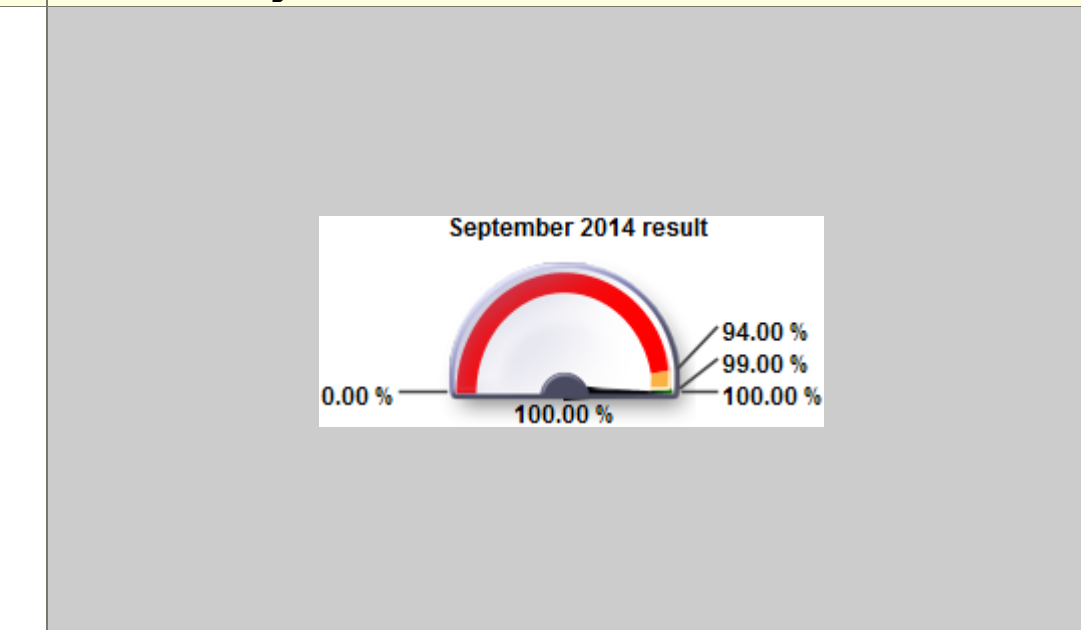
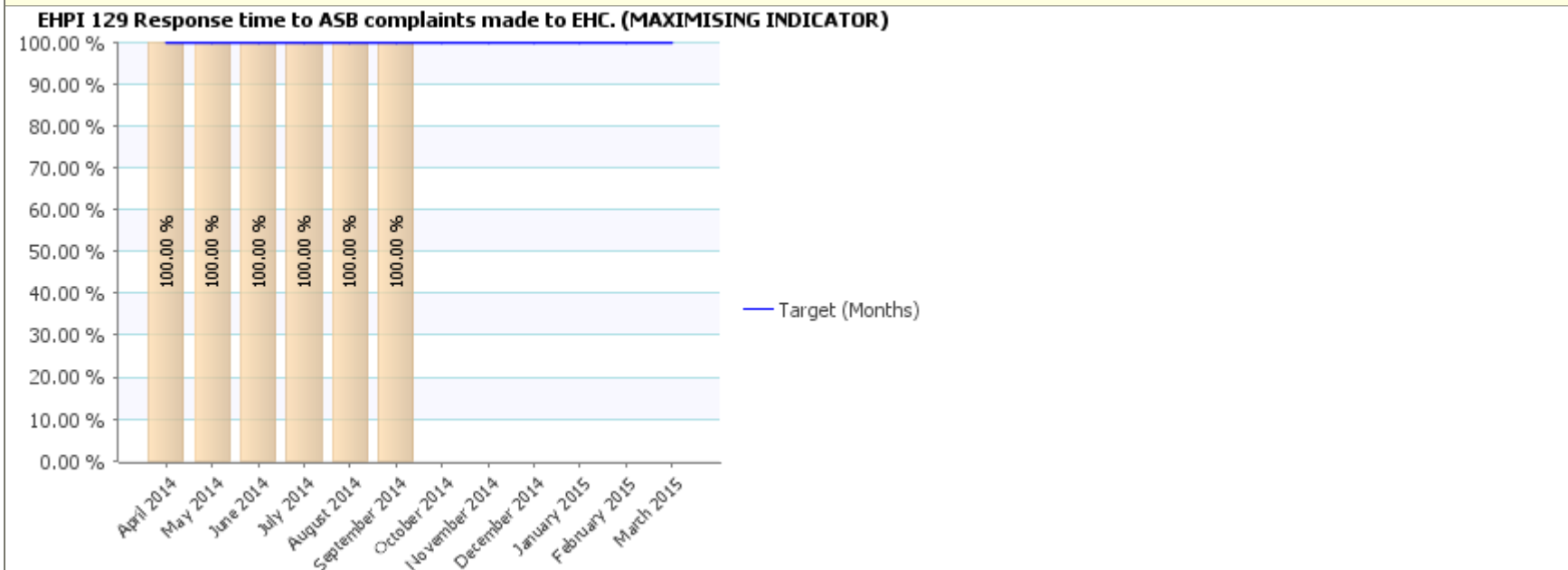
Trend Chart **Performance Gauge**



Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 129	Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)		100.00 %	100.00 %		There were 5 complaints made to the Anti-Social Behaviour Officer at East Herts Council all of which were responded to within the minimum of two working days, therefore meeting the 100% target.	None.

Trend Chart **Performance Gauge**



Traffic Light Data Only
Corporate Priority: People

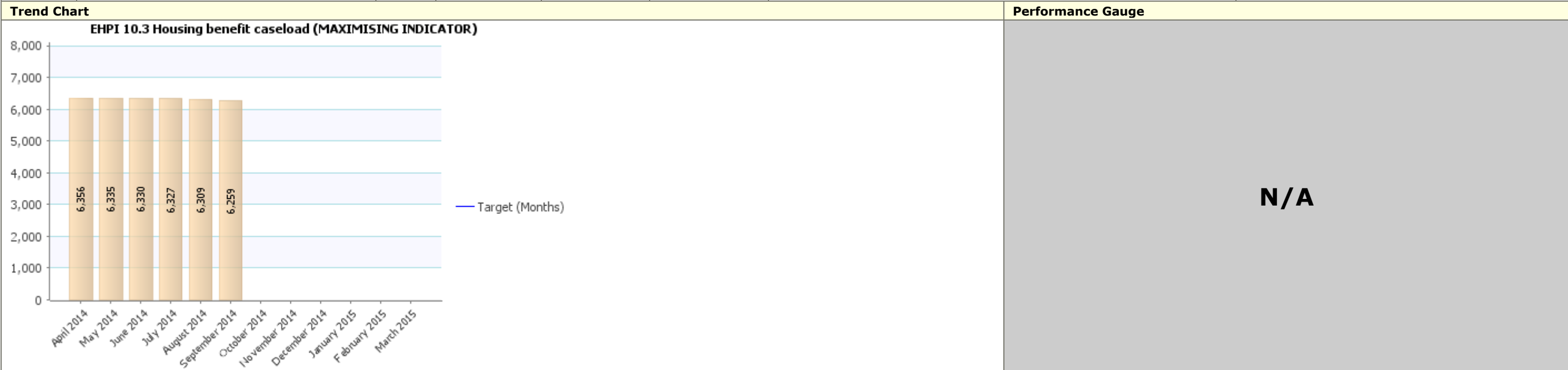
Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 10.1	Council Tax Support caseload (MAXIMISING INDICATOR)	N/A	6,749	N/A	↓	September 2014 council tax support caseload shows a slight decline from August 2014.	None.



Revenues and Benefits

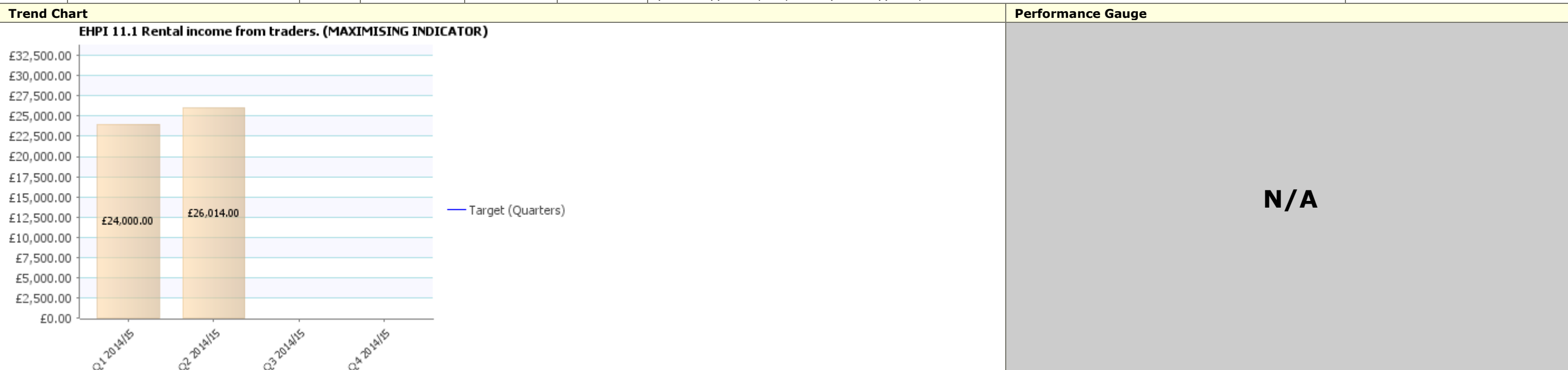
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 10.3	Housing benefit caseload (MAXIMISING INDICATOR)	N/A	6,259	N/A	↓	September 2014 council tax support caseload shows a slight decline from August 2014.	None.



Traffic Light Unknown
Corporate Priority: Prosperity

Economic Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 11.1	Rental income from market traders. (MAXIMISING INDICATOR)	N/A	£26,014.00	N/A	↑	July - September. Total rental income for this period is £26,014 which is higher than the previous quarter. This breaks down as follows Bishop's Stortford (Thursday) - £5,326, Bishop's Stortford (Saturday) - £5,828, Hertford (Saturday) - £11,349, Ware (Tuesday) - £3,511.	None.



Economic Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 11.2	Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	N/A	59	N/A	↓	July - September 2014. During this period a total of 59 producers attended Hertford Farmers Market which is slightly lower than the previous quarter. This breaks down as July - 19, August - 20, September - 20.	None.

Trend Chart	Performance Gauge										
<p>EHPI 11.2 Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Number of Producers</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>61</td> </tr> <tr> <td>Q2 2014/15</td> <td>59</td> </tr> <tr> <td>Q3 2014/15</td> <td>-</td> </tr> <tr> <td>Q4 2014/15</td> <td>-</td> </tr> </tbody> </table>	Quarter	Number of Producers	Q1 2014/15	61	Q2 2014/15	59	Q3 2014/15	-	Q4 2014/15	-	<p>N/A</p>
Quarter	Number of Producers										
Q1 2014/15	61										
Q2 2014/15	59										
Q3 2014/15	-										
Q4 2014/15	-										

PI Status		Short Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse