
















Community Scrutiny Corporate Healthcheck August – September 2011/12

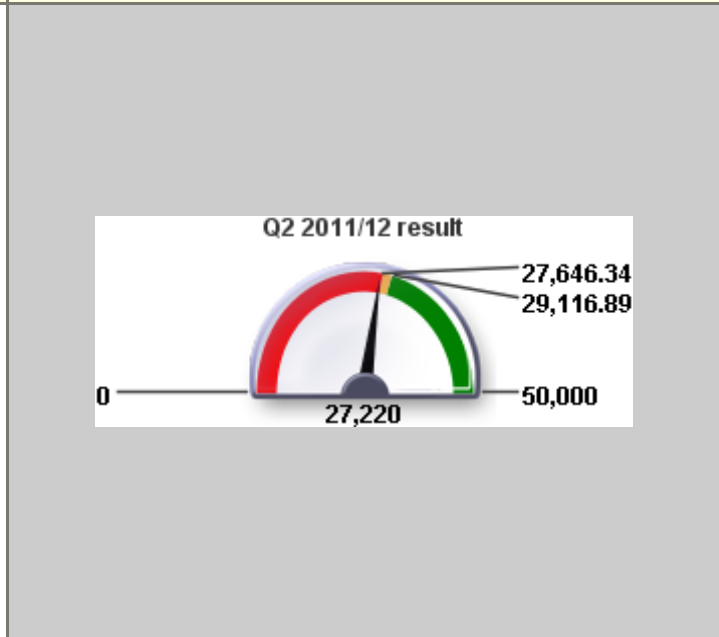
PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				



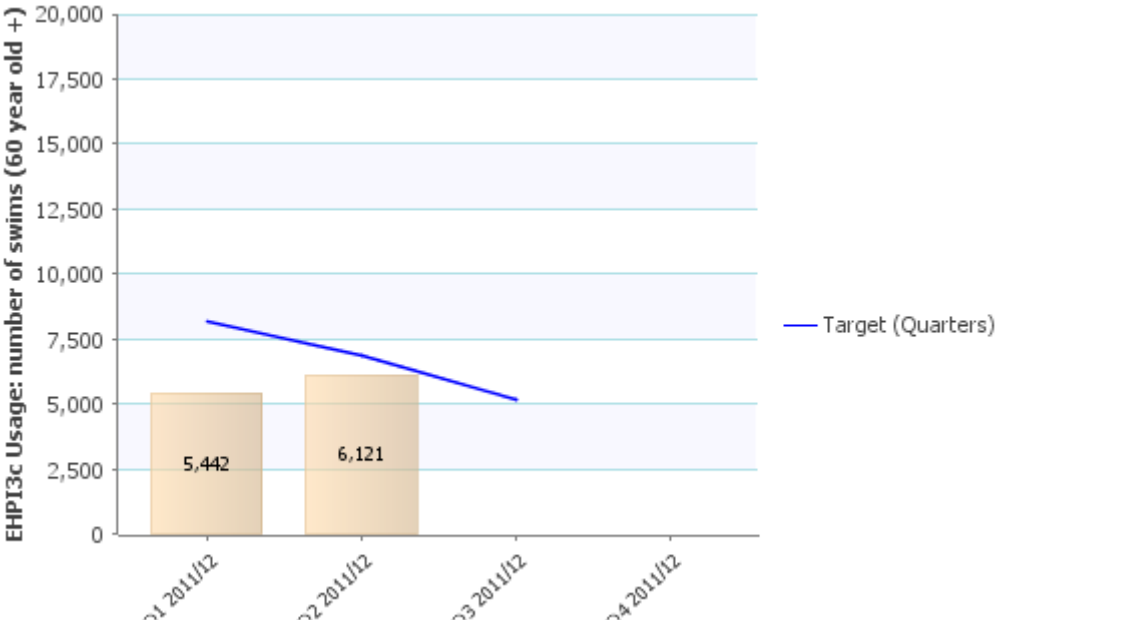
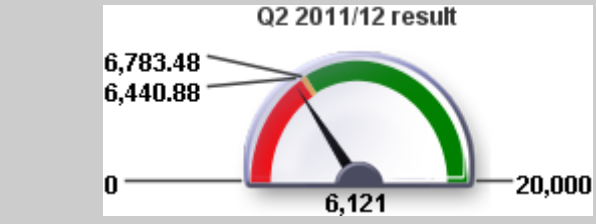
Traffic Light Red
Description Leading the way, working together

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP13b	Usage: number of swims (16 – under 60 year olds)		27,220	29,411		Q2 shows normal seasonal increase on Q1 figure, although down against target. Leisure Services and Everyone Active investigating what appears to be inconsistent Q1 & Q2 2010/11 throughput figures.	None

Trend Chart **Performance Gauge**

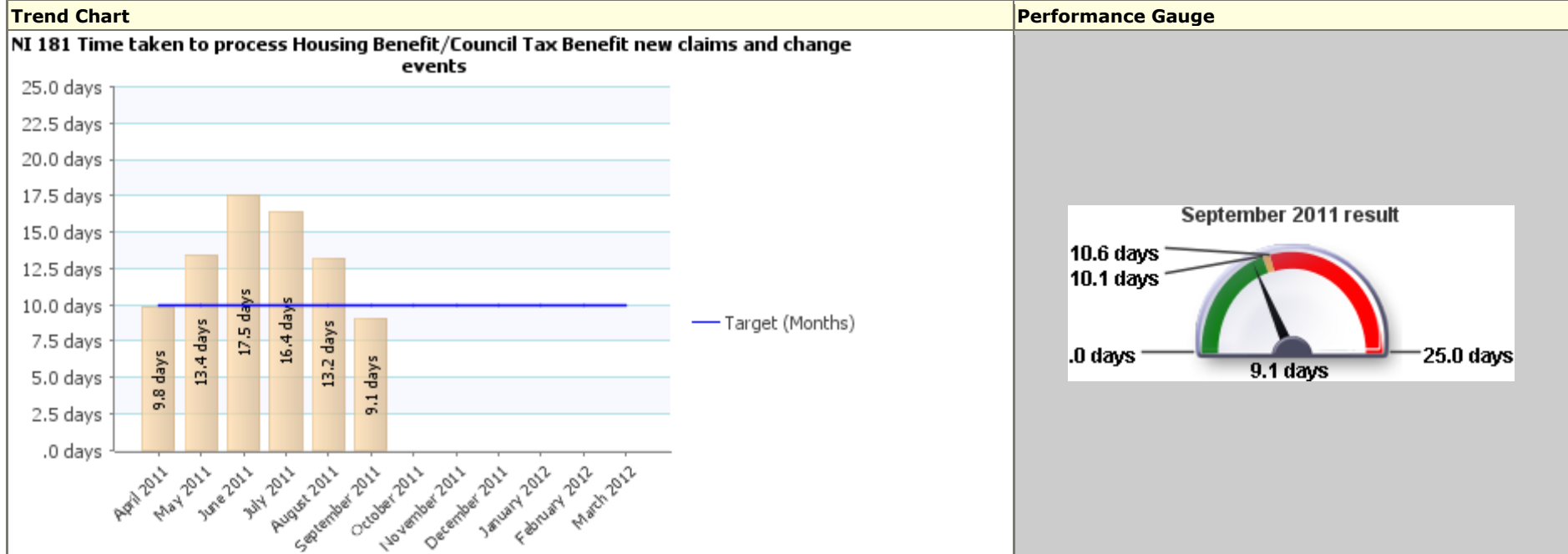


Community and Cultural Services																																
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011																									
EHP13c	Usage: number of swims (60 year old +)		6,121	6,852		Q2 throughput shows normal seasonal increase, shows increase on Q2 2009/10 and only slight decrease on Q2 2010/11 figures. Service expected short fall against target as target affected by throughput figures relating to previous government funded free swims for this age group.	None																									
Trend Chart						Performance Gauge																										
 <p>EHP13c Usage: number of swims (60 year old +)</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>5,442</td> <td>~8,000</td> </tr> <tr> <td>Q2 2011/12</td> <td>6,121</td> <td>~7,000</td> </tr> <tr> <td>Q3 2011/12</td> <td>-</td> <td>~5,000</td> </tr> <tr> <td>Q4 2011/12</td> <td>-</td> <td>-</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q1 2011/12	5,442	~8,000	Q2 2011/12	6,121	~7,000	Q3 2011/12	-	~5,000	Q4 2011/12	-	-	 <p>Q2 2011/12 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Red</td> </tr> <tr> <td>6,440.88</td> <td>Green</td> </tr> <tr> <td>6,783.48</td> <td>Grey</td> </tr> <tr> <td>20,000</td> <td>Grey</td> </tr> </tbody> </table>		Value	Color	0	Red	6,440.88	Green	6,783.48	Grey	20,000	Grey
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Traffic Light Green
Description Fit for purpose, services fit for you

Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	✔	9.1 days	10.0 days	↑	Performance exceeding target.	None

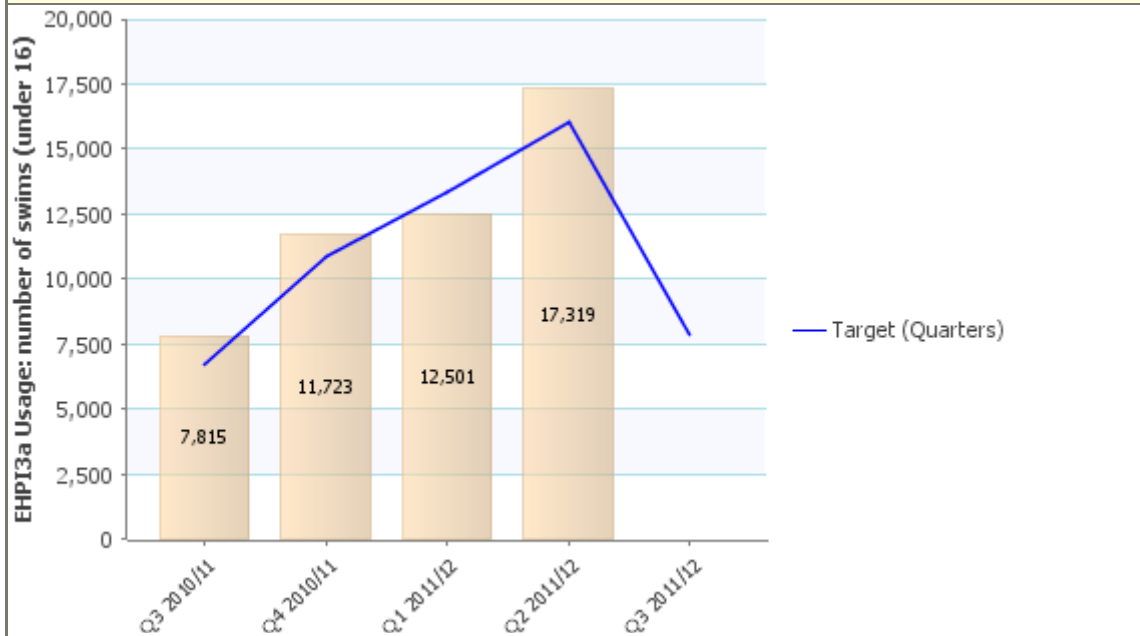


Traffic Light Green
Description Leading the way, working together

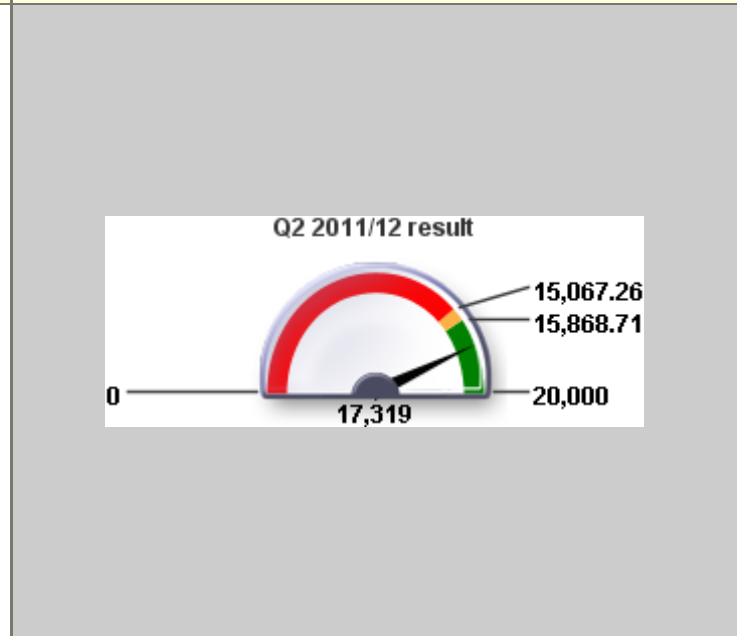
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP13a	Usage: number of swims (under 16)		17,319	16,029		Under 16 swim figures for 2011/2012 Q2 have seen a healthy growth and compare well against previous Q2 figures from 2009/10 and 2010/11.	None



Trend Chart



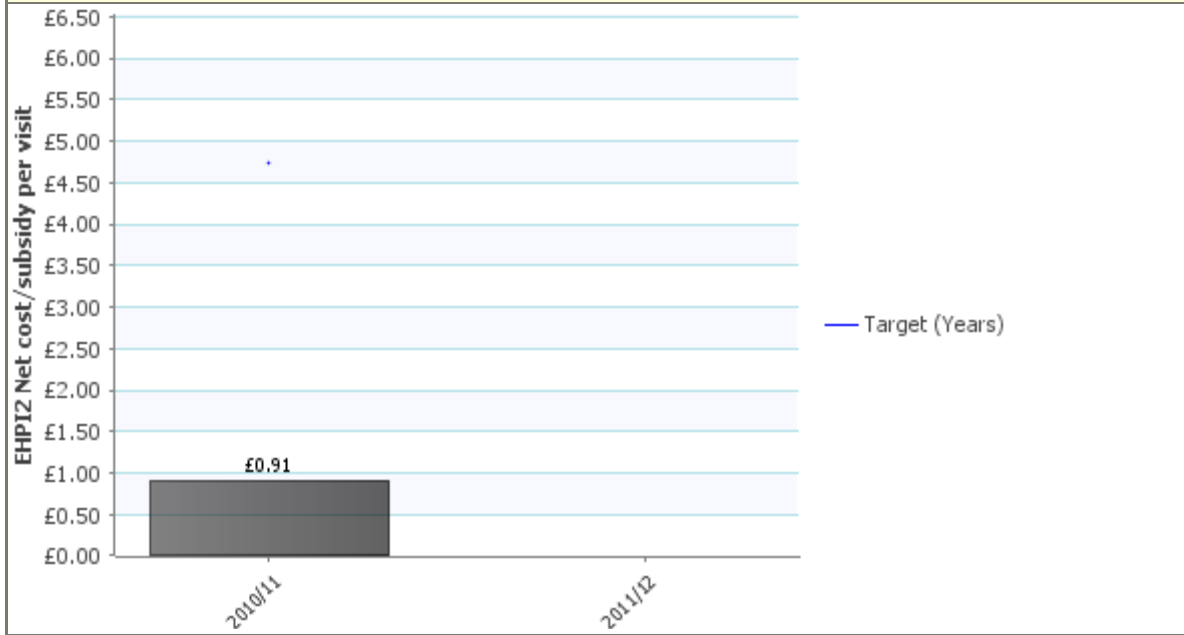
Performance Gauge



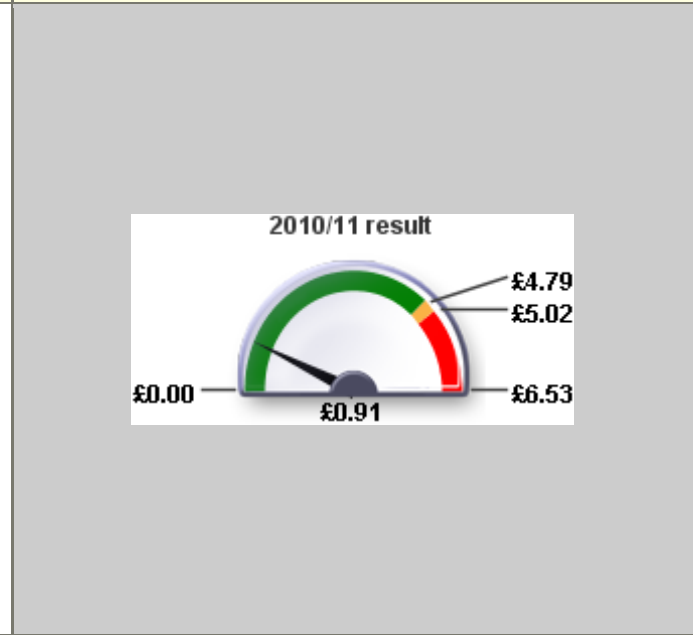
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP12	Net cost/subsidy per visit (Swims and Gym)		£0.91	£4.74		12 monthly management fee (including Retail Price Index) divided by total visits for the 12 month period, April 2010 - Mar 2011, equals cost per user subsidy; £405,283.42/446,268 = £0.91	None

Trend Chart



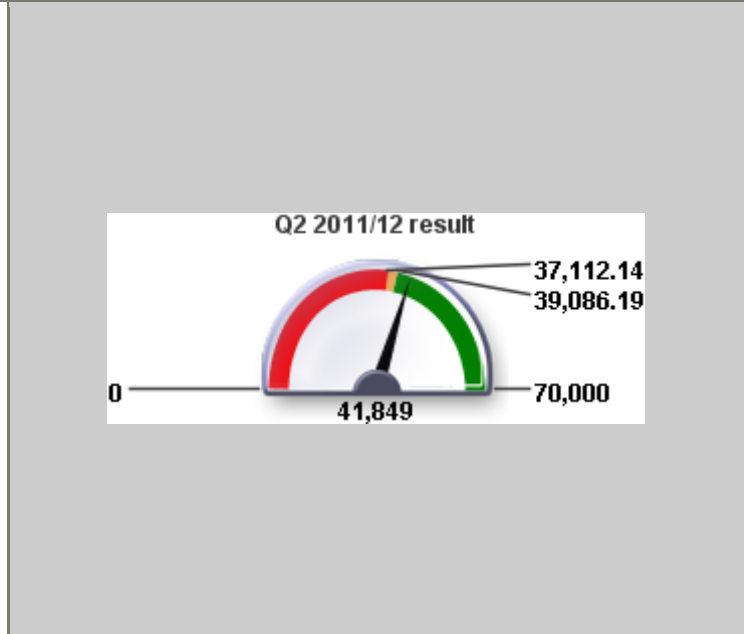
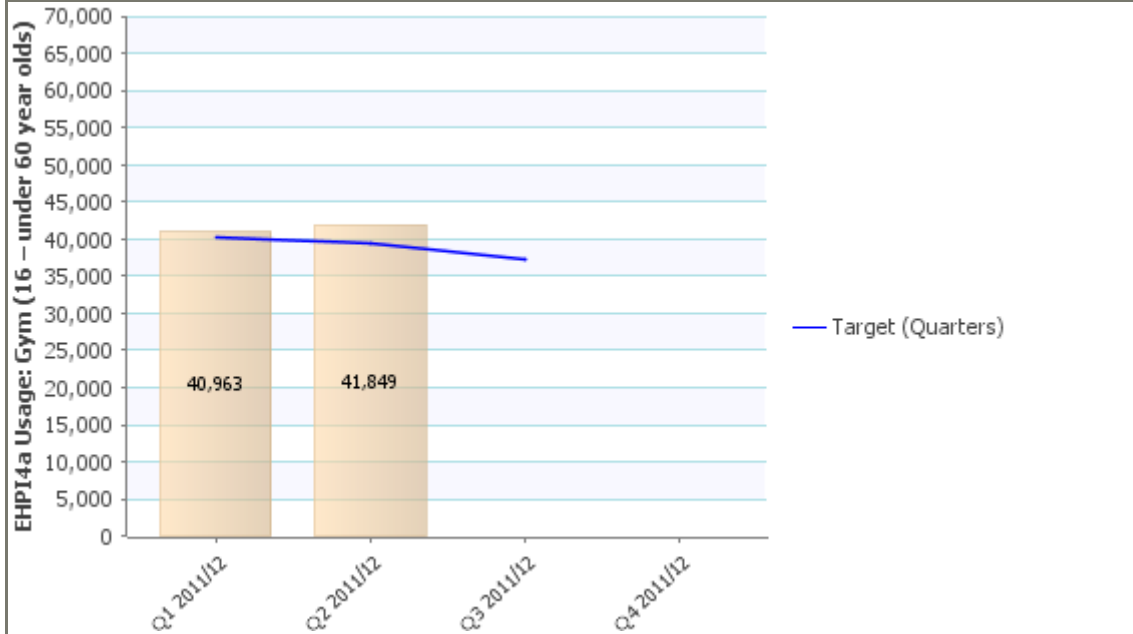
Performance Gauge



Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI4a	Usage: Gym (16 - under 60 year olds)		41,849	39,481		Performance is on target and consistent with seasonal trends.	None

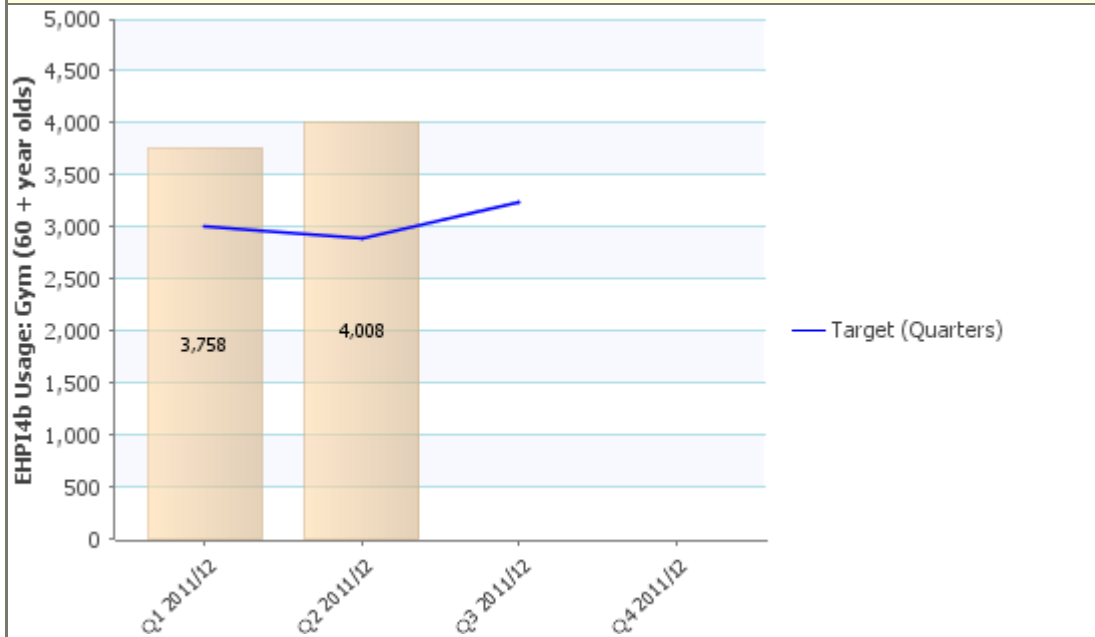
Trend Chart **Performance Gauge**



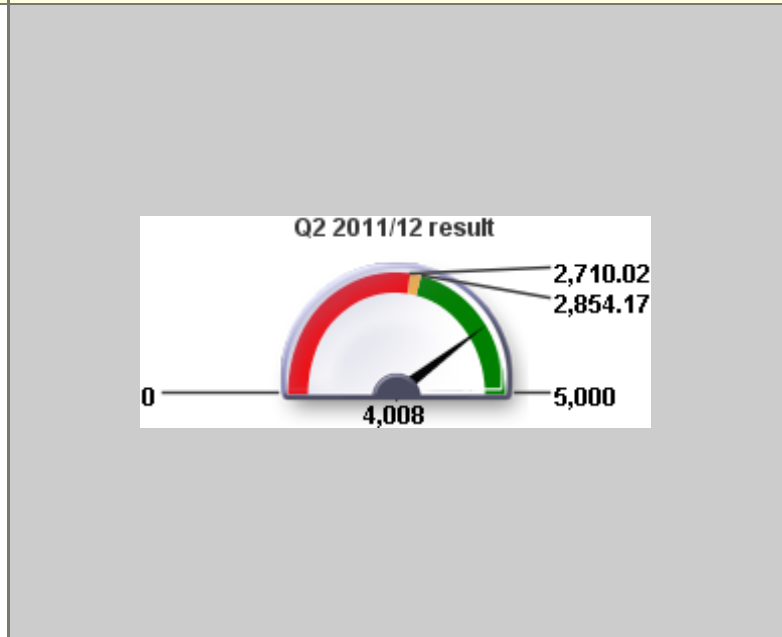
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP14b	Usage: Gym (60 + year olds)		4,008	2,883		Performance is on target.	None

Trend Chart



Performance Gauge

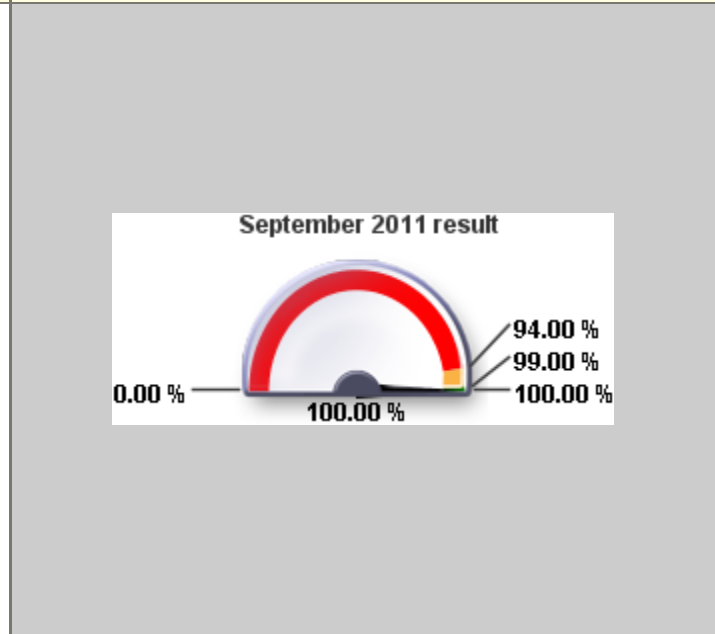
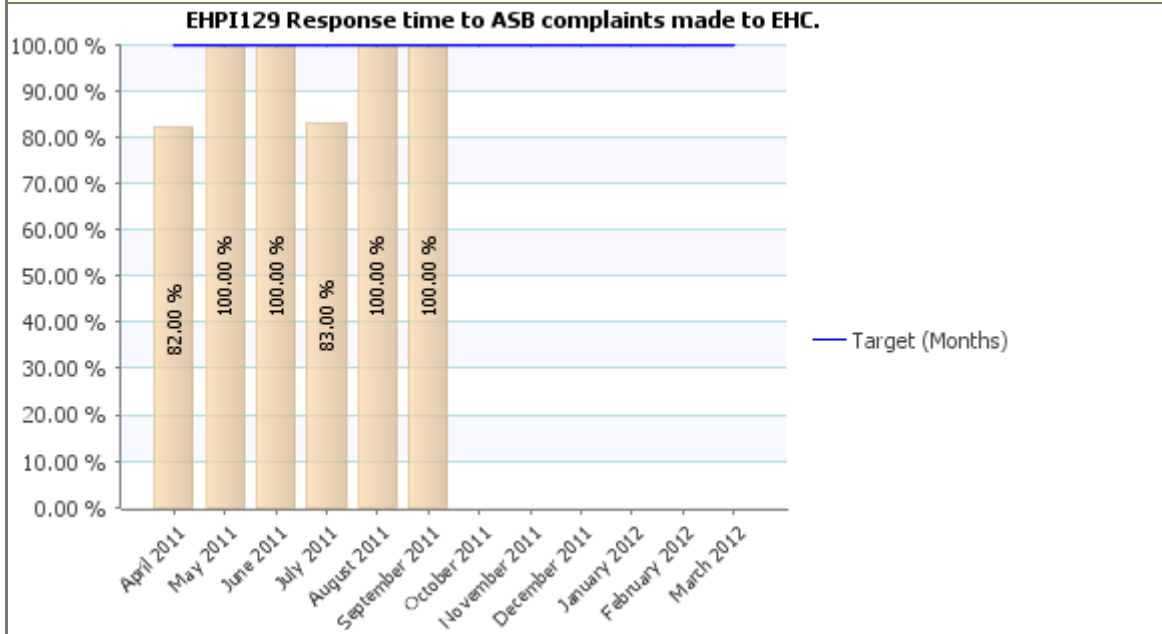


Traffic Light Green
Description Promoting prosperity & well being providing access & opportunities

Licensing and Community Safety



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP1129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 4 complaints directly made to the ASB and Projects Officer for September.	None

Trend Chart **Performance Gauge**







Traffic Light Data Only
Description Fit for purpose, services fit for you



Licensing and Community Safety



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.33	Net cost of Licensing per Hackney Carriage license		£109.36			Costs have decreased from the previous year from £182.04 to £109.36.	None
Trend Chart						Performance Gauge	
						2010/11 result £109.36	

Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.34a	Net cost of Licensing per LA2003 Premises Licenses		£210.67			Costs have decreased from the previous year from £226.88 to £210.67.	None
Trend Chart						Performance Gauge	
						2010/11 result £210.67	

Licensing and Community Safety							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.34b	Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)		£214.80			Costs have decreased from the previous year from £222.42 to £214.80.	None
Trend Chart						Performance Gauge	
						2010/11 result £214.80	

Licensing and Community Safety							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.35	Net cost of East Herts funded Police Community Support Officers per head of population		£0.62			Costs have decreased from the previous year from £0.75 to £0.62.	None
Trend Chart						Performance Gauge	
						2010/11 result £0.62	



Revenues & Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.11	Net cost of Housing and Council Tax Benefit per claim		£74.38			Costs have decreased from the previous year from £82.35 to £74.38.	None
Trend Chart						Performance Gauge	
						2010/11 result £74.38	



Revenues & Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP18.12	Net cost of Collecting Council Tax per property		£16.82			Costs have decreased from the previous year from £17.83 to £16.82.	None
Trend Chart						Performance Gauge	
						2010/11 result £16.82	



Traffic Light Data Only
Description Promoting prosperity & well being providing access & opportunities



Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP18.41	Net cost of swimming pool per swim		£5.06			Costs have decreased from the previous year from £24.34 to £5.06.	None
Trend Chart						Performance Gauge	
						2010/11 result £5.06	



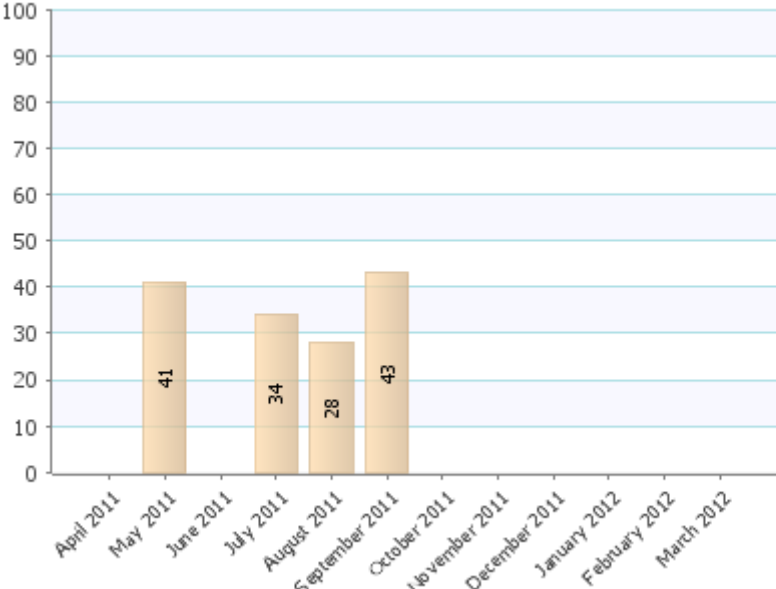
Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP18.42	Net cost of Citizen Advice Bureau per contact		£13.42			Costs have decreased from the previous year from £18.96 to £13.42.	None
Trend Chart						Performance Gauge	
						2010/11 result £13.42	



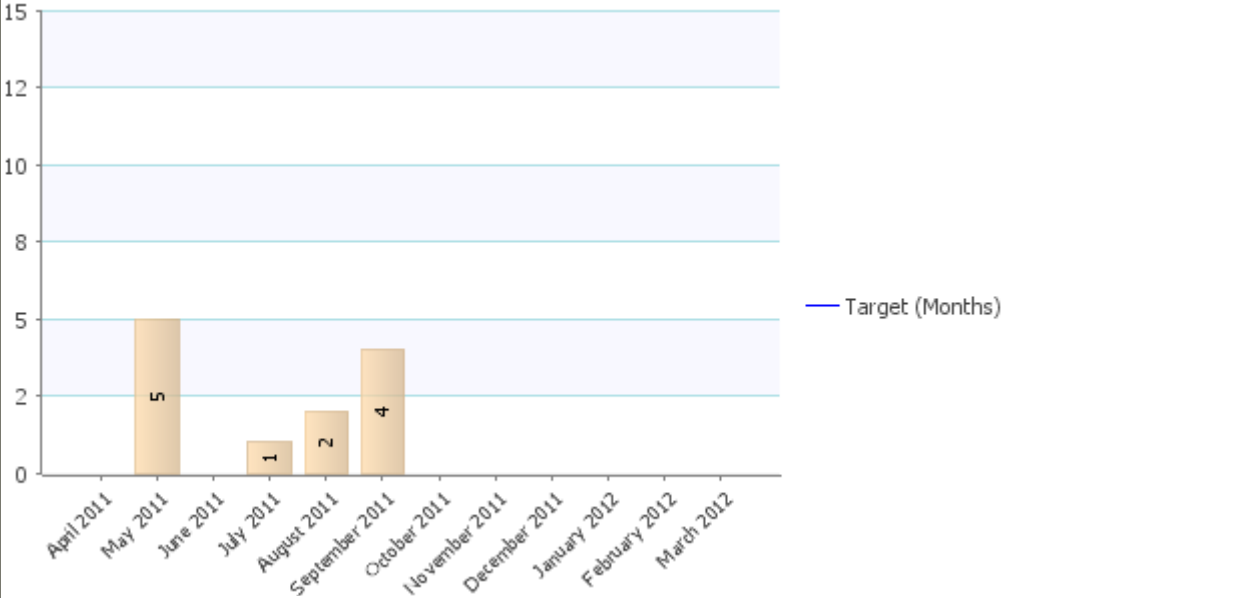
Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.43	Net cost of Meals on Wheels per number served per annum		£679.07			Costs have decreased from the previous year from £684.25 to £679.07.	None
Trend Chart						Performance Gauge	
						2010/11 result £679.07	



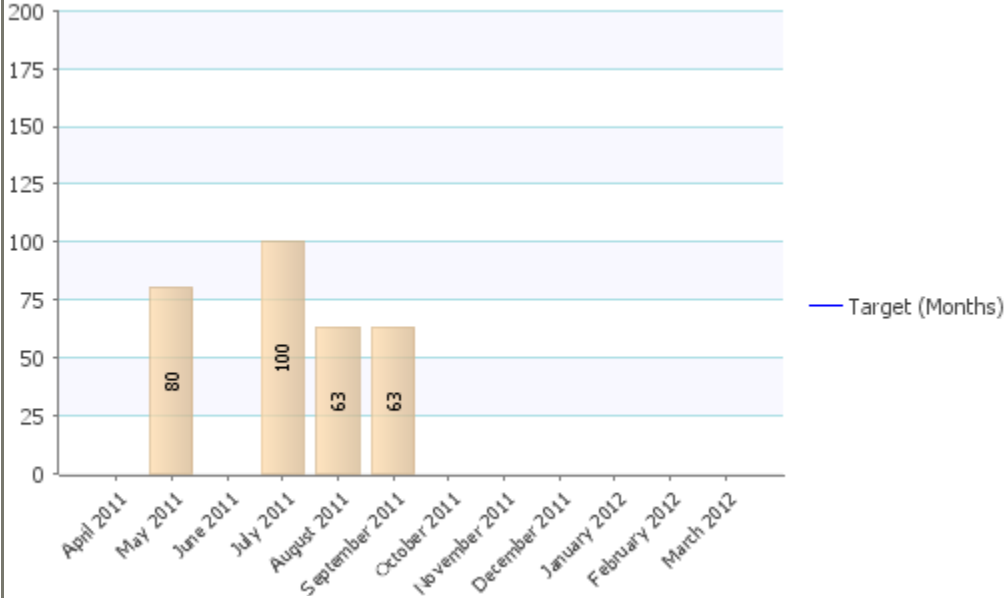
Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.37	Net cost of Environmental Health per food inspection		£2,798.00			Costs have decreased from the previous year from £3,368.08 to £2,798.00	None
Trend Chart						Performance Gauge	
						2010/11 result £2,798.00	

Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.38	Net cost of Environmental Health per health and safety inspection		£13,092.54			Costs have increased from the previous year from £10,498.93 to £13,092.54.	None
Trend Chart						Performance Gauge	
						2010/11 result £13,092.54	

Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.40	Net cost of the Homelessness Service per presentation		£5,079.86			Costs have been reduced from the previous year from £5,533.67 to £5,079.86.	None
Trend Chart						Performance Gauge	
						2010/11 result £5,079.86	

Licensing and Community Safety																																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011																										
NI 20	Number of Assault with injury crime rate offences per 1,000 population		43			Instant Atlas data not available for month of September	None																										
Trend Chart						Performance Gauge																											
<p>NI 20 Number of Assault with injury crime rate offences per 1,000 population</p>  <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>-</td> </tr> <tr> <td>May 2011</td> <td>41</td> </tr> <tr> <td>June 2011</td> <td>-</td> </tr> <tr> <td>July 2011</td> <td>34</td> </tr> <tr> <td>August 2011</td> <td>28</td> </tr> <tr> <td>September 2011</td> <td>43</td> </tr> <tr> <td>October 2011</td> <td>-</td> </tr> <tr> <td>November 2011</td> <td>-</td> </tr> <tr> <td>December 2011</td> <td>-</td> </tr> <tr> <td>January 2012</td> <td>-</td> </tr> <tr> <td>February 2012</td> <td>-</td> </tr> <tr> <td>March 2012</td> <td>-</td> </tr> </tbody> </table>						Month	Value	April 2011	-	May 2011	41	June 2011	-	July 2011	34	August 2011	28	September 2011	43	October 2011	-	November 2011	-	December 2011	-	January 2012	-	February 2012	-	March 2012	-	<p>September 2011 result 43</p>	
Month	Value																																
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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 20 th September 2011																										
NI 15	Number of most Serious violent crime rate per 1,000 population		4			Instant Atlas data not available for month of September	None																										
Trend Chart						Performance Gauge																											
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NI 16	Number of Serious acquisitive crime rate per 1,000 population		63			Instant Atlas data not available for month of September	None																										
Trend Chart						Performance Gauge																											
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