

# Community Scrutiny Corporate Healthcheck October - December 2011/12

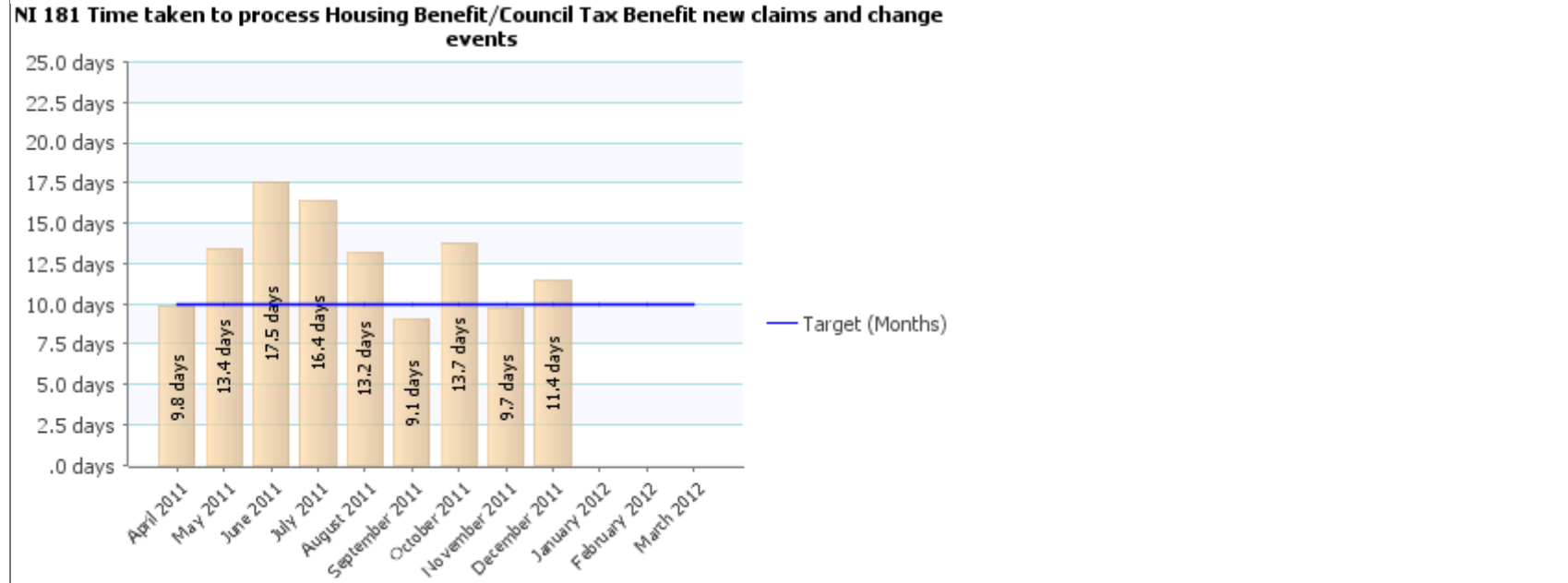


**Traffic Light Red**  
**Description** Fit for purpose, services fit for you

## Revenues and Benefits Services



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 22 <sup>nd</sup> November 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		11.4 days	10.0 days		The data extract for the period 5 December 2011 to 16 January 2012 is 11.44 days. Giving a cumulative position as 11.83 days. Caseload continues to rise and upgrading work for April changes has commenced.	None

### Trend Chart Performance Gauge

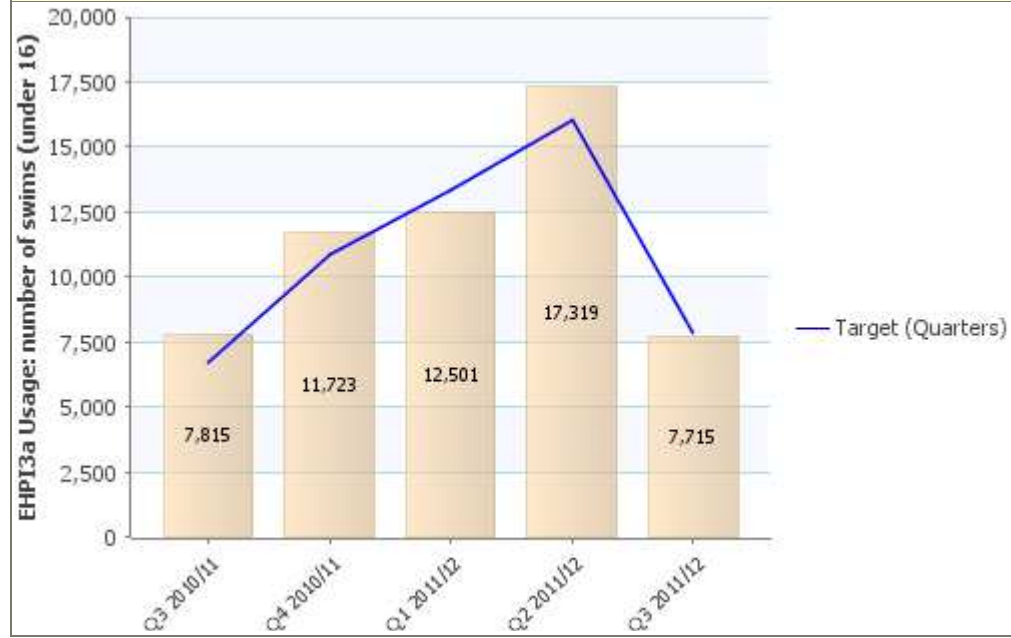


**Traffic Light Amber**  
**Description** Leading the way, working together

**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 22 <sup>nd</sup> November 2011
EHPI3a	Usage: number of swims (under 16)		7,715	7,893		Figures for 2011/2012 Quarter 3 show the normal seasonal drop and are comparable with previous Quarter 3 figures for 2010/11, just falling short of the Quarter 3 2011/2012 target.	None

**Trend Chart**



**Performance Gauge**



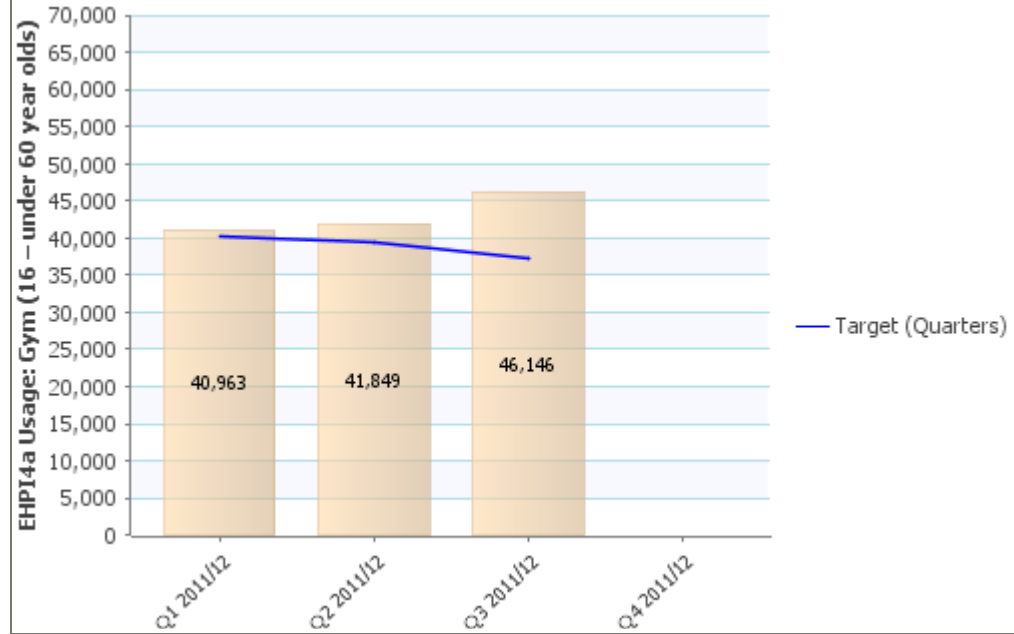
**Traffic Light** Green

**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 22 <sup>nd</sup> November 2011
EHP14a	Usage: Gym (16 – under 60 year olds)		46,146	37,160		Figures for 2011/2012 Quarter 3 show continual strong growth bucking the trend of the normal seasonal drop. Throughput exceeds previous Quarter 3 figures for 2010/11 and the Quarter 3 2011/2012 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 22 <sup>nd</sup> November 2011
EHP14b	Usage: Gym (60 + year olds)	✔	4,230	3,234	↑	Figures for 2011/2012 Quarter 3 show continual strong growth with no seasonal drop. Throughput exceeds previous Quarter 3 figures for 2010/11 and the Quarter 3 2011/2012 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 22 <sup>nd</sup> November 2011
EHP13b	Usage: number of swims (16 - under 60 year olds)	✔	20,539	19,546	↓	Figures for 2011/2012 Quarter 3 show the normal seasonal drop and are comparable with previous Quarter 3 figures for 2010/11, achieving the Quarter 3 2011/2012 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 22 <sup>nd</sup> November 2011
EHP13c	Usage: number of swims (60 year old +)		5,513	5,185		Figures for 2011/2012 Quarter 3 show the normal seasonal drop and are comparable with previous Quarter 3 figures for 2010/11, exceeding the Quarter 3 2011/2012 target.	None

**Trend Chart**



**Performance Gauge**



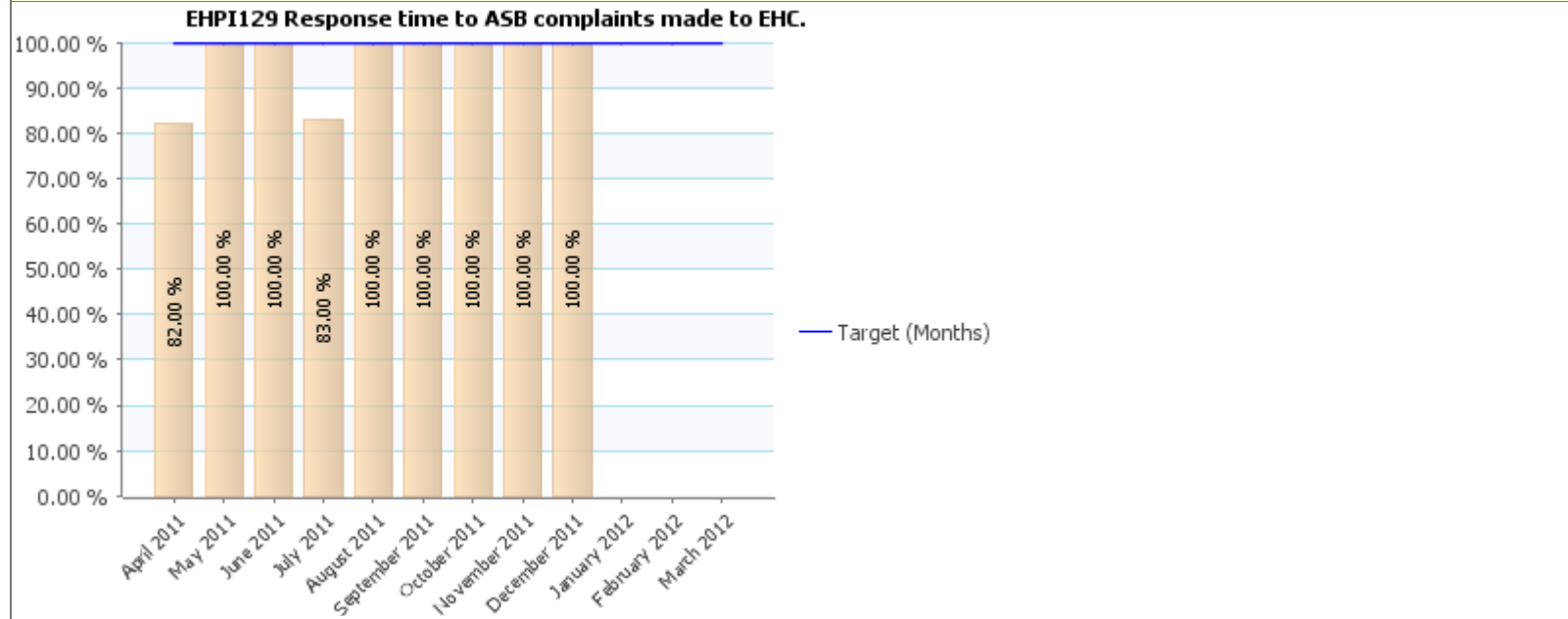
**Traffic Light Green**

**Description** Promoting prosperity & well being providing access&opportunities

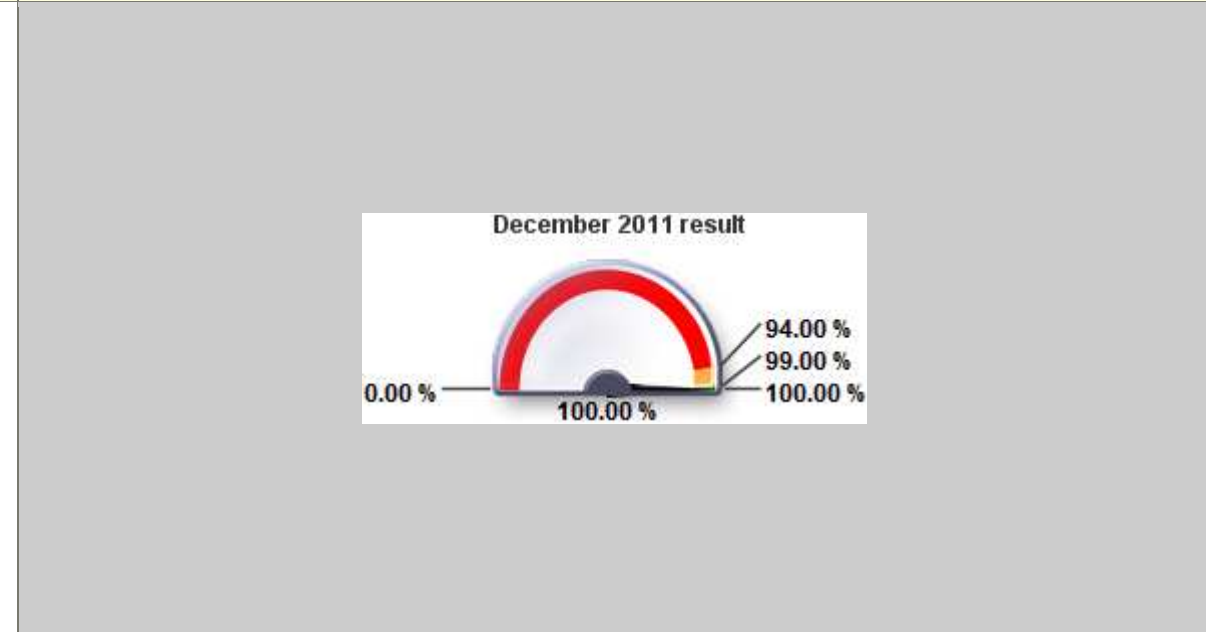
**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 22 <sup>nd</sup> November 2011
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 4 Anti Social Behaviour complaints made to the Anti Social Behaviour officer at East Herts Council, all of which were responded to within the minimum two working days.	<b>None</b>

**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				