



April – June Community Scrutiny Corporate Healthcheck 2012/13

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 12 th June 2012.
EHP13a	Usage: number of swims (under 16)		9,503	12,501		Figures for 2012/11 Quarter 1 shows that there has been a decline in throughput for the same period last year, although slightly up on the previous quarters throughput. This may be due to the prevailing economic climate, the service is monitoring the continuing decline and is in discussion with SLM on ways to improve throughput for this age group.	None

Trend Chart



Performance Gauge

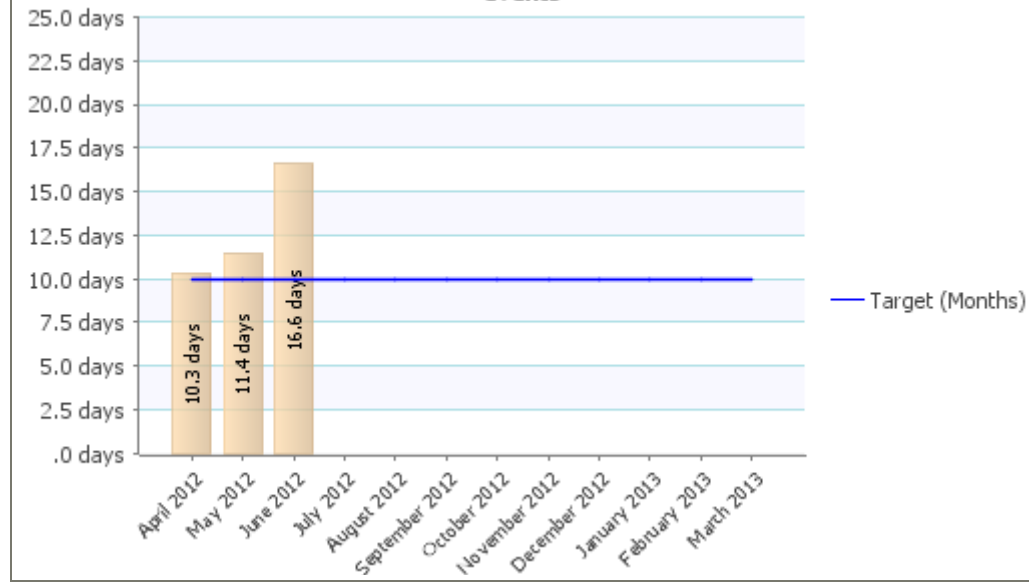


Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		16.6 days	10.0 days		Performance for the periods from 15 June 2012 to 13 July 2012 is 16.57 days. The cumulative position is at 13.5 days.	None



Trend Chart **Performance Gauge**

NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events

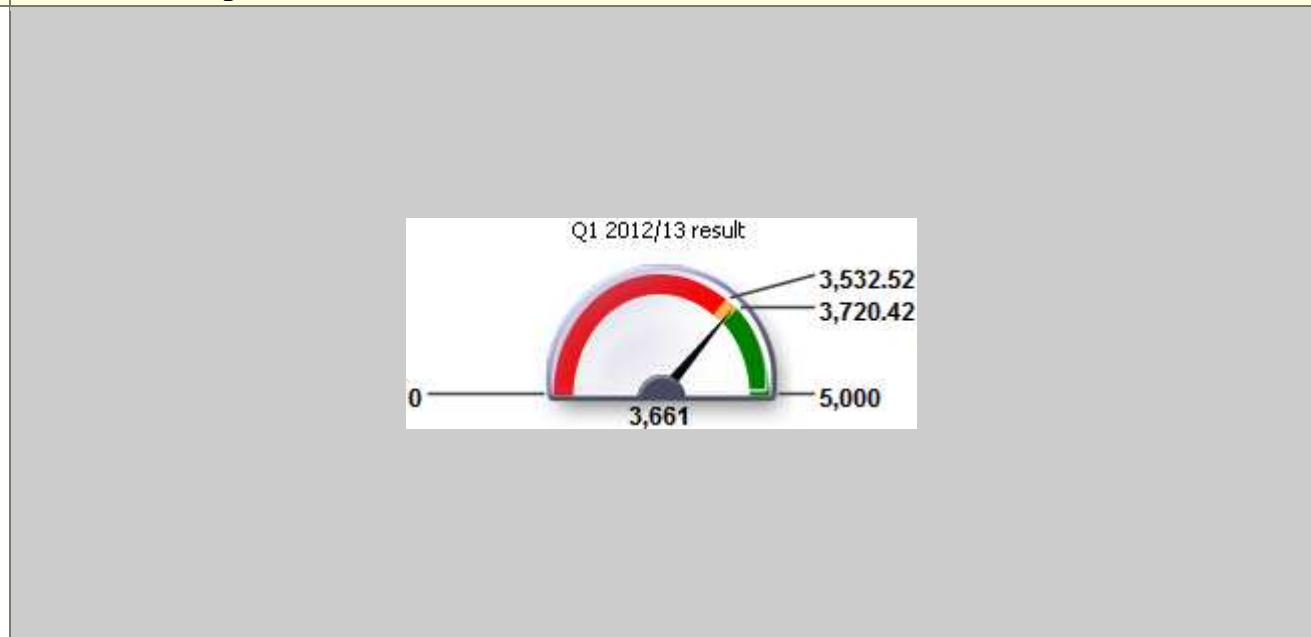
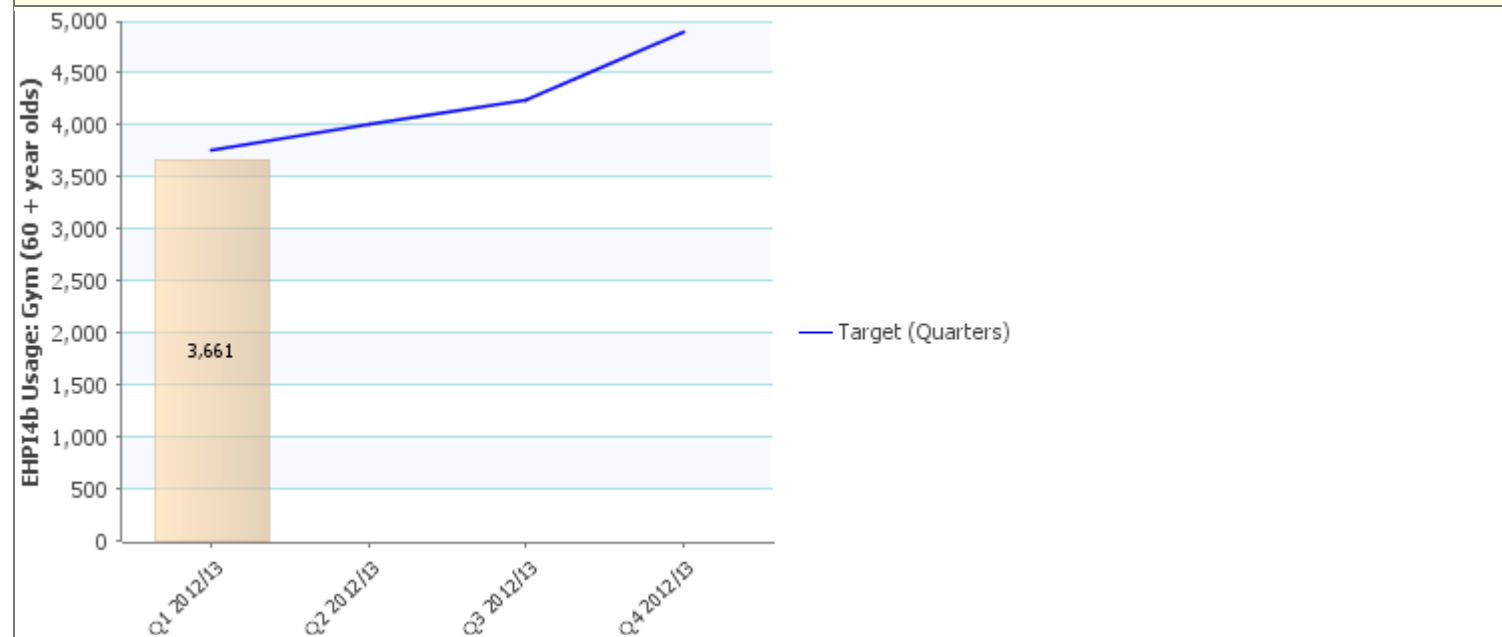


Traffic Light Amber
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI4b	Usage: Gym (60 + year olds)		3,661	3,758		Throughput slightly down on target, but following normal seasonal trend.	None

Trend Chart **Performance Gauge**

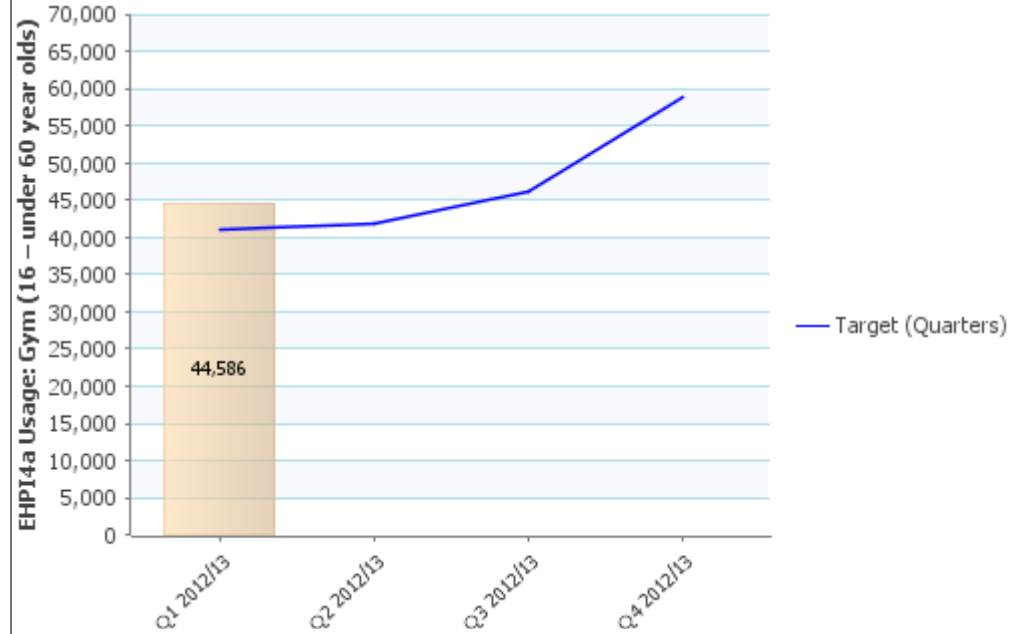


Traffic Light Green
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHP14a	Usage: Gym (16 – under 60 year olds)		44,586	40,963		Performance for this quarter is exceeding the target.	None

Trend Chart

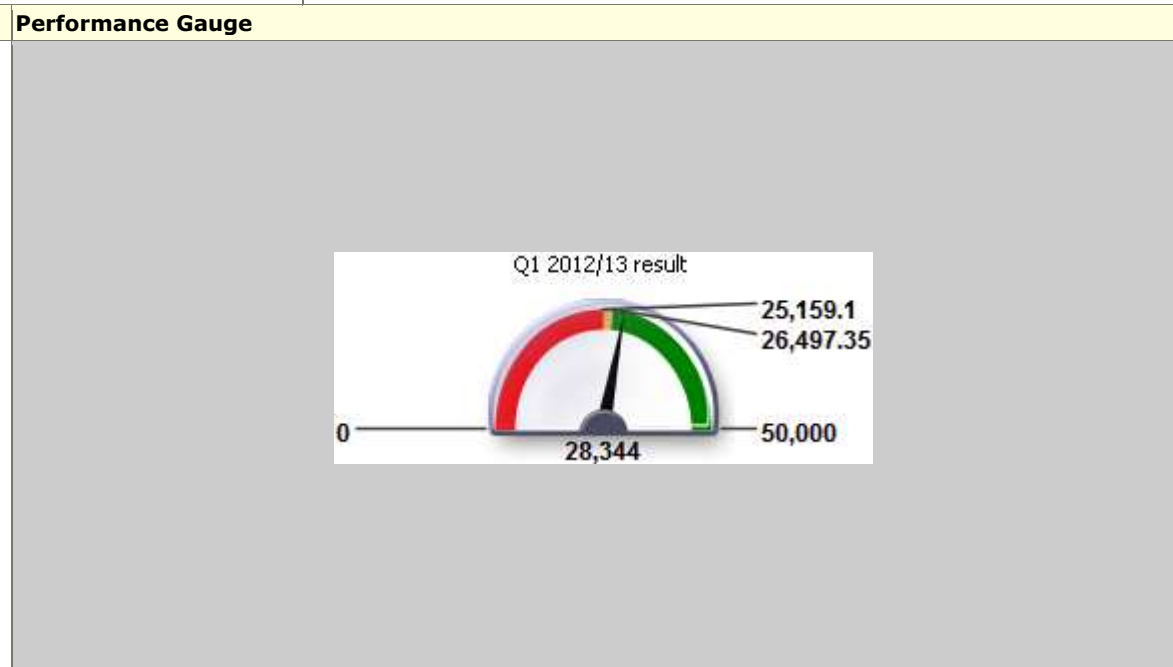
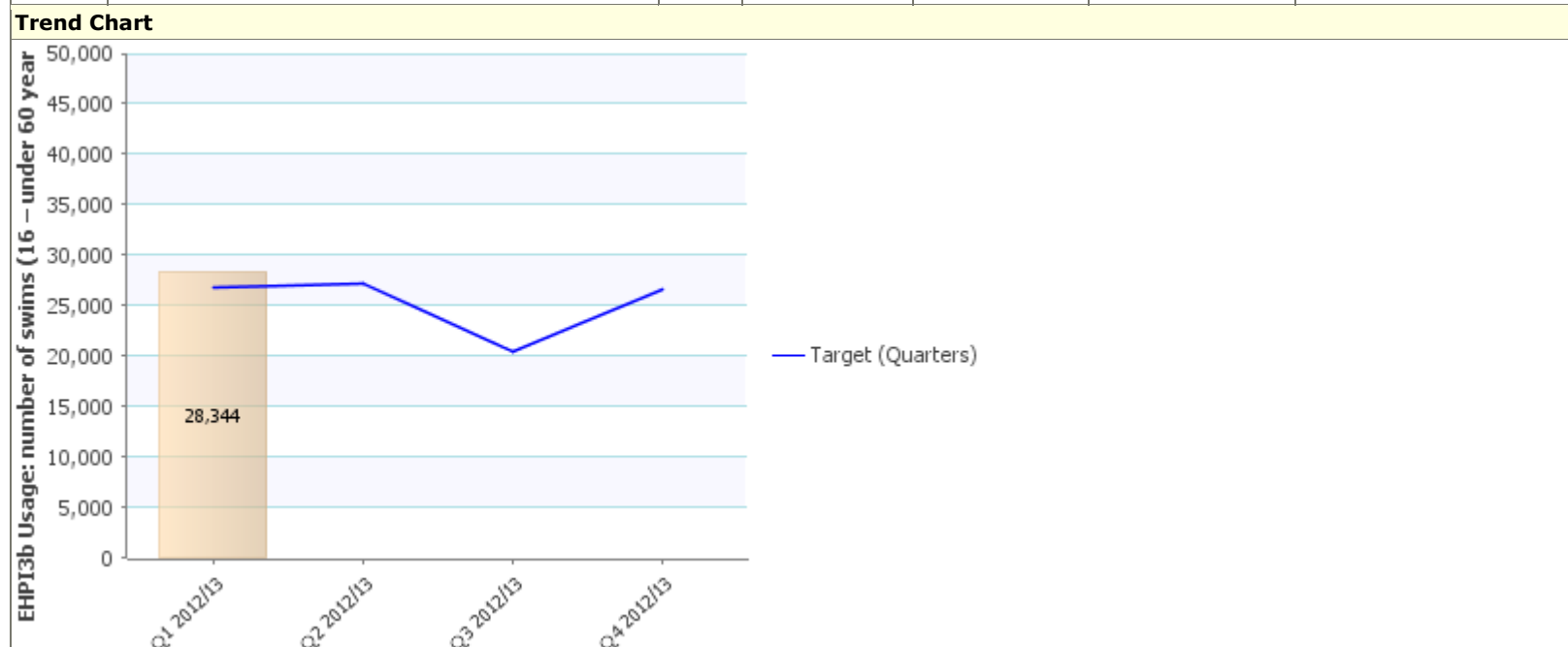


Performance Gauge



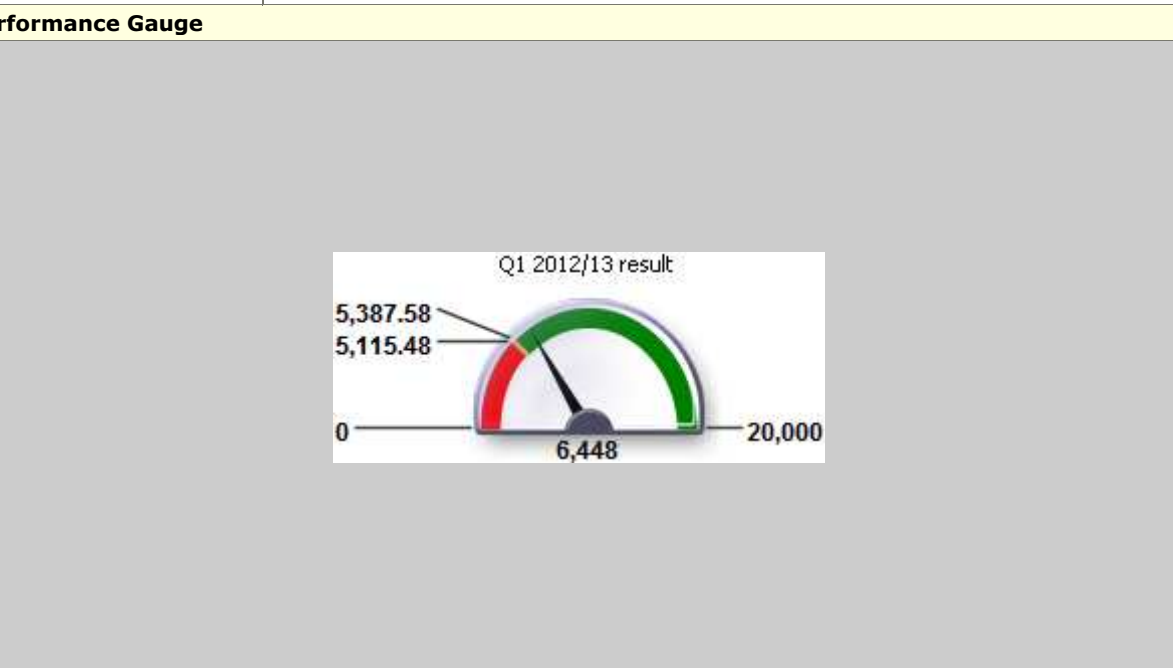
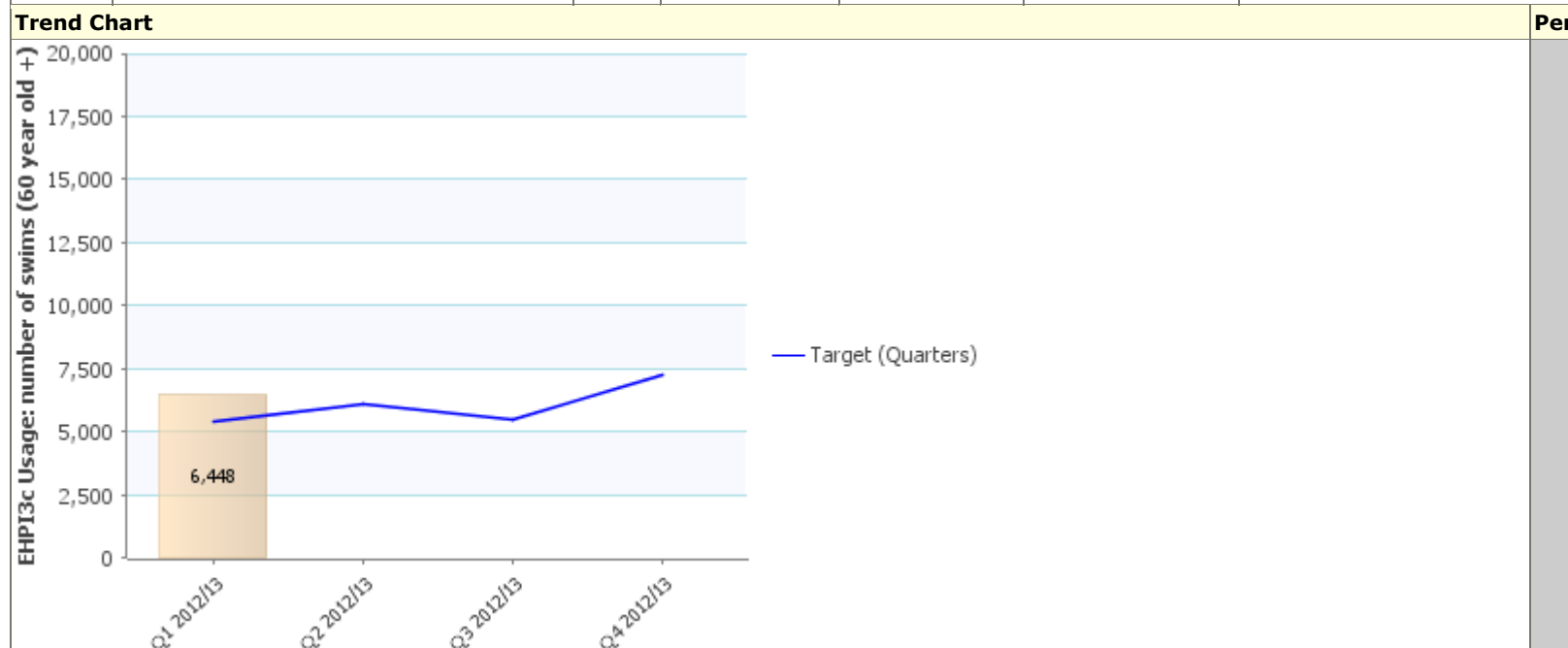
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHP13b	Usage: number of swims (16 – under 60 year olds)	✓	28,344	26,765	↑	Performance for this quarter is exceeding the target.	None



Community and Cultural Services

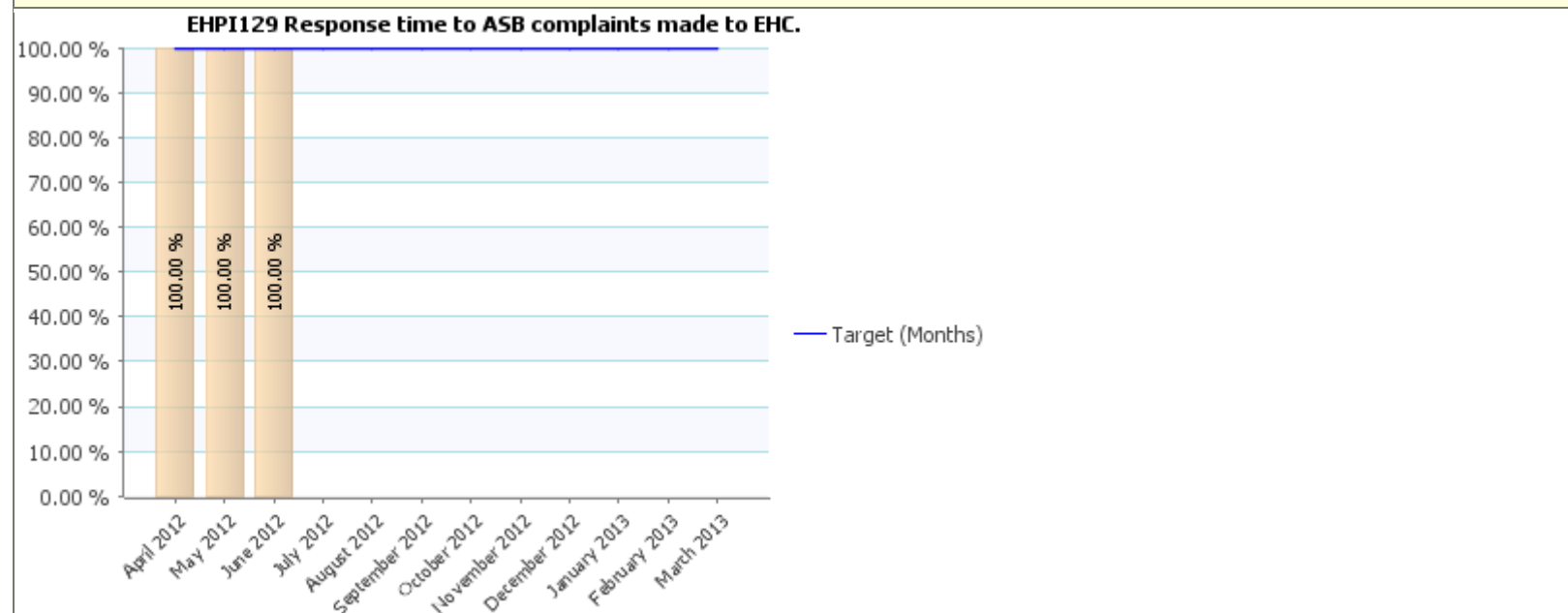
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHP13c	Usage: number of swims (60 year old +)	✓	6,448	5,442	↓	Performance for this quarter is exceeding the target	None



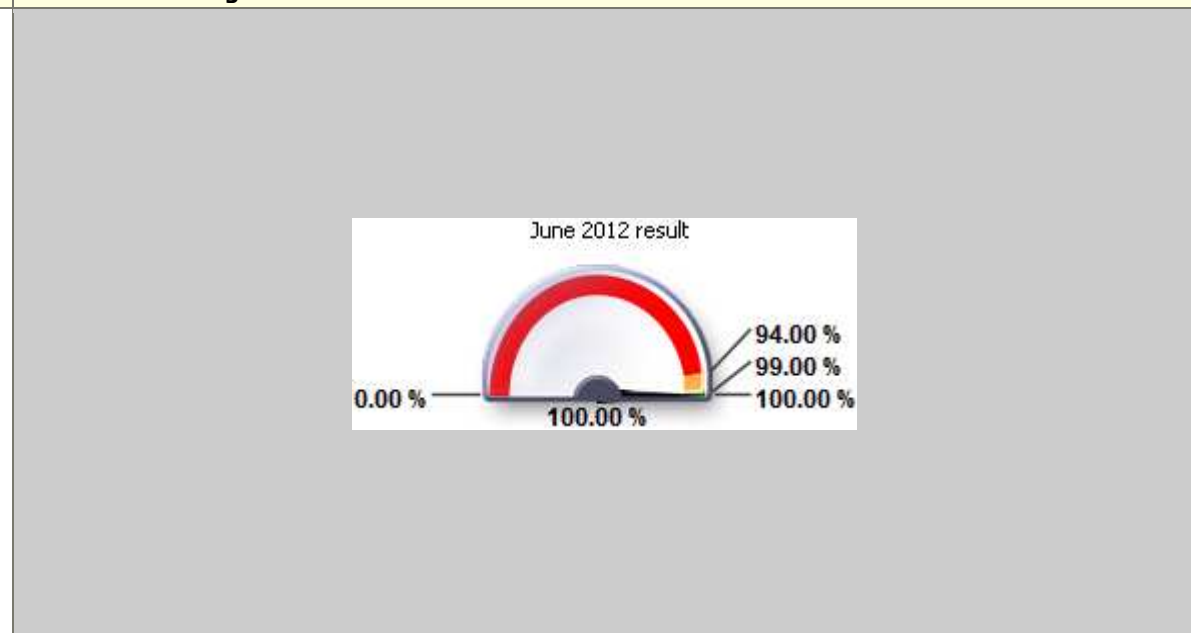
Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHP1129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		June 2012 There were twelve complaints made to the ASB officer at EHC, all of which were responded to within the minimum two working days.	None

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				