

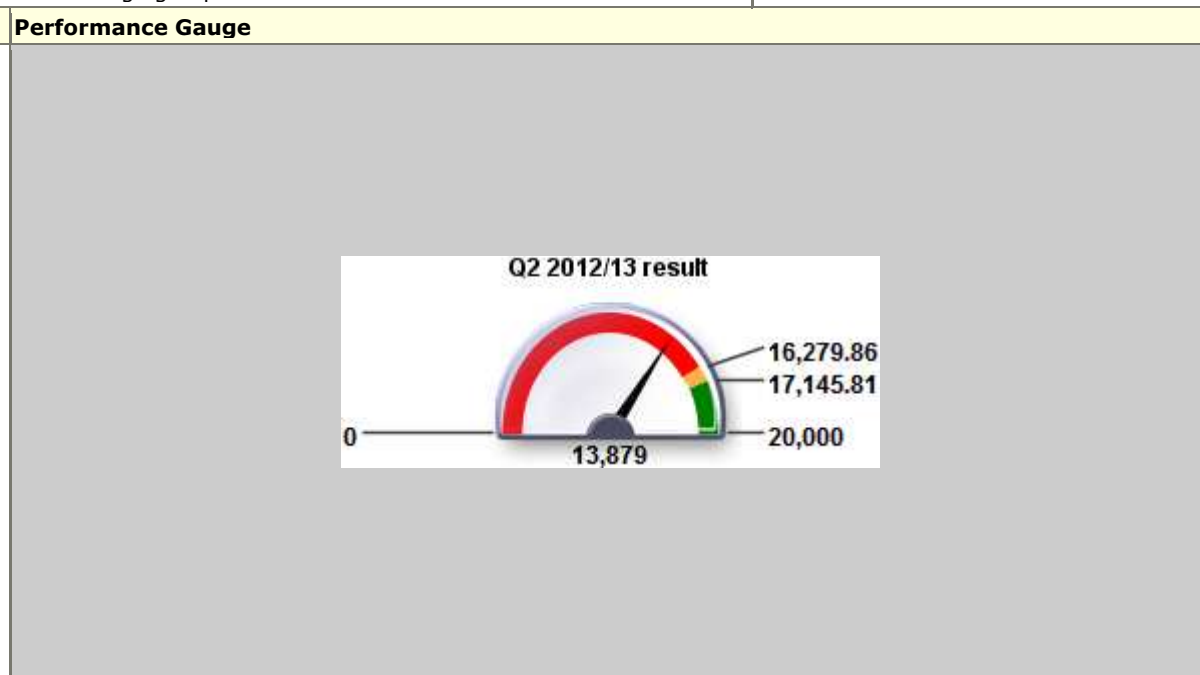


Community Scrutiny Corporate Healthcheck July to September 2012/13

Traffic Light Red
Description People

Community and Cultural Services

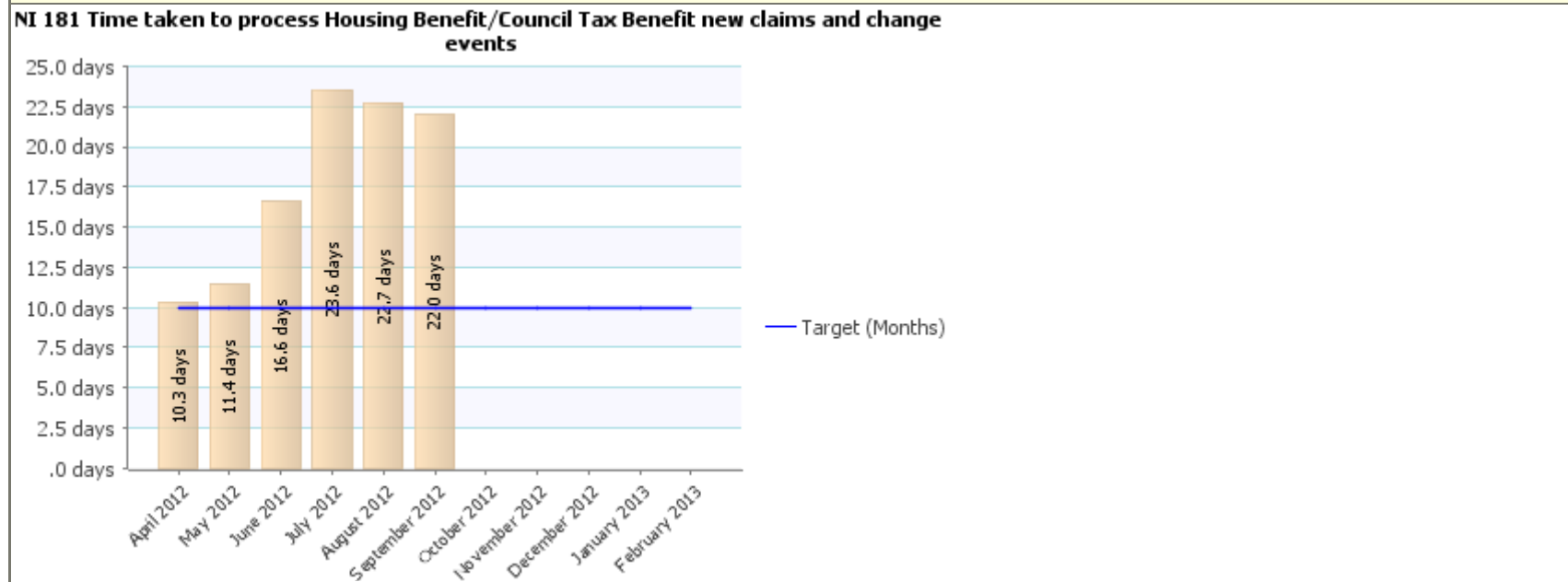
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 August 2012.
EHP13a	Usage: number of swims (under 16)		13,879	17,319		Figures for quarter two in 2012/13 show that there has been a decline in throughput for this period when a comparison is made against 2011/12, although throughput did increase against the previous quarter in line with seasonal trends. The service is monitoring the continuing decline and is actively in discussion with SLM on ways to improve throughput for this age group.	None



Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 August 2012.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		22.0 days	10.0 days		Performance was 'Red' for September 2012. Performance for September was 21.98 days against a target of 10 days. This was a slight improvement in performance when compared to the previous month. Cumulative performance is 17.48 days.	None

Trend Chart **Performance Gauge**

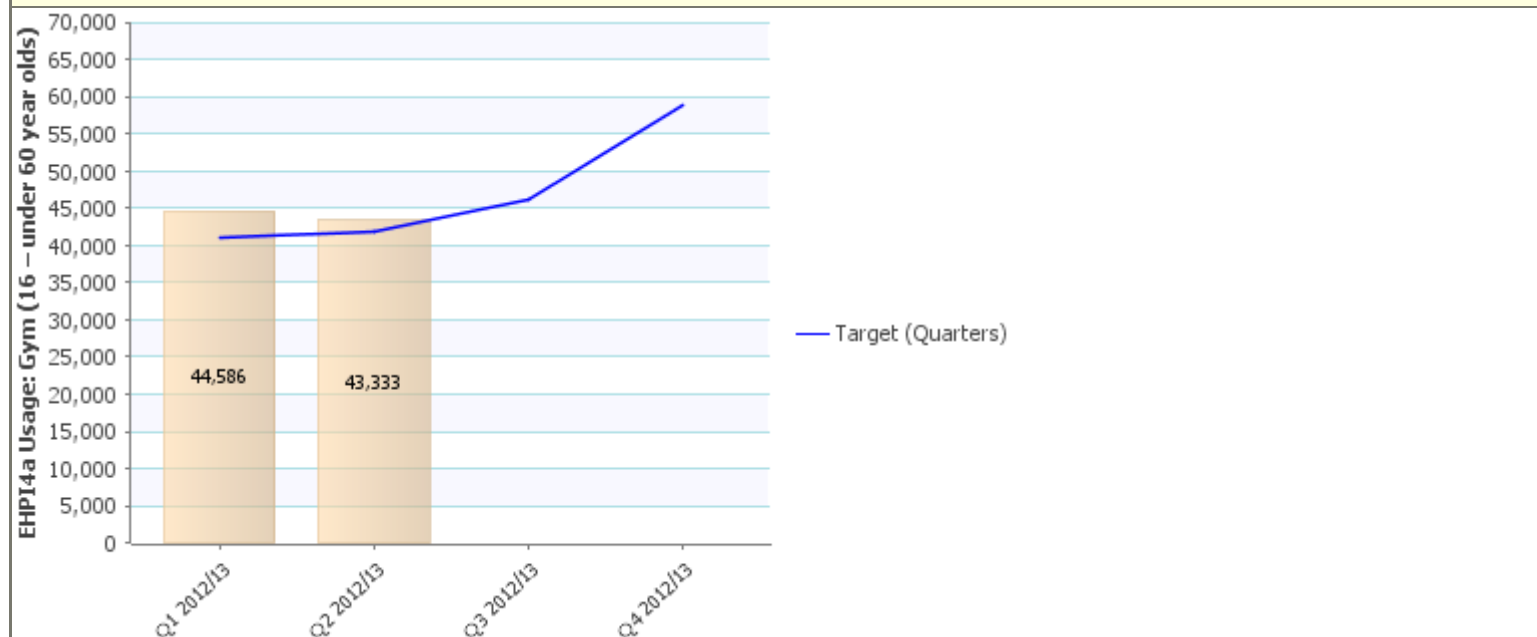


Traffic Light Green
Description People

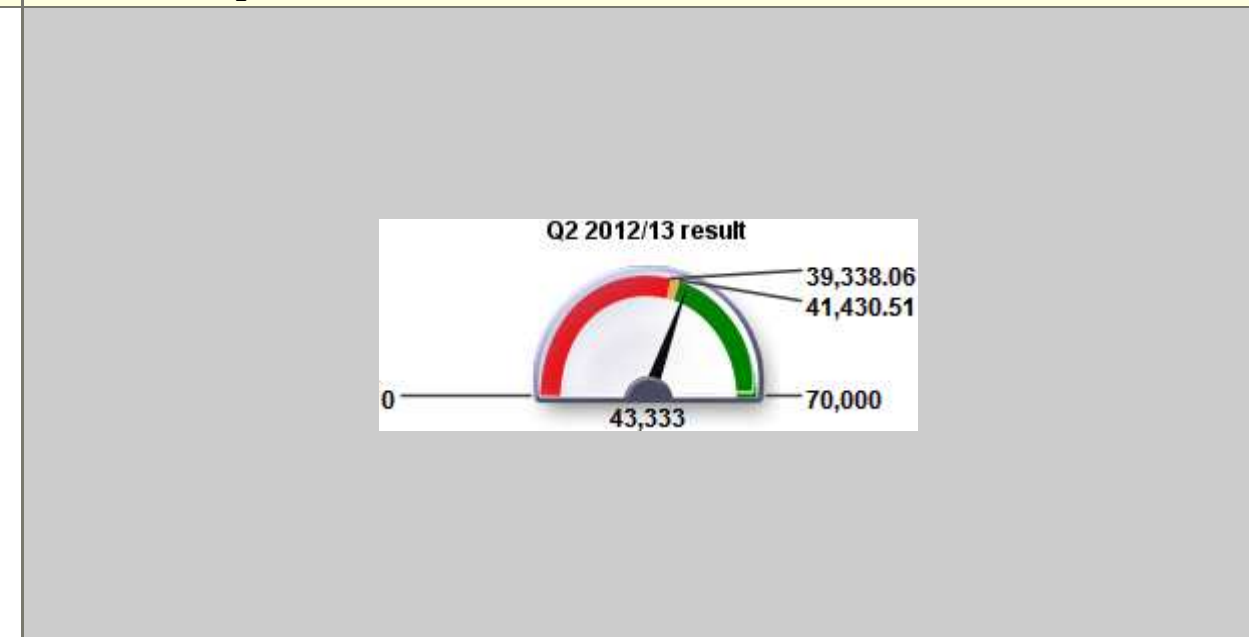
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 August 2012.
EHP14a	Usage: Gym (16 – under 60 year olds)		43,333	41,849		Performance for this quarter is exceeding the target.	None

Trend Chart

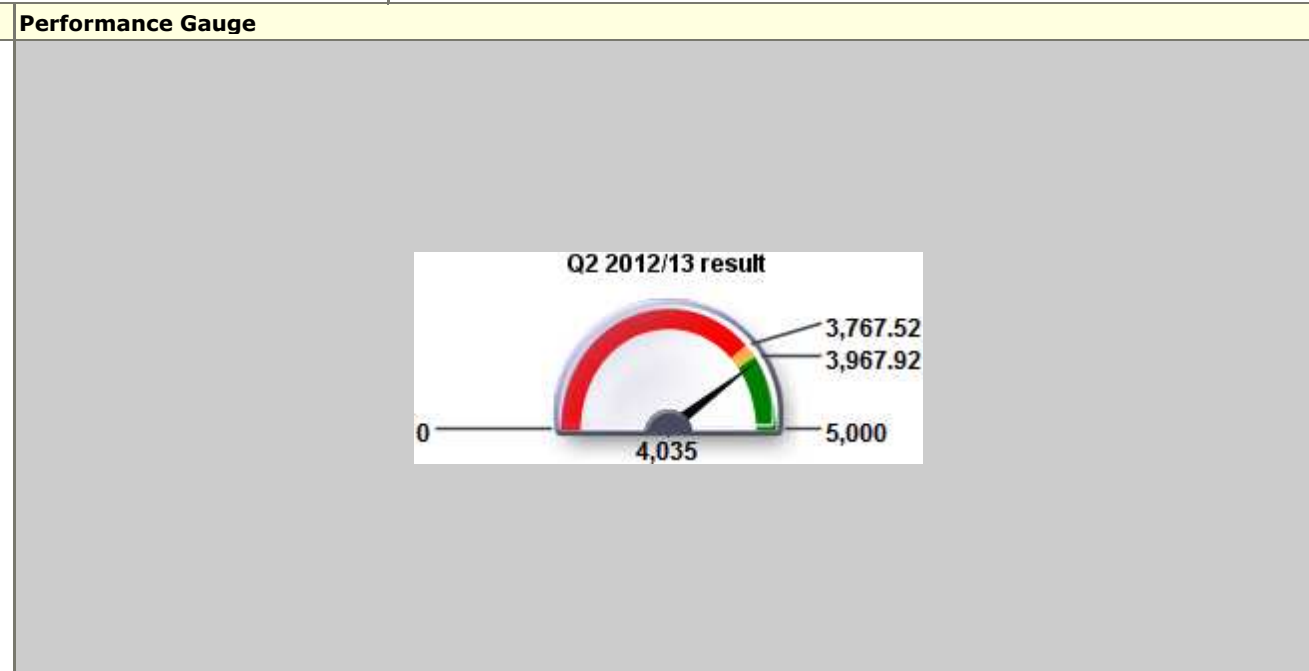


Performance Gauge



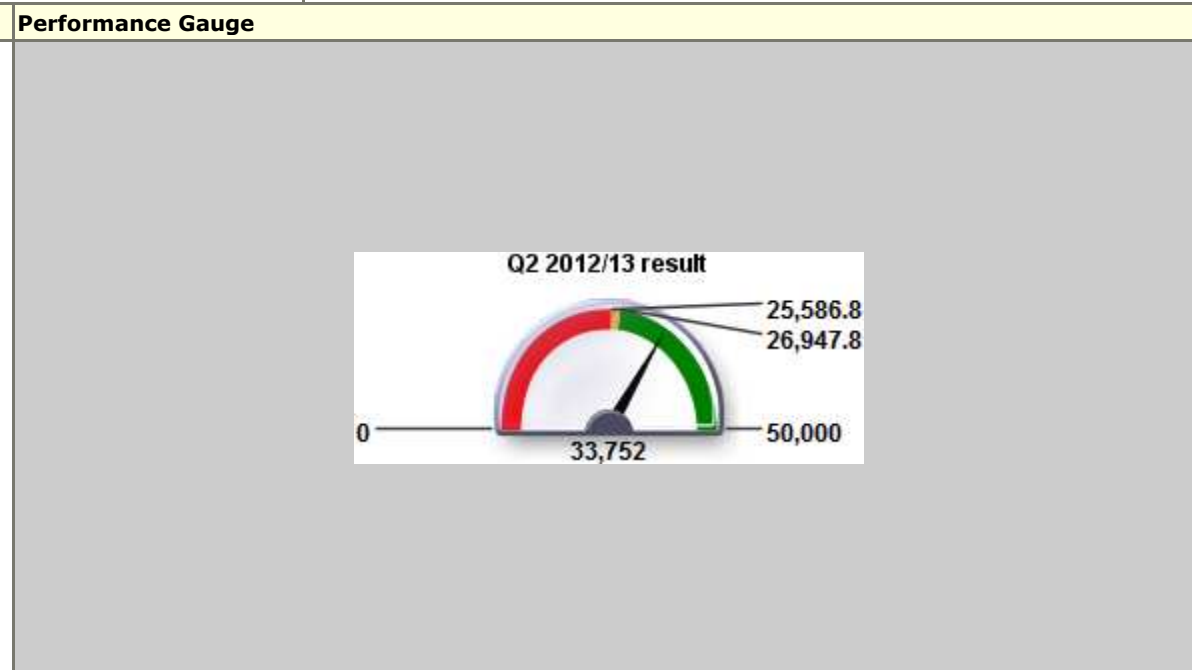
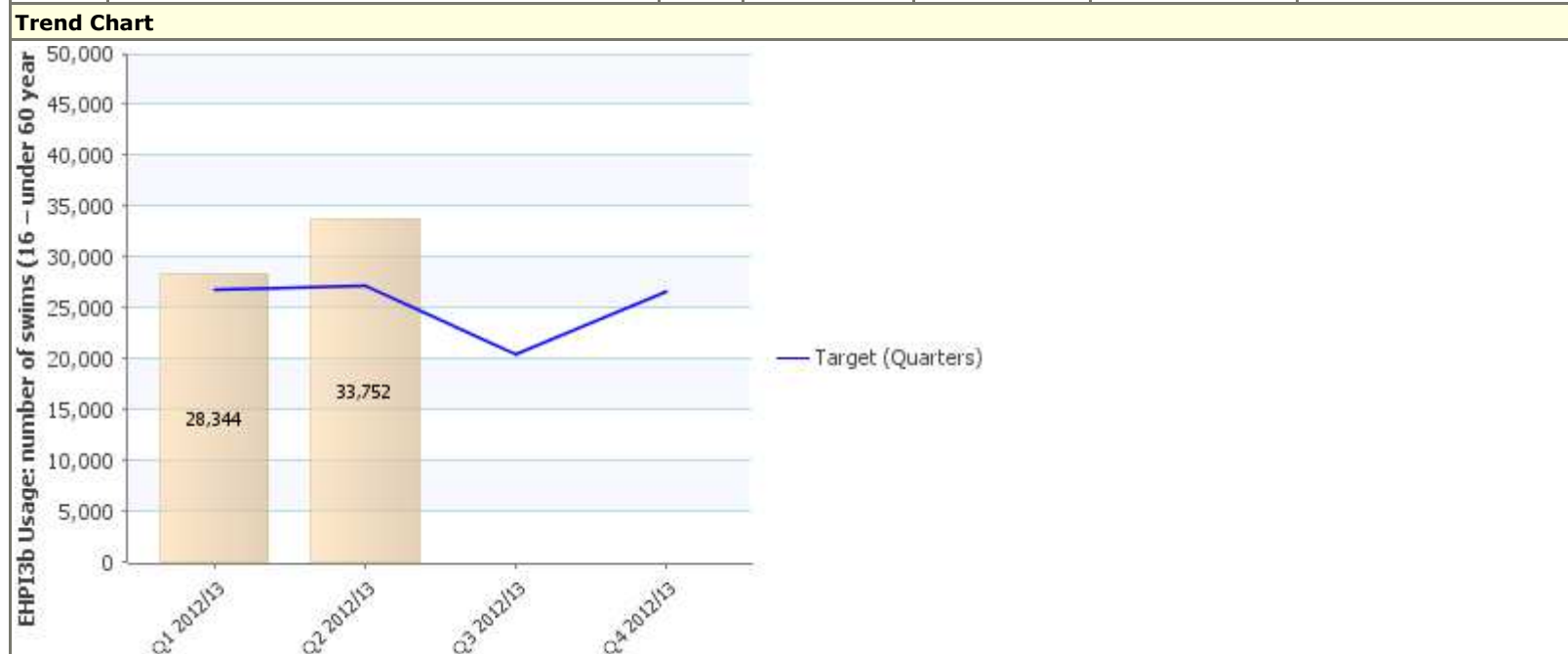
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 August 2012.
EHP14b	Usage: Gym (60 + year olds)	✔	4,035	4,008	↑	Throughput is in line with target and the previous seasonal trend.	None



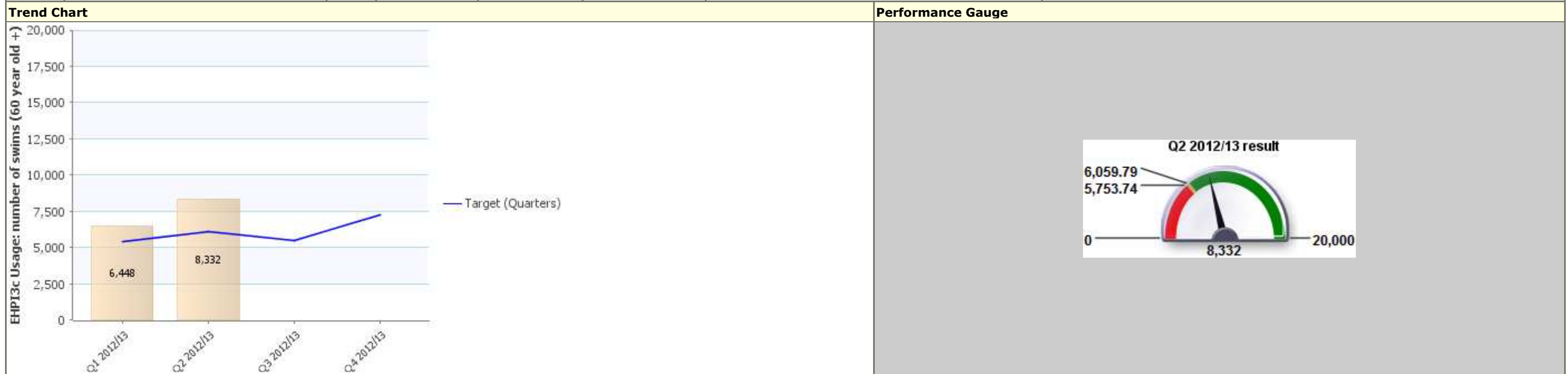
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 August 2012.
EHP13b	Usage: number of swims (16 – under 60 year olds)	✔	33,752	27,220	↑	Performance for this quarter is exceeding the target.	None



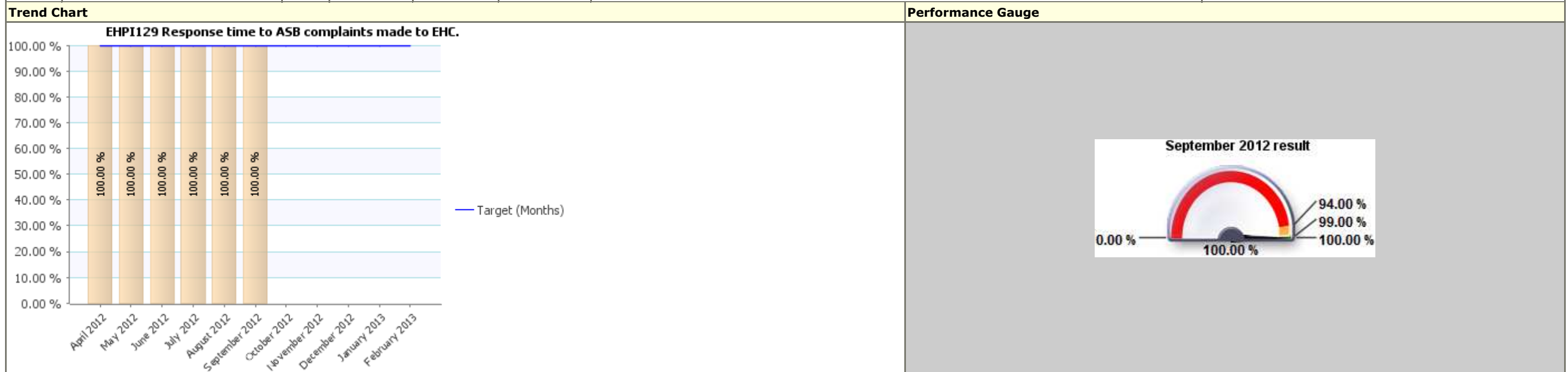
Community and Cultural Services












PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 August 2012.
EHPI3c	Usage: number of swims (60 year old +)		8,332	6,121		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 28 August 2012.
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		September 2012 There were four complaints made to the ASB officer at EHC, all of which were responded to within the minimum two working days.	None



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