



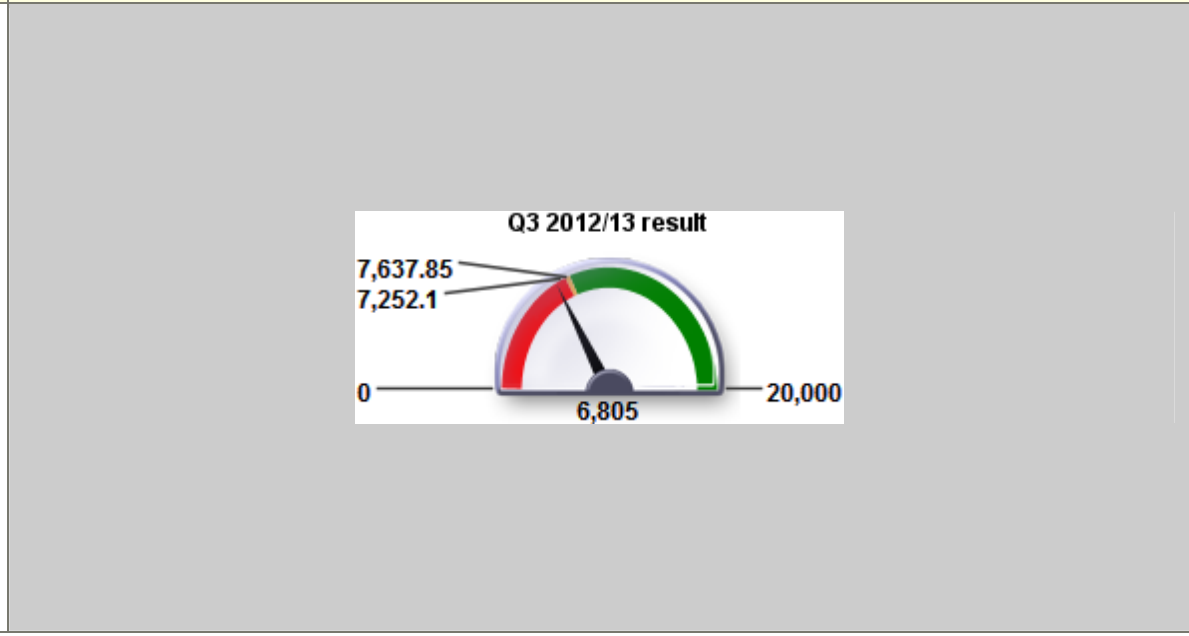
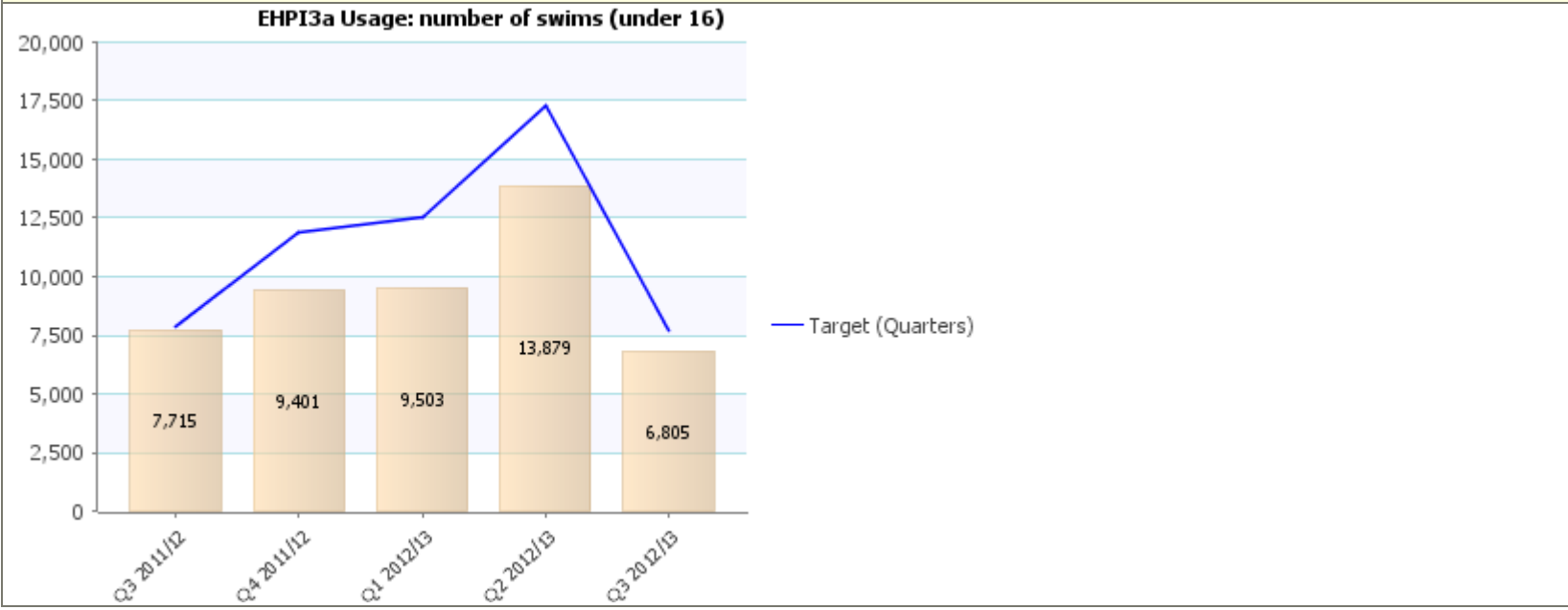
October to December Community Scrutiny Corporate Healthcheck 2012/13





Traffic Light Red
Description People



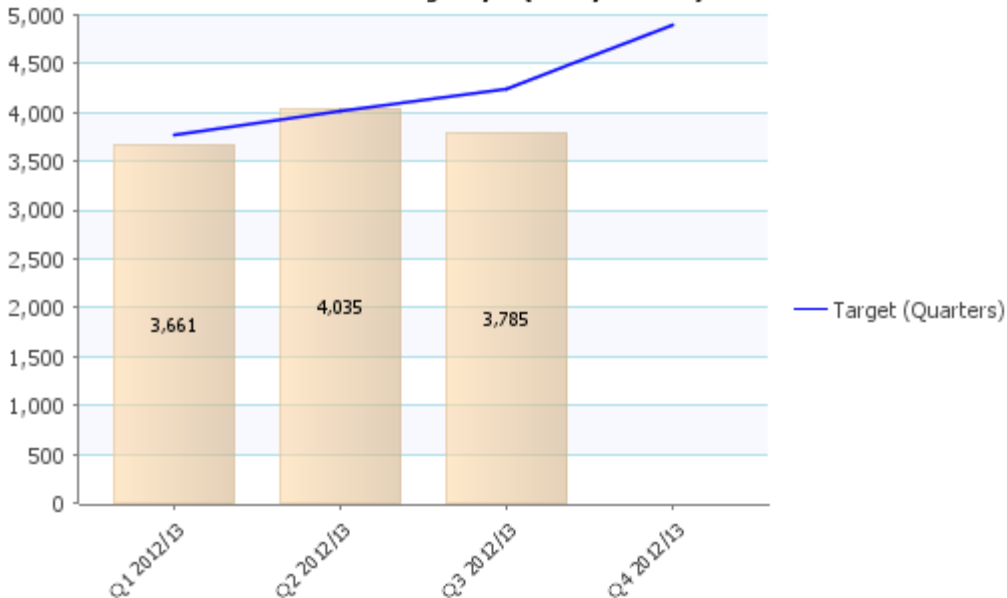

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th November 2012.
EHPI3a	Usage: number of swims (under 16)		6,805	7,715		Quarter 3 shows that there has been a decline in throughput for this period when comparison is made, throughput does decrease against the previous 2012/13 quarter in line with seasonal trends. This reduction in Junior swims may be due to the prevailing economic climate. The service is monitoring the continuing decline and is actively in discussion with SLM on ways to improve throughput for this age group.	None

Trend Chart **Performance Gauge**



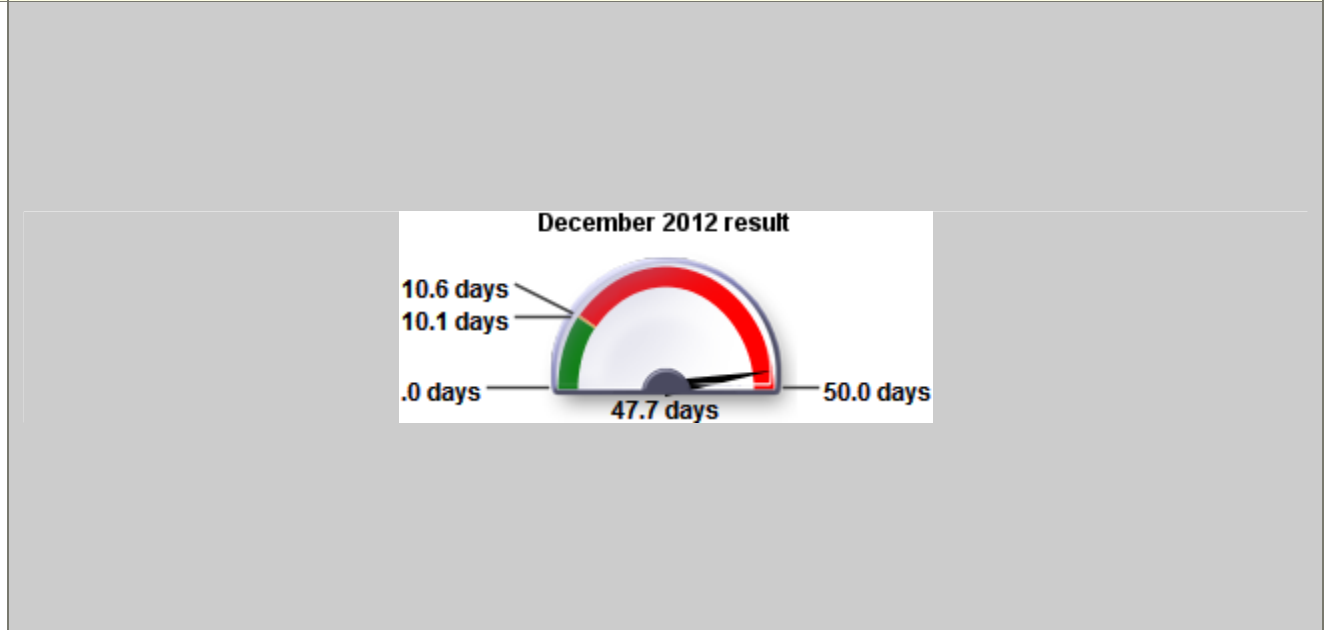
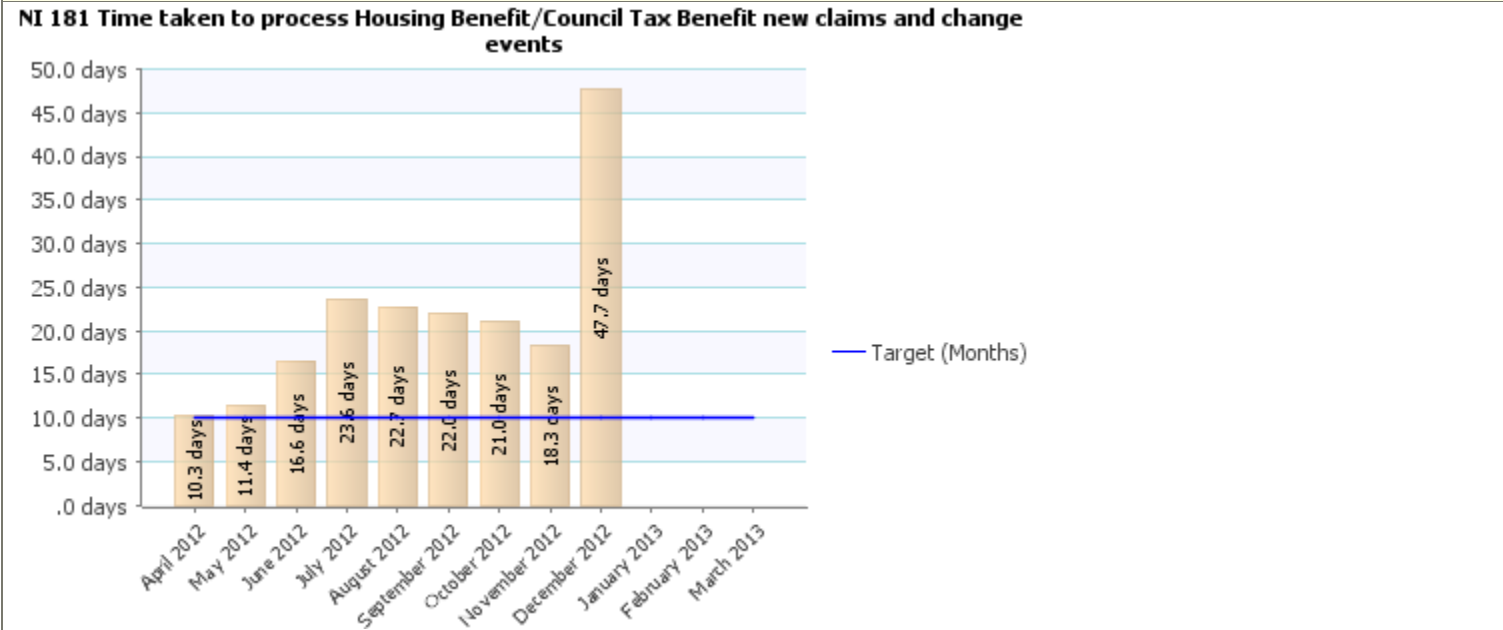
Community and Cultural Services																																
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th November 2012.																									
EHP14a	Usage: Gym (16 a€" under 60 year olds)		38,659	46,146		Performance has not achieved the target for this quarter. This may be down to the current economic climate, but leisure centre membership numbers are increasing, it appears the frequency of attendance of these members has been reduced for this quarter.	None																									
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EHP14b	Usage: Gym (60 + year olds)		3,785	4,230		Throughput is not in line with target or the normal seasonal trend. This may be due to the current seasonal target but generally the leisure centre membership has increased but frequency of user seems to have reduced.	None																											
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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 November 2012.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		47.7 days	10.0 days		The period from 8 December 2012 to 21 January 2013 was at 47.65 days. This has pushed the cumulative position up to 23 days. The service has had assistance in clearing the backlog.	Executive members agreed during the meeting on 4th September 2012 that additional resources are allocated to help improve performance. This resource is providing intensive support to target backlogs and reduce waiting times

Trend Chart **Performance Gauge**

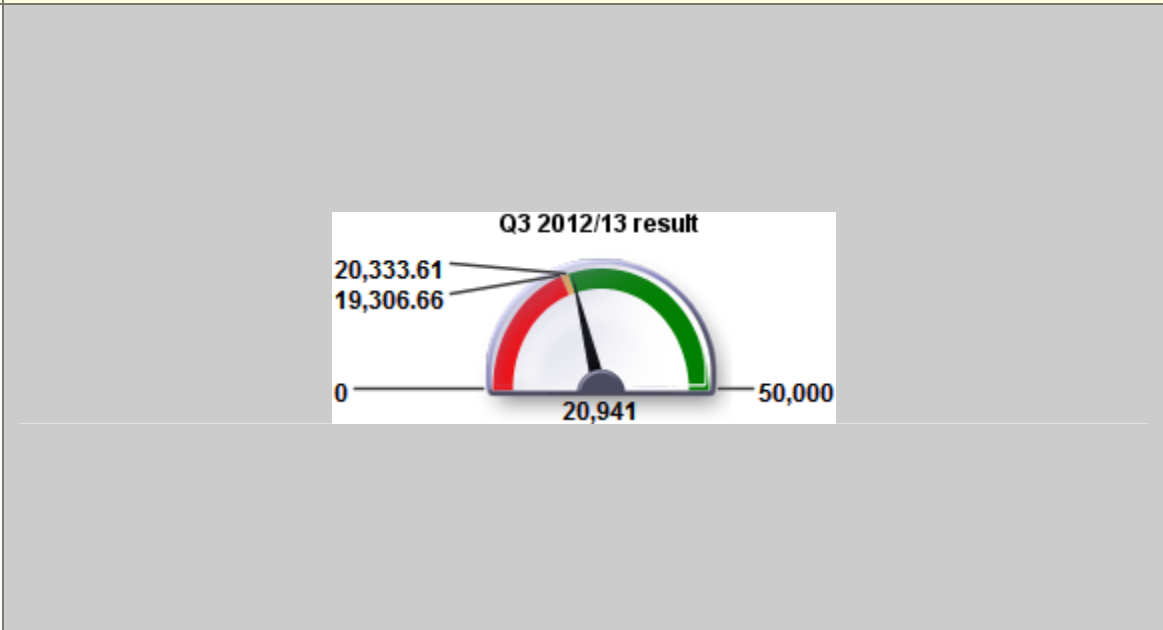
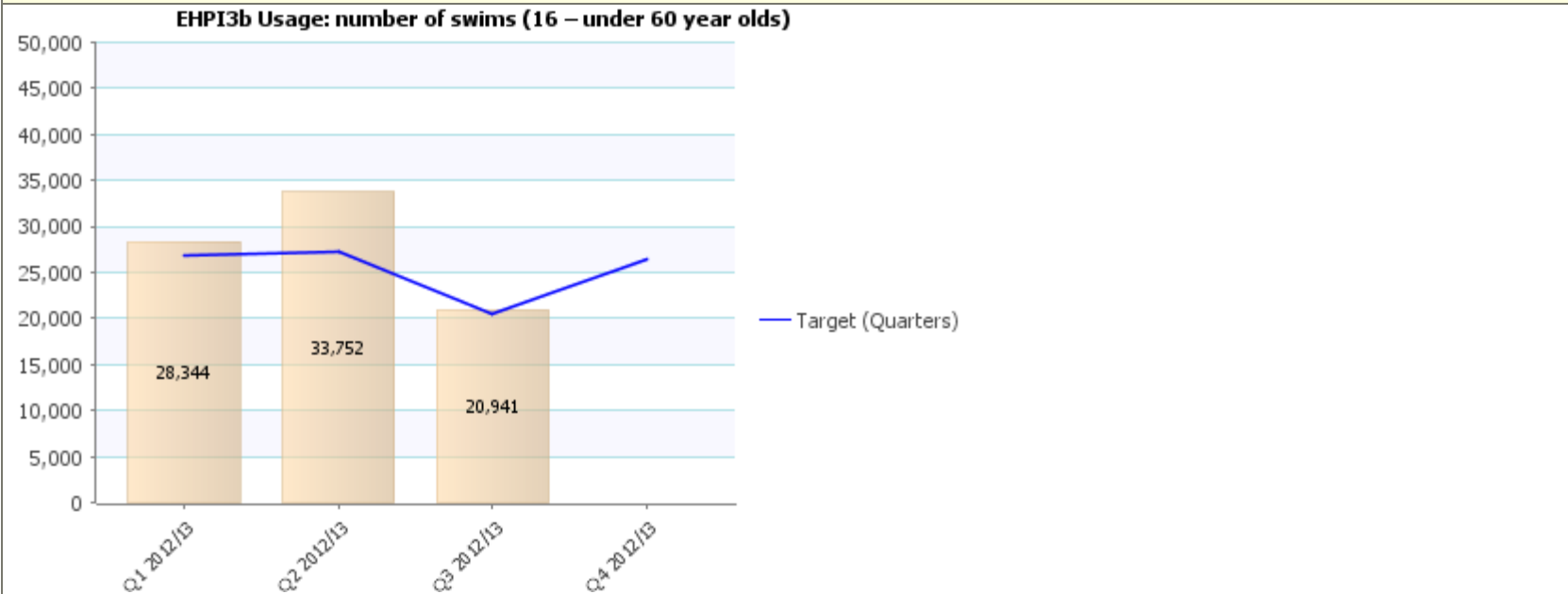


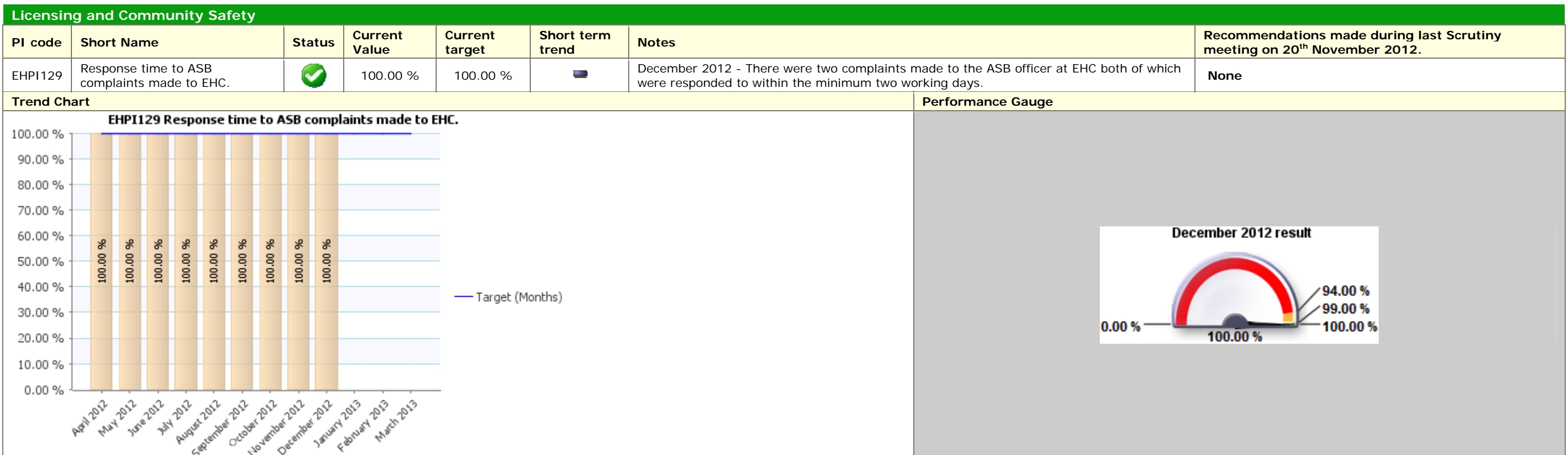
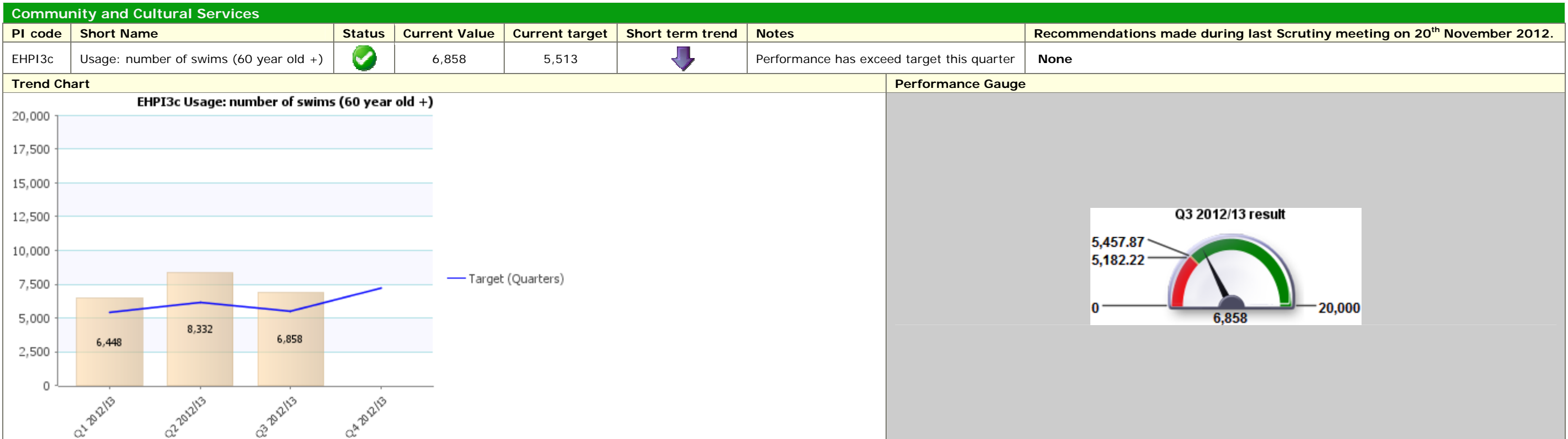
Traffic Light Green
Description People












Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th November 2012.
EHP13b	Usage: number of swims (16 - under 60 year olds)		20,941	20,539		Performance has exceeded target this quarter.	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				