

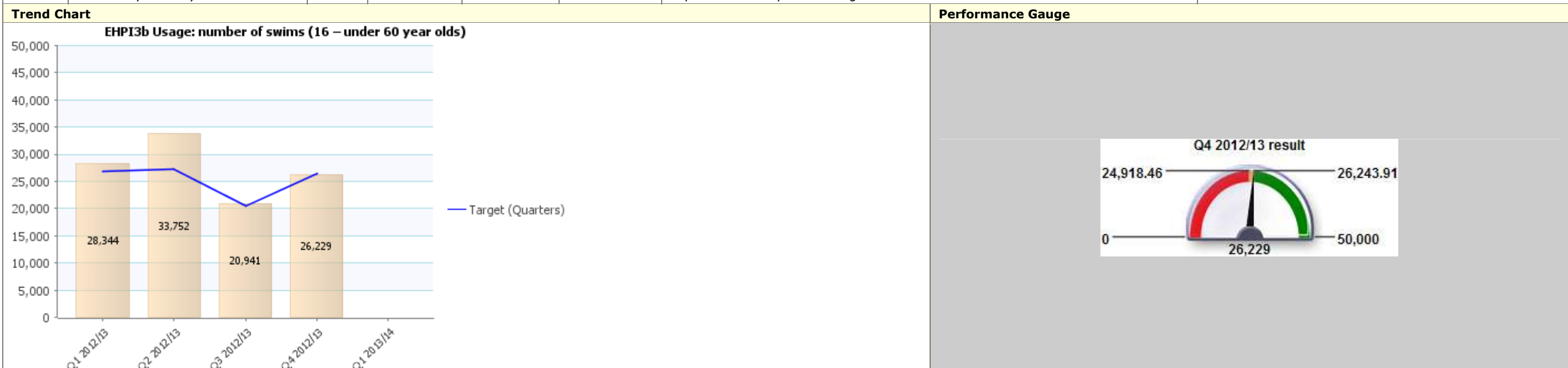


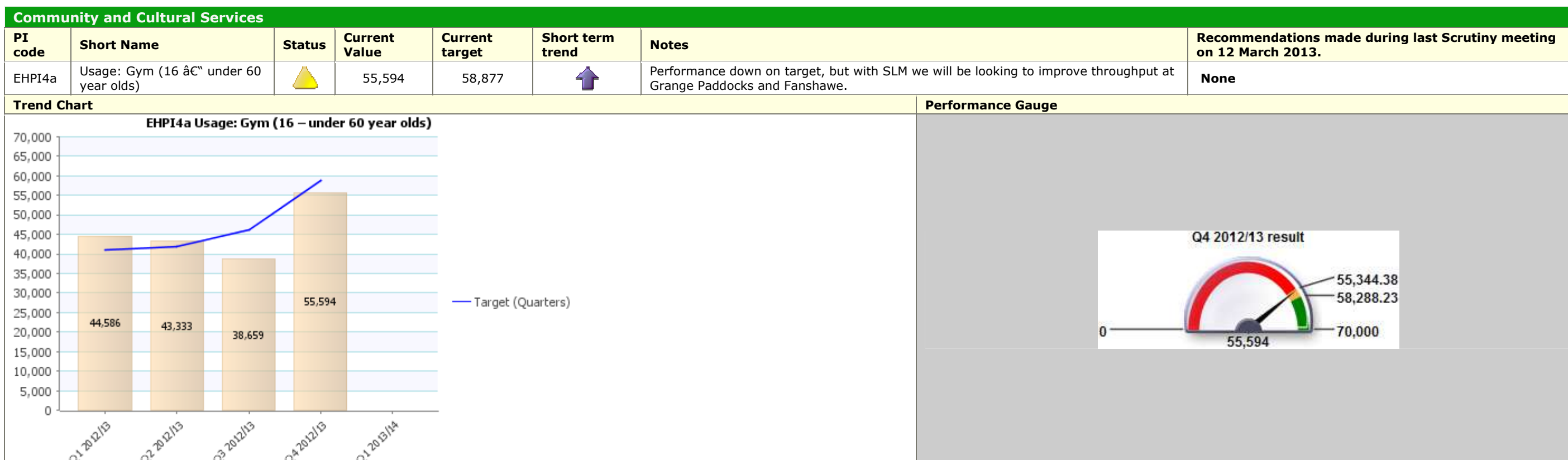
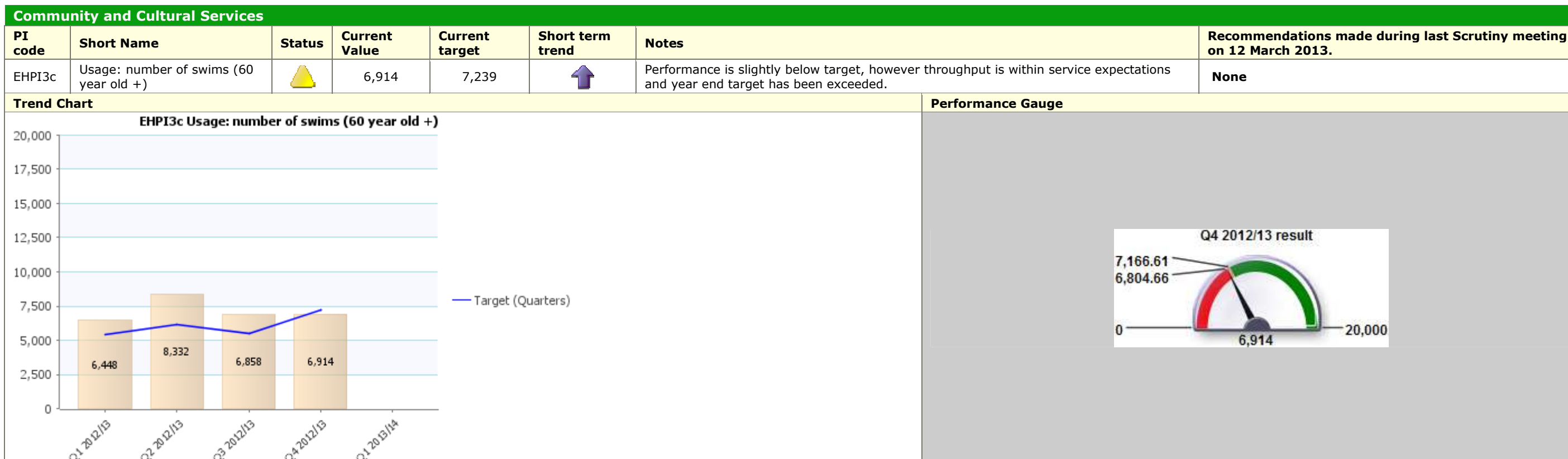
# January – April Community Scrutiny Corporate Healthcheck 2013/14




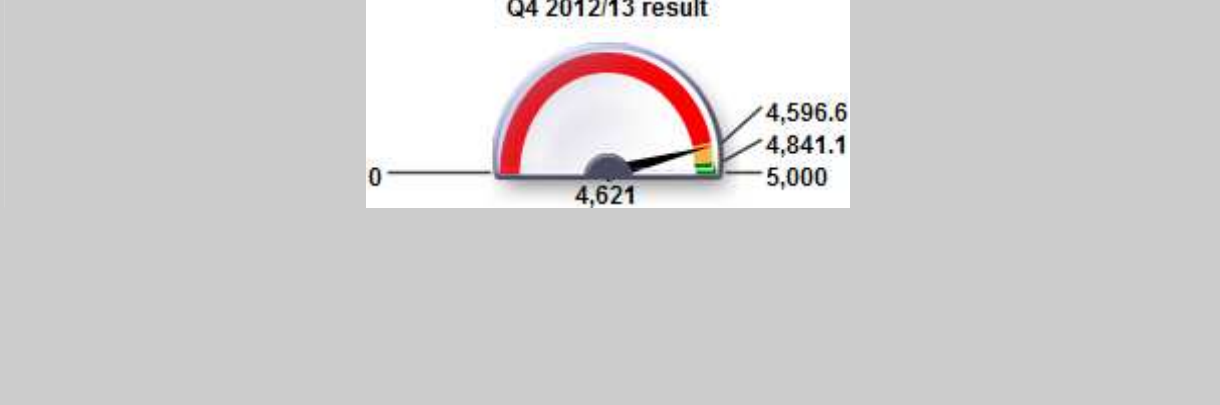
**Traffic Light Amber**  
**Description People**

**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 March 2013.
EHP13b	Usage: number of swims (16 – under 60 year olds)		26,229	26,509		Performance is slightly below target, however throughput is within service expectations and year end target has been exceeded.	<b>None</b>





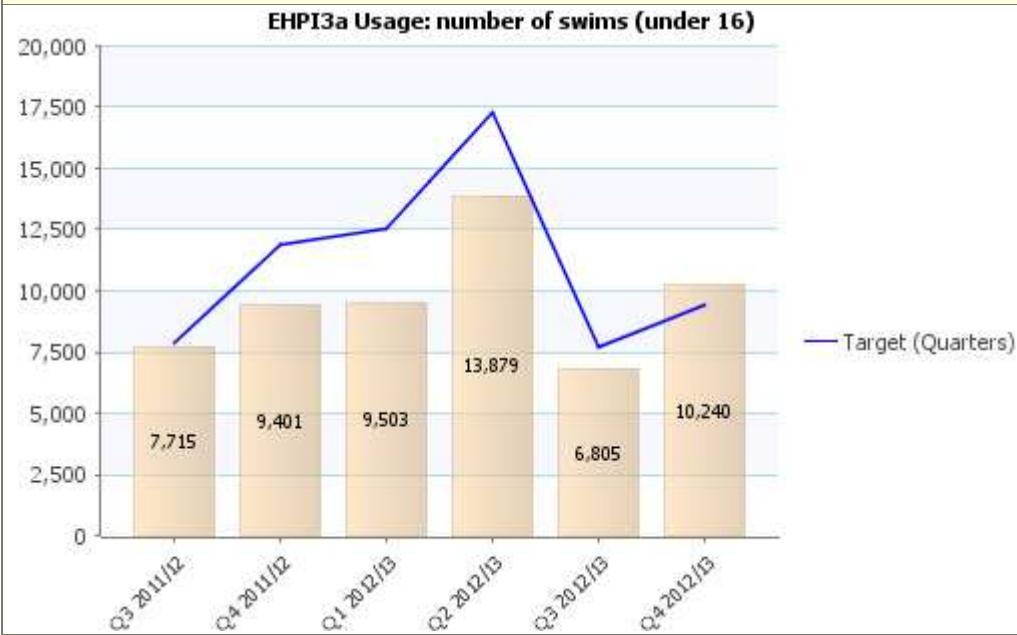
Community and Cultural Services																																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 March 2013.																												
EHPI4b	Usage: Gym (60 + year olds)		4,621	4,890		Performance is slightly below target, however throughput is within service expectations.	<b>None</b>																												
Trend Chart						Performance Gauge																													
 <p><b>EHPI4b Usage: Gym (60 + year olds)</b></p> <table border="1"> <caption>EHPI4b Usage: Gym (60 + year olds) - Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>3,661</td> <td>~3,800</td> </tr> <tr> <td>Q2 2012/13</td> <td>4,035</td> <td>~4,100</td> </tr> <tr> <td>Q3 2012/13</td> <td>3,785</td> <td>~4,300</td> </tr> <tr> <td>Q4 2012/13</td> <td>4,621</td> <td>~4,800</td> </tr> <tr> <td>Q1 2013/14</td> <td>-</td> <td>-</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q1 2012/13	3,661	~3,800	Q2 2012/13	4,035	~4,100	Q3 2012/13	3,785	~4,300	Q4 2012/13	4,621	~4,800	Q1 2013/14	-	-	 <p><b>Q4 2012/13 result</b></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>Black</td> </tr> <tr> <td>4,596.6</td> <td>Red</td> </tr> <tr> <td>4,841.1</td> <td>Yellow</td> </tr> <tr> <td>5,000</td> <td>Green</td> </tr> </tbody> </table>		Value	Color	0	Black	4,596.6	Red	4,841.1	Yellow	5,000	Green
Quarter	Usage	Target (Quarters)																																	
Q1 2012/13	3,661	~3,800																																	
Q2 2012/13	4,035	~4,100																																	
Q3 2012/13	3,785	~4,300																																	
Q4 2012/13	4,621	~4,800																																	
Q1 2013/14	-	-																																	
Value	Color																																		
0	Black																																		
4,596.6	Red																																		
4,841.1	Yellow																																		
5,000	Green																																		

**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 March 2013.
EHP13a	Usage: number of swims (under 16)		10,240	9,401		Figures for 2012/13 Quarter 4 shows that there has been an increase in throughput for this period and performance shows a favourable position against target.	<b>None</b>

**Trend Chart**














**Performance Gauge**



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 March 2013.
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 8 complaints made to the ASB officer at EHC all of which were responded to within the minimum of two working days.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
<p><b>EHPI 129 Response time to ASB complaints made to EHC.</b></p>						<p>April 2013 result</p>	

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 March 2013.
EHPI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		8.1 days	15.0 days		April performance exceeding target. Cumulative position is 8.12 days	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
<p><b>EHPI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events</b></p>						<p>April 2013 result</p>	

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