



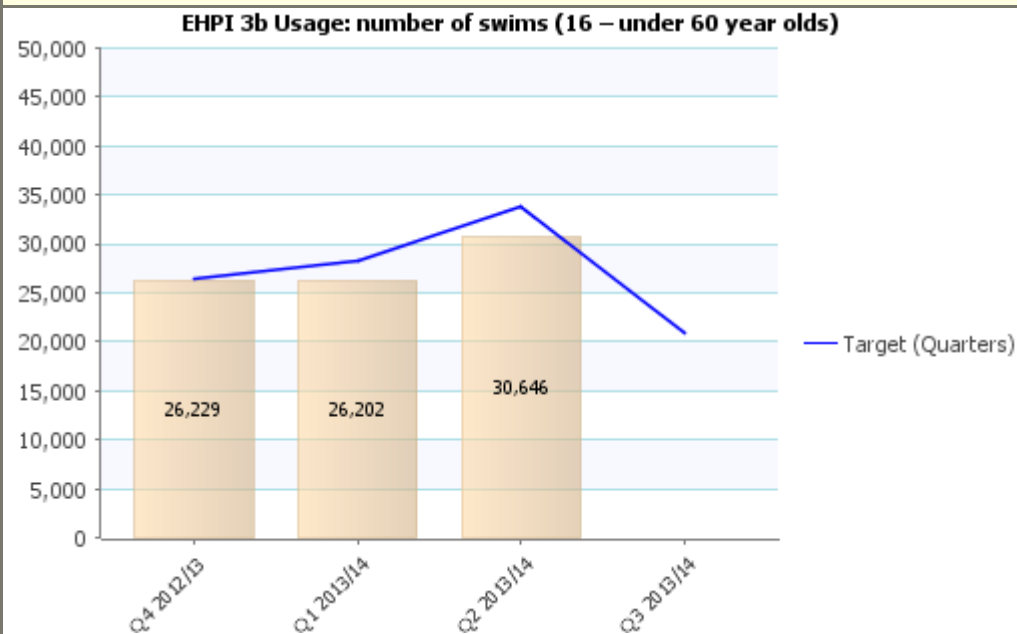
Community Scrutiny Corporate Healthcheck 2013/14

Traffic Light Red
Description People

Community and Cultural Services

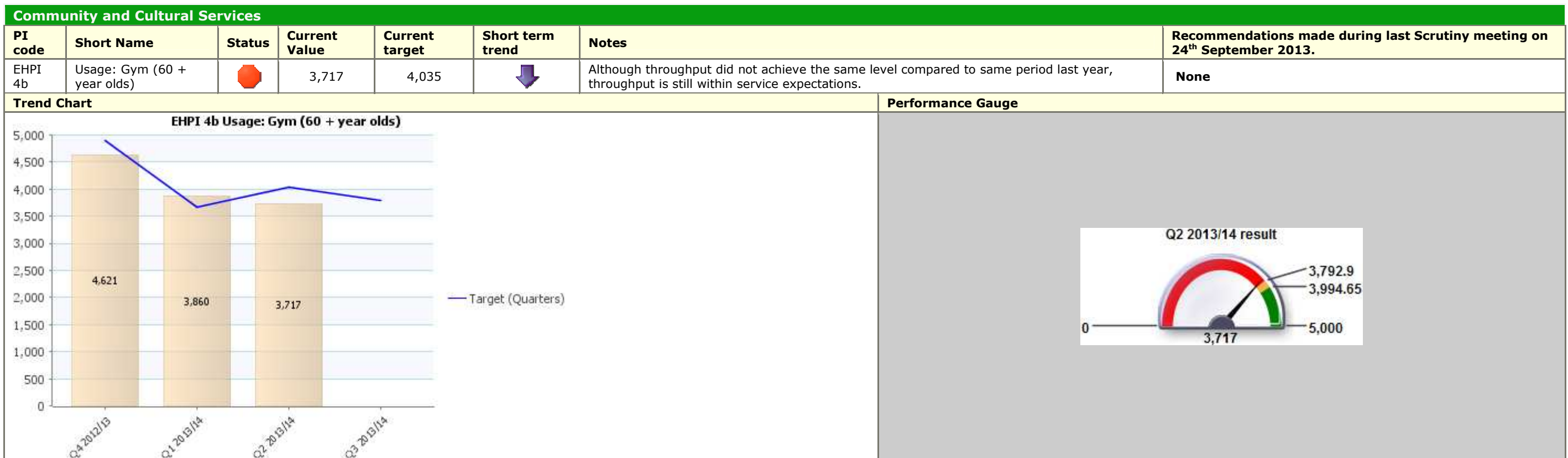
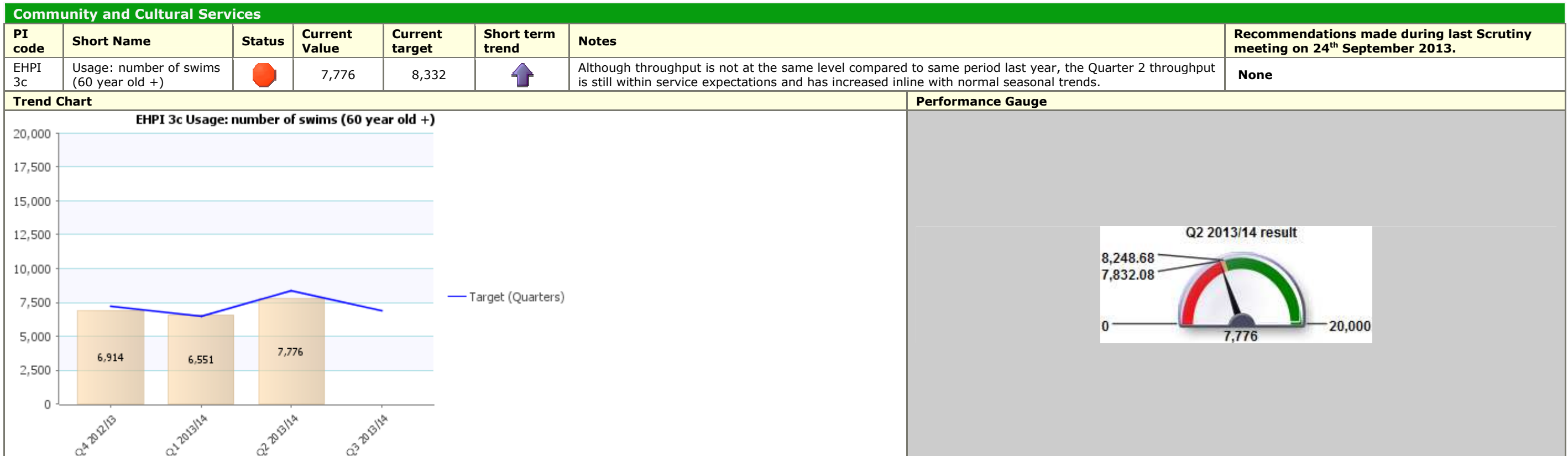
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 th September 2013.
EHPI 3b	Usage: number of swims (16 – under 60 year olds)		30,646	33,752		Throughput is down on service expectations, but has increased on Quarter 1, current throughput performing at the seasonal norm. This group continues to be monitored by both the Leisure Service Manager and SLM.	None

Trend Chart





Performance Gauge



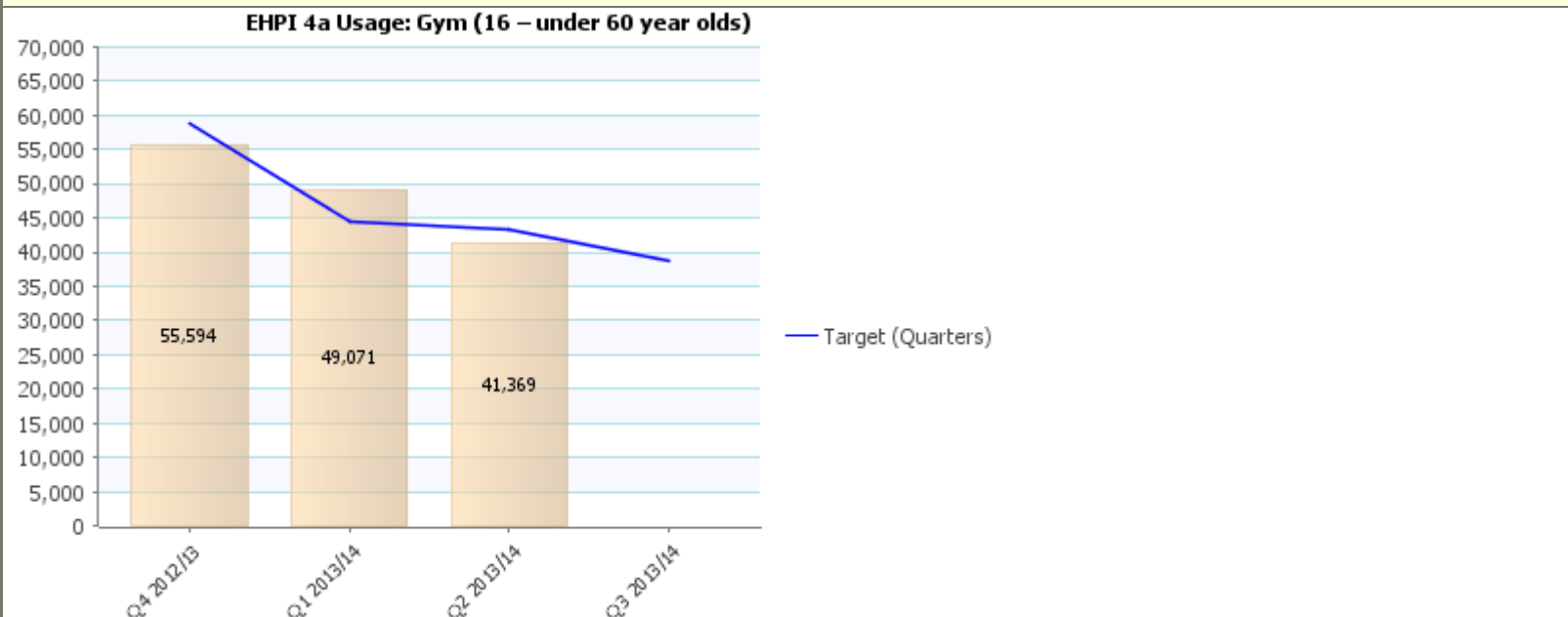


Traffic Light Amber
Description People

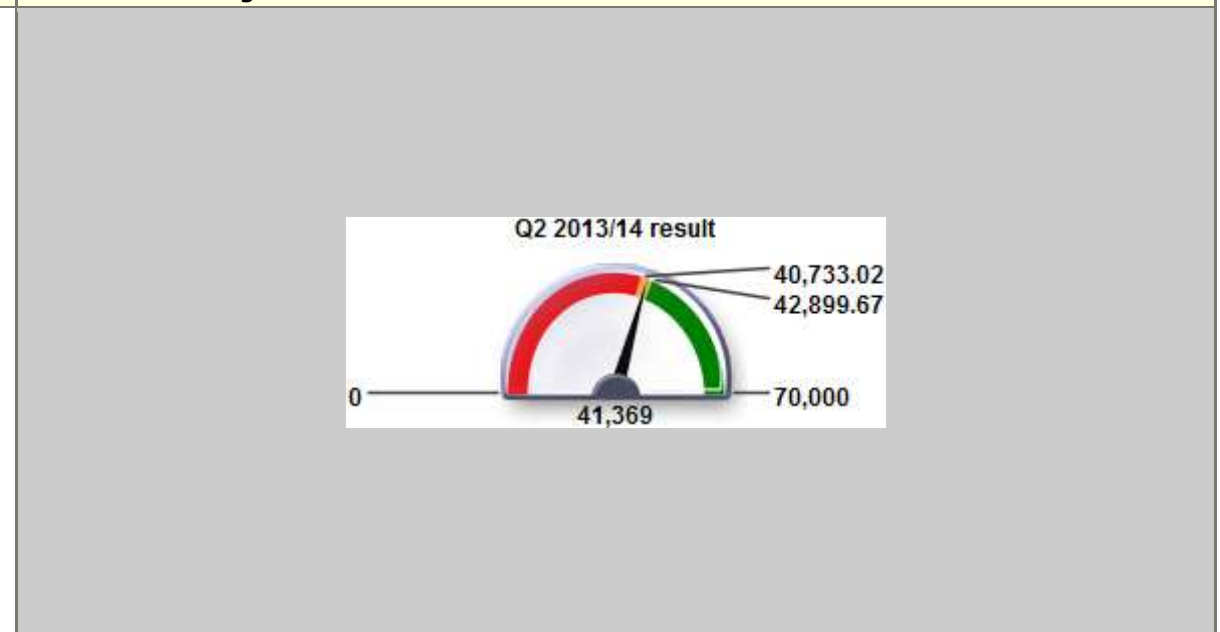
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 th September 2013.
EHPI 4a	Usage: Gym (16 â under 60 year olds)		41,369	43,333		Although throughput did not achieve the same level compared to same period last year, throughput is not dissimilar to previous year Quarter 2 values and in line with normal trends for this period. This group to be monitored by both the Leisure Service Manager and SLM.	None

Trend Chart



Performance Gauge



Traffic Light Green
Description People

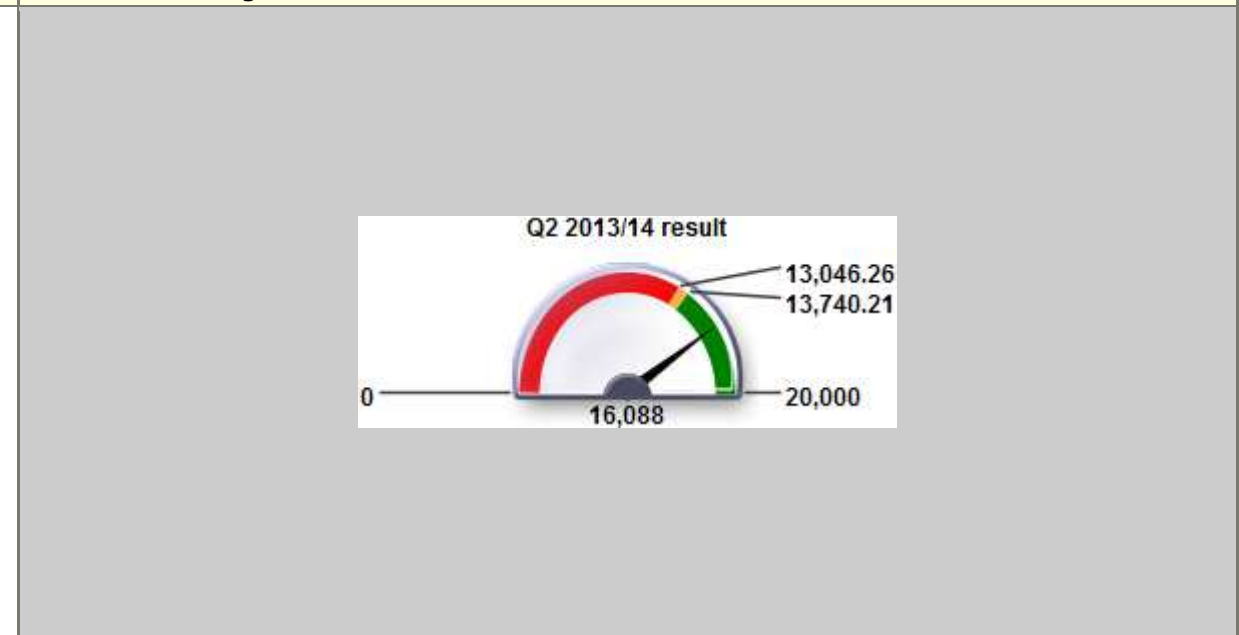
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 th September 2013.
EHPI 3a	Usage: number of swims (under 16)		16,088	13,879		Throughput for 2013/14 Quarter 2 shows that there has been an increase in throughput for this period and performance shows a favourable position against target.	None

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 24 th September 2013.
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 3 complaints made to the Anti Social Behaviour officer at East Herts Council all of which were responded to within the minimum of two working days, therefore meeting the 100% target.	None
Trend Chart						Performance Gauge	
<p>EHPI 129 Response time to ASB complaints made to EHC.</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 24 th September 2013.
EHPI 181	Time taken to process Housing Benefit new claims and change events		13.4 days	15.0 days		Performance target achieved, performance for the period from 6 August 2013 to 10 September 2013 is 20.56 days. This moves the cumulative position to 13.44 days.	None
Trend Chart						Performance Gauge	
<p>EHPI 181 Time taken to process Housing Benefit new claims and change events</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				