



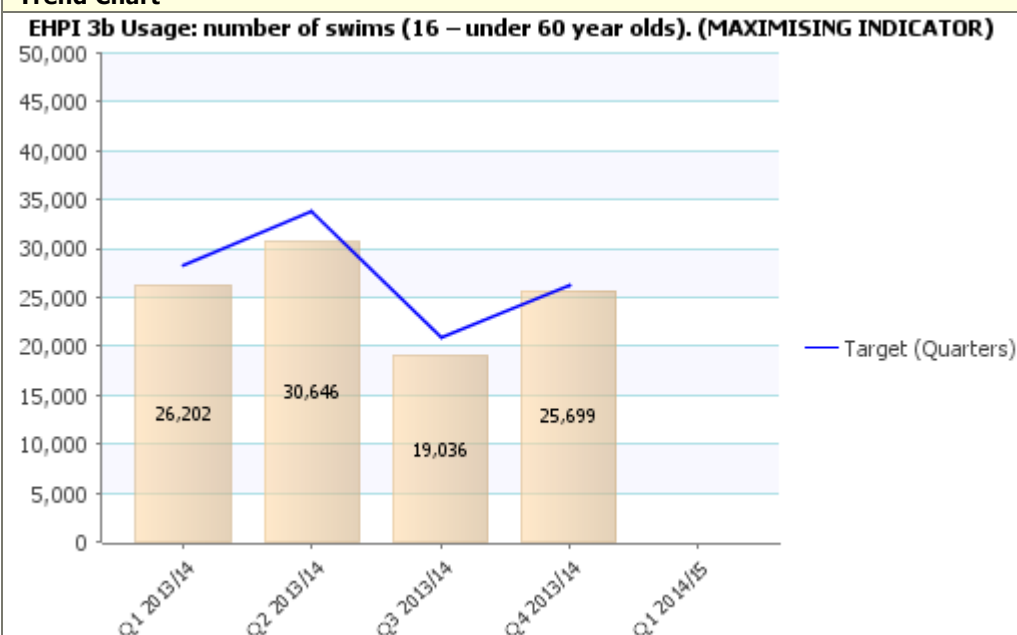
January to April Community Scrutiny Healthcheck 2014/15

Traffic Light Amber
Corporate Priority People

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 3b	Usage: number of swims (16 - under 60 year olds). (MAXIMISING INDICATOR)		25,699	26,229		Performance is slightly below target throughput is up in line with normal trend patterns.	None

Trend Chart



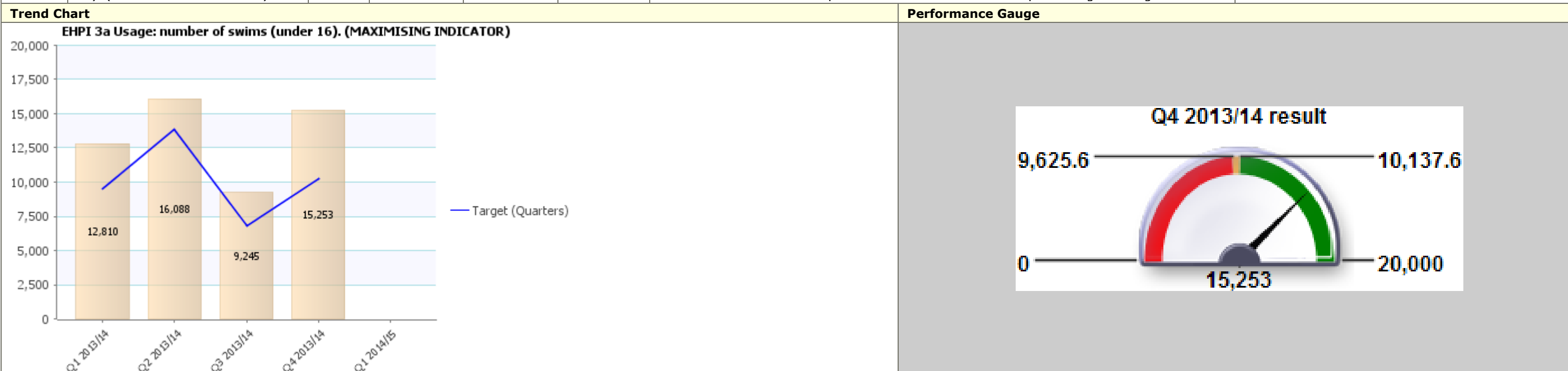
Performance Gauge



Traffic Light Green
Description People

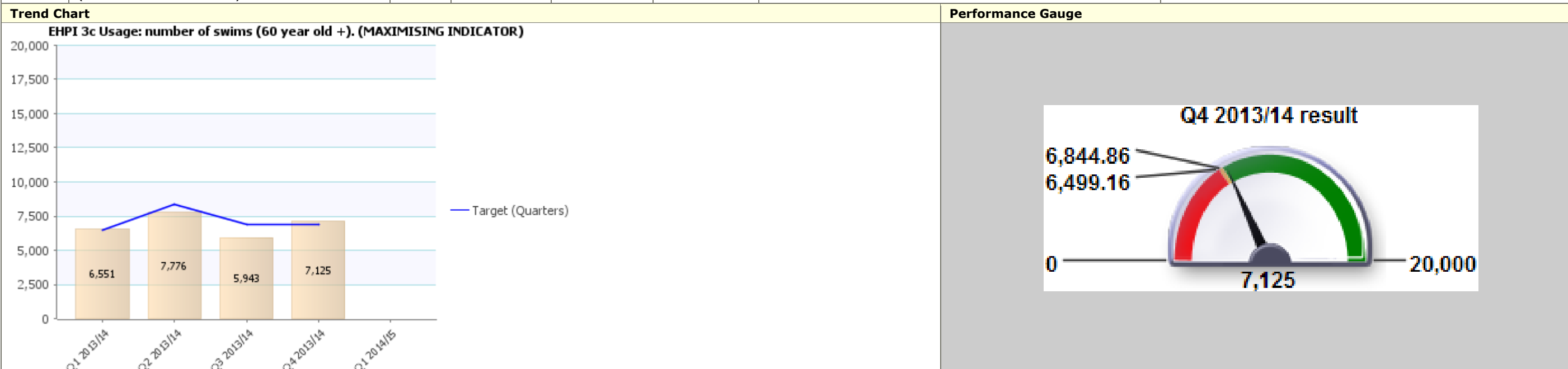
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 3a	Usage: number of swims (under 16). (MAXIMISING INDICATOR)	✓	15,253	10,240	↑	Performance is exceeding target. There has been an increase in throughput for this period in line with normal trends and performance shows a favourable position against target.	None



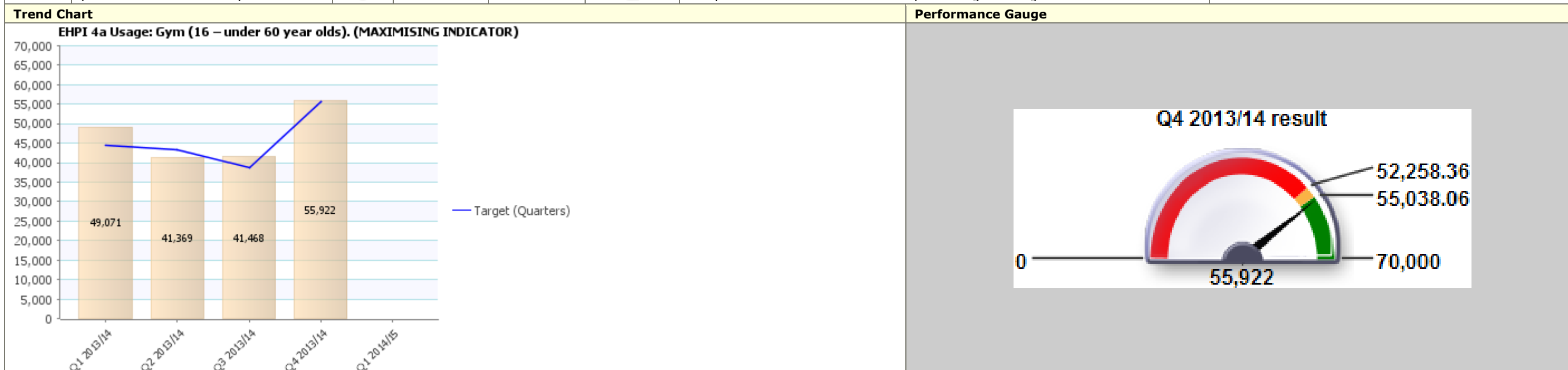
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 3c	Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)	✓	7,125	6,914	↑	Performance is above target and has increased in line with normal seasonal trends.	None



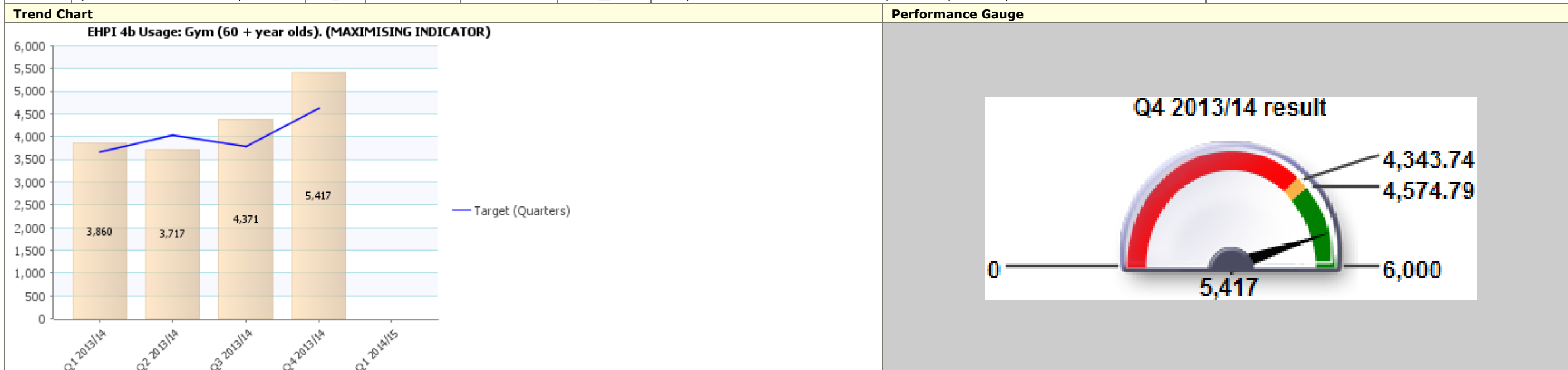
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 4a	Usage: Gym (16 - under 60 year olds). (MAXIMISING INDICATOR)	✔	55,922	55,594	↑	Performance is on target. Throughput is in line with normal trends for this period and performance shows a favourable position against target.	None



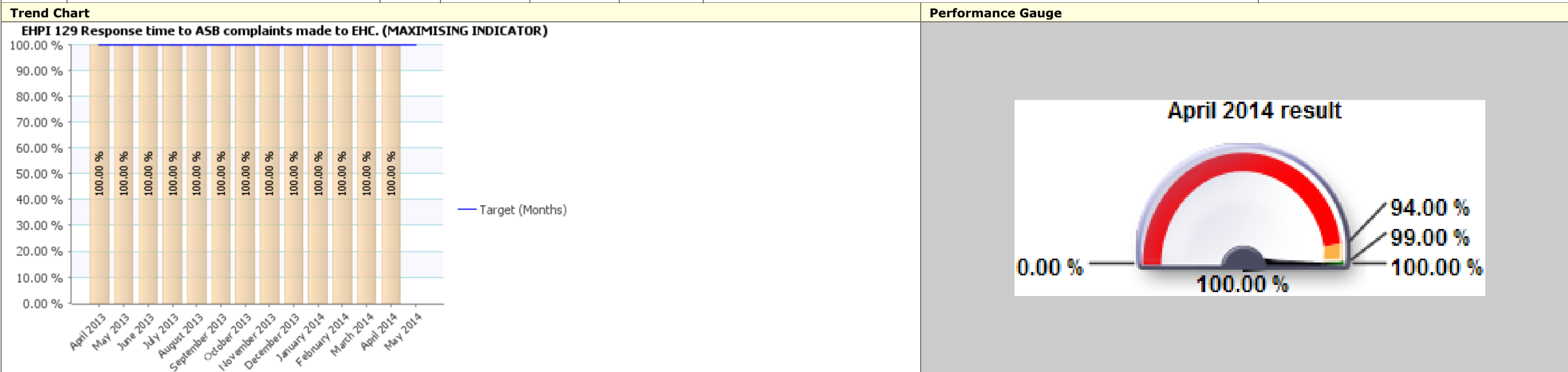
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 4b	Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)	✔	5,417	4,621	↑	Performance is exceeding target. Throughput is in line with normal trends for this period and performance shows a favourable position against 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 11 March 2014.
EHPI 129	Response time to Anti-social Behaviour (ASB) complaints made to East Herts Council (EHC). (MAXIMISING INDICATOR)		100.00 %	100.00 %		Performance is exceeding target. There were 6 complaints made to the ASB officer at EHC all of which were responded to within the minimum of two working days, therefore meeting the 100% target.	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 11 March 2014.
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)		5.9 days	10 days		Performance is exceeding target. First data extract for 2014/15 is 5.94 days	None

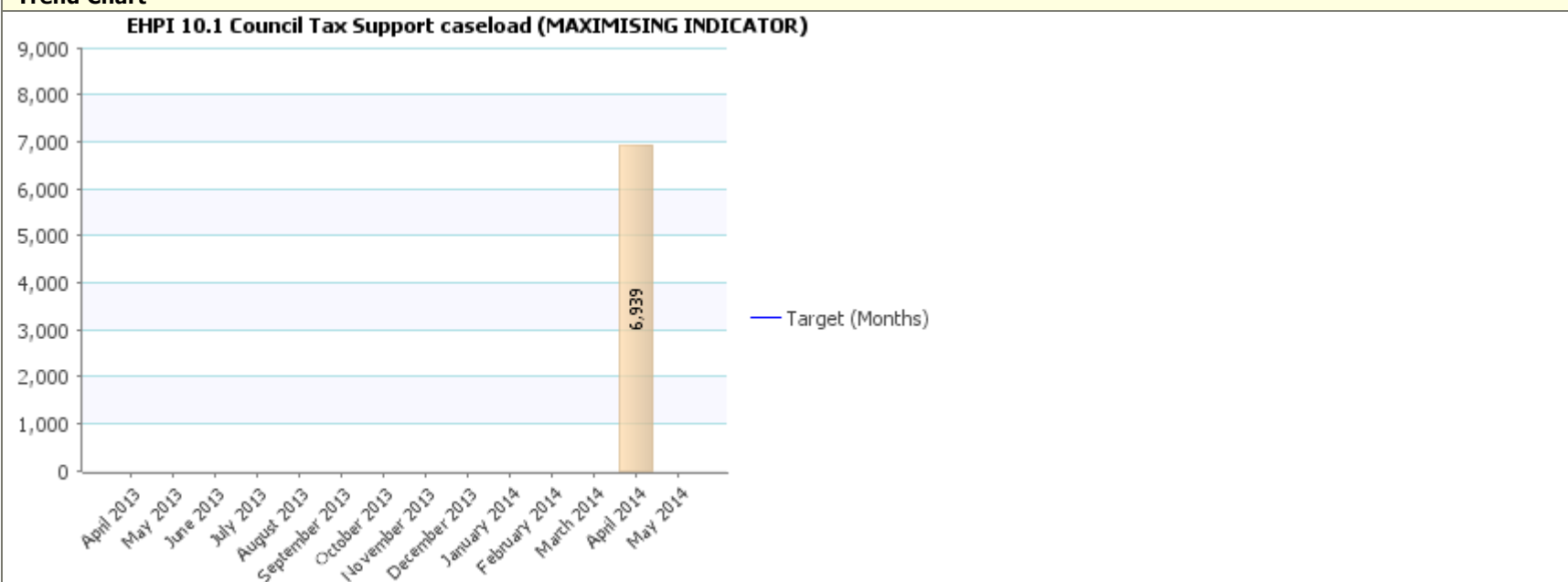


Traffic Light Data Only
Corporate Priority People

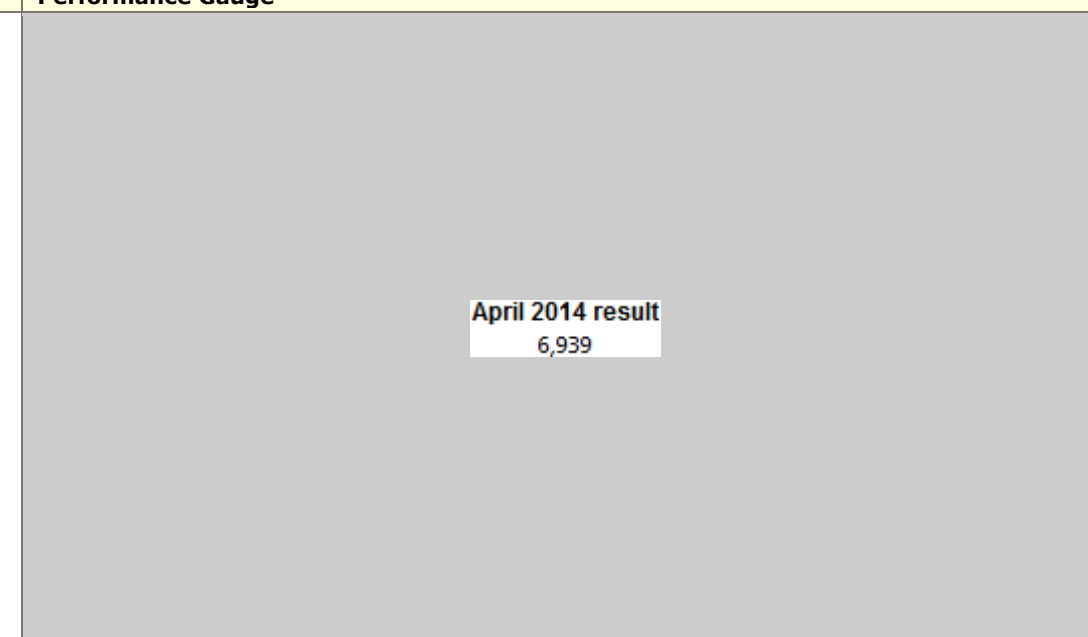
Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 10.1	Council Tax Support caseload (MAXIMISING INDICATOR)	N/A	6,939	N/A	N/A	Trend analysis will commence from May 2014 as these are new indicators.	None

Trend Chart



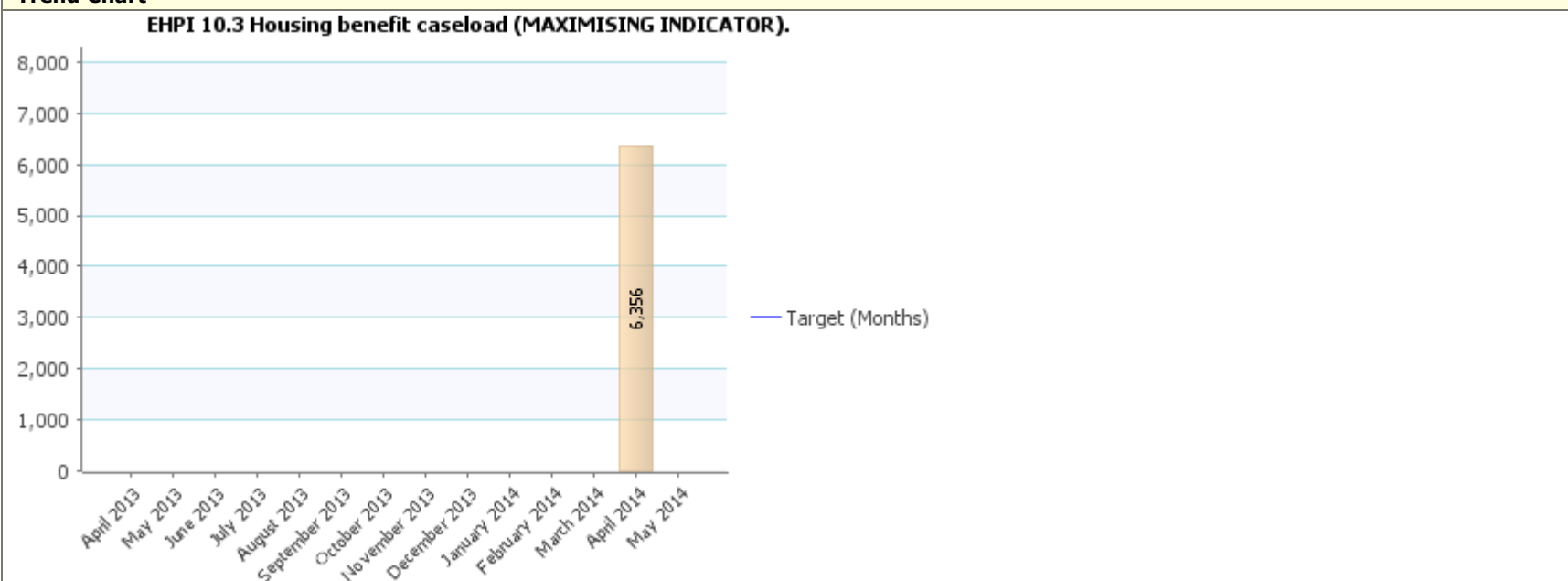
Performance Gauge



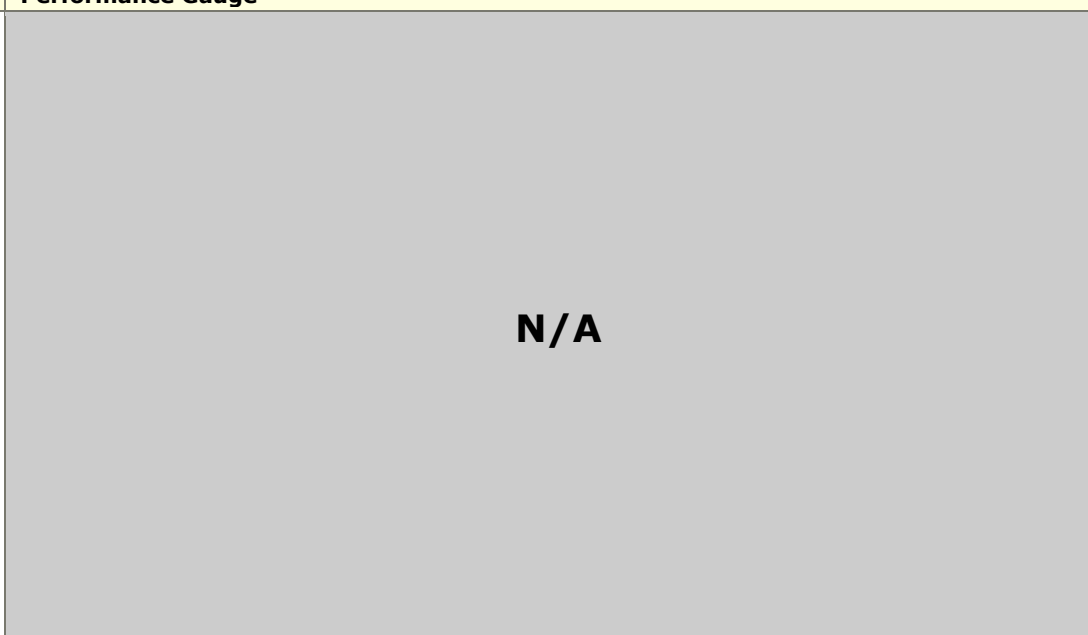
Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 10.3	Housing benefit caseload (MAXIMISING INDICATOR).	N/A	6,356	N/A	N/A	Trend analysis will commence from May 2014 as this is a new indicator.	None

Trend Chart



Performance Gauge



Traffic Light Unknown
Description Prosperity

Economic Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 11.1	Rental income from traders. (MAXIMISING INDICATOR)	N/A	N/A	N/A	N/A	First data entry will commence from Quarter 1 for 2014/15 as this is a new indicator.	None

Economic Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 11.2	Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	N/A	N/A	N/A	N/A	First data entry will commence from Quarter 1 for 2014/15 as this is a new indicator.	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				