



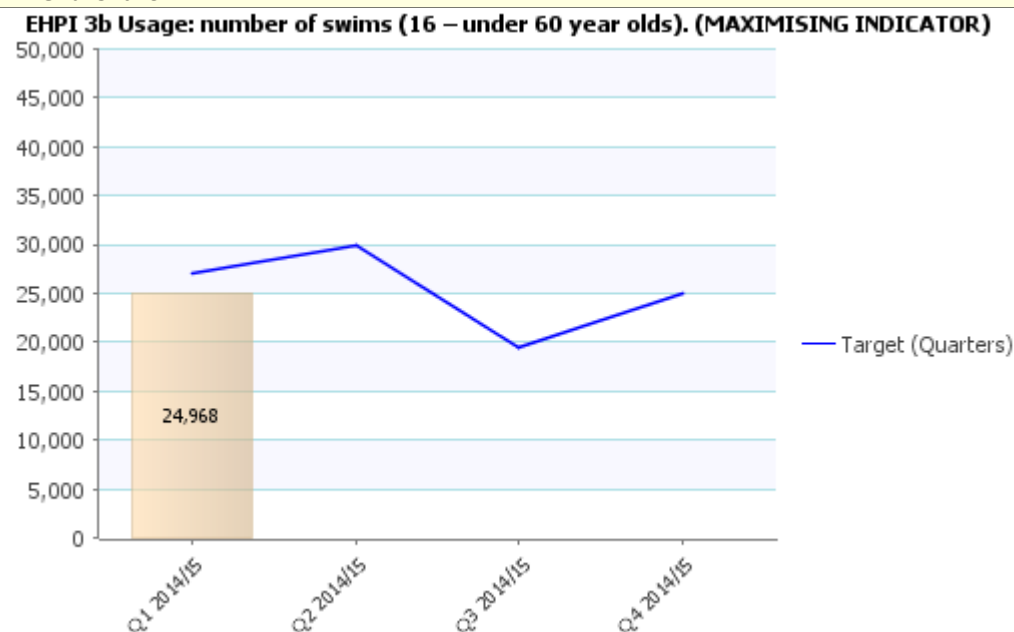
May to July Community Scrutiny Healthcheck 2014/15

Traffic Light Red
Corporate Priority: People

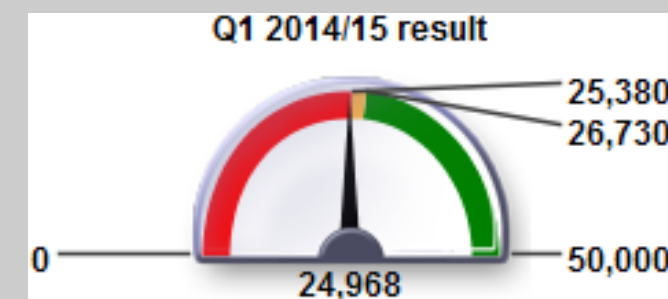
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 3b	Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)		24,968	27,000		Performance is below target this quarter. There is a downturn in adult swimming. This is believed to be in part due to increasing gym membership (as gym members can have a swim without this being recorded). Everyone Active has been seeking to stem the decline by adding additional early morning swims at Grange Paddocks and are looking at other promotional activities.	None

Trend Chart



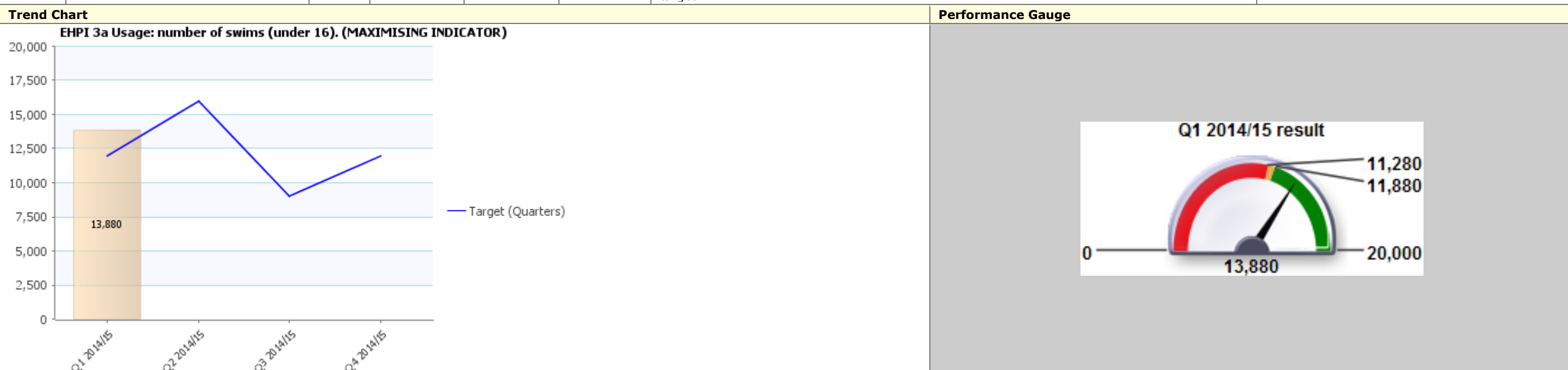
Performance Gauge



Traffic Light Green
Corporate Priority: People

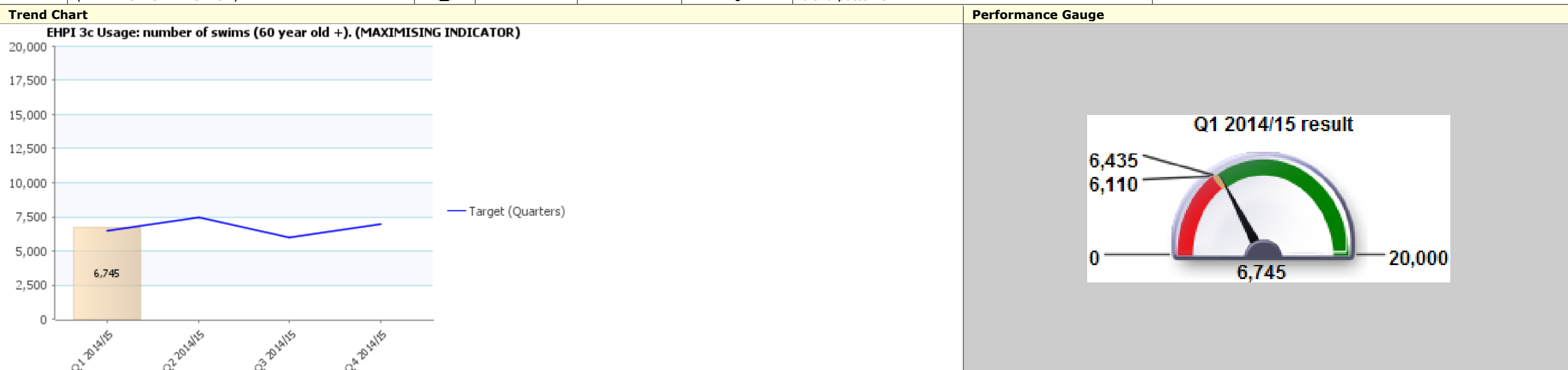
Environment Services

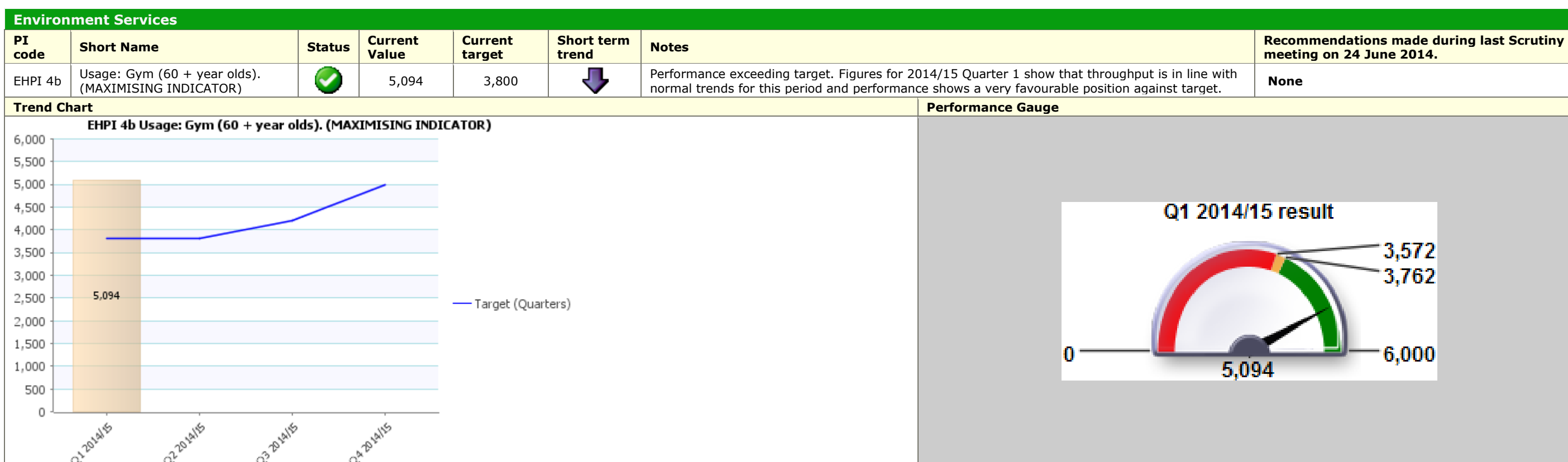
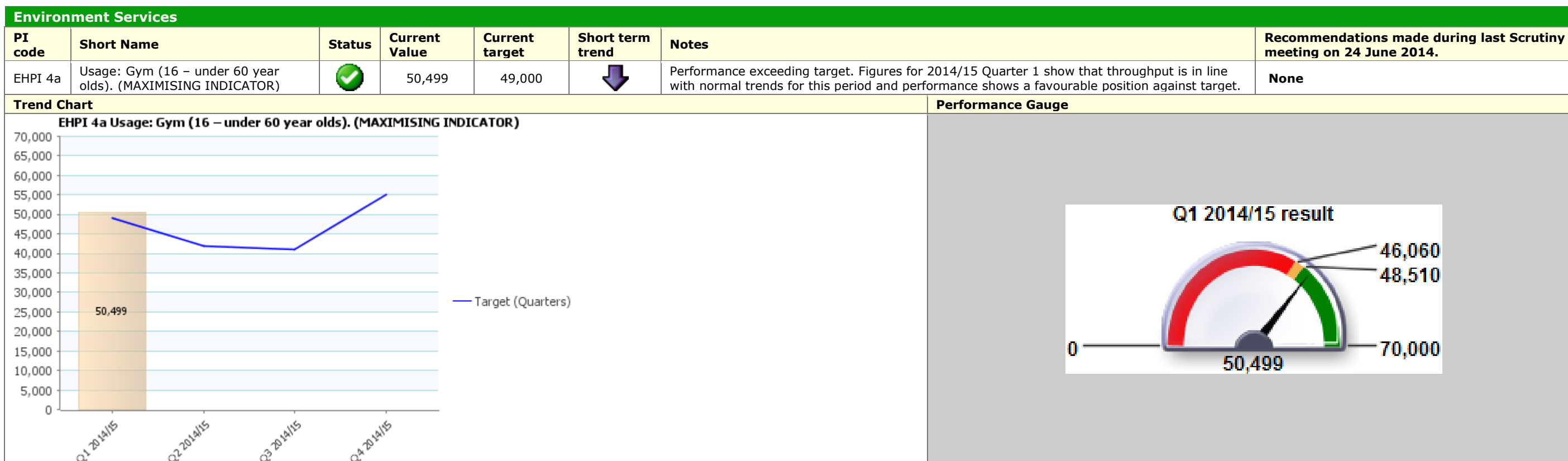
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 3a	Usage: number of swims (under 16). (MAXIMISING INDICATOR)		13,880	12,000		Performance exceeding target. Figures for 2014/15 Quarter 1 show that although there is a decrease in throughput compared to the previous period this 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 24 June 2014.
EHPI 3c	Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)		6,745	6,500		Performance is above target and is in line with normal trend patterns.	None

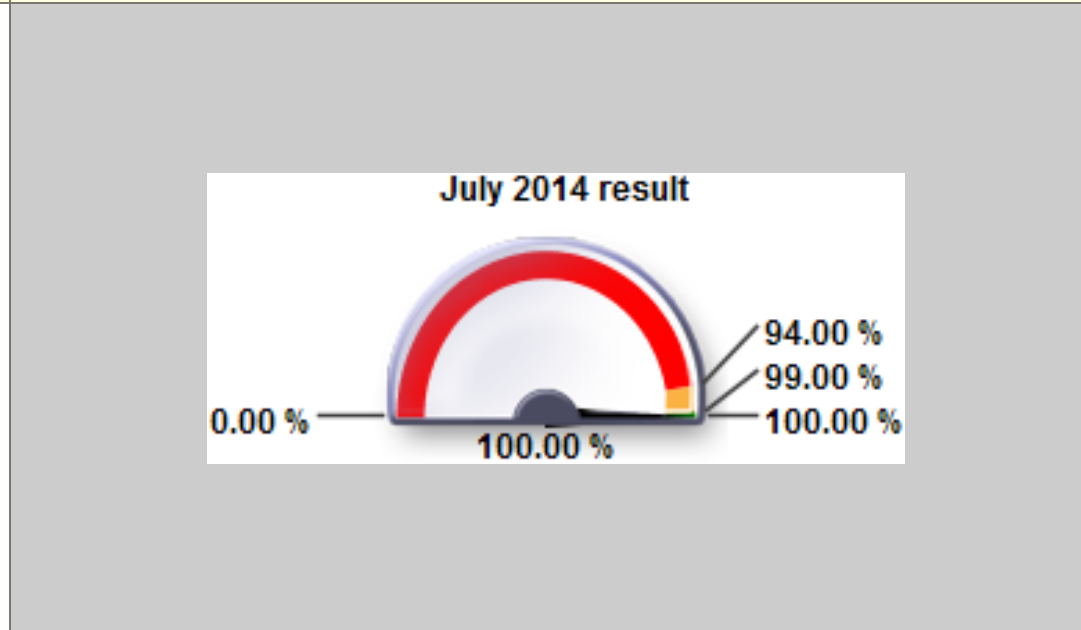
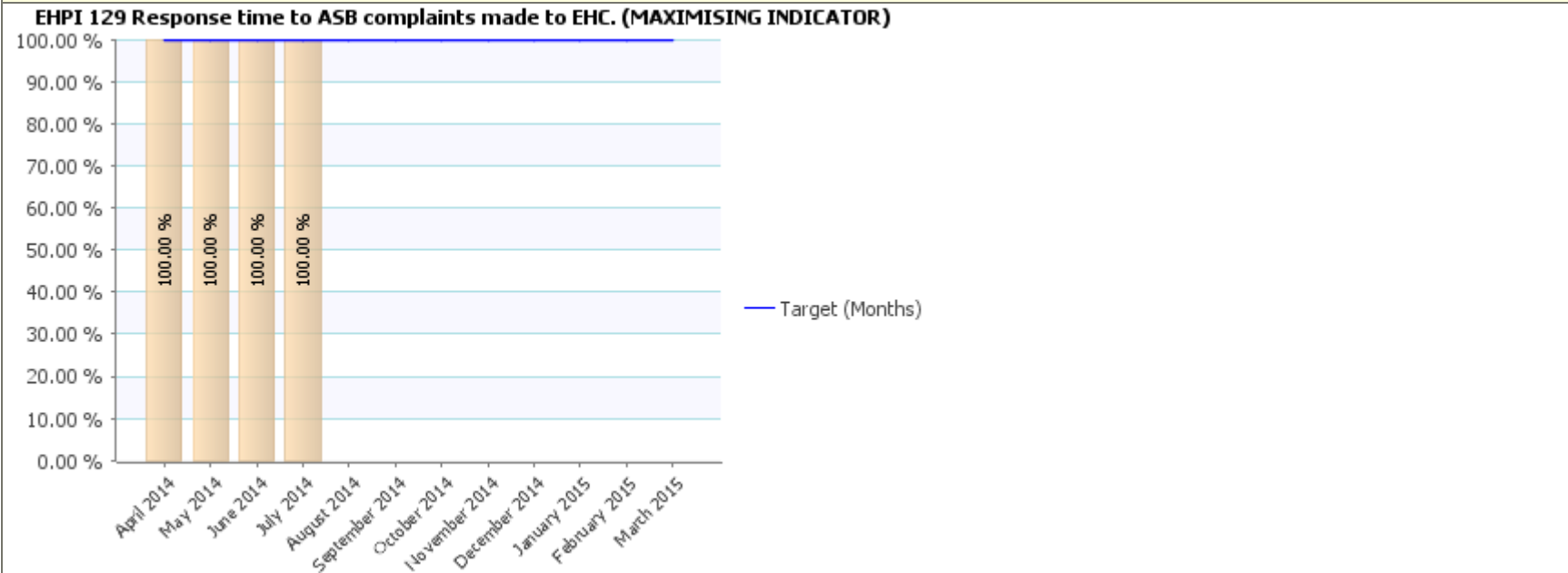




Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 129	Response time to Anti-social Behaviour (ASB) complaints made to East Herts Council (EHC). (MAXIMISING INDICATOR)		100.00 %	100.00 %		There were 10 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

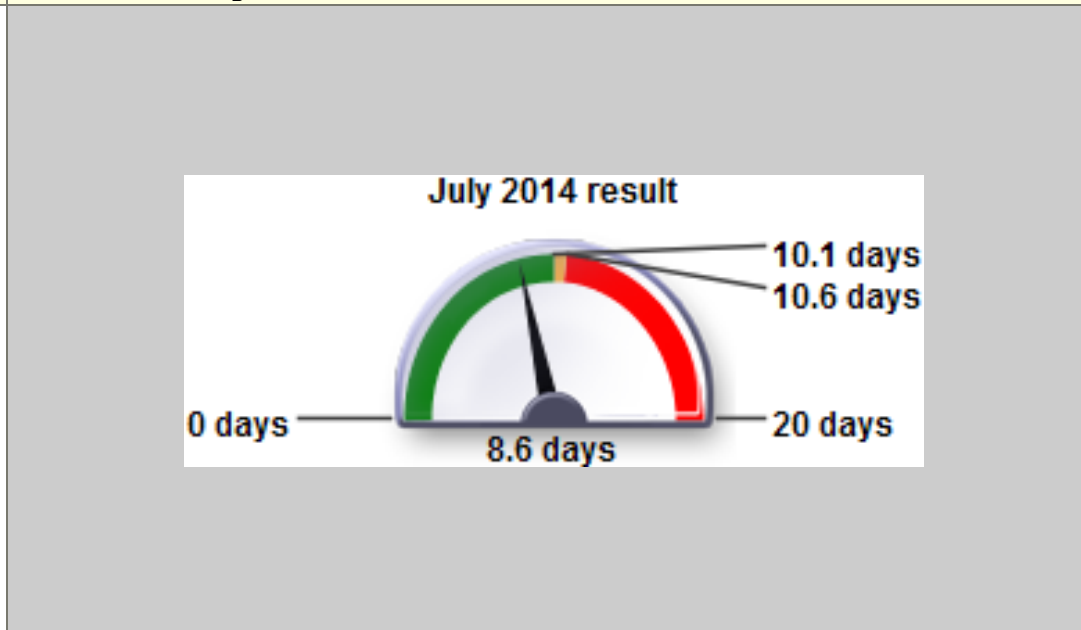
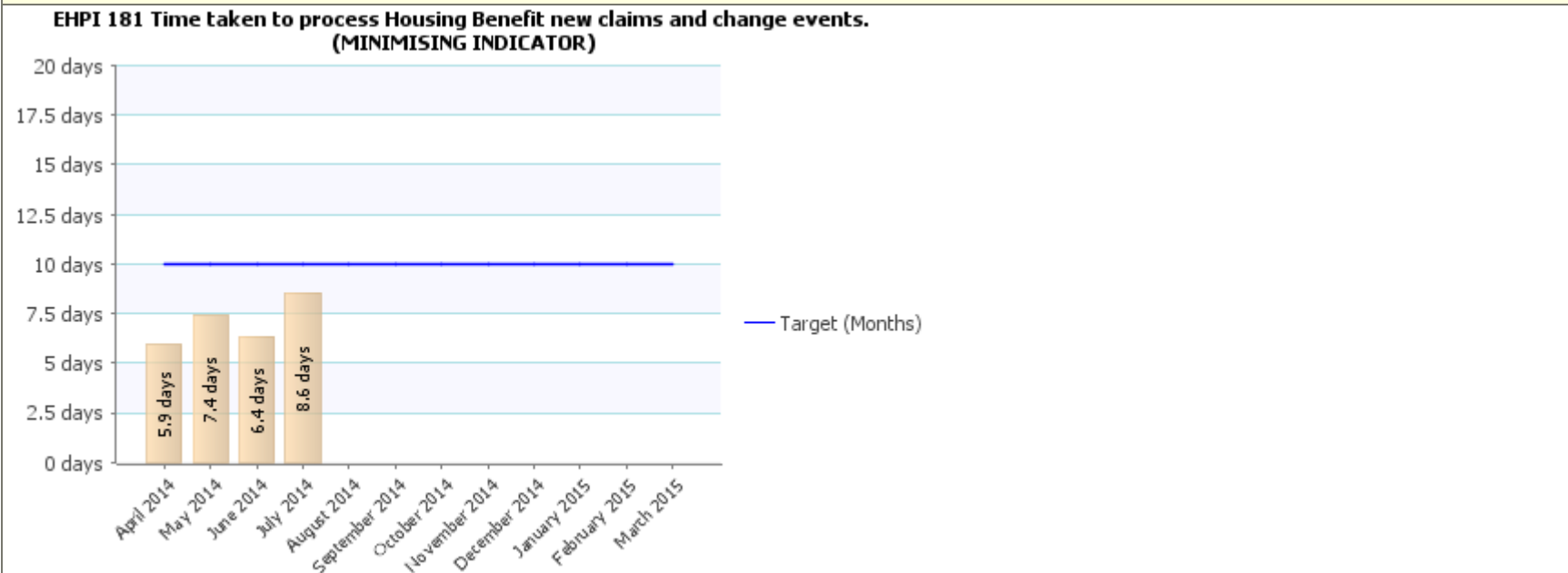
Trend Chart **Performance Gauge**



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 June 2014.
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)		8.6 days	10 days		Data extraction period from 10 June 2014 to 8 July 2014 is 18.91 days, moving cumulative to 8.56 days.	None

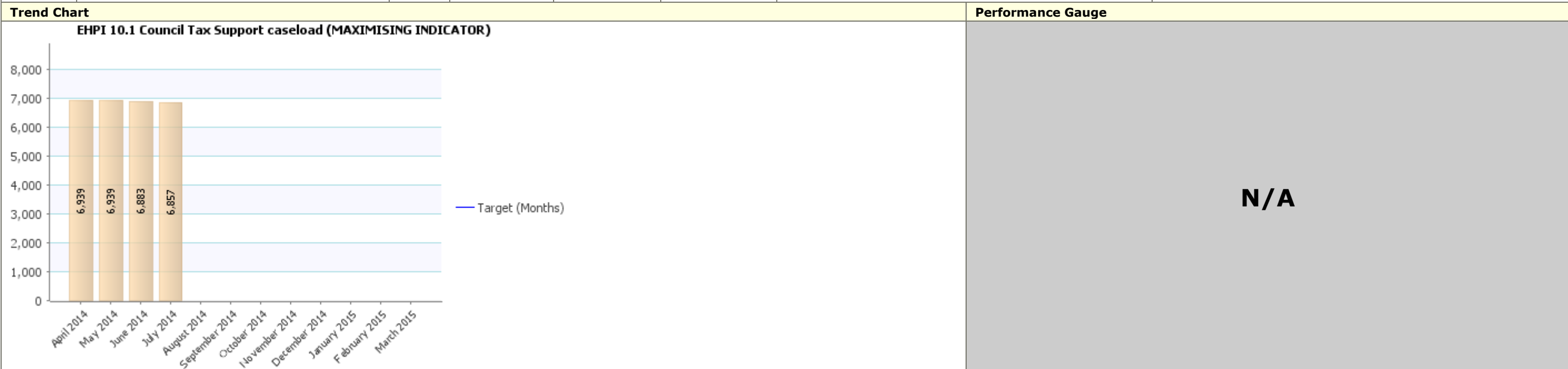
Trend Chart **Performance Gauge**



Traffic Light Data Only
Corporate Priority: People

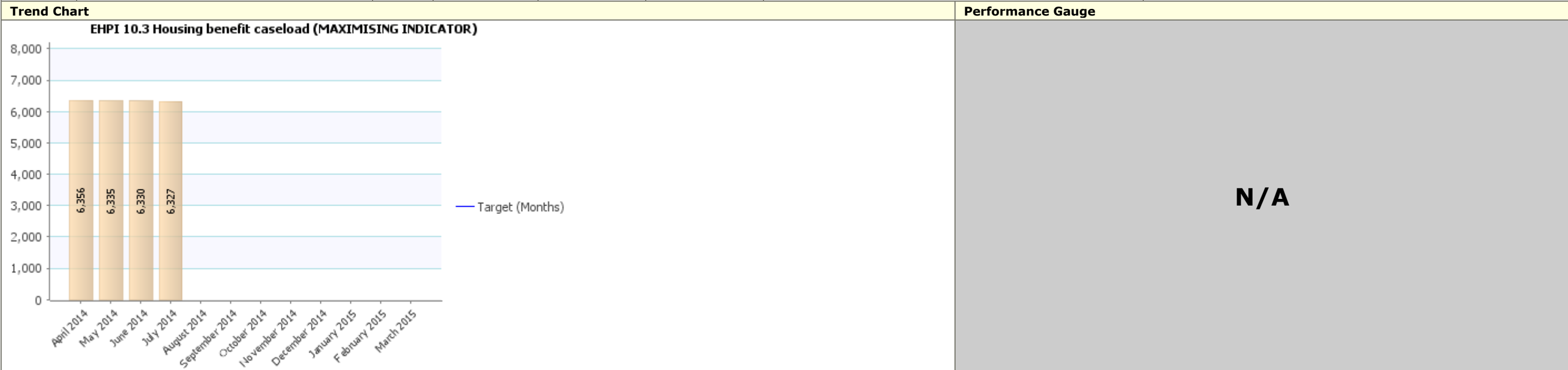
Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 10.1	Council Tax Support caseload (MAXIMISING INDICATOR)	N/A	6,857	N/A	↓	Performance has shown a very small decline from the previous month.	None



Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 10.3	Housing benefit caseload (MAXIMISING INDICATOR)	N/A	6,327	N/A	↓	Performance has shown a very small decline from the previous month.	None

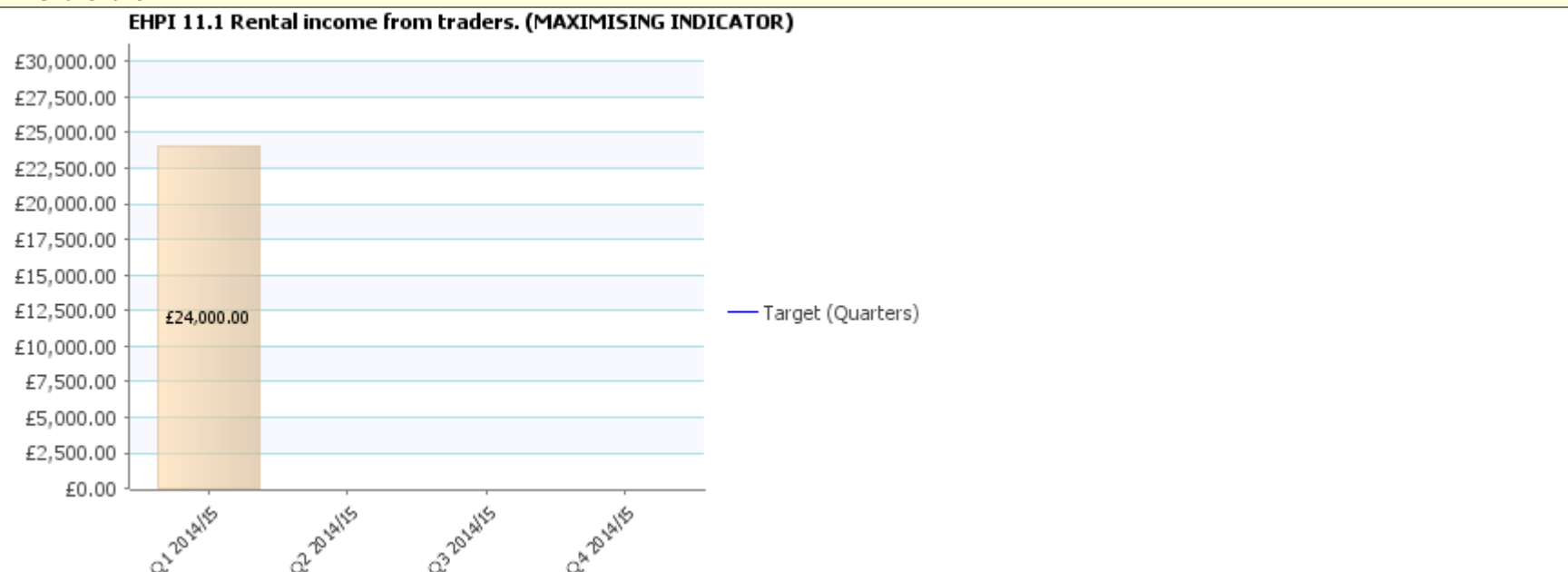


Traffic Light Unknown
Corporate Priority: Prosperity

Economic Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 11.1	Rental income from traders. (MAXIMISING INDICATOR)	N/A	£24,000.00	N/A	N/A	The total retail market income for this period is £24,000. This figure includes individual pitch hires on non market days but excludes fees charged for other commercial markets like Car Boot sales and Jackson Square. The figure also excludes income from Farmers Market's. This approach will enable the Council to accurately track trends with our town based retail markets.	None

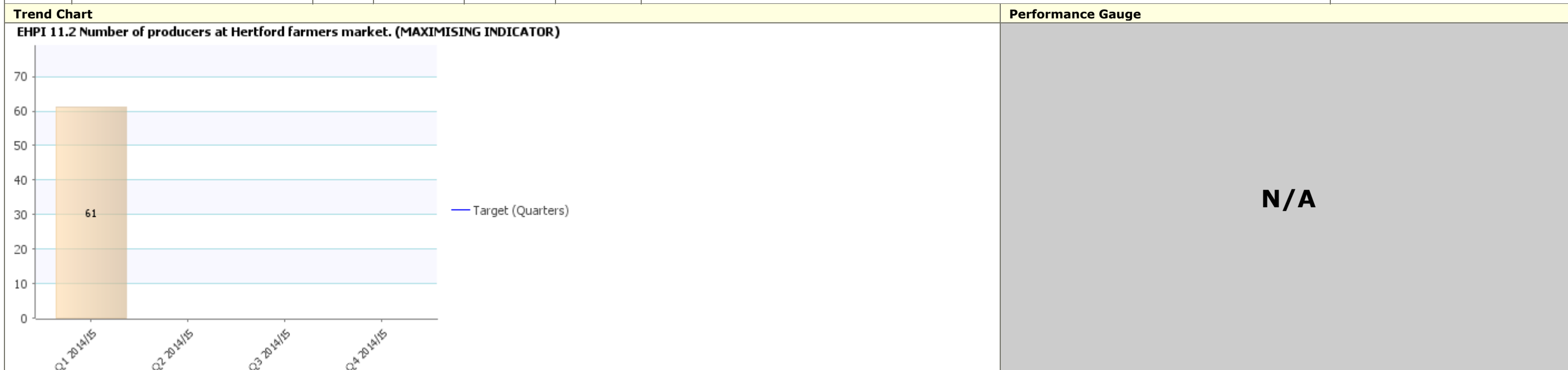
Trend Chart **Performance Gauge**



N/A

Economic Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 11.2	Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	N/A	61	N/A	N/A	During this quarter there was a total of 61 producer stalls present at the monthly Hertford Farmers Market. This breaks down as follows April 20 stalls, May 20 stalls, June 21 stalls. Broadly speaking it is the same group of producers attending each market - in other words between 20-21 individual producers attending the monthly event.	None



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