

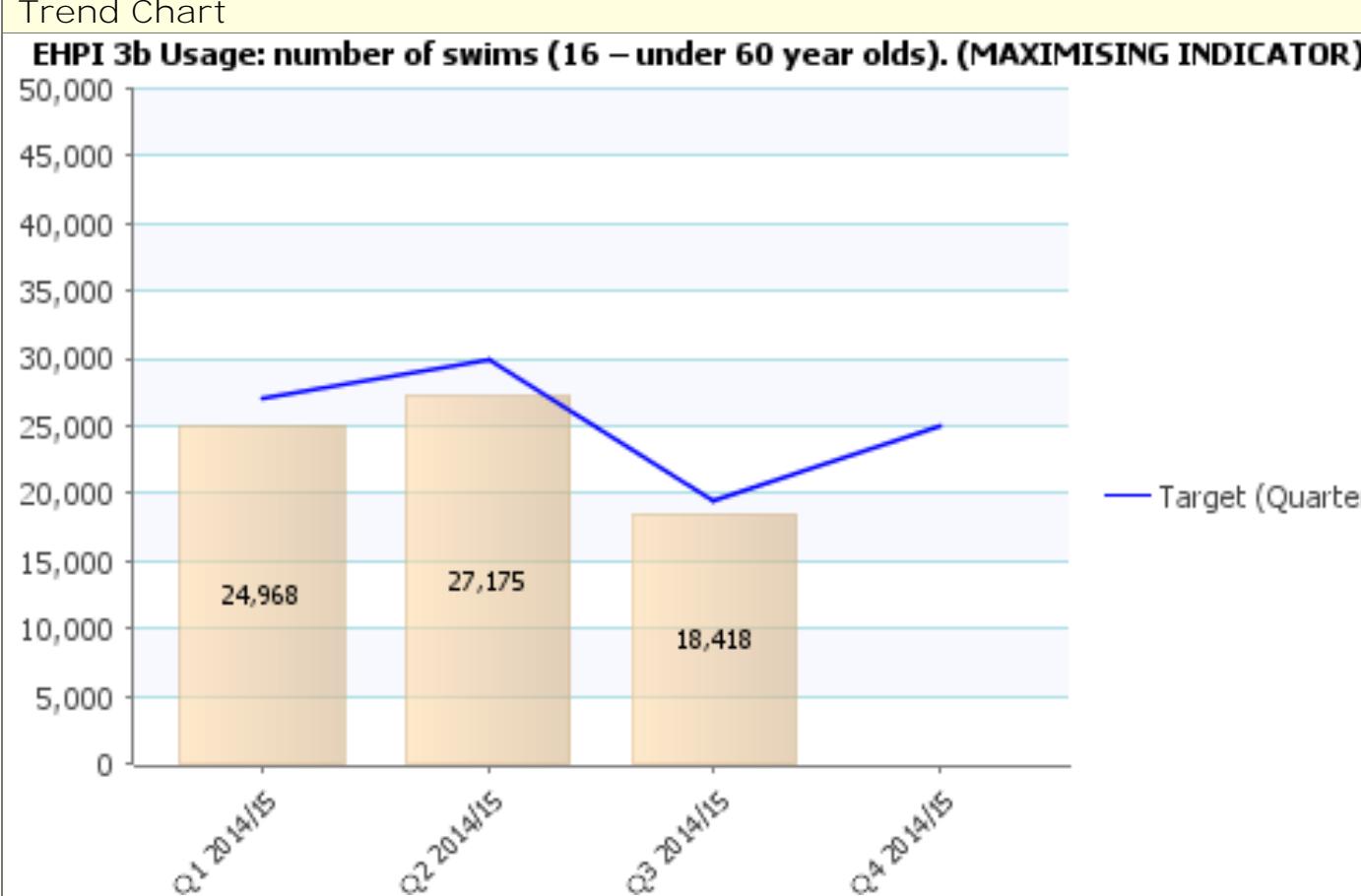
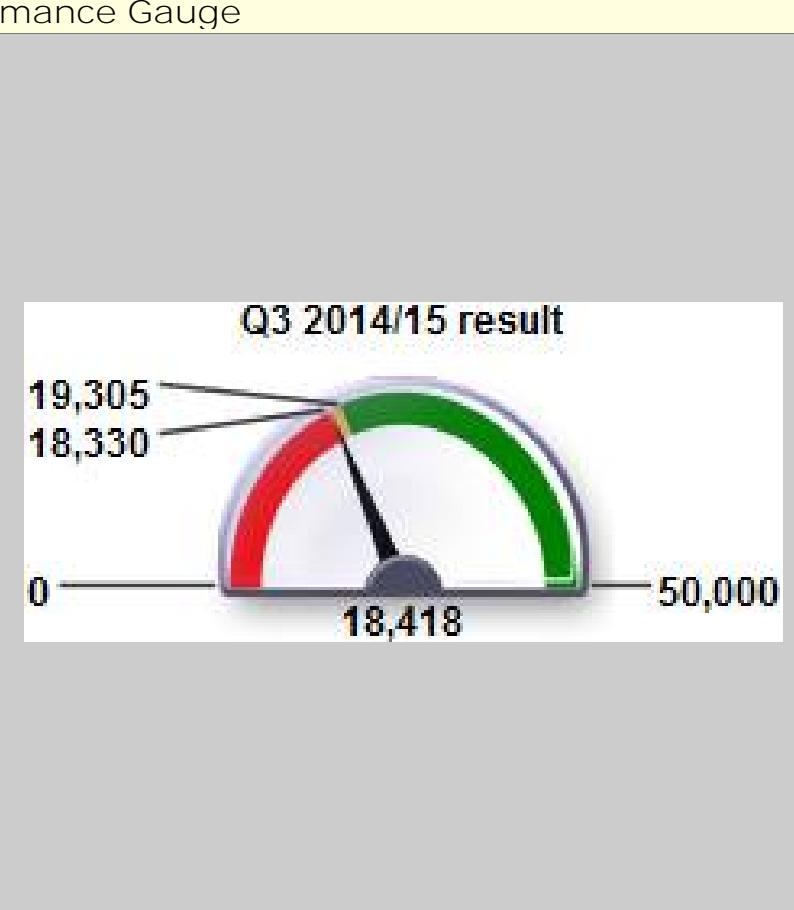
## October to January Community Scrutiny Healthcheck 2014/15



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



Traffic Light Amber  
Corporate Priority: People

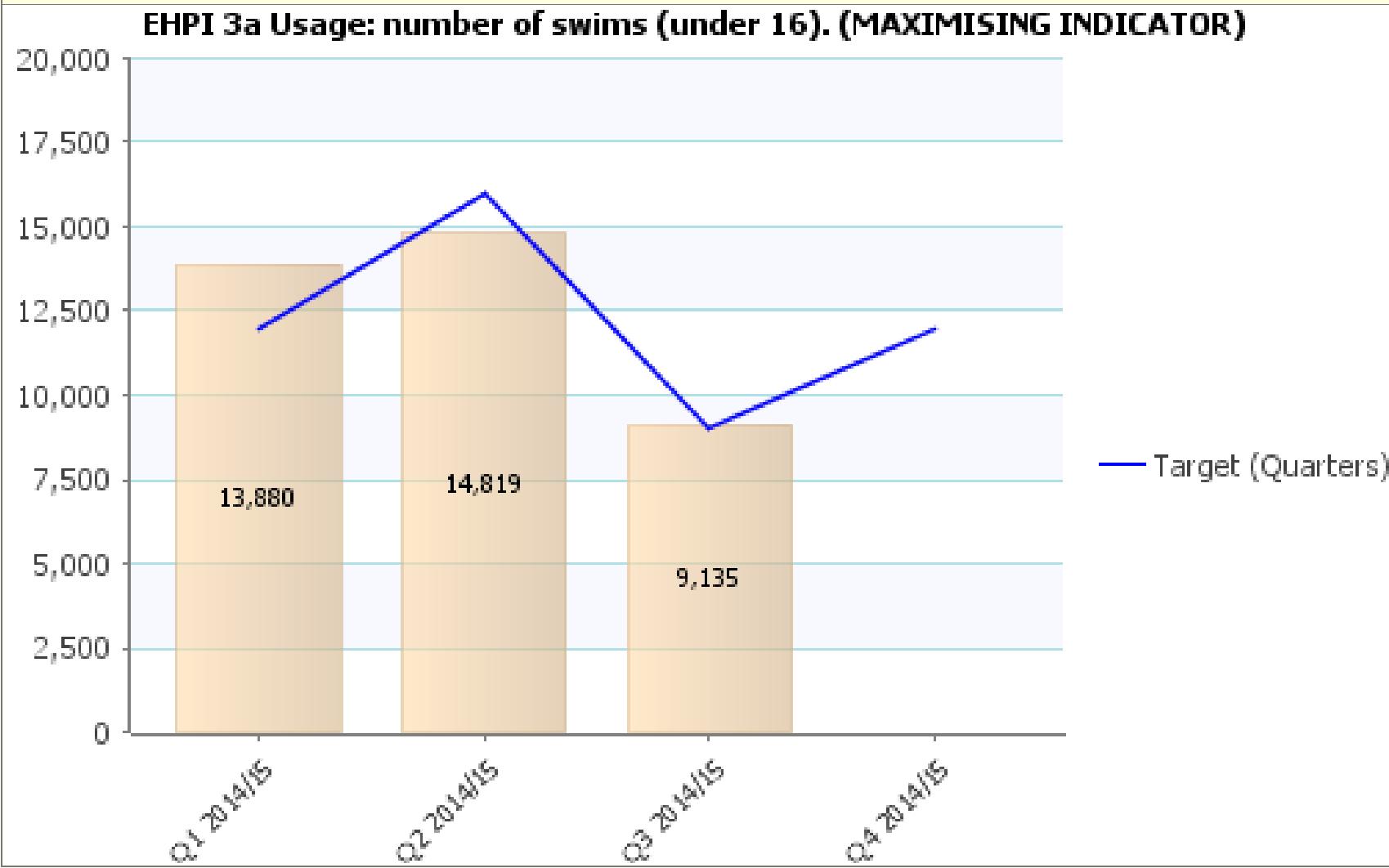
Environment Services																
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 18 November 2014									
EHPI 3b	Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)	⚠	18,418	19,500	⬇	<p>Performance was 'Amber' for Quarter 3. This is an improvement compared to the previous quarter when the performance status was 'Red'. However performance is just below target and this downturn in adult swimming is consistent with national trends. In addition locally East Herts has seen an increase in gym membership and as gym members can swim without their visit being recorded this may have affected the achievement of the target this quarter. Everyone Active has been seeking to stem the decline and is looking to increase public swim opportunities at both Hartham and Grange Paddocks leisure centres in the New Year.</p>	None									
Trend Chart						Performance Gauge										
<b>EHPI 3b Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)</b>  <table border="1"> <caption>Quarterly Usage Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>24,968</td> </tr> <tr> <td>Q2 2014/15</td> <td>27,175</td> </tr> <tr> <td>Q3 2014/15</td> <td>18,418</td> </tr> <tr> <td>Q4 2014/15</td> <td>25,000 (Target)</td> </tr> </tbody> </table>						Quarter	Usage	Q1 2014/15	24,968	Q2 2014/15	27,175	Q3 2014/15	18,418	Q4 2014/15	25,000 (Target)	 <p><b>Q3 2014/15 result</b></p> <p>19,305 18,330 0 50,000 18,418</p>
Quarter	Usage															
Q1 2014/15	24,968															
Q2 2014/15	27,175															
Q3 2014/15	18,418															
Q4 2014/15	25,000 (Target)															

Traffic Light Green  
Corporate Priority: People

## Environment Services

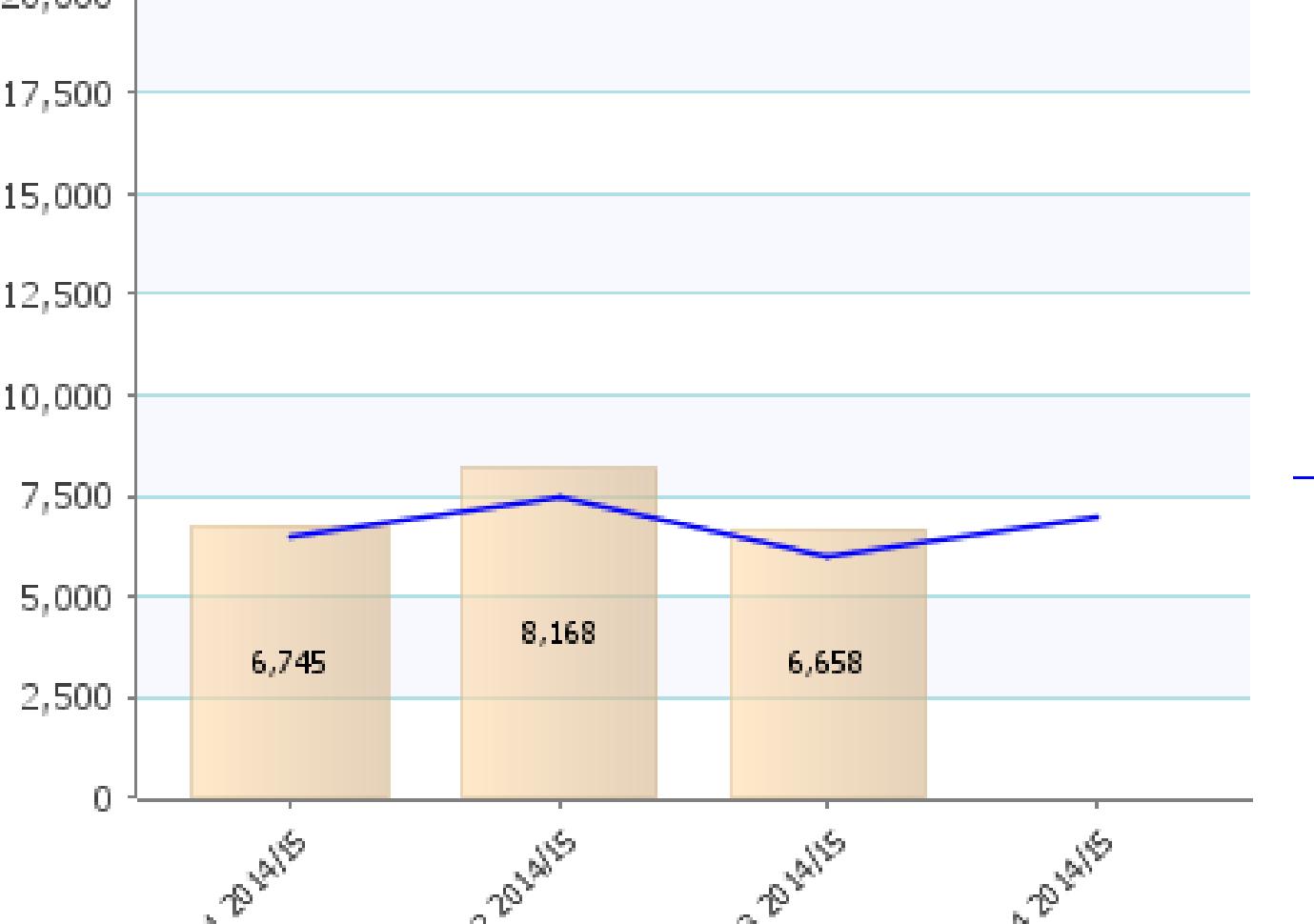
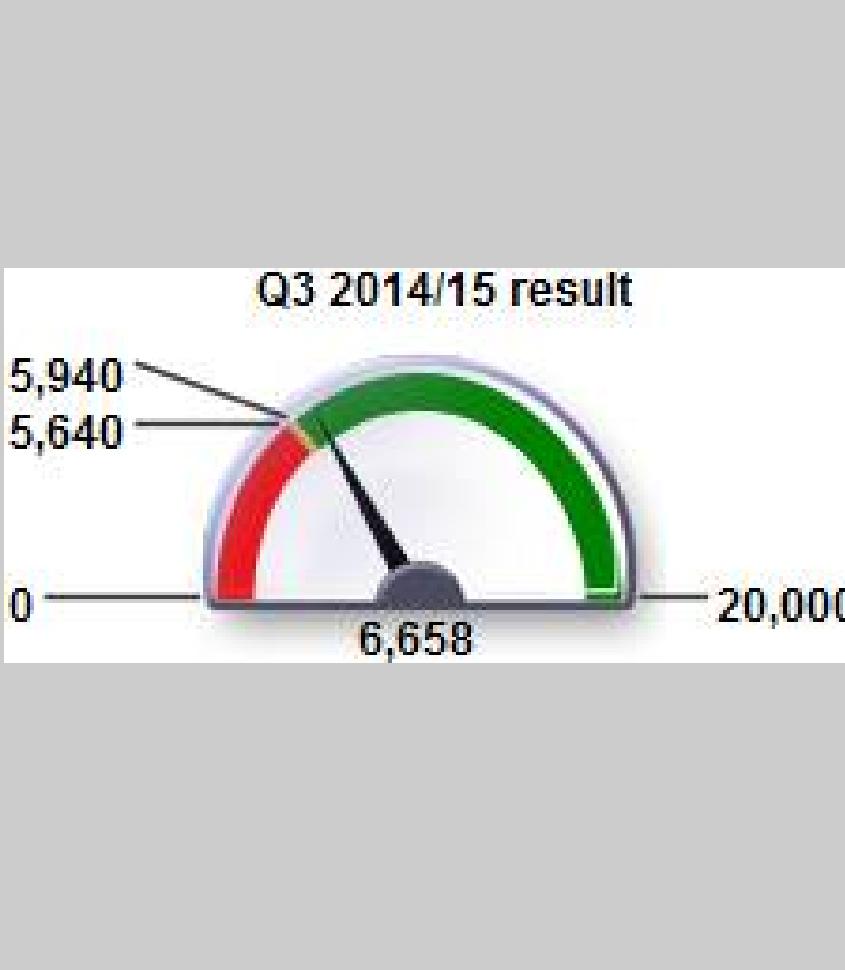
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 18 November 2014
EHPI 3a	Usage: number of swims (under 16). (MAXIMISING INDICATOR)	✓	9,135	9,000	⬇	Figures for 2014/15 Quarter 3 show a favourable position against target.	None

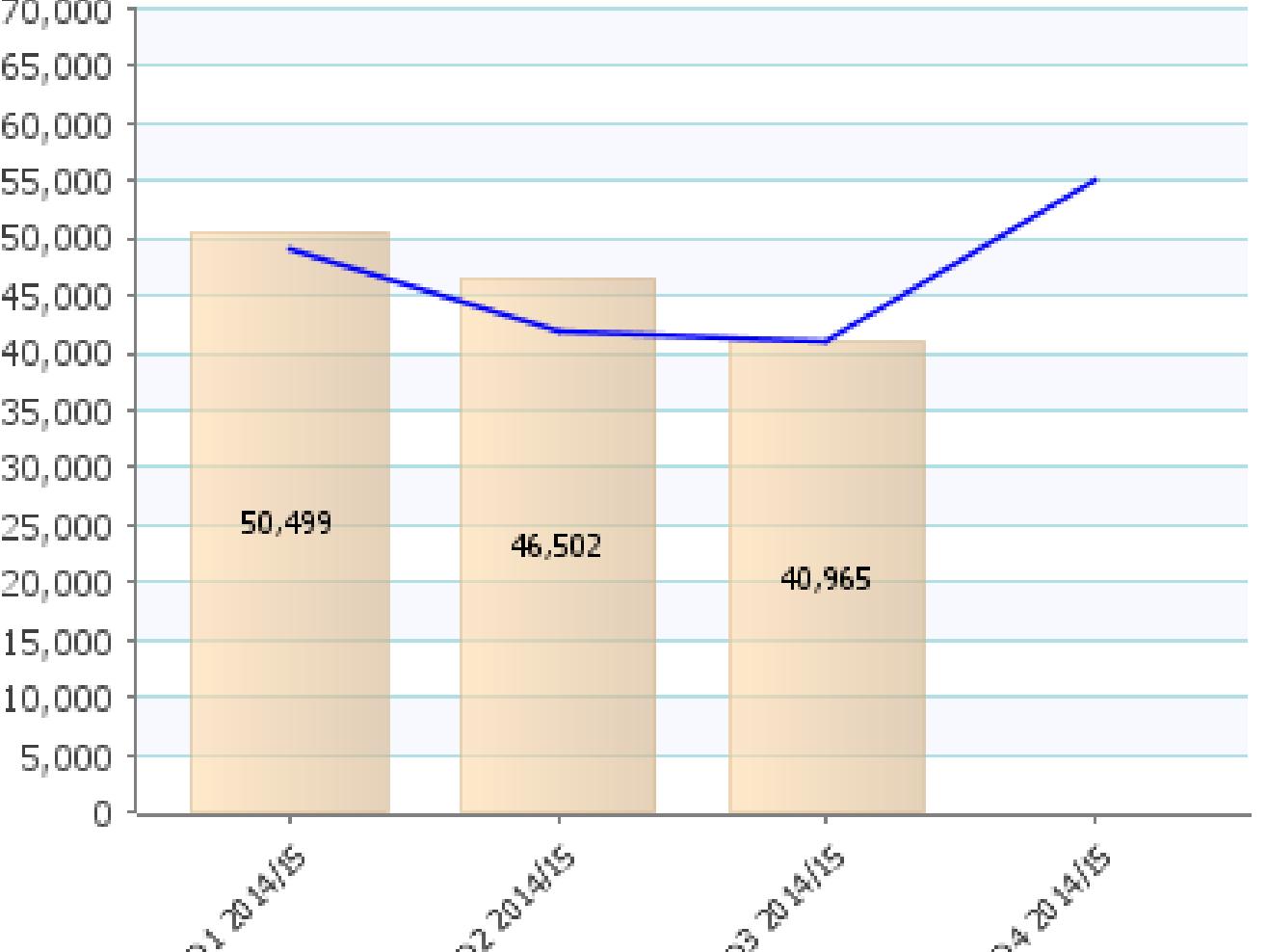
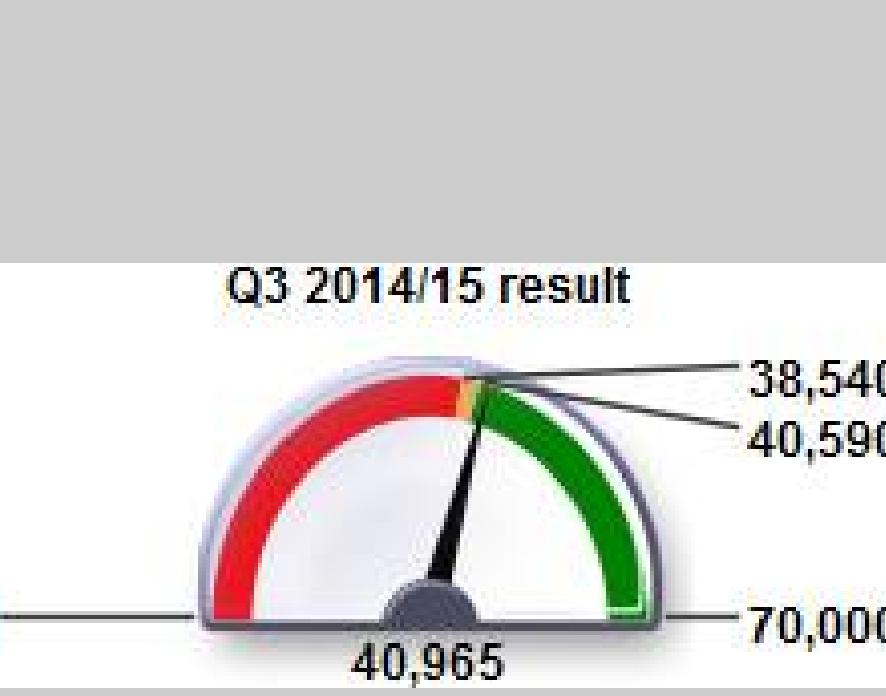
## Trend Chart



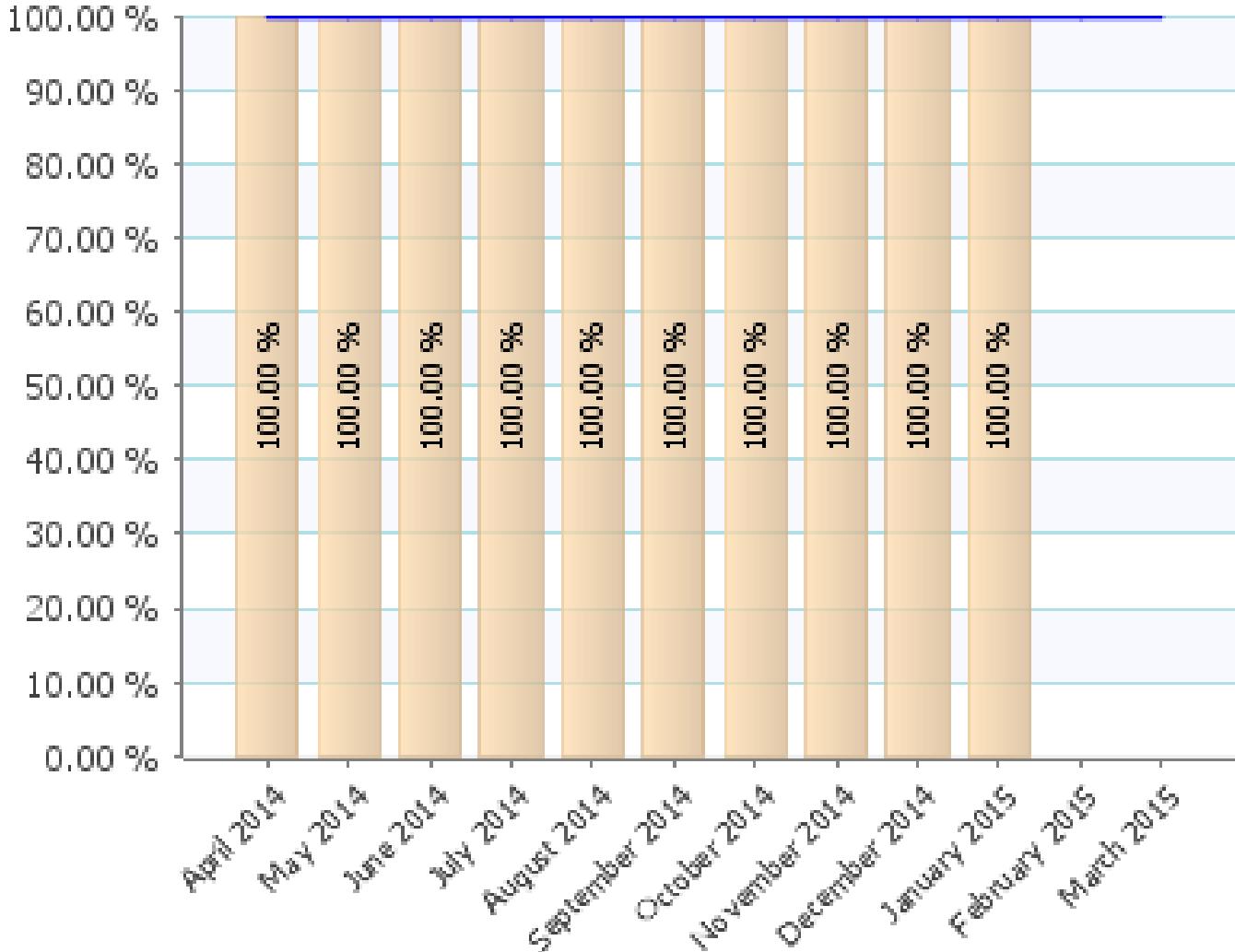
## Performance Gauge



Environment Services																												
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 18 November 2014																					
EHPI 3c	Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)	✓	6,658	6,000	⬇	Performance is above target and is in line with normal trend patterns.	None																					
Trend Chart						Performance Gauge																						
<b>EHPI 3c Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)</b>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>6,745</td> <td>6,000</td> </tr> <tr> <td>Q2 2014/15</td> <td>8,168</td> <td>7,500</td> </tr> <tr> <td>Q3 2014/15</td> <td>6,658</td> <td>6,000</td> </tr> <tr> <td>Q4 2014/15</td> <td>6,658</td> <td>7,000</td> </tr> </tbody> </table>						Quarter	Actual Value	Target Value	Q1 2014/15	6,745	6,000	Q2 2014/15	8,168	7,500	Q3 2014/15	6,658	6,000	Q4 2014/15	6,658	7,000	 <p>Q3 2014/15 result</p> <table border="1"> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr> <td>5,940</td> </tr> <tr> <td>5,640</td> </tr> <tr> <td>0</td> </tr> <tr> <td>20,000</td> </tr> <tr> <td>6,658</td> </tr> </tbody> </table>		Value	5,940	5,640	0	20,000	6,658
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Q1 2014/15	6,745	6,000																										
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Environment Services							Recommendations made during last Scrutiny meeting on 18 November 2014									
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes										
EHPI 4a	Usage: Gym (16 - under 60 year olds). (MAXIMISING INDICATOR)		40,965	41,000		Figures for 2014/15 Quarter 3 show that throughput is in line with normal trends for this period and performance shows a favourable position against target.	None									
Trend Chart							Performance Gauge									
<b>EHPI 4a Usage: Gym (16 – under 60 year olds). (MAXIMISING INDICATOR)</b>  <p>Target (Quarters)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Current Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>50,499</td> <td>50,000</td> </tr> <tr> <td>Q2 2014/15</td> <td>46,502</td> <td>45,000</td> </tr> <tr> <td>Q3 2014/15</td> <td>40,965</td> <td>41,000</td> </tr> <tr> <td>Q4 2014/15</td> <td>54,999</td> <td>55,000</td> </tr> </tbody> </table>		Quarter	Current Value	Target (Quarters)	Q1 2014/15	50,499	50,000	Q2 2014/15	46,502	45,000	Q3 2014/15	40,965	41,000	Q4 2014/15	54,999	55,000
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 <p>Q3 2014/15 result</p> <table border="1"> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Yellow</td> </tr> <tr> <td>38,540</td> <td>Red</td> </tr> <tr> <td>40,590</td> <td>Green</td> </tr> <tr> <td>40,965</td> <td>Green</td> </tr> <tr> <td>70,000</td> <td>Yellow</td> </tr> </tbody> </table>		Value	Color	0	Yellow	38,540	Red	40,590	Green	40,965	Green	70,000	Yellow			
Value	Color															
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Environment Services																				
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 18 November 2014													
EHPI 4b	Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)		5,128	4,200		Figures for 2014/15 Quarter 3 show that throughput is in line with normal trends for this period and performance shows a very favourable position against target.	None													
Trend Chart						Performance Gauge														
<b>EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)</b> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>5,094</td> <td>4,200</td> </tr> <tr> <td>Q2 2014/15</td> <td>5,194</td> <td>4,200</td> </tr> <tr> <td>Q3 2014/15</td> <td>5,128</td> <td>4,200</td> </tr> <tr> <td>Q4 2014/15</td> <td></td> <td>4,200</td> </tr> </tbody> </table>						Quarter	Actual Usage	Target (Quarters)	Q1 2014/15	5,094	4,200	Q2 2014/15	5,194	4,200	Q3 2014/15	5,128	4,200	Q4 2014/15		4,200
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<p><b>Q3 2014/15 result</b></p> <table> <tr> <td>0</td> <td>3,948</td> </tr> <tr> <td>4,158</td> <td>6,000</td> </tr> </table>						0	3,948	4,158	6,000											
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4,158	6,000																			

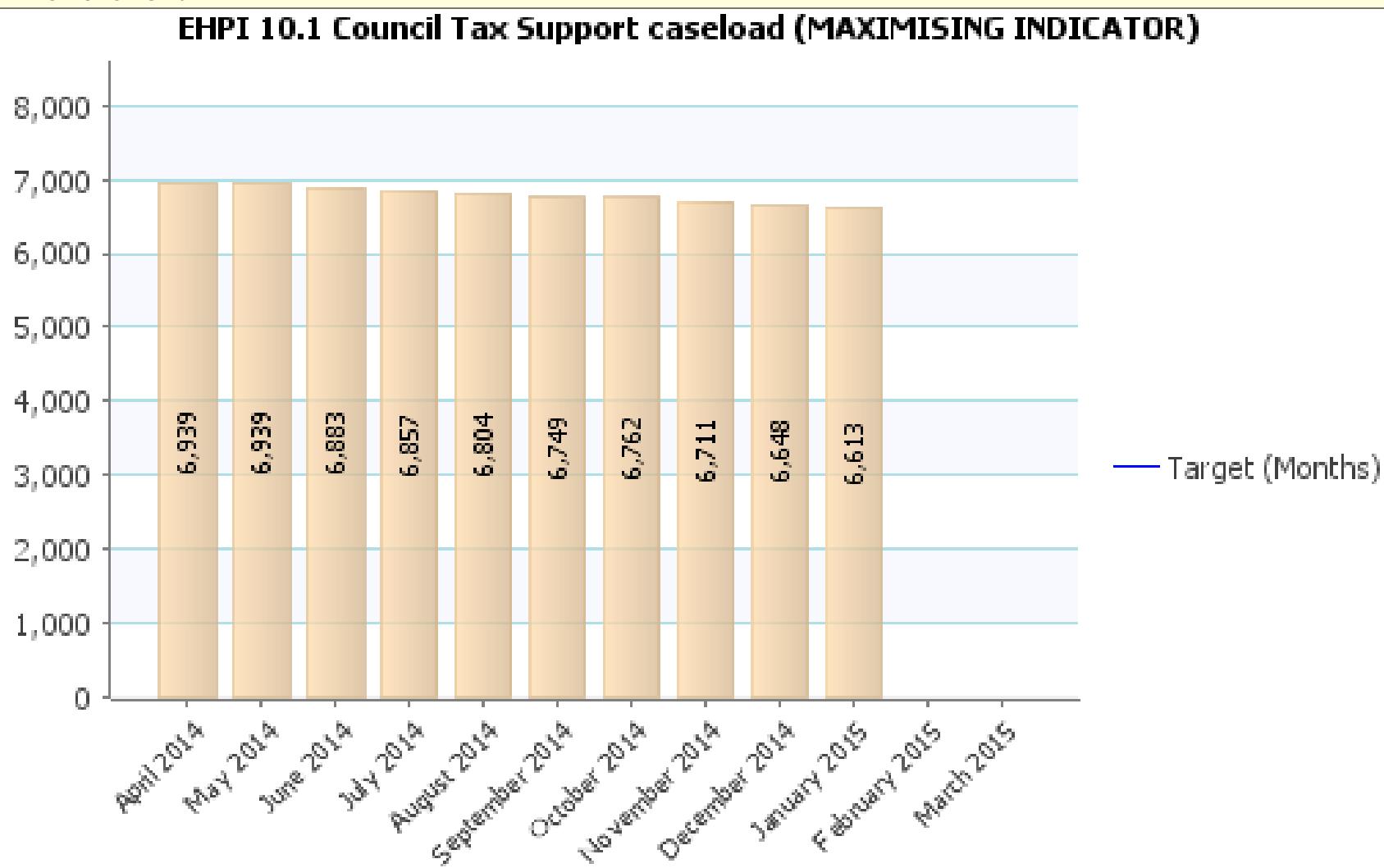
Licensing and Community Safety							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 18 November 2014
EHPI 129	Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)	✓	100.00 %	100.00 %	■	Performance on target. There were three 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	
<b>EHPI 129 Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)</b>  <p>100.00 % 90.00 % 80.00 % 70.00 % 60.00 % 50.00 % 40.00 % 30.00 % 20.00 % 10.00 % 0.00 %</p> <p>April 2014 May 2014 June 2014 July 2014 August 2014 September 2014 October 2014 November 2014 December 2014 January 2015 February 2015 March 2015</p> <p>100.00 % 100.00 % 100.00 % 100.00 % 100.00 % 100.00 % 100.00 % 100.00 % 100.00 % 100.00 % 100.00 % 100.00 %</p>						 <p>January 2015 result</p> <p>94.00 % 99.00 % 100.00 %</p> <p>0.00 % 100.00 %</p>	

## 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 18 November 2014
EHPI 10.1	Council Tax Support caseload (MAXIMISING INDICATOR)	N/A	6,613	N/A		Council tax support caseload in January 2015 shows a slight decline when compared to December 2014. In the longer term caseload numbers have been reducing since June 2014.	None

## Trend Chart



## Performance Gauge

N/A

Revenues and Benefits							Recommendations made during last Scrutiny meeting on 18 November 2014																						
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes																							
EHPI 10.3	Housing benefit caseload (MAXIMISING INDICATOR)	N/A	6,208	N/A	⬇	Housing benefit caseload for January 2015 shows a slight decline when compared to December 2014. In the longer term caseload numbers have been reducing since May 2014.	None																						
Trend Chart						Performance Gauge																							
<b>EHPI 10.3 Housing benefit caseload (MAXIMISING INDICATOR)</b> <p>Target (Months)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Current Value</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>6,356</td></tr> <tr><td>May 2014</td><td>6,335</td></tr> <tr><td>June 2014</td><td>6,330</td></tr> <tr><td>July 2014</td><td>6,327</td></tr> <tr><td>August 2014</td><td>6,309</td></tr> <tr><td>September 2014</td><td>6,259</td></tr> <tr><td>October 2014</td><td>6,229</td></tr> <tr><td>November 2014</td><td>6,217</td></tr> <tr><td>December 2014</td><td>6,209</td></tr> <tr><td>January 2015</td><td>6,208</td></tr> <tr><td>February 2015</td><td></td></tr> <tr><td>March 2015</td><td></td></tr> </tbody> </table>		Month	Current Value	April 2014	6,356	May 2014	6,335	June 2014	6,330	July 2014	6,327	August 2014	6,309	September 2014	6,259	October 2014	6,229	November 2014	6,217	December 2014	6,209	January 2015	6,208	February 2015		March 2015		N/A	
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March 2015																													

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 18 November 2014									
EHPI 11.1	Rental income from market traders. (MAXIMISING INDICATOR)	N/A	£24,605.00	N/A	⬇	Total rental income for Quarter 3 was £24,605 which is lower than the previous quarter. This breaks down as follows Bishop's Stortford (Saturday) - £5,831, Bishop's Stortford (Thursday) - £4,802, Hertford - £11,043, Ware - £2,928.	None									
Trend Chart						Performance Gauge										
<b>EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)</b> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>£24,000.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>£26,014.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>£24,605.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>£N/A</td> </tr> </tbody> </table>						Quarter	Value (£)	Q1 2014/15	£24,000.00	Q2 2014/15	£26,014.00	Q3 2014/15	£24,605.00	Q4 2014/15	£N/A	N/A
Quarter	Value (£)															
Q1 2014/15	£24,000.00															
Q2 2014/15	£26,014.00															
Q3 2014/15	£24,605.00															
Q4 2014/15	£N/A															

