









# October to January Community Scrutiny Healthcheck 2014/15



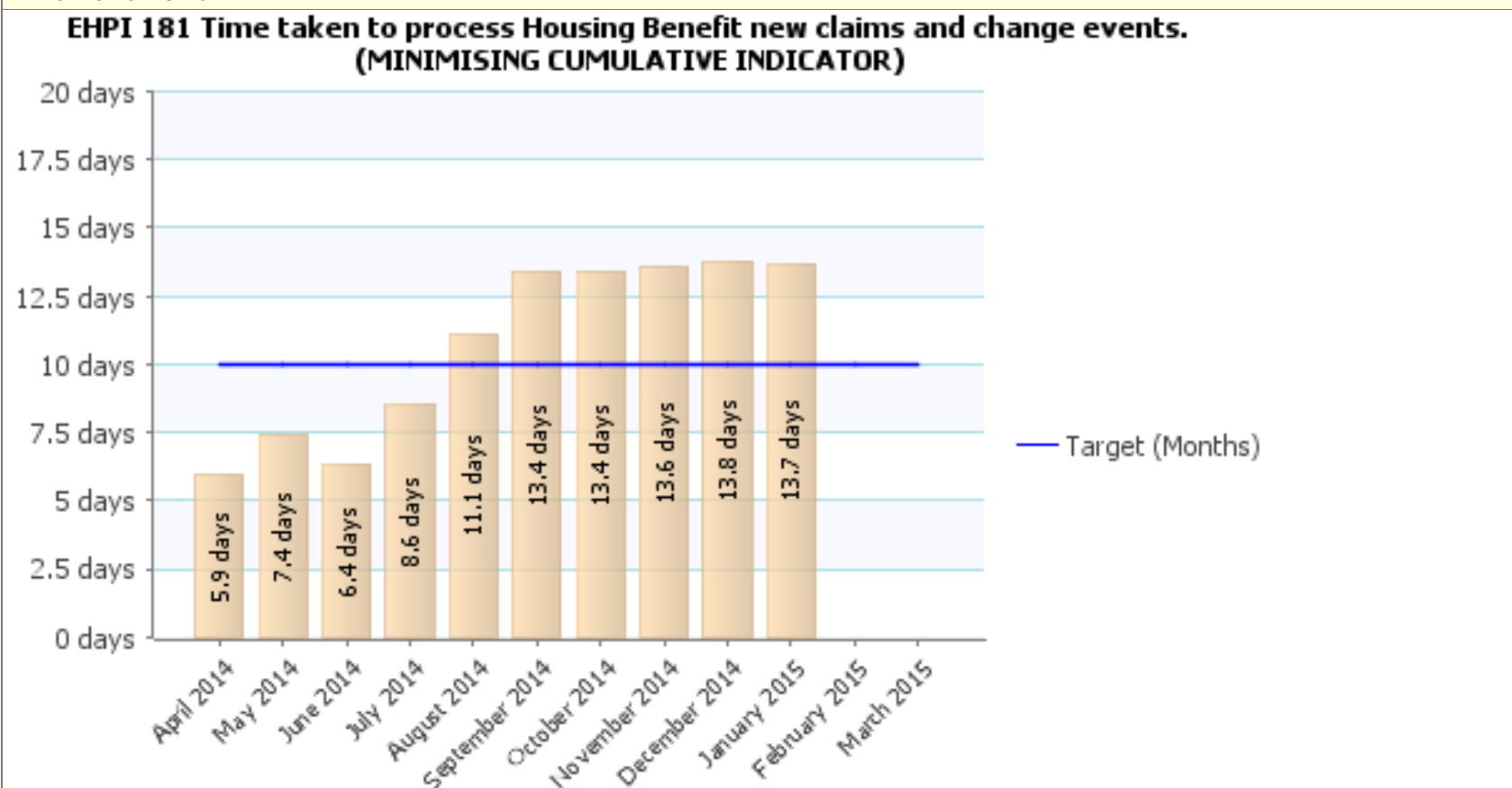
PI Status		Short Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse

Traffic Light Red  
Corporate Priority: People

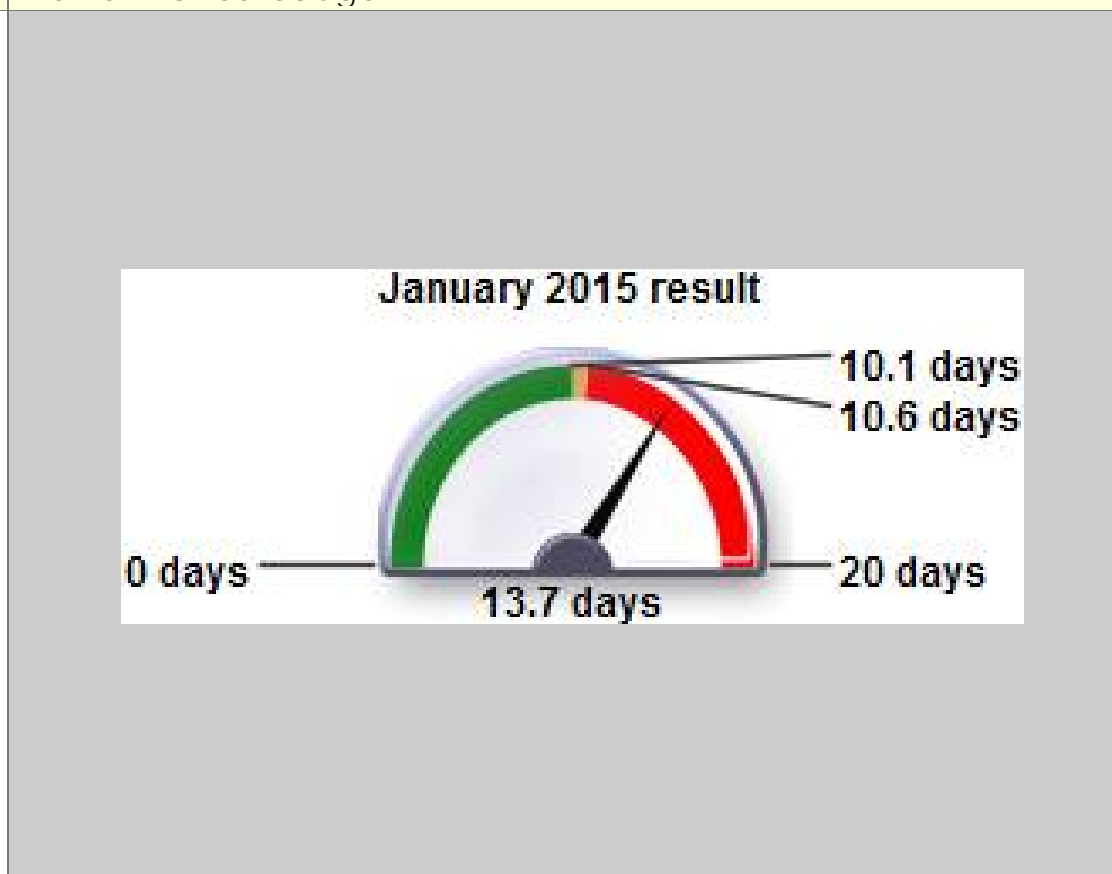
Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 18 November 2014
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)		13.7 days	10 days		Performance did not meet the target for January 2015. Performance for each data extract period has been improving, but the 13.71 days performance in January is the cumulative position. Changing a cumulative position later in the year is more difficult, but the additional work throughput for the year end up-rating process always produces a significant change in the cumulative position. The last three data extracts gave performance of 16.17 days, 13.12 days and most recently 12.10 days. The next data extract will be due mid-March 2015. Please note the data extraction periods are set by the Department for Work and Pensions (DWP) and do match monthly periods. The service is having difficulty recruiting to new posts and currently has 5.8 FTE posts vacant, temporary staff are supporting the service whilst recruitment continues.	None

Trend Chart





Performance Gauge

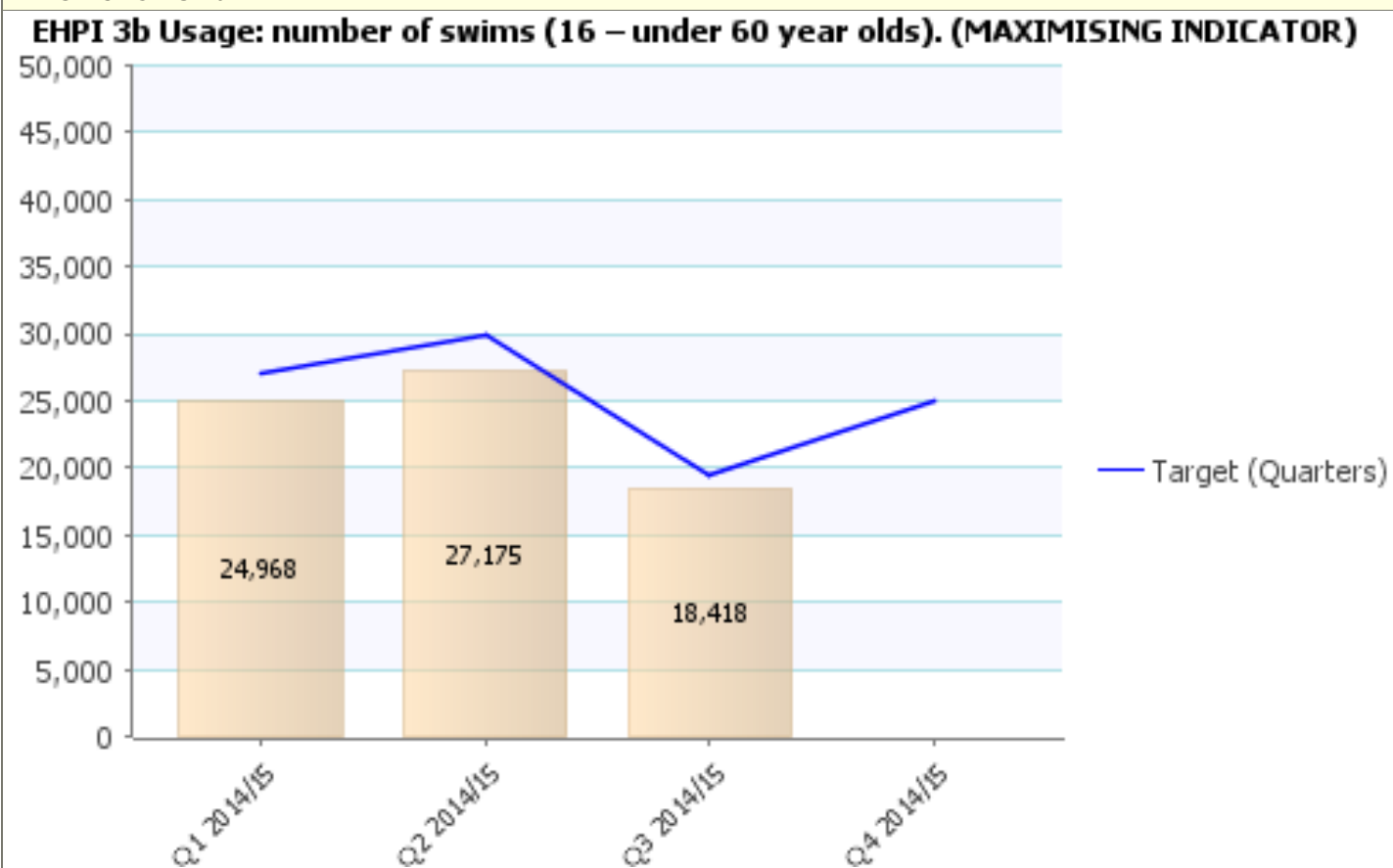


Traffic Light Amber  
Corporate Priority: People

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		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.	None

Trend Chart



Performance Gauge



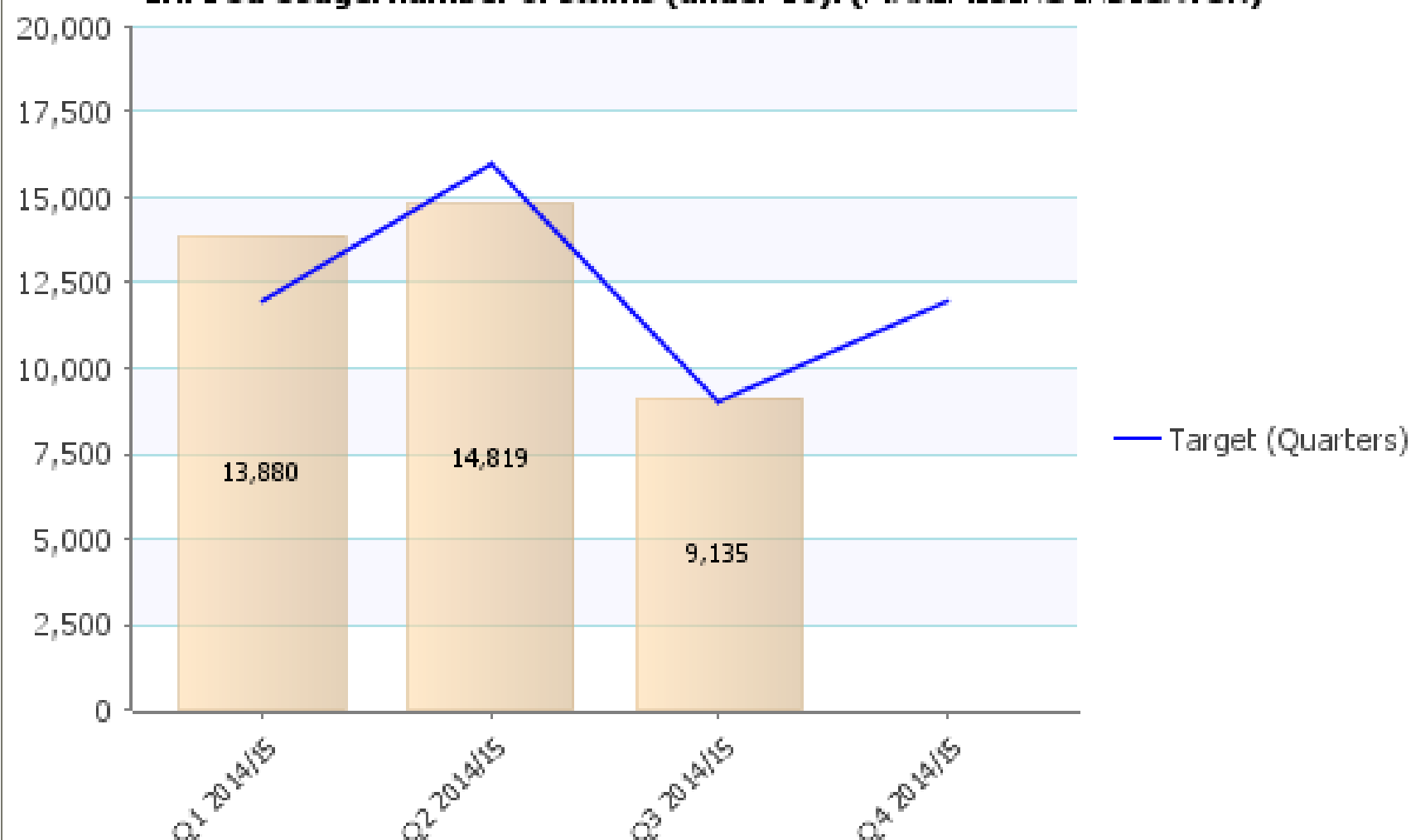
Traffic Light Green  
Corporate Priority: People

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 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

**EHPI 3a Usage: number of swims (under 16). (MAXIMISING INDICATOR)**



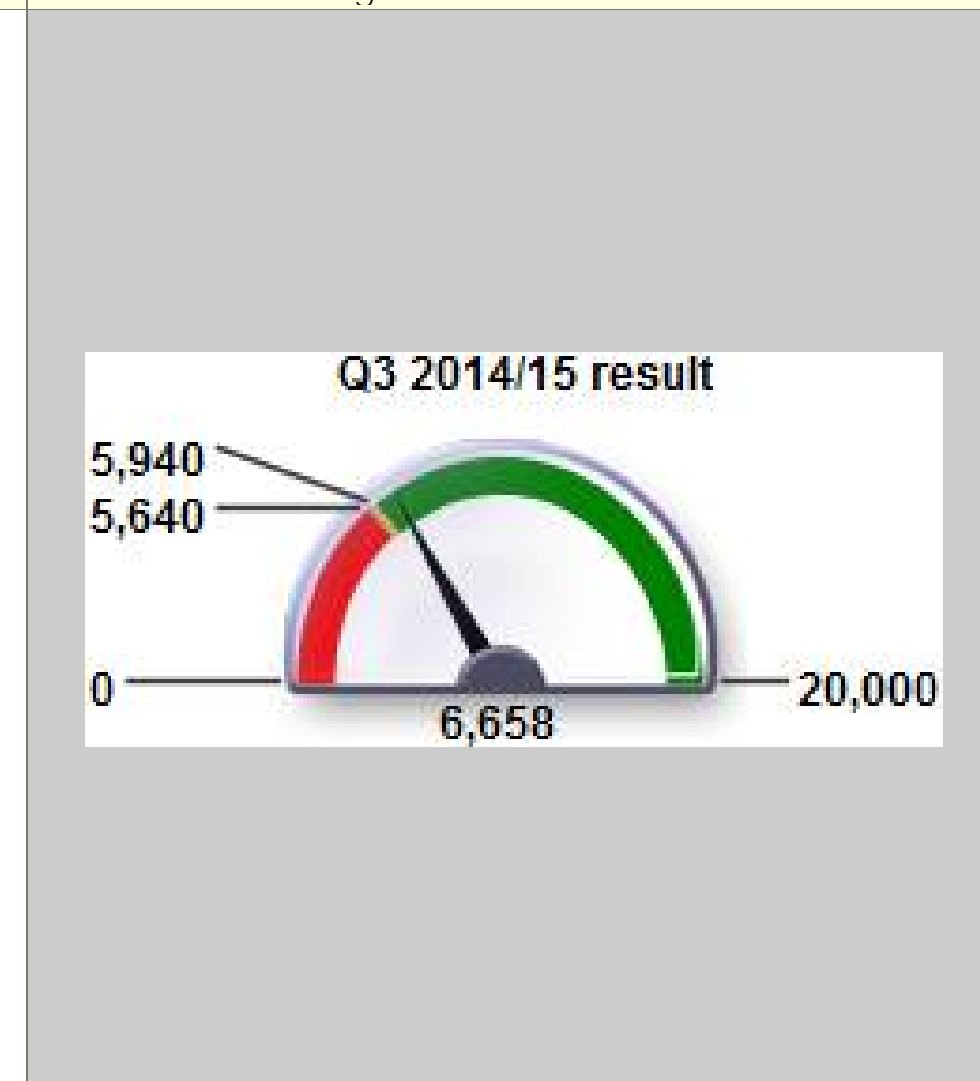
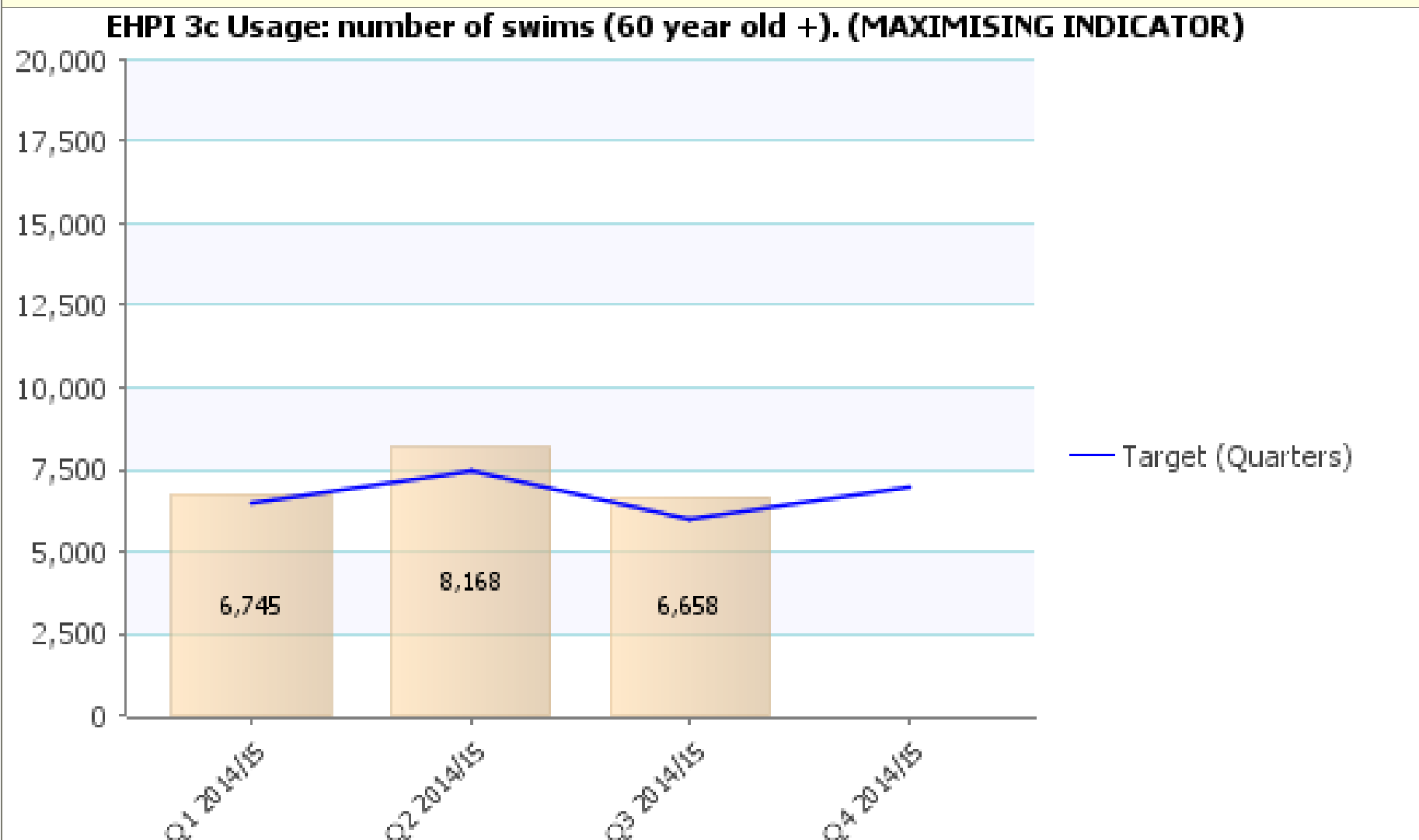
Performance Gauge



**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

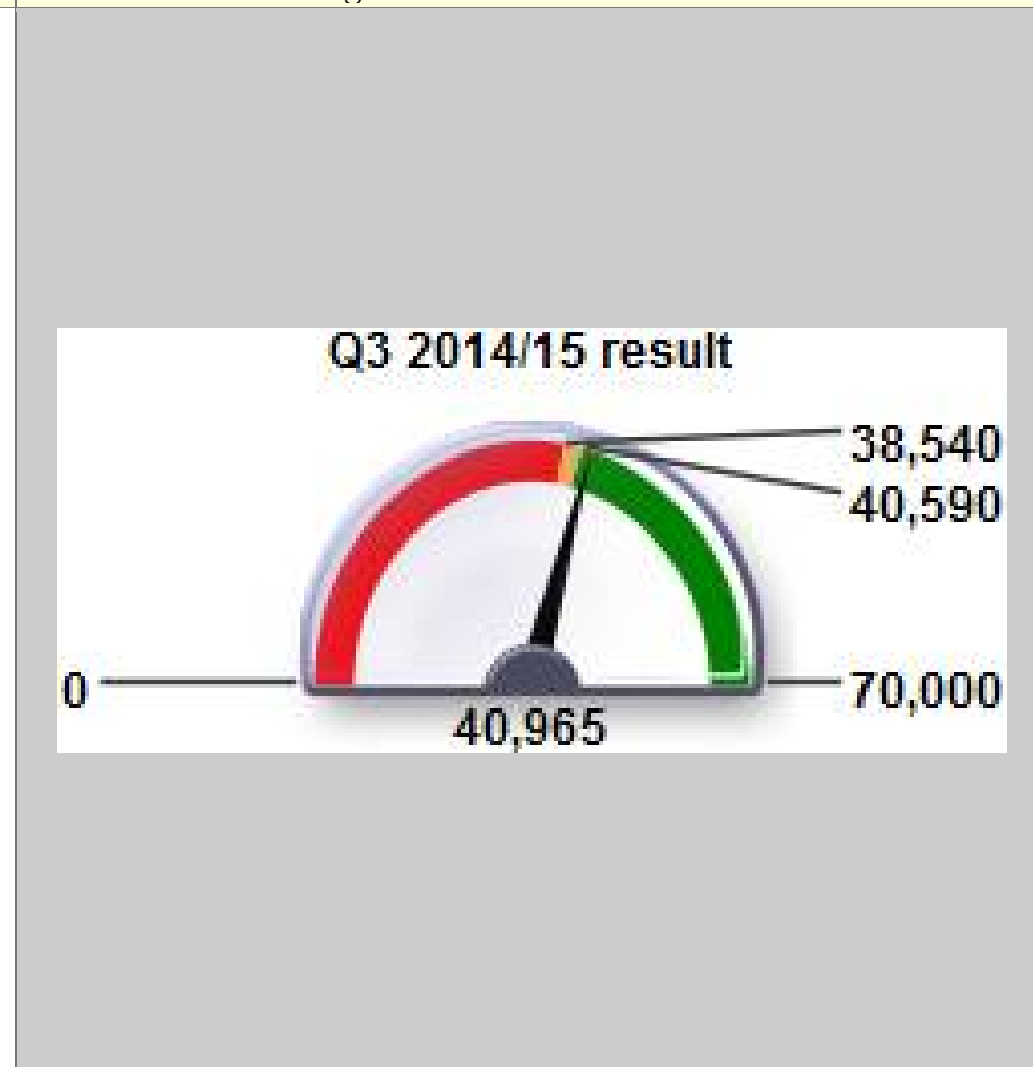
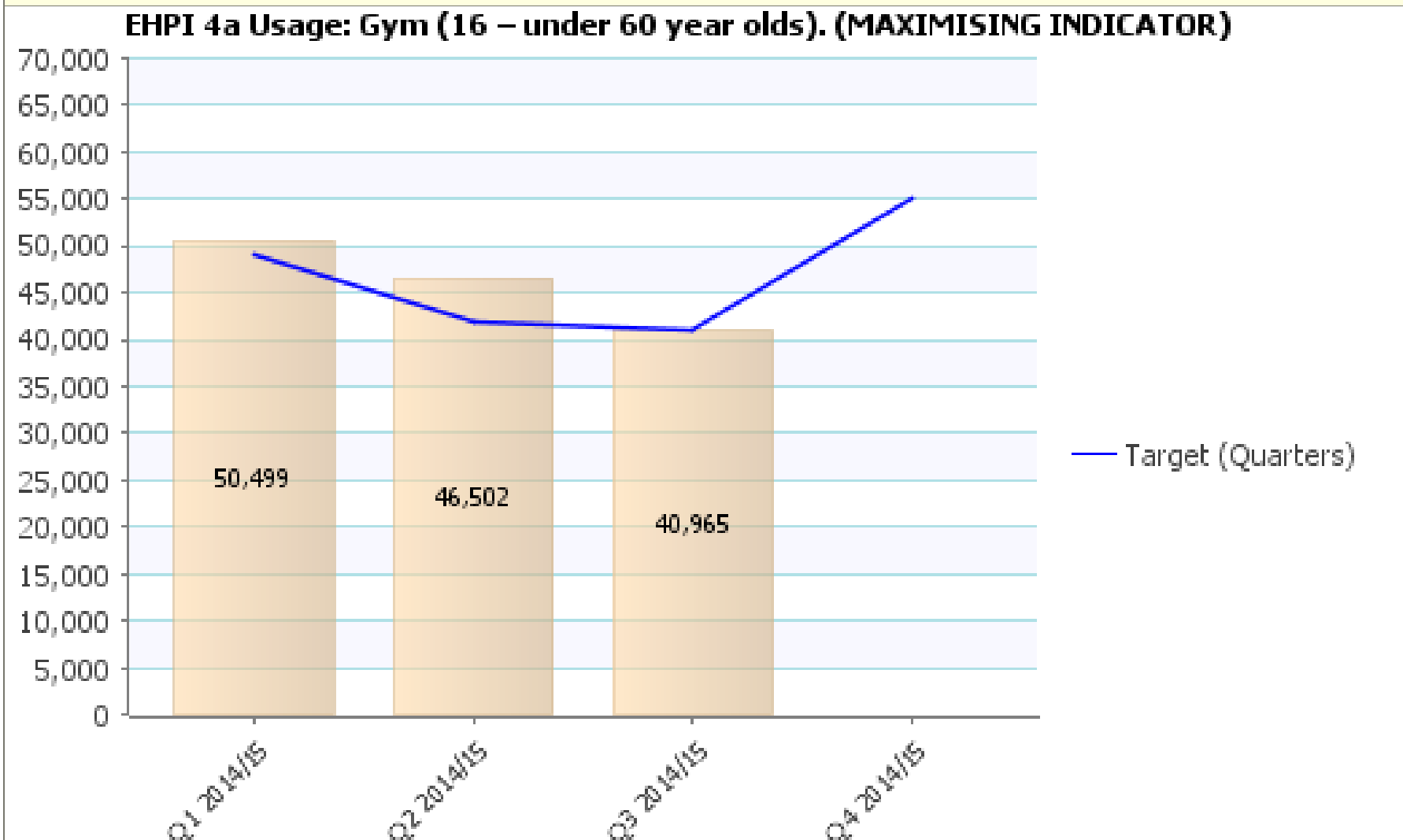
Trend Chart Performance Gauge



**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 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

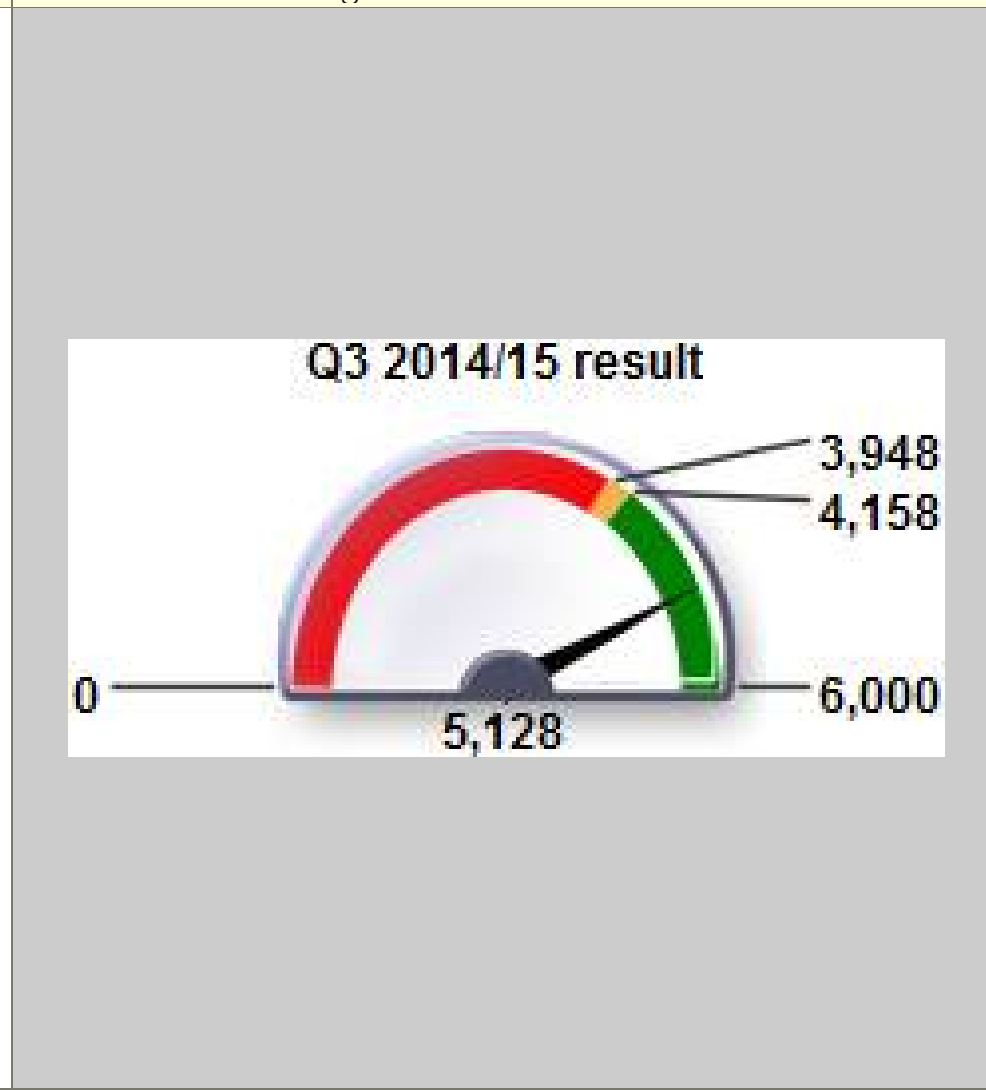
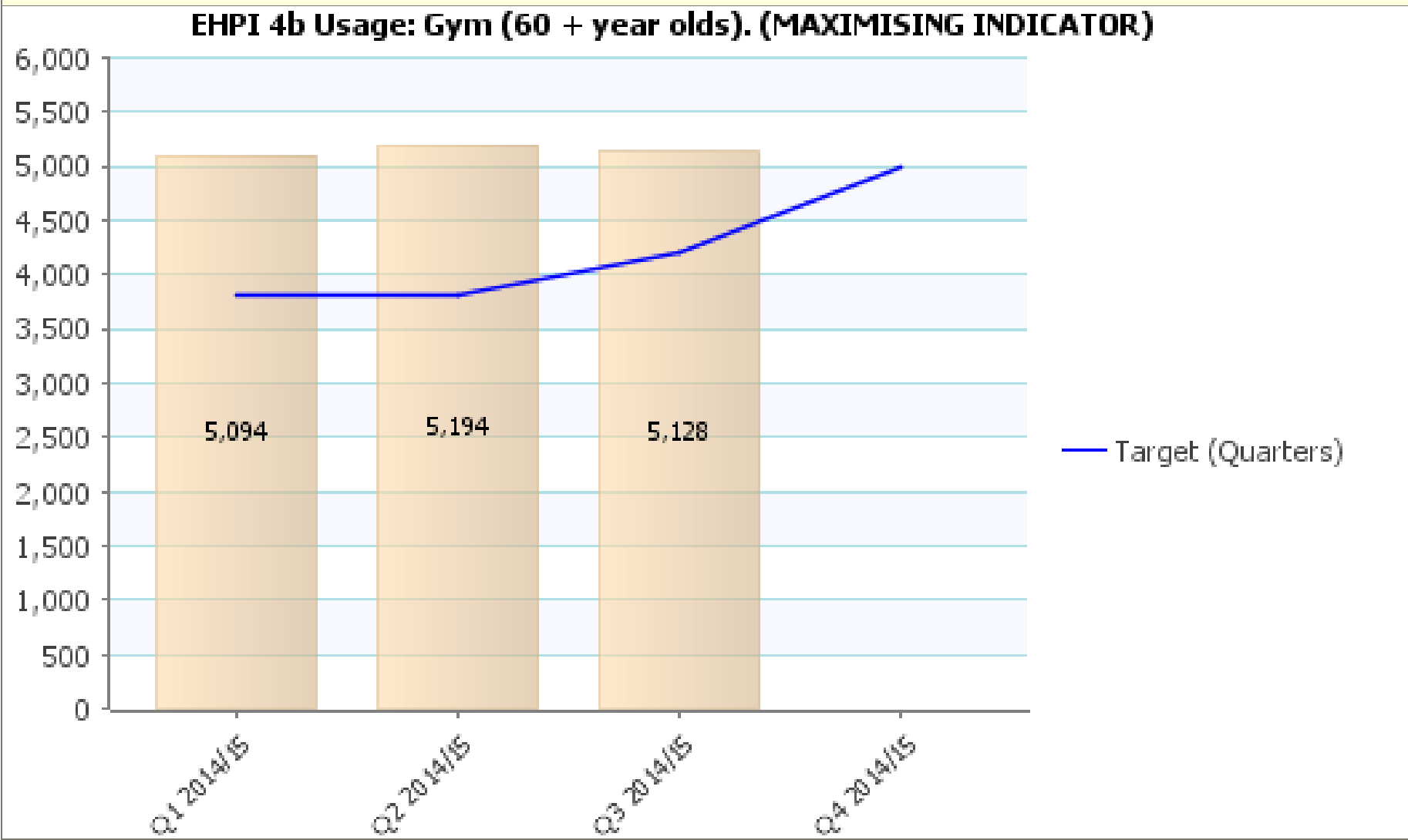
Trend Chart Performance Gauge



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

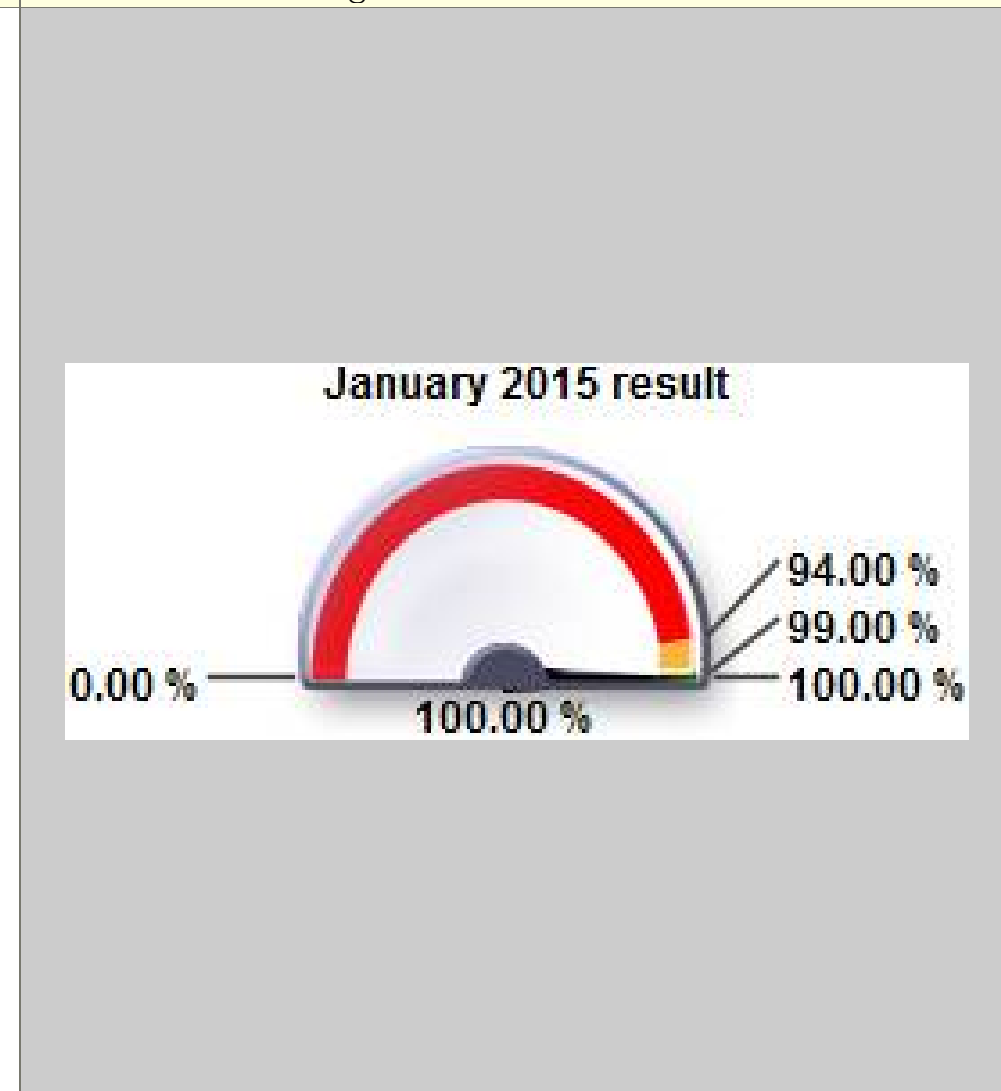
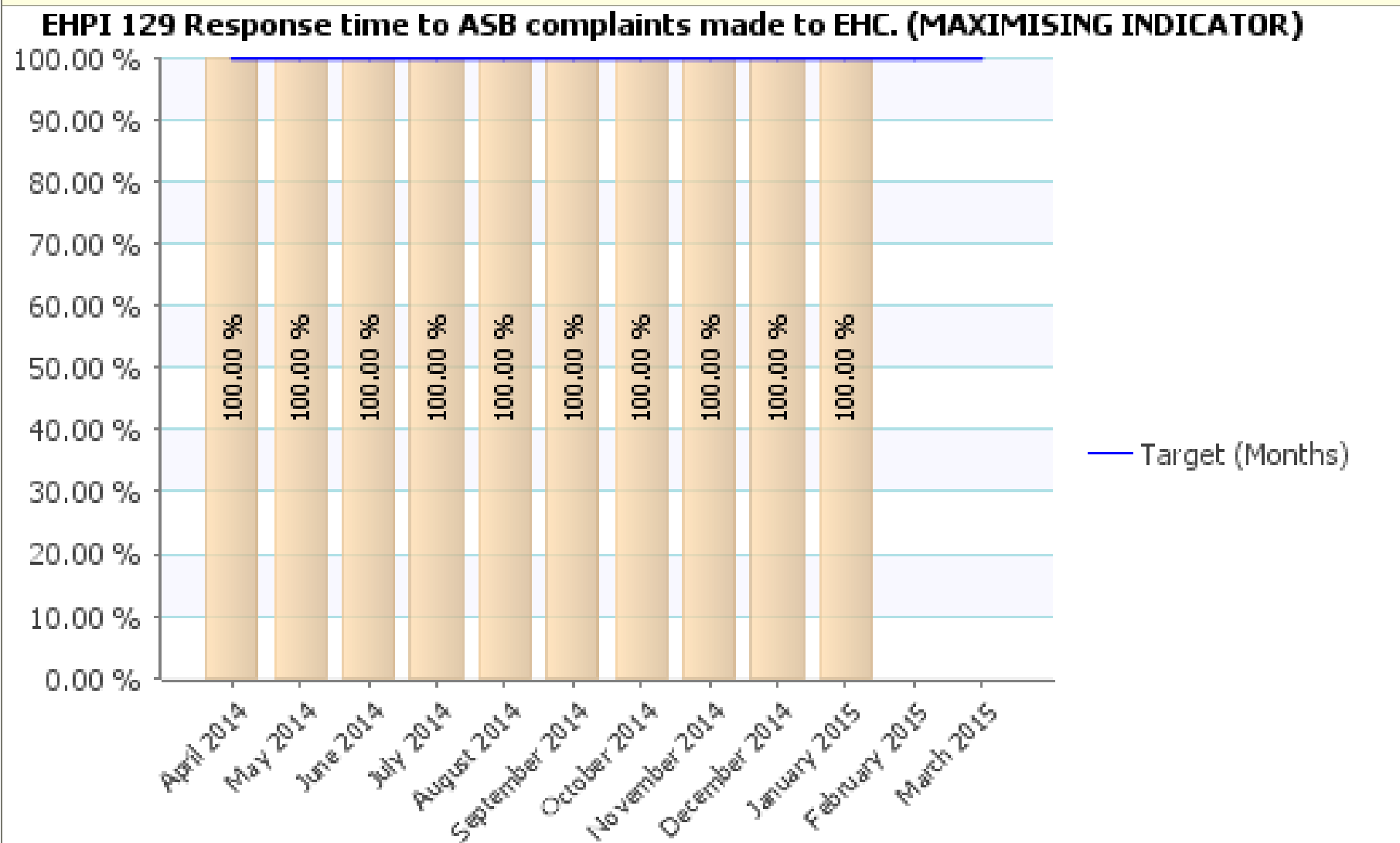
Trend Chart Performance Gauge



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





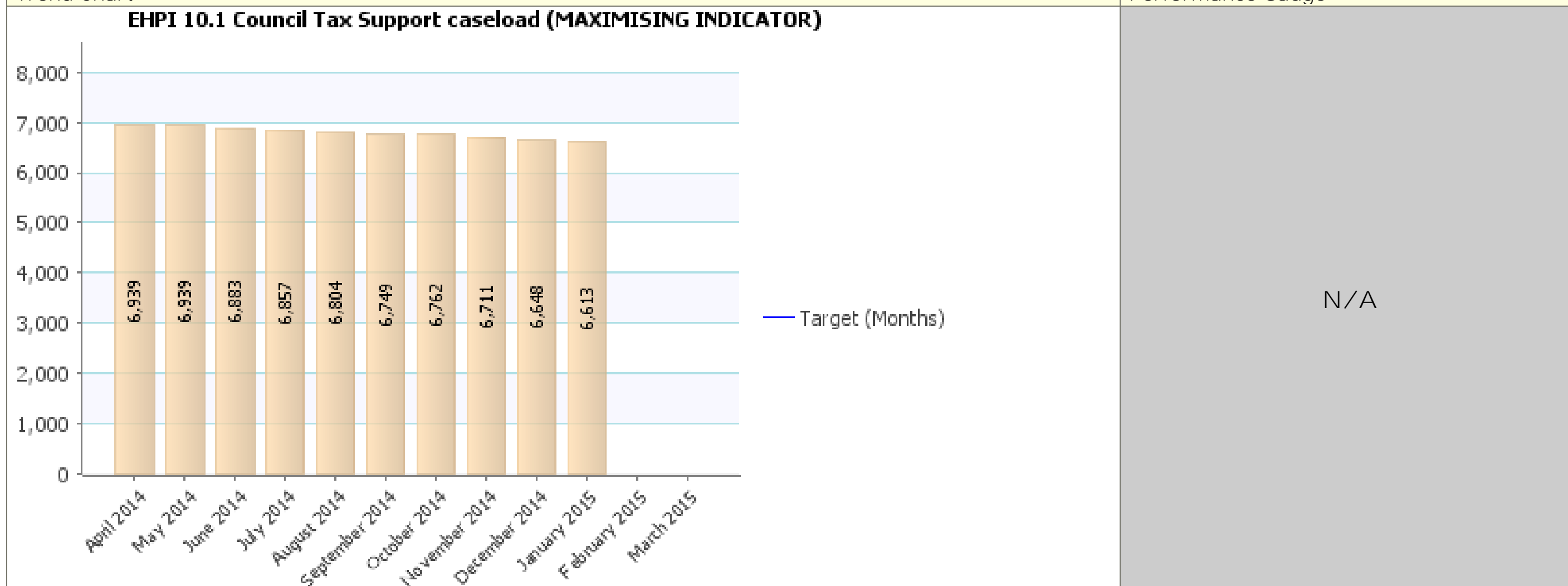
Traffic Light Data Only  
Corporate Priority: People

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

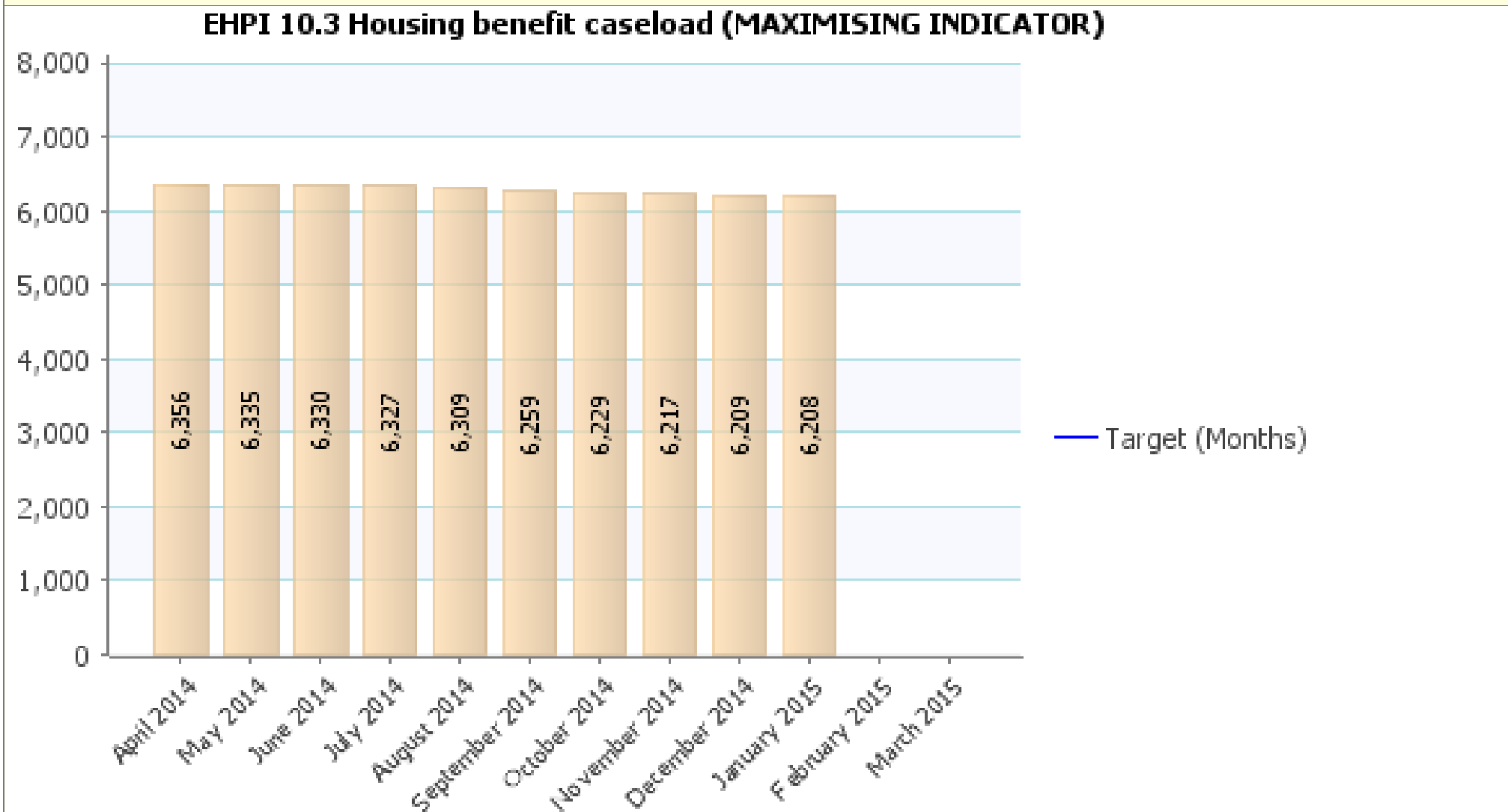
Performance Gauge



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 10.3	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



N/A

Traffic Light Unknown  
Corporate Priority: Prosperity

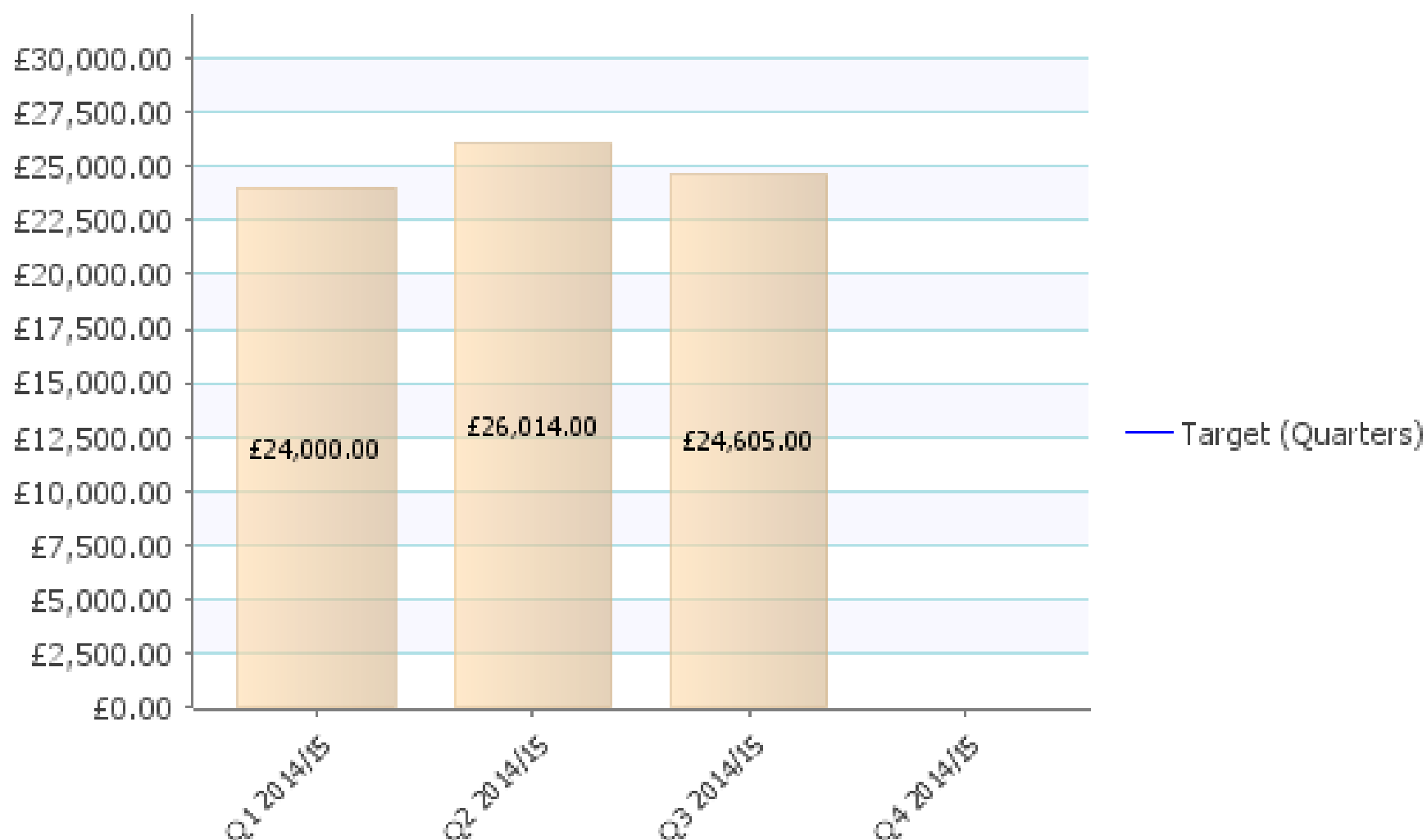
Economic Development

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

**EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)**



N/A

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 11.2	Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	N/A	56	N/A	↓	During Quarter 3 a total of 56 producers attended Hertford Farmers Market, which is slightly lower than the previous quarter. The number of stalls at the farmers market is consistent with expectation based upon the evidence of the previous quarters. A fuller report will be provided when sufficient data has been collected to establish trends.	None

Trend Chart Performance Gauge

