



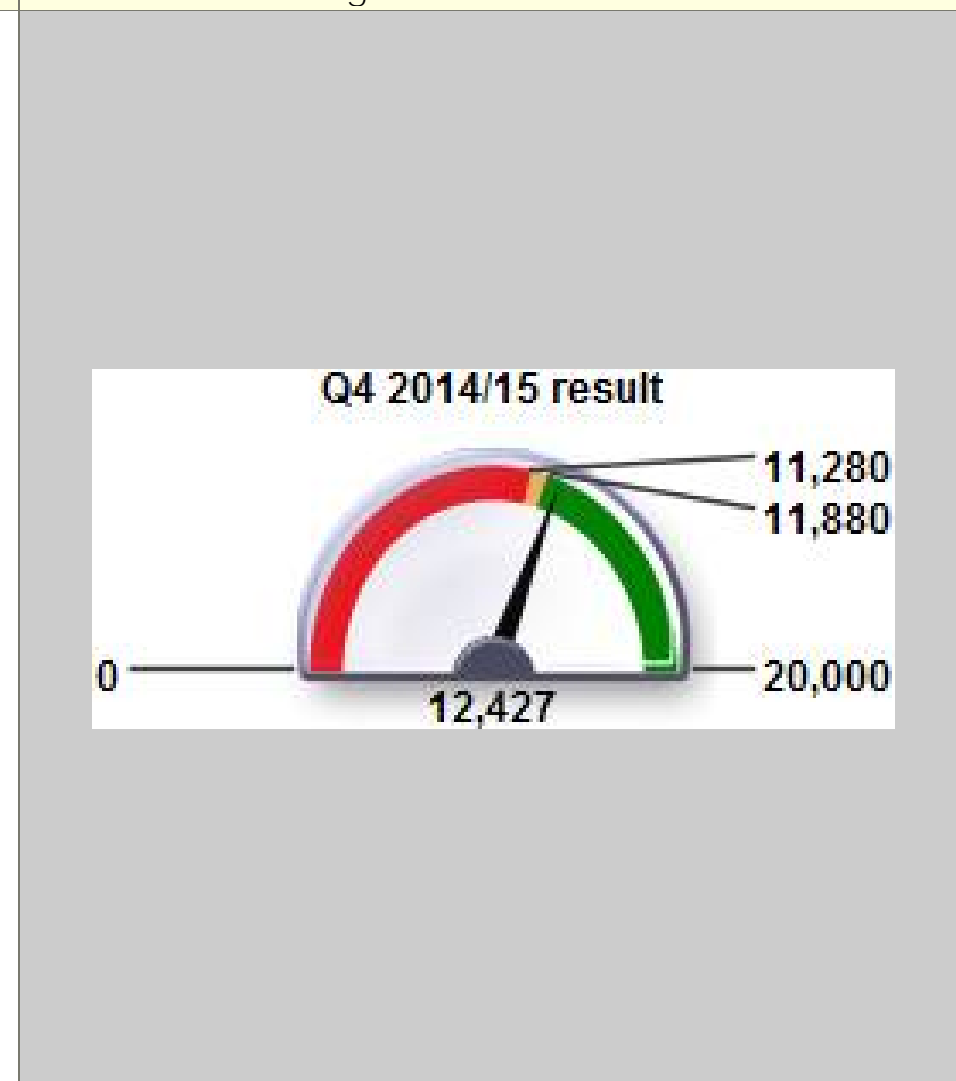
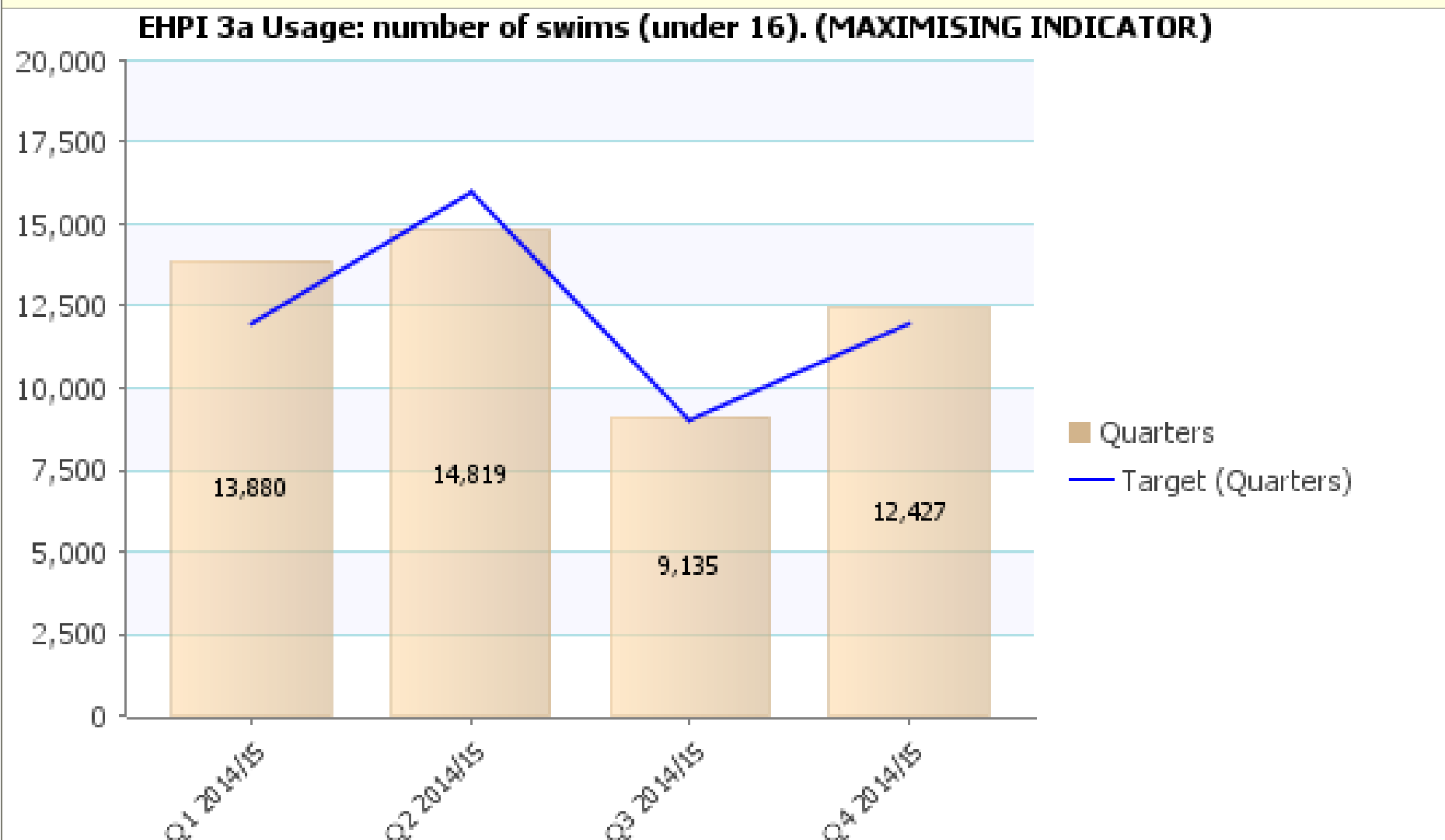
February to March Community Scrutiny Healthcheck 2014/15

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 10 March 2015.
EHPI 3a	Usage: number of swims (under 16). (MAXIMISING INDICATOR)		12,427	12,000		Figures for 2014/15 Quarter 4 show a favourable position against target.	None

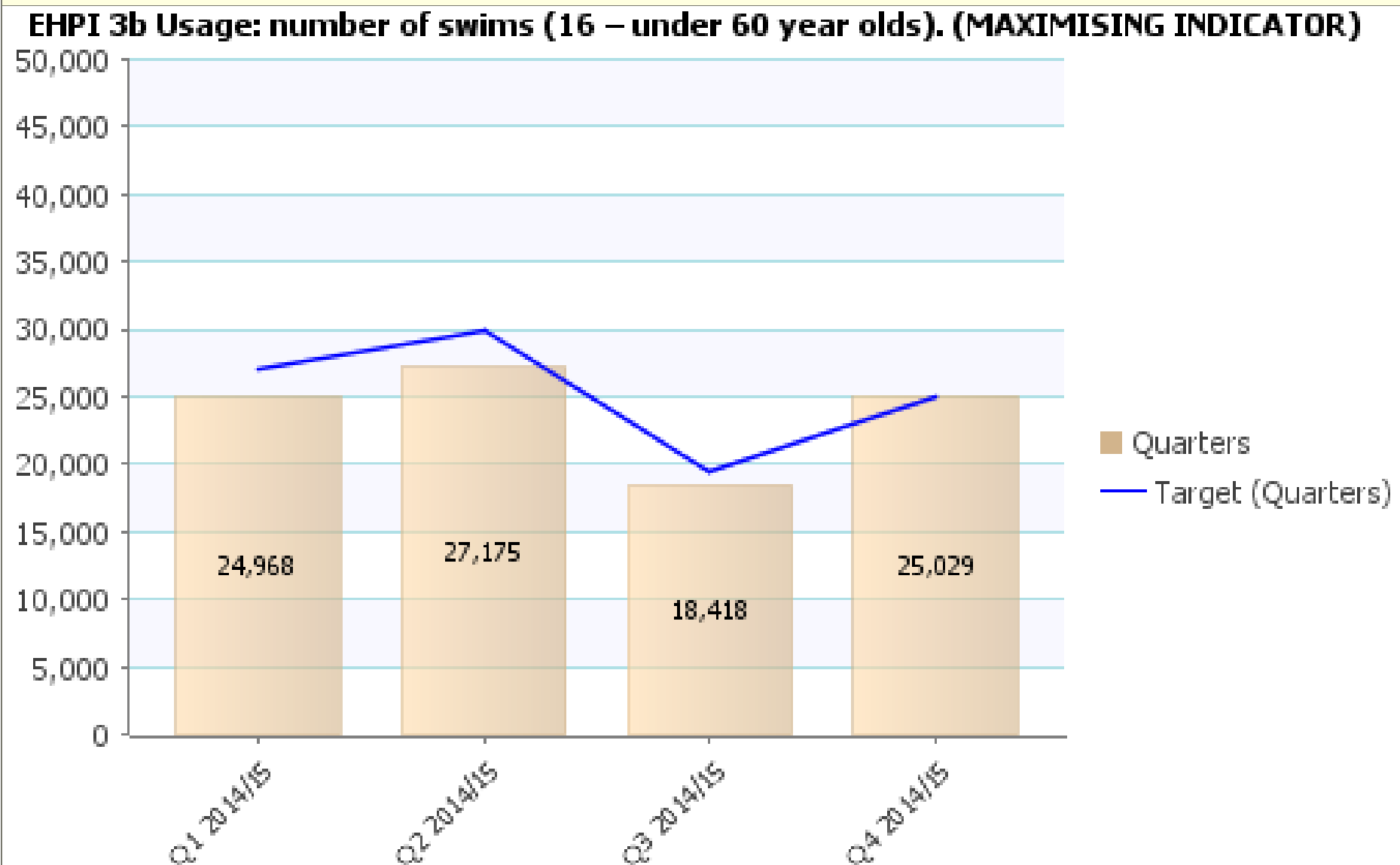
Trend Chart Performance Gauge



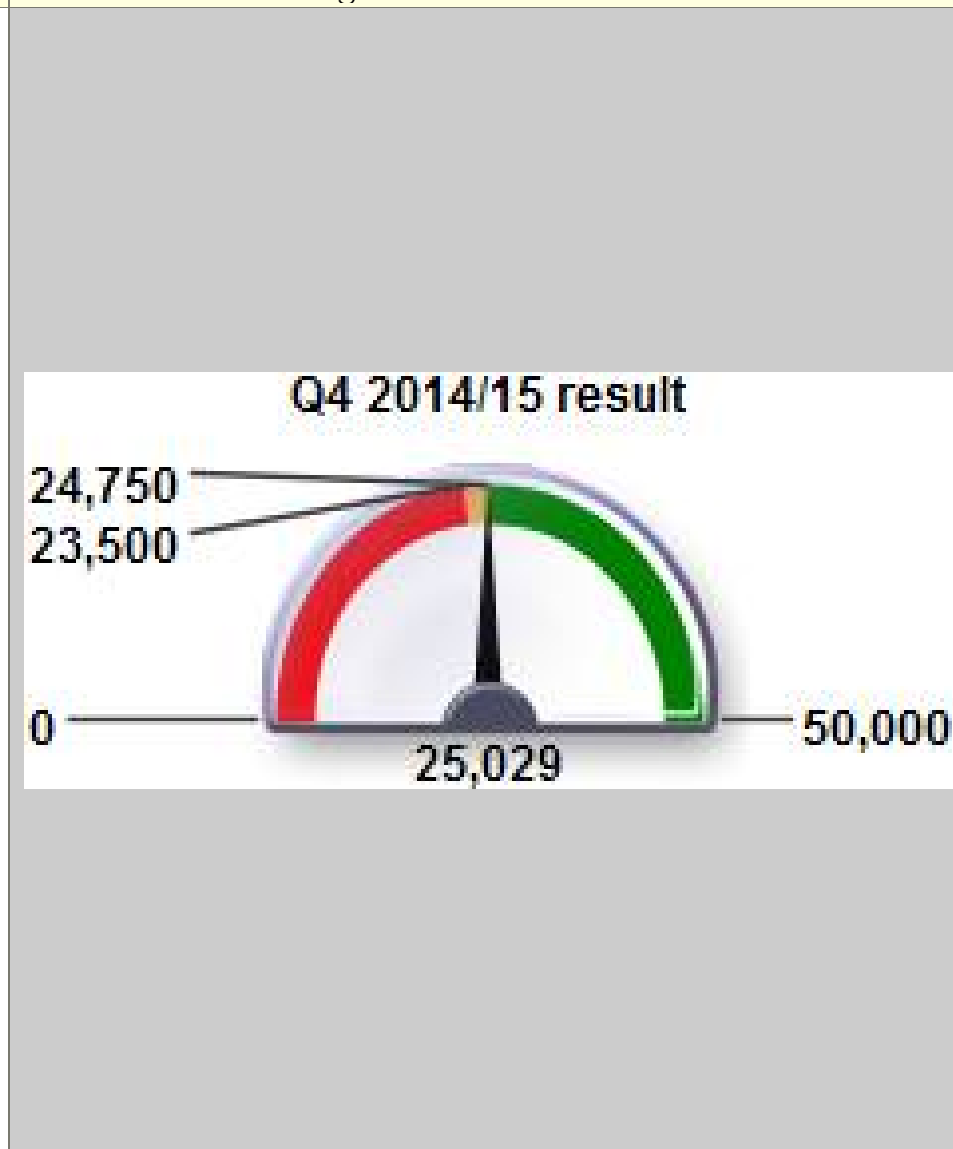
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 3b	Usage: number of swims (16 - under 60 year olds). (MAXIMISING INDICATOR)	✔	25,029	25,000	↑	Performance is in line with target and normal trend patterns.	None

Trend Chart



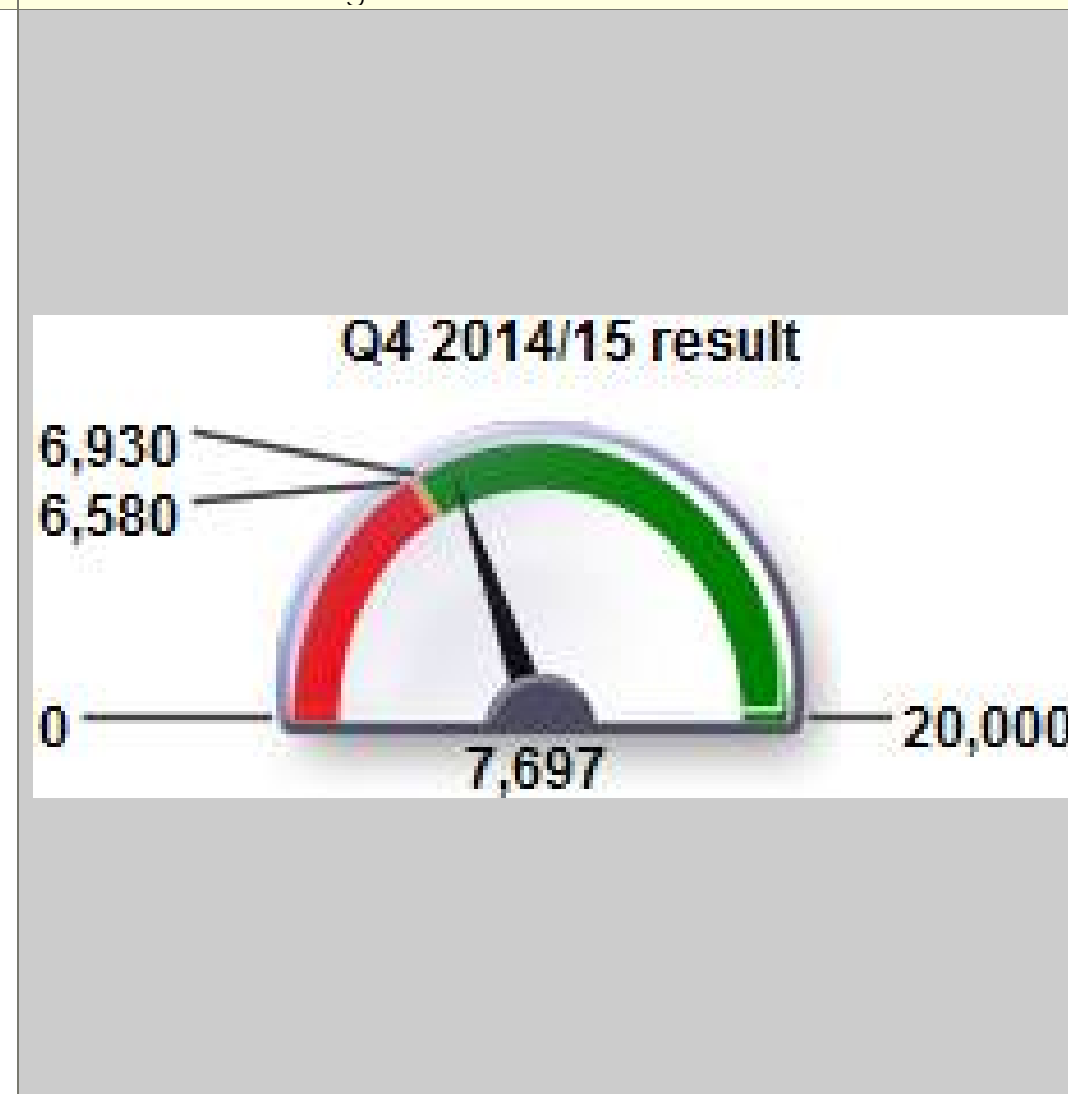
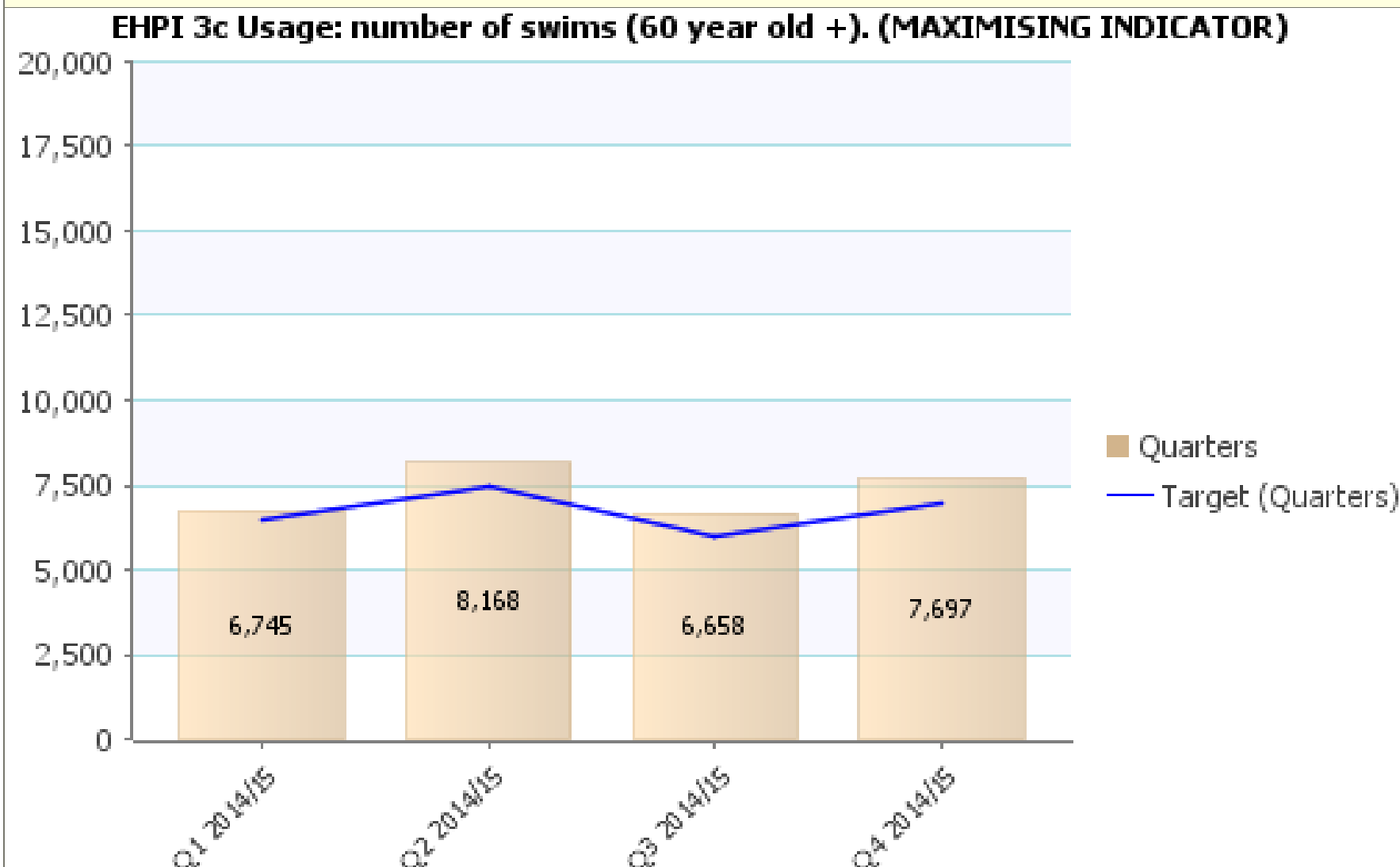
Performance Gauge



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 3c	Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)	✔	7,697	7,000	↑	Performance is above target and is in line with normal trend patterns.	None

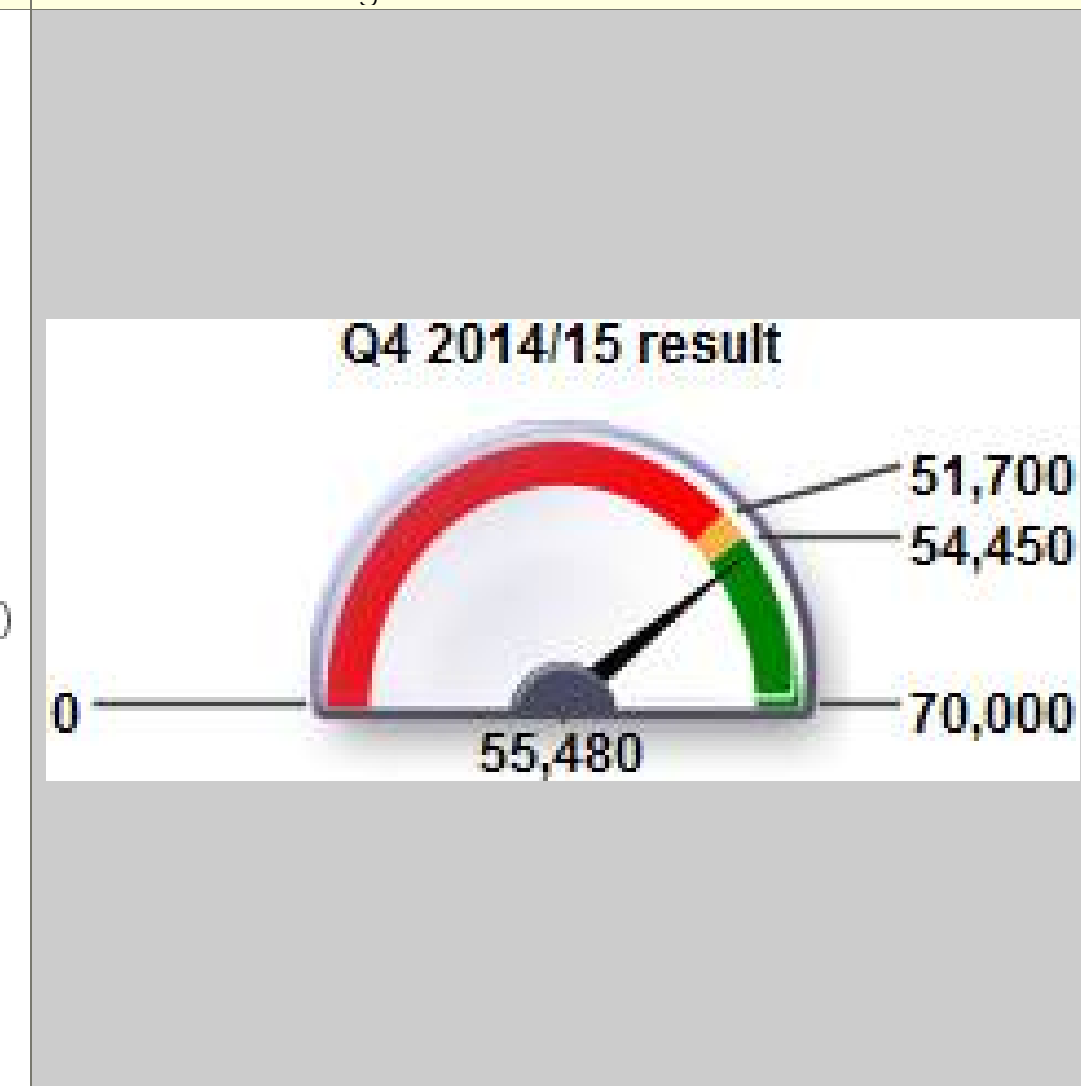
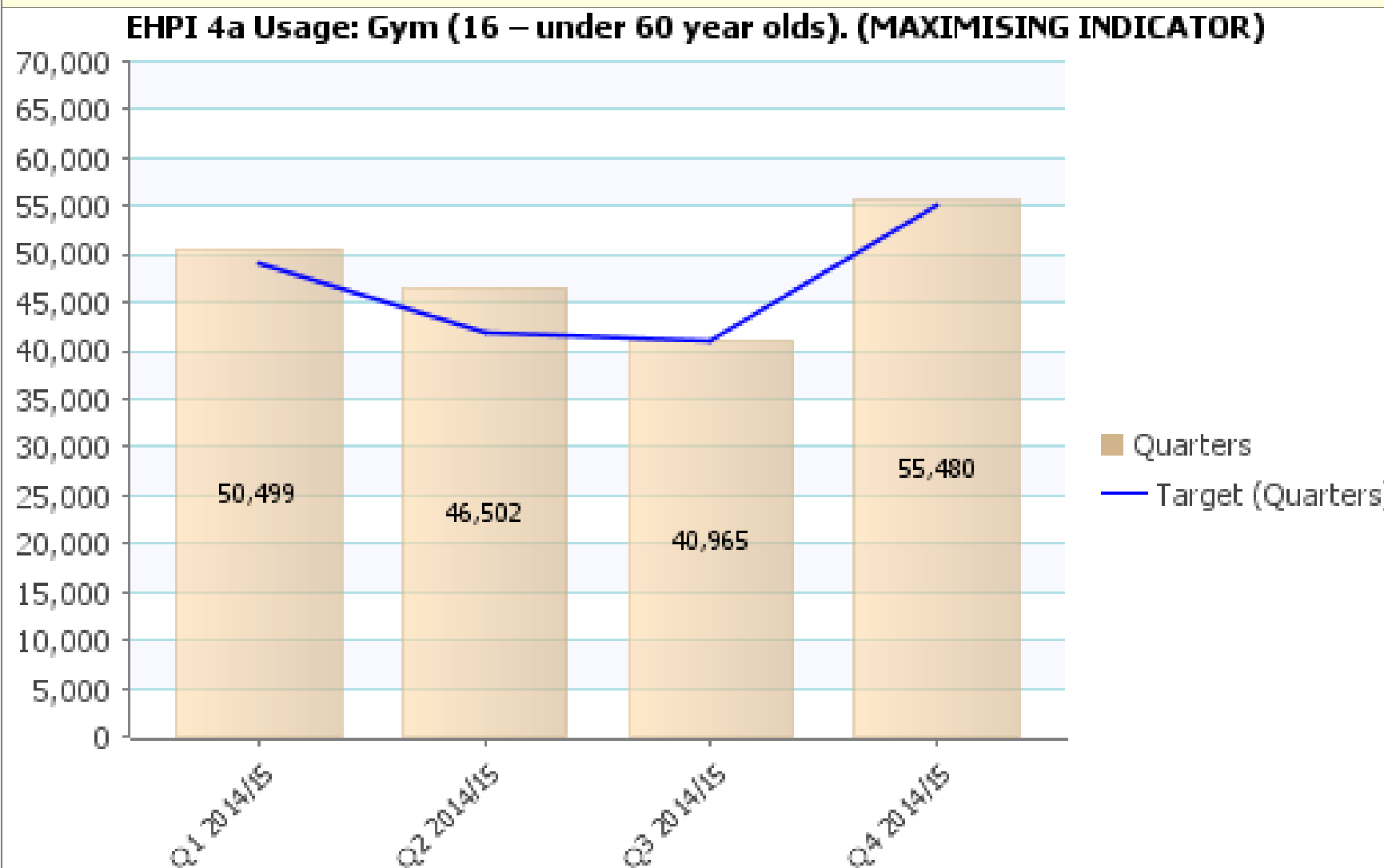
Trend Chart Performance Gauge



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 4a	Usage: Gym (16 - under 60 year olds). (MAXIMISING INDICATOR)	✔	55,480	55,000	↑	Performance is above target and is in line with normal trend patterns.	None

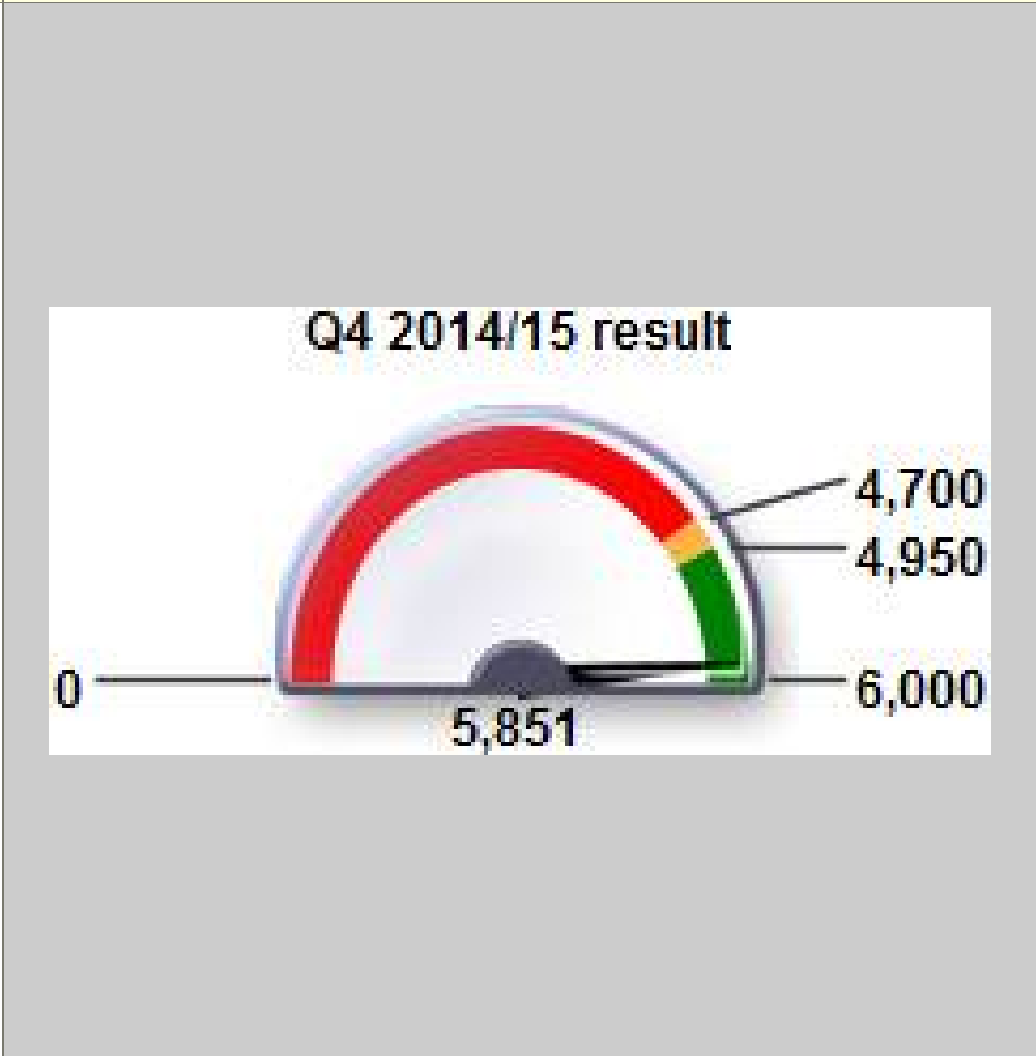
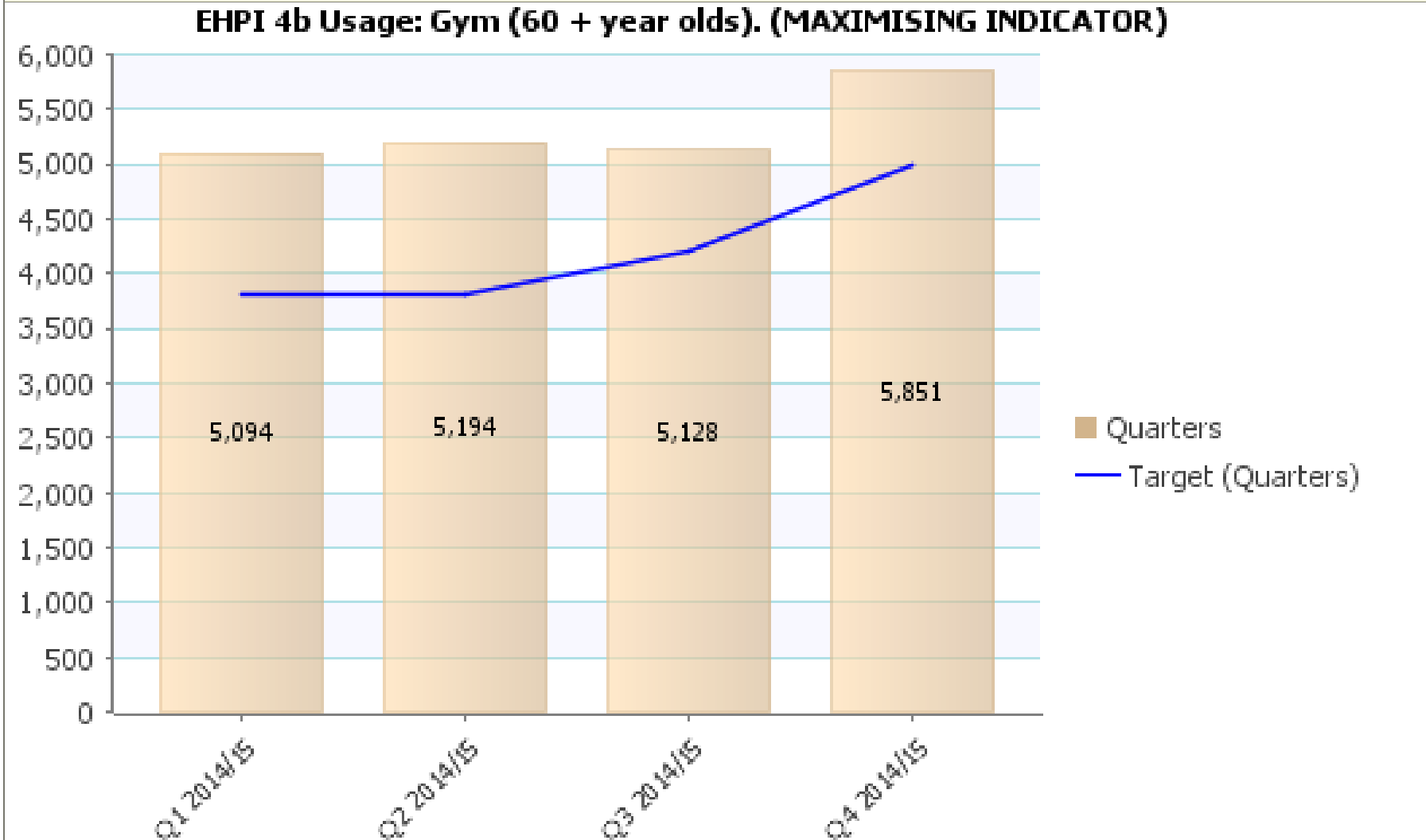
Trend Chart Performance Gauge



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 4b	Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)	✔	5,851	5,000	↑	Performance is above target and is in line with normal trend patterns.	None

Trend Chart Performance Gauge



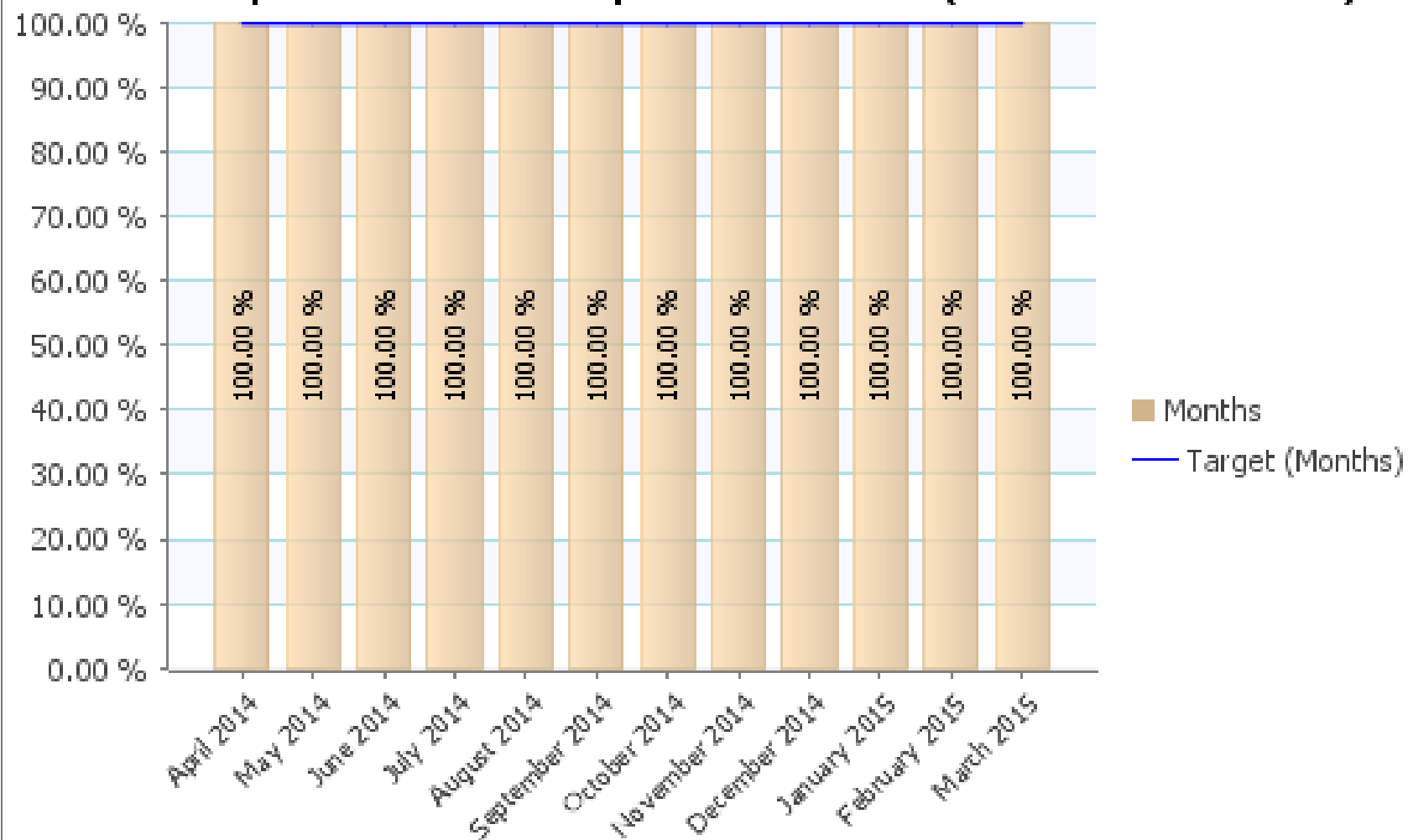
Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 129	Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)		100.00 %	100.00 %		Performance on target. There were five 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

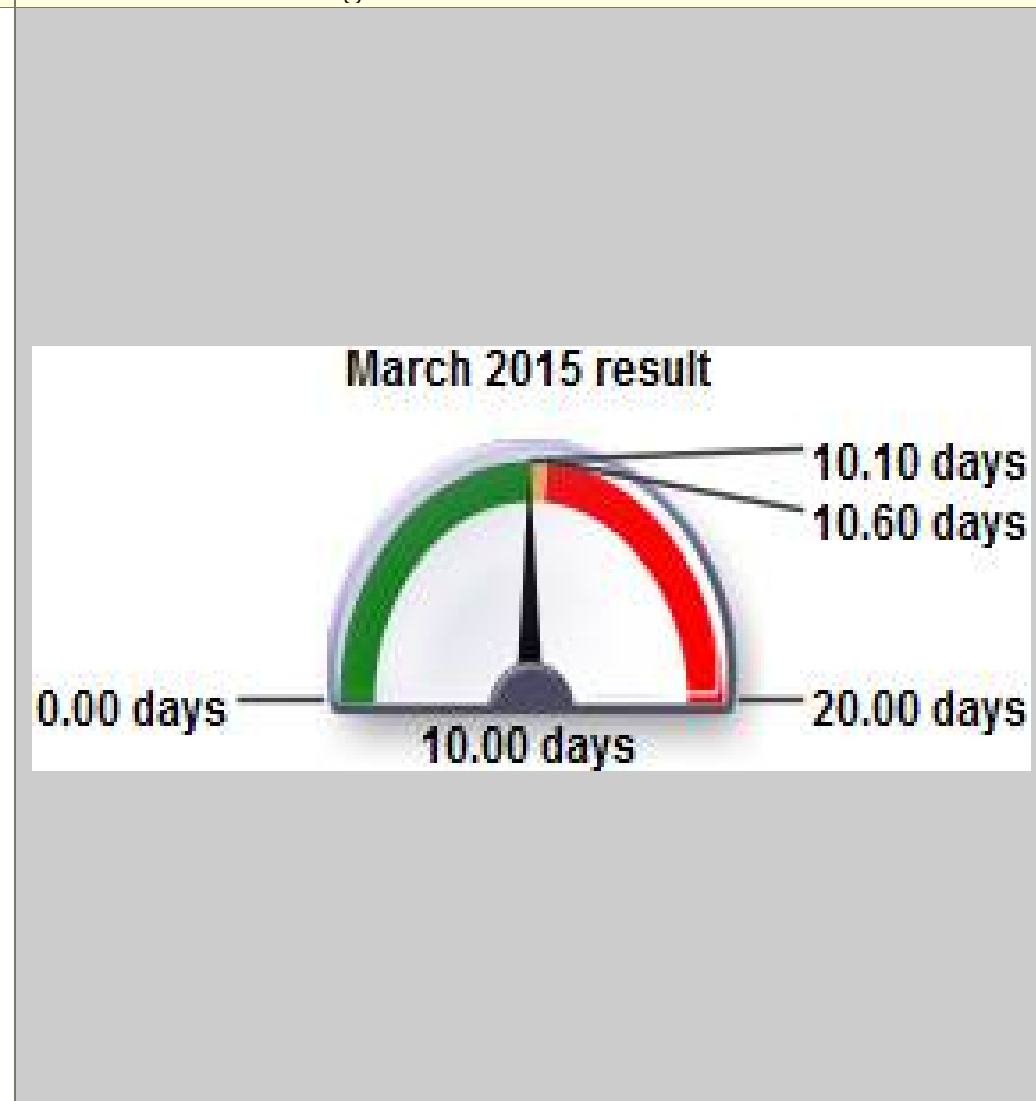
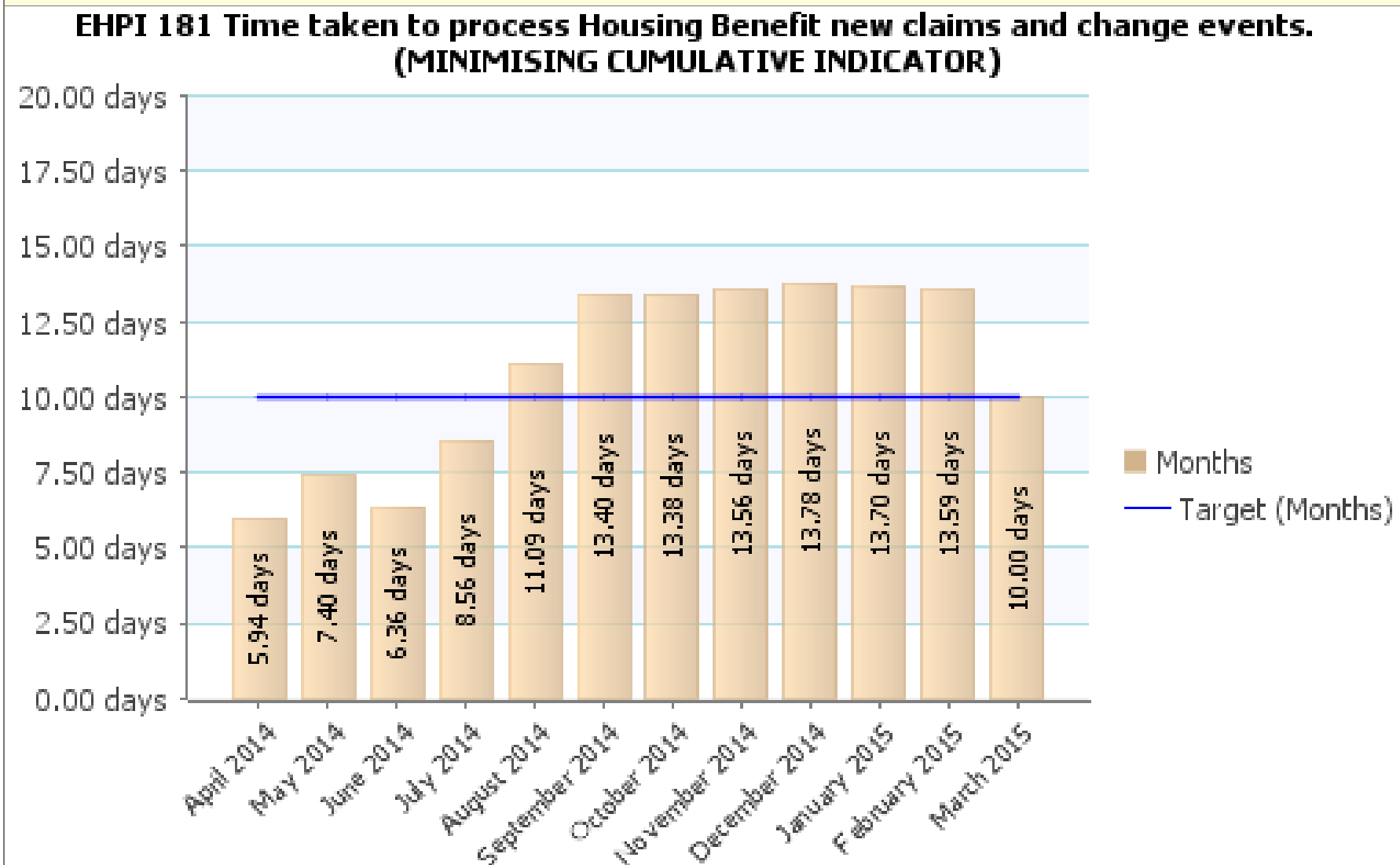
EHPI 129 Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)



Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)		10 days	10 days		Performance on target. Data extraction period is from 10 February 2015 to 10 March 2015 is at 2 days moving the cumulative to 10 days, just on target.	None

Trend Chart Performance Gauge



Traffic Light Unknown
Description People

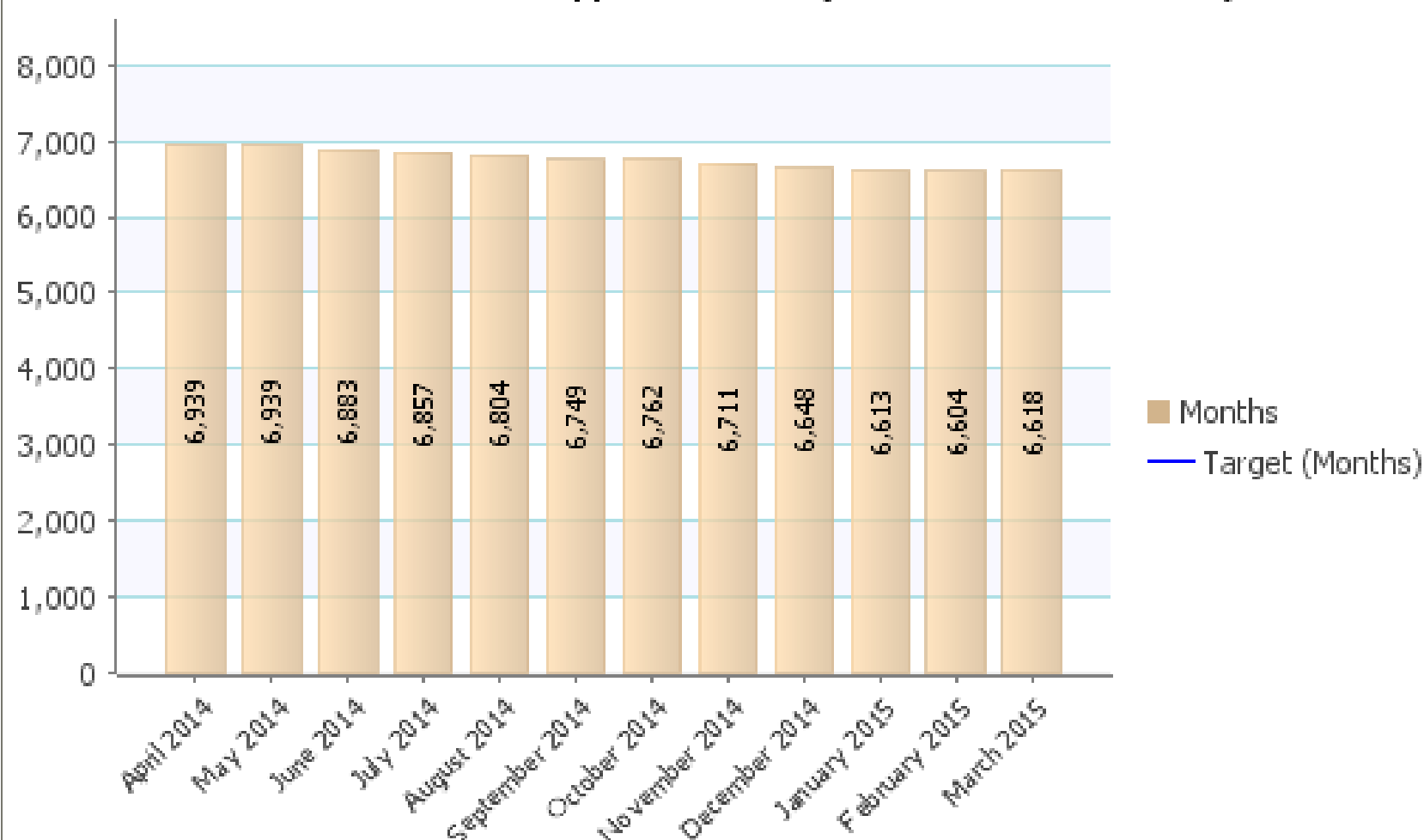
Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 10.1	Council Tax Support caseload (MAXIMISING INDICATOR)	N/A	6,618	N/A	↑	Council tax support caseload in March 2015 shows a slight increase when compared to February 2015. In the longer term caseload numbers have been reducing since June 2014.	None

Trend Chart

Performance Gauge

EHPI 10.1 Council Tax Support caseload (MAXIMISING INDICATOR)

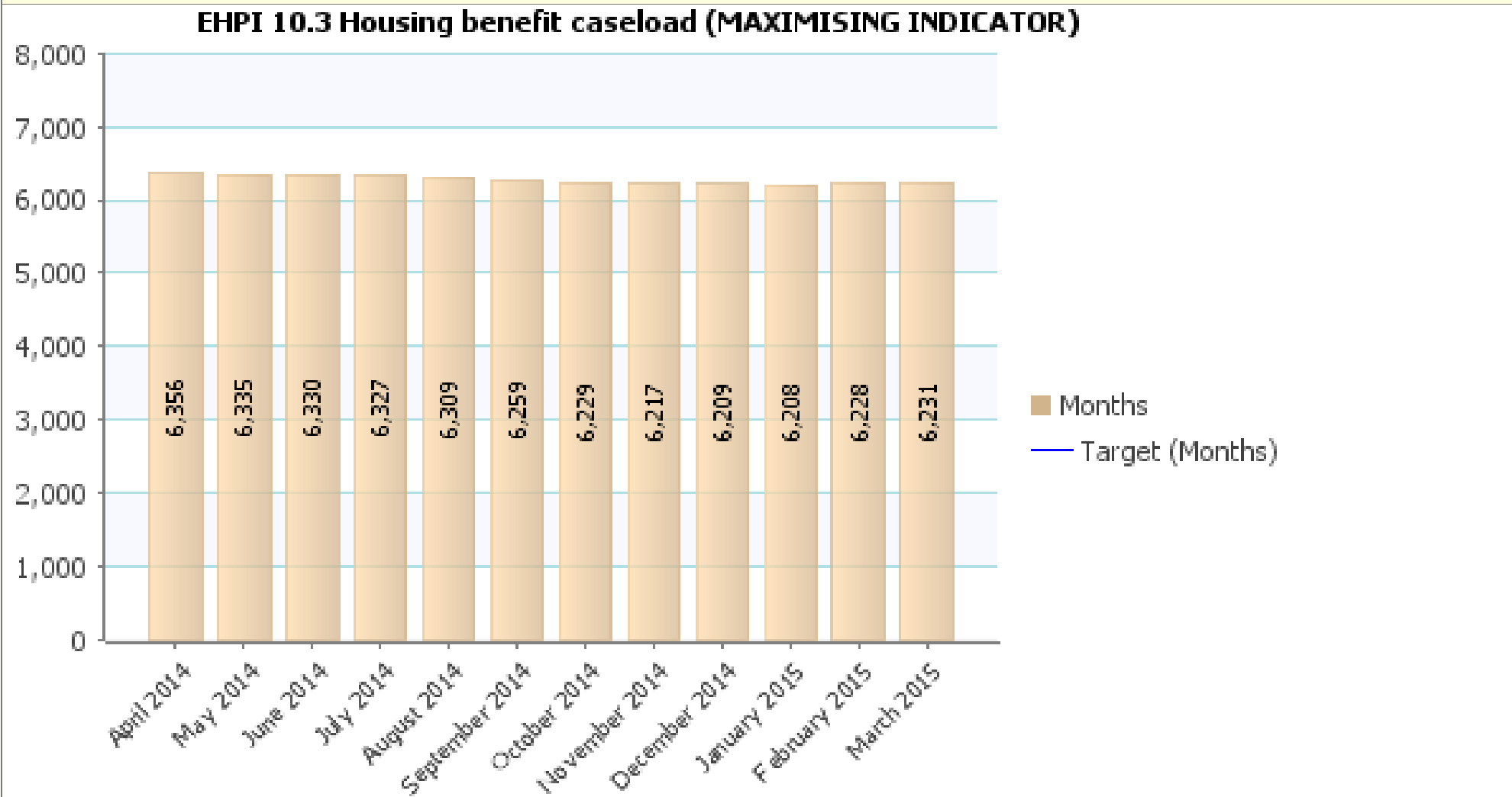


N/A

Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 10.3	Housing benefit caseload (MAXIMISING INDICATOR)	N/A	6,231	N/A	↑	Housing benefit caseload for March 2015 shows a slight increase when compared to February 2015. However, in the longer term caseload numbers have been reducing since May 2014.	None

Trend Chart Performance Gauge



N/A

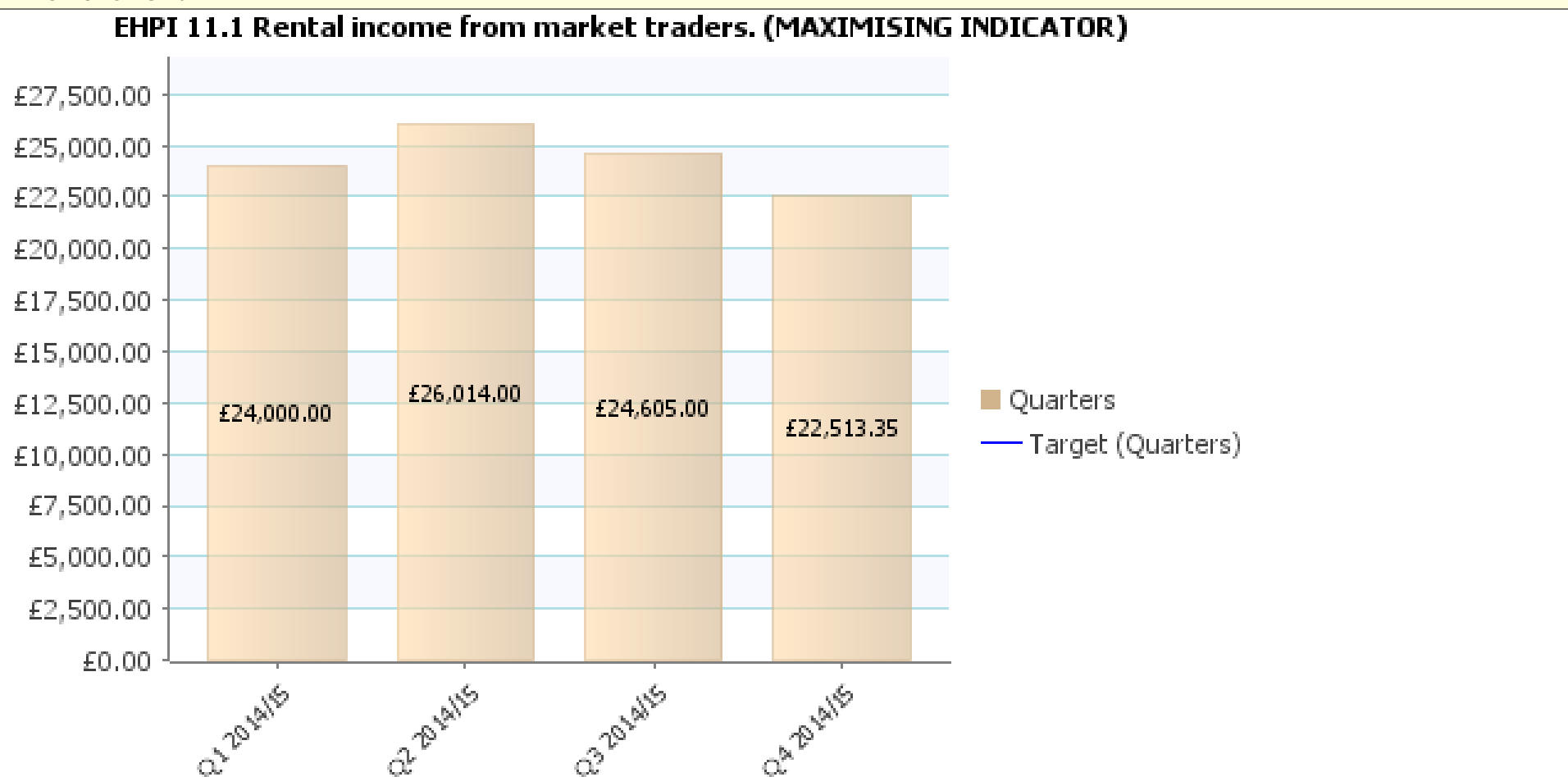
Traffic Light Unknown
Description Prosperity

Economic Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 11.1	Rental income from market traders. (MAXIMISING INDICATOR)	N/A	£22,513.35	N/A	↓	This figure breaks down as follows - Bishop's Stortford Thursday £4151.80, Bishop's Stortford Saturday £5188, Hertford £10,224.85, Ware £2,948.70. Quarter 4 performance is lower for market income than that achieved for quarter 4 last year. This is broadly due to a national trend of decline for these kinds of market, although in our case this is not a particularly marked decline. Quarter 4 is also the post- Christmas period when markets always take a lower income than at other times during the year.	None

Trend Chart

Performance Gauge

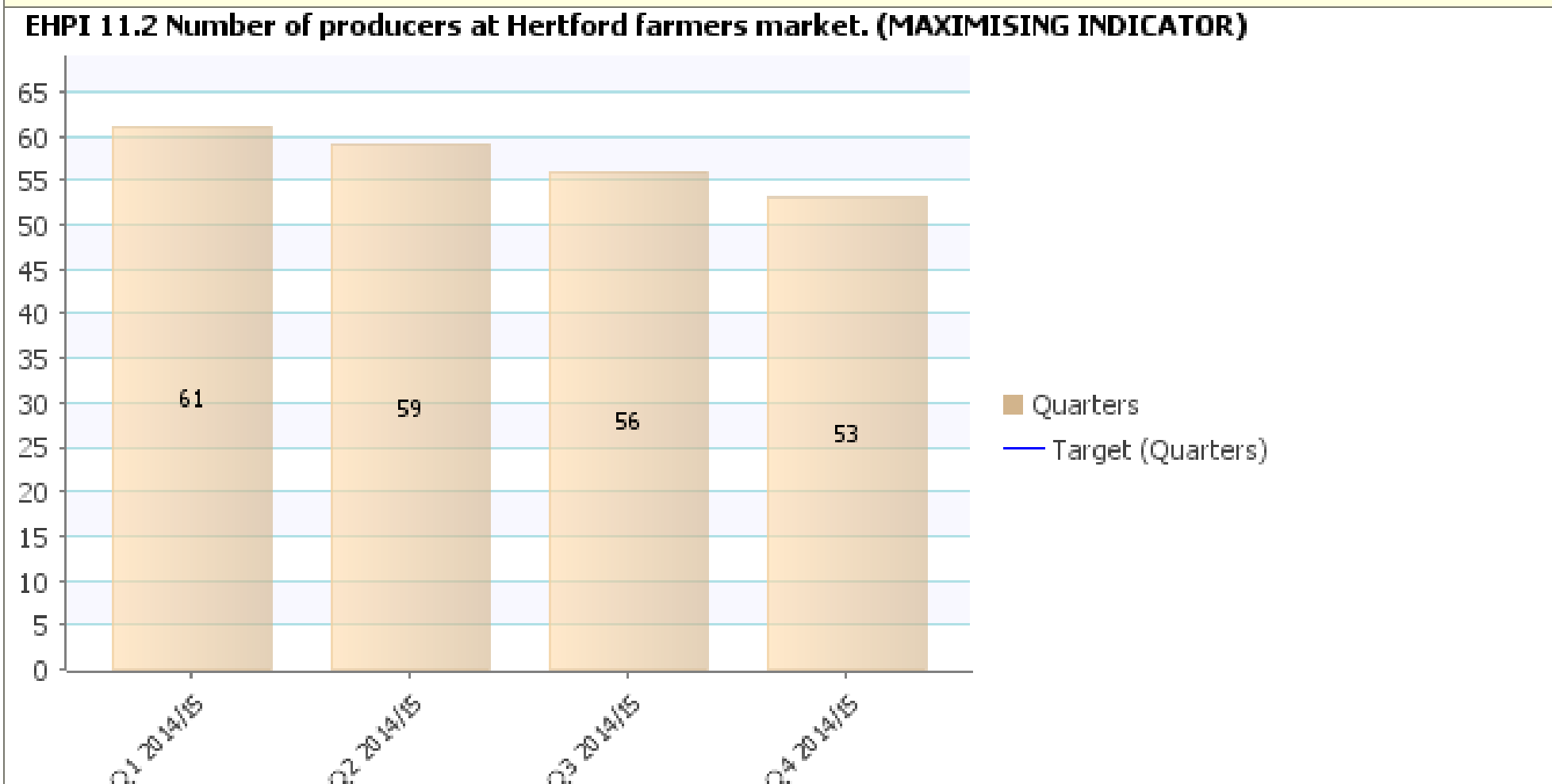


N/A

Economic Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 11.2	Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	N/A	53	N/A	↓	The total number of producers at Hertford Farmers Market was 53 for this quarter. Whilst this is slightly less than the previous quarter the figure is encouraging as markets tend to underperform immediately after the Christmas period.	None

Trend Chart Performance Gauge



Performance Gauge

N/A

PI Status	
	Alert
	Warning
	OK

Short Term Trends	
	Improving
	No Change
	Getting Worse