



April to June Community Scrutiny Healthcheck 2015/16

Directorate Customer and Community Services
Service Area Economic Development

PI Code & Short Name	EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)	Managed By	Paul Pullin;																
<div data-bbox="264 692 1095 721"> EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR) </div> <table border="1"> <caption>EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>24,000.00</td> <td>13,000.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>26,014.00</td> <td>13,000.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>24,605.00</td> <td>13,000.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>22,513.00</td> <td>13,000.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>22,234.00</td> <td>13,000.00</td> </tr> </tbody> </table>		Quarter	Actual Value (£)	Target (£)	Q1 2014/15	24,000.00	13,000.00	Q2 2014/15	26,014.00	13,000.00	Q3 2014/15	24,605.00	13,000.00	Q4 2014/15	22,513.00	13,000.00	Q1 2015/16	22,234.00	13,000.00
Quarter	Actual Value (£)	Target (£)																	
Q1 2014/15	24,000.00	13,000.00																	
Q2 2014/15	26,014.00	13,000.00																	
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Q4 2014/15	22,513.00	13,000.00																	
Q1 2015/16	22,234.00	13,000.00																	

PI Code & Short Name	EHPI 11.2 Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	Managed By	Paul Pullin;																		
<p>EHPI 11.2 Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Data for EHPI 11.2 Number of producers at Hertford farmers market</caption> <thead> <tr> <th>Quarter</th> <th>Number of Producers</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>61</td> </tr> <tr> <td>Q2 2014/15</td> <td>59</td> </tr> <tr> <td>Q3 2014/15</td> <td>56</td> </tr> <tr> <td>Q4 2014/15</td> <td>53</td> </tr> <tr> <td>Q1 2015/16</td> <td>62</td> </tr> <tr> <td>Q2 2015/16</td> <td>57 (Target)</td> </tr> <tr> <td>Q3 2015/16</td> <td>-</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> </tr> </tbody> </table>		Quarter	Number of Producers	Q1 2014/15	61	Q2 2014/15	59	Q3 2014/15	56	Q4 2014/15	53	Q1 2015/16	62	Q2 2015/16	57 (Target)	Q3 2015/16	-	Q4 2015/16	-	Short Term Trend Arrow	
		Quarter	Number of Producers																		
		Q1 2014/15	61																		
		Q2 2014/15	59																		
		Q3 2014/15	56																		
Q4 2014/15	53																				
Q1 2015/16	62																				
Q2 2015/16	57 (Target)																				
Q3 2015/16	-																				
Q4 2015/16	-																				
Long Term Trend Arrow																					
Traffic Light Icon																					
Current Value	62																				
Current Target	57																				
Notes & History Latest Note	Performance exceeding target. 62 stalls were present at the farmers market in this quarter. This is close to the stall capacity for the market area and therefore a satisfactory outcome.																				
Management Response / Action	No further management response required at this stage.																				

Directorate Customer and Community Services
Service Area Environment Services

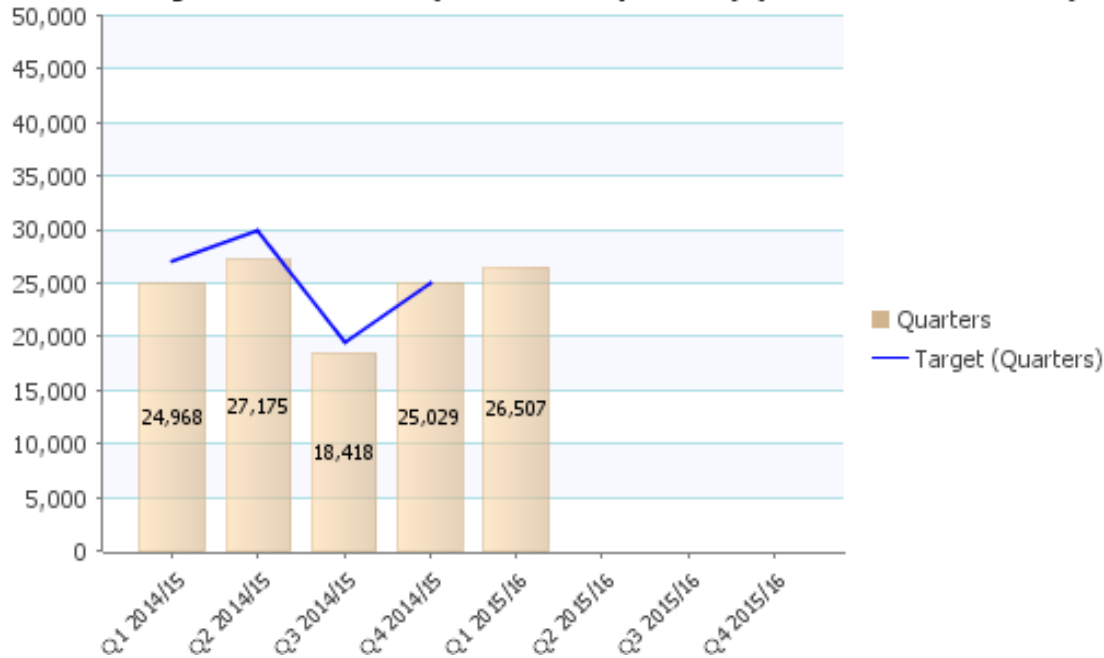
PI Code & Short Name	EHPI 3a Usage: number of swims (under 16). (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza;																		
<p>EHPI 3a Usage: number of swims (under 16). (MAXIMISING INDICATOR)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual Usage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>13,880</td> <td>~14,500</td> </tr> <tr> <td>Q2 2014/15</td> <td>14,819</td> <td>~16,000</td> </tr> <tr> <td>Q3 2014/15</td> <td>9,135</td> <td>~11,000</td> </tr> <tr> <td>Q4 2014/15</td> <td>12,427</td> <td>~13,500</td> </tr> <tr> <td>Q1 2015/16</td> <td>12,218</td> <td>~13,000</td> </tr> </tbody> </table>		Quarter	Actual Usage	Target	Q1 2014/15	13,880	~14,500	Q2 2014/15	14,819	~16,000	Q3 2014/15	9,135	~11,000	Q4 2014/15	12,427	~13,500	Q1 2015/16	12,218	~13,000	Short Term Trend Arrow	↓
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Q1 2015/16	12,218	~13,000																			
Long Term Trend Arrow	↓																				
Traffic Light Icon	N/A – Trend only from 1 April 2015																				
Current Value	12,218																				
Current Target	N/A – Trend only from 1 April 2015																				
Notes & History Latest Note	Swim usage is following normal trend patterns and in line with service expectations. The drop of 209 users between the two quarters is a significant improvement on the difference between quarter 4 and quarter 1 last year. Most throughput in quarter one tend to show around 12,000 – 12,500 users, so performance is in line with service expectations. The long term trend compares current performance against the average over the last four quarters and therefore takes account of the good performance that occurred in that period. The long term trend should improve during the coming quarters, particularly if performance continues to remain in line with service expectations.																				
Management Response / Action	No further management action required at this stage.																				

PI Code & Short Name	EHPI 4a Usage: Gym (16 – under 60 year olds). (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza;																											
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Current Value	43,584																													
Current Target	N/A – Trend only from 1 April 2015																													
Notes & History Latest Note	<p>Gym usage tends to be better in the last quarter of the financial year (due to new year resolutions to increase fitness) and drops off in quarter one at the start of the new financial year. Performance in May 2015 did drop slightly but throughput in June 2015 has increased (the second best June performance over the contract period). 2014/15 was a particularly good year which explains why the long term trend (which compares current performance against the average over the last four quarters) shows a decline. However throughput performs well against the 6 year average. SLMs membership sales are performing well currently so it is expected that this will have a positive effect on throughput over the next quarter.</p>																													
Management Response / Action	No further action required at this stage. Performance will be reviewed again at quarter two.																													

PI Code & Short Name	EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza;																											
<p style="text-align: center;">EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)</p> <table border="1" style="margin-top: 10px;"> <caption>EHPI 4b Usage: Gym (60 + year olds) - Quarterly Data</caption> <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>~3,800</td> </tr> <tr> <td>Q2 2014/15</td> <td>5,194</td> <td>~3,800</td> </tr> <tr> <td>Q3 2014/15</td> <td>5,128</td> <td>~4,200</td> </tr> <tr> <td>Q4 2014/15</td> <td>5,851</td> <td>5,000</td> </tr> <tr> <td>Q1 2015/16</td> <td>4,717</td> <td>N/A</td> </tr> <tr> <td>Q2 2015/16</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Q3 2015/16</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Q4 2015/16</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>		Quarter	Actual Usage	Target (Quarters)	Q1 2014/15	5,094	~3,800	Q2 2014/15	5,194	~3,800	Q3 2014/15	5,128	~4,200	Q4 2014/15	5,851	5,000	Q1 2015/16	4,717	N/A	Q2 2015/16	N/A	N/A	Q3 2015/16	N/A	N/A	Q4 2015/16	N/A	N/A	Short Term Trend Arrow	↓
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Long Term Trend Arrow	↓																													
Traffic Light Icon	N/A – Trend only from 1 April 2015																													
Current Value	4,717																													
Current Target	N/A – Trend only from 1 April 2015																													
Notes & History Latest Note	<p>Gym usage tends to be better in the last quarter of the financial year (due to new year resolutions to increase fitness) and drops off in quarter one at the start of the new financial year. Quarter one performance is lower than the same period last year but 2014/15 was a particularly good year which explains why the long term trend (which compares current performance against the average over the last four quarters) shows a decline. However throughput performs well against the 6 year average.</p>																													
Management Response / Action	<p>No further action required at this stage. Performance will be reviewed again at quarter two.</p>																													

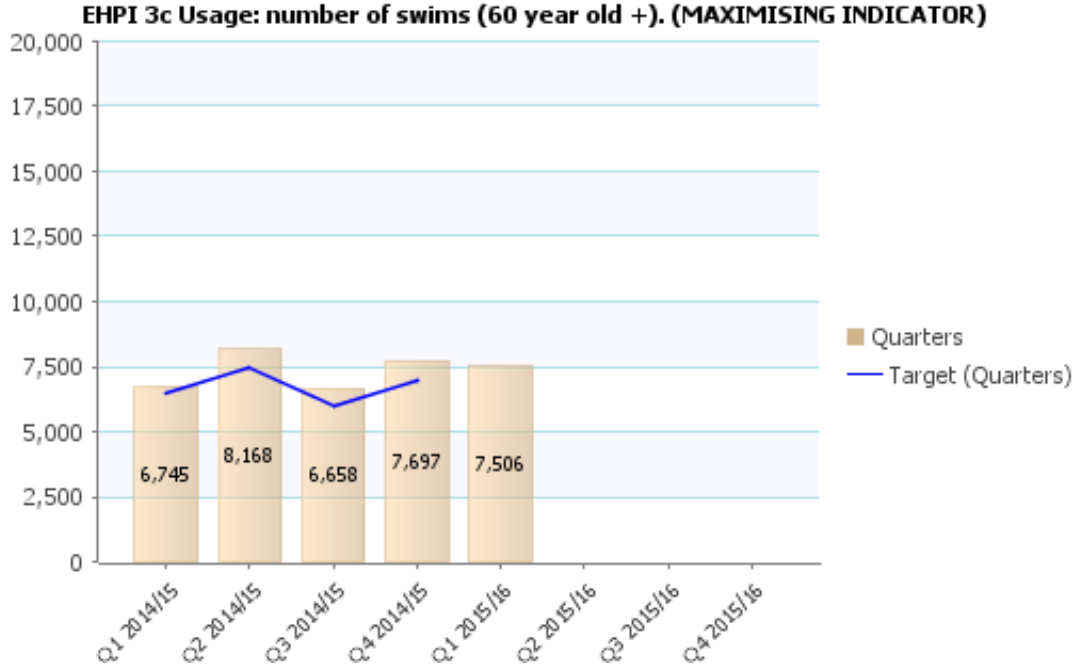
PI Code & Short Name EHPI 3b Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)

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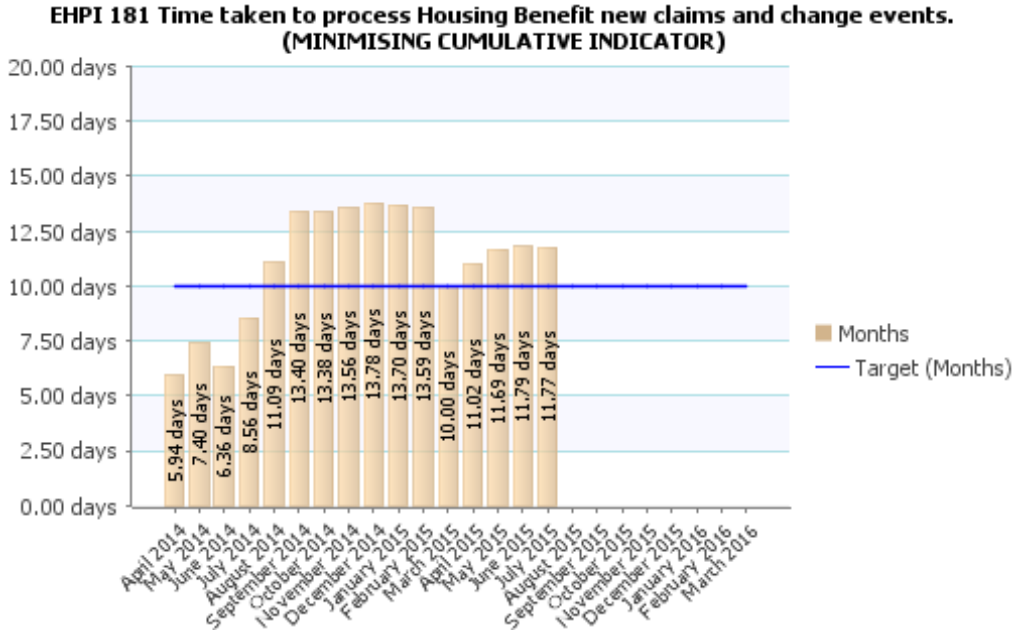



Managed By	Cliff Cardoza;
Short Term Trend Arrow	↑
Long Term Trend Arrow	↑
Traffic Light Icon	N/A – Trend only from 1 April 2015
Current Value	26,507
Current Target	N/A – Trend only from 1 April 2015
Notes & History Latest Note	Swim usage is following normal trend patterns and in line with service expectations.
Management Response / Action	No further management action required at this stage.

PI Code & Short Name EHPI 3c Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)



Managed By	Cliff Cardoza;
Short Term Trend Arrow	↓
Long Term Trend Arrow	↑
Traffic Light Icon	N/A – Trend only from 1 April 2015
Current Value	7,506
Current Target	N/A – Trend only from 1 April 2015
Notes & History Latest Note	Swim usage is following normal trend patterns and in line with service expectations.
Management Response / Action	No further management action required at this stage.

Directorate Finance and Support Services
Service Area Revenues and Benefits

<p>PI Code & Short Name</p>	<p>EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)</p>	<p>Managed By</p>	<p>Su Tarran; Adele Taylor</p>																																																		
<p>EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)</p>  <table border="1"> <caption>EHPI 181 Time taken to process Housing Benefit new claims and change events (Days)</caption> <thead> <tr> <th>Month</th> <th>Days</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>5.94</td></tr> <tr><td>May 2014</td><td>7.40</td></tr> <tr><td>June 2014</td><td>6.36</td></tr> <tr><td>July 2014</td><td>8.56</td></tr> <tr><td>August 2014</td><td>11.09</td></tr> <tr><td>September 2014</td><td>13.40</td></tr> <tr><td>October 2014</td><td>13.38</td></tr> <tr><td>November 2014</td><td>13.56</td></tr> <tr><td>December 2014</td><td>13.78</td></tr> <tr><td>January 2015</td><td>13.70</td></tr> <tr><td>February 2015</td><td>13.59</td></tr> <tr><td>March 2015</td><td>10.00</td></tr> <tr><td>April 2015</td><td>11.02</td></tr> <tr><td>May 2015</td><td>11.69</td></tr> <tr><td>June 2015</td><td>11.79</td></tr> <tr><td>July 2015</td><td>11.77</td></tr> <tr><td>August 2015</td><td>11.77</td></tr> <tr><td>September 2015</td><td>11.77</td></tr> <tr><td>October 2015</td><td>11.77</td></tr> <tr><td>November 2015</td><td>11.77</td></tr> <tr><td>December 2015</td><td>11.77</td></tr> <tr><td>January 2016</td><td>11.77</td></tr> <tr><td>February 2016</td><td>11.77</td></tr> <tr><td>March 2016</td><td>11.77</td></tr> </tbody> </table>		Month	Days	April 2014	5.94	May 2014	7.40	June 2014	6.36	July 2014	8.56	August 2014	11.09	September 2014	13.40	October 2014	13.38	November 2014	13.56	December 2014	13.78	January 2015	13.70	February 2015	13.59	March 2015	10.00	April 2015	11.02	May 2015	11.69	June 2015	11.79	July 2015	11.77	August 2015	11.77	September 2015	11.77	October 2015	11.77	November 2015	11.77	December 2015	11.77	January 2016	11.77	February 2016	11.77	March 2016	11.77	<p>Short Term Trend Arrow</p>	
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<p>Traffic Light Icon</p>																																																					
<p>Current Value</p>	<p>11.77 days</p>																																																				
<p>Current Target</p>	<p>10.00 days</p>																																																				
<p>Notes & History Latest Note</p>	<p>Period from 9 June 2015 to 7 July 2015 performance was 11.74 days, moving the cumulative position to 11.77days. This is the second consecutive month that the extract period has shown an improvement.</p>																																																				
<p>Management Response / Action</p>	<p>No further management action required at this stage.</p>																																																				

PI Code & Short Name	EHPI 10.1 Council Tax Support caseload (MAXIMISING INDICATOR)	Managed By	Su Tarran; Adele Taylor																																		
		Short Term Trend Arrow	↓																																		
		Long Term Trend Arrow	↓																																		
		Traffic Light Icon	N/A Trend PI only																																		
		Current Value	6,441																																		
		Current Target	N/A Trend PI only																																		
<p style="text-align: center;">EHPI 10.1 Council Tax Support caseload (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 10.1 Council Tax Support caseload (MAXIMISING INDICATOR) - Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Caseload</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>6,939</td></tr> <tr><td>May 2014</td><td>6,939</td></tr> <tr><td>June 2014</td><td>6,883</td></tr> <tr><td>July 2014</td><td>6,857</td></tr> <tr><td>August 2014</td><td>6,804</td></tr> <tr><td>September 2014</td><td>6,749</td></tr> <tr><td>October 2014</td><td>6,762</td></tr> <tr><td>November 2014</td><td>6,711</td></tr> <tr><td>December 2014</td><td>6,648</td></tr> <tr><td>January 2015</td><td>6,613</td></tr> <tr><td>February 2015</td><td>6,604</td></tr> <tr><td>March 2015</td><td>6,618</td></tr> <tr><td>April 2015</td><td>6,623</td></tr> <tr><td>May 2015</td><td>6,545</td></tr> <tr><td>June 2015</td><td>6,498</td></tr> <tr><td>July 2015</td><td>6,441</td></tr> </tbody> </table>		Month	Caseload	April 2014	6,939	May 2014	6,939	June 2014	6,883	July 2014	6,857	August 2014	6,804	September 2014	6,749	October 2014	6,762	November 2014	6,711	December 2014	6,648	January 2015	6,613	February 2015	6,604	March 2015	6,618	April 2015	6,623	May 2015	6,545	June 2015	6,498	July 2015	6,441	Notes & History Latest Note	<p>When compared to the average number of cases for the last 12 months both indicators show a decreasing long term trend i.e. cases have reduced. However, the complexity of individual cases has also increased and therefore the overall workload for the service has not diminished.</p> <p>A review was undertaken in late 2014/15 looking at caseload volume with a view to see if caseload trend could be projected. Overall the review concluded that a number of factors affect housing benefits and council tax support caseloads which are difficult to predict e.g. fluctuations in the local employment economy, variations in peoples working patterns and availability of temporary employment, as well as improvements in peoples financial circumstances removing them from eligibility for Benefit etc. Looking at the national trend and aligning that to East Herts caseload the review observed that there would be a decrease in both Housing Benefit and Council Tax Support caseloads from April 2013 and thereafter the council should expect very little change each year. This is a change from the rising caseloads observed up to 2013.</p>
Month	Caseload																																				
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	Management Response / Action	No further management action required at this stage.
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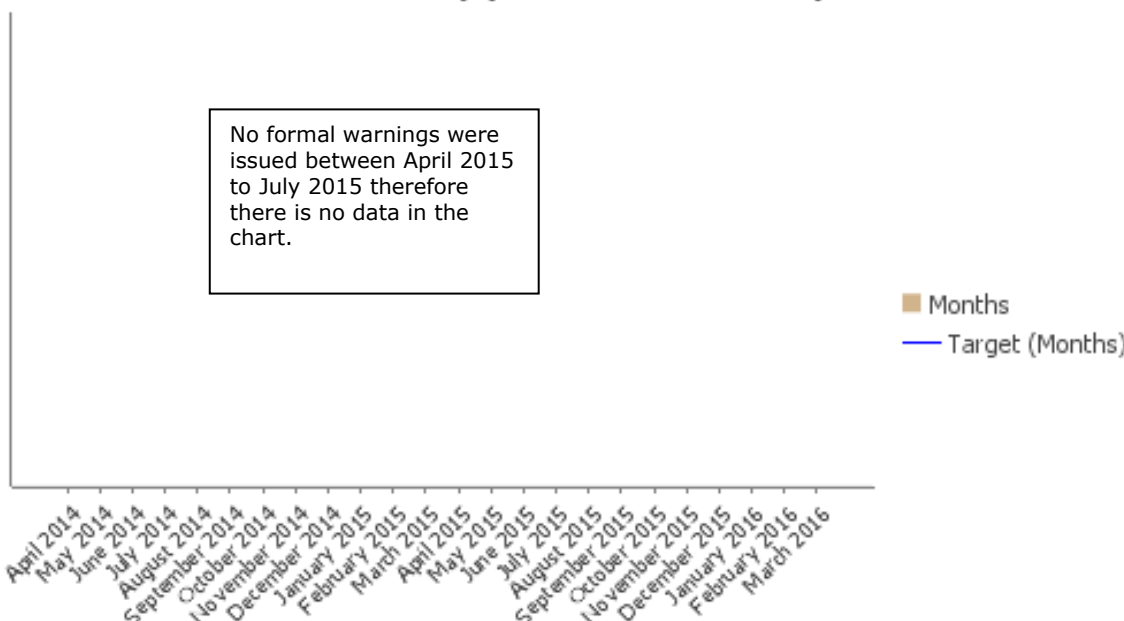


PI Code & Short Name	EHPI 10.3 Housing benefit caseload (MAXIMISING INDICATOR)	Managed By	Su Tarran; Adele Taylor																																																		
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February 2015	6,228																																																				
March 2015	6,231																																																				
April 2015	6,173																																																				
May 2015	6,209																																																				
June 2015	6,173																																																				
July 2015	6,173																																																				
August 2015	6,173																																																				
September 2015	6,146																																																				
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January 2016																																																					
February 2016																																																					
March 2016																																																					
Long Term Trend Arrow	↓																																																				
Traffic Light Icon	N/A Trend PI only																																																				
Current Value	6,146																																																				
Current Target	N/A Trend PI only																																																				
Notes & History Latest Note	<p>When compared to the average number of cases for the last 12 months both indicators show a decreasing long term trend i.e. cases have reduced. However, the complexity of individual cases has also increased and therefore the overall workload for the service has not diminished.</p> <p>A review was undertaken in late 2014/15 looking at caseload volume with a view to see if caseload trend could be projected. Overall the review concluded that a number of factors affect housing benefits and council tax support caseloads which are difficult to predict e.g. fluctuations in the local employment economy, variations in peoples working patterns and availability of temporary employment, as well as improvements in peoples financial circumstances removing them from eligibility for Benefit etc. Looking at the national trend and aligning that to East Herts caseload the review observed that there would be a decrease in both Housing Benefit and Council Tax Support caseloads from April 2013 and thereafter the council should expect very little change each year. This is a change from the rising caseloads observed up to 2013.</p>																																																				

	Management Response / Action	No further management action required at this stage.
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Directorate Neighbourhood Services
Service Area Community Safety and Health

PI Code & Short Name	EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Brian Simmonds																																																
<div data-bbox="185 507 1261 539"> EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR) </div> <table border="1"> <caption>EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR) - Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>88%</td></tr> <tr><td>May 2014</td><td>89%</td></tr> <tr><td>June 2014</td><td>91%</td></tr> <tr><td>July 2014</td><td>91%</td></tr> <tr><td>August 2014</td><td>91%</td></tr> <tr><td>September 2014</td><td>92%</td></tr> <tr><td>October 2014</td><td>92%</td></tr> <tr><td>November 2014</td><td>93%</td></tr> <tr><td>December 2014</td><td>93%</td></tr> <tr><td>January 2015</td><td>94%</td></tr> <tr><td>February 2015</td><td>94%</td></tr> <tr><td>March 2015</td><td>94%</td></tr> <tr><td>April 2015</td><td>95%</td></tr> <tr><td>May 2015</td><td>96%</td></tr> <tr><td>June 2015</td><td>97%</td></tr> <tr><td>July 2015</td><td>97%</td></tr> <tr><td>August 2015</td><td>97%</td></tr> <tr><td>September 2015</td><td>97%</td></tr> <tr><td>October 2015</td><td>97%</td></tr> <tr><td>November 2015</td><td>97%</td></tr> <tr><td>December 2015</td><td>97%</td></tr> <tr><td>January 2016</td><td>97%</td></tr> <tr><td>February 2016</td><td>97%</td></tr> <tr><td>March 2016</td><td>97%</td></tr> </tbody> </table>		Month	Percentage	April 2014	88%	May 2014	89%	June 2014	91%	July 2014	91%	August 2014	91%	September 2014	92%	October 2014	92%	November 2014	93%	December 2014	93%	January 2015	94%	February 2015	94%	March 2015	94%	April 2015	95%	May 2015	96%	June 2015	97%	July 2015	97%	August 2015	97%	September 2015	97%	October 2015	97%	November 2015	97%	December 2015	97%	January 2016	97%	February 2016	97%	March 2016	97%
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March 2016	97%																																																		

<p>PI Code & Short Name</p>	<p>EHPI 3.3 Number of events notified to the Safety Advisory Group by event organisers. (MAXIMISING INDICATOR)</p>	<p>Managed By</p>	<p>Brian Simmonds</p>																																																																											
<p>EHPI 3.3 Number of events notified to the Safety Advisory Group by event organisers. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Data for EHPI 3.3 Number of events notified to the Safety Advisory Group by event organisers. (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>0</td><td>6</td></tr> <tr><td>May 2014</td><td>0</td><td>6</td></tr> <tr><td>June 2014</td><td>0</td><td>6</td></tr> <tr><td>July 2014</td><td>0</td><td>6</td></tr> <tr><td>August 2014</td><td>0</td><td>6</td></tr> <tr><td>September 2014</td><td>0</td><td>6</td></tr> <tr><td>October 2014</td><td>0</td><td>6</td></tr> <tr><td>November 2014</td><td>0</td><td>6</td></tr> <tr><td>December 2014</td><td>0</td><td>6</td></tr> <tr><td>January 2015</td><td>0</td><td>6</td></tr> <tr><td>February 2015</td><td>0</td><td>6</td></tr> <tr><td>March 2015</td><td>0</td><td>6</td></tr> <tr><td>April 2015</td><td>0</td><td>6</td></tr> <tr><td>May 2015</td><td>15</td><td>6</td></tr> <tr><td>June 2015</td><td>3</td><td>6</td></tr> <tr><td>July 2015</td><td>4</td><td>6</td></tr> <tr><td>August 2015</td><td>6</td><td>6</td></tr> <tr><td>September 2015</td><td>0</td><td>6</td></tr> <tr><td>October 2015</td><td>0</td><td>6</td></tr> <tr><td>November 2015</td><td>0</td><td>6</td></tr> <tr><td>December 2015</td><td>0</td><td>6</td></tr> <tr><td>January 2016</td><td>0</td><td>6</td></tr> <tr><td>February 2016</td><td>0</td><td>6</td></tr> <tr><td>March 2016</td><td>0</td><td>6</td></tr> </tbody> </table>		Month	Months	Target (Months)	April 2014	0	6	May 2014	0	6	June 2014	0	6	July 2014	0	6	August 2014	0	6	September 2014	0	6	October 2014	0	6	November 2014	0	6	December 2014	0	6	January 2015	0	6	February 2015	0	6	March 2015	0	6	April 2015	0	6	May 2015	15	6	June 2015	3	6	July 2015	4	6	August 2015	6	6	September 2015	0	6	October 2015	0	6	November 2015	0	6	December 2015	0	6	January 2016	0	6	February 2016	0	6	March 2016	0	6	<p>Short Term Trend Arrow</p>	
		Month	Months	Target (Months)																																																																										
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<p>Long Term Trend Arrow</p>																																																																														
<p>Traffic Light Icon</p>	<p>New PI – Trend only for first year</p>																																																																													
<p>Current Value</p>	<p>6</p>																																																																													
<p>Current Target</p>	<p>New PI – Trend only for first year</p>																																																																													
<p>Notes & History Latest Note</p>	<p>As most events are in the summer the number of events submitted will be lower at the moment but will increase as the Autumn and Christmas events come in.</p>																																																																													
<p>Management Response / Action</p>	<p>This indicator reflects the workload of the SAG, but again we cannot drive this PI as events either need notification or they don't. The annual figures may reflect a slight increase as we have made organisers aware of SAG. No further management action required at this stage.</p>																																																																													


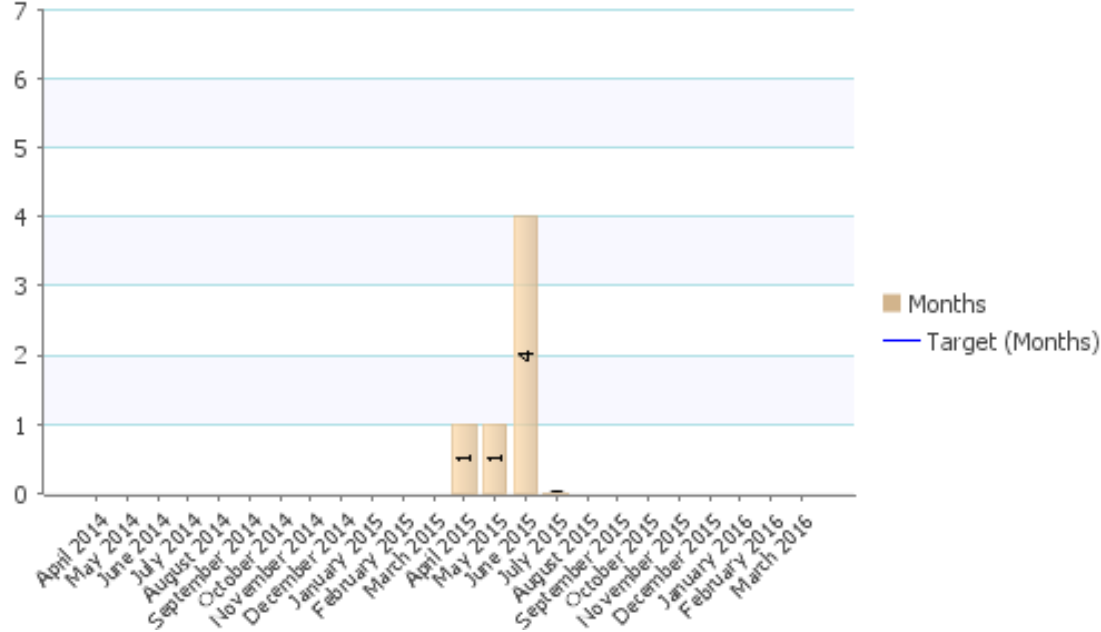

<p>PI Code & Short Name</p>	<p>EHPI 3.1 The number of formal warnings issued to drivers and operators by the Licensing team. (This includes matters like - failure to produce documents, parking issues and driver conduct). (MAXIMISING INDICATOR)</p>	<p>Managed By</p>	<p>Brian Simmonds</p>
<p>EHPI 3.1 The number of formal warnings issued to drivers and operators by the Licensing team. (This includes matters like - failure to produce documents, parking issues and driver conduct). (MAXIMISING INDICATOR)</p>  <p>No formal warnings were issued between April 2015 to July 2015 therefore there is no data in the chart.</p>		<p>Short Term Trend Arrow</p>	
		<p>Long Term Trend Arrow</p>	
		<p>Traffic Light Icon</p>	<p>New PI – Trend only for first year</p>
		<p>Current Value</p>	<p>0</p>
		<p>Current Target</p>	<p>New PI – Trend only for first year</p>
		<p>Notes & History Latest Note</p>	<p>Nil indicates compliance by drivers in relation to the matters listed in the performance indicator title.</p>
<p>Management Response / Action</p>	<p>No further management action required at this stage.</p>		

<p>PI Code & Short Name</p>	<p>EHPI 3.2 The number of taxi licensing matters taken forward to the Licensing Sub Committee. (MAXIMISING INDICATOR)</p>	<p>Managed By</p>	<p>Brian Simmonds</p>
<p style="text-align: center;">EHPI 3.2 The number of taxi licensing matters taken forward to the Licensing Sub Committee. (MAXIMISING INDICATOR)</p>		<p>Short Term Trend Arrow</p>	
		<p>Long Term Trend Arrow</p>	
		<p>Traffic Light Icon</p>	<p>New PI – Trend only for first year</p>
		<p>Current Value</p>	<p>0</p>
		<p>Current Target</p>	<p>New PI – Trend only for first year</p>
		<p>Notes & History Latest Note</p>	<p>Nil – No taxi licensing matters have been taken to the Licensing Sub Committee.</p>
<p>Management Response / Action</p>	<p>No further management action required at this stage.</p>		


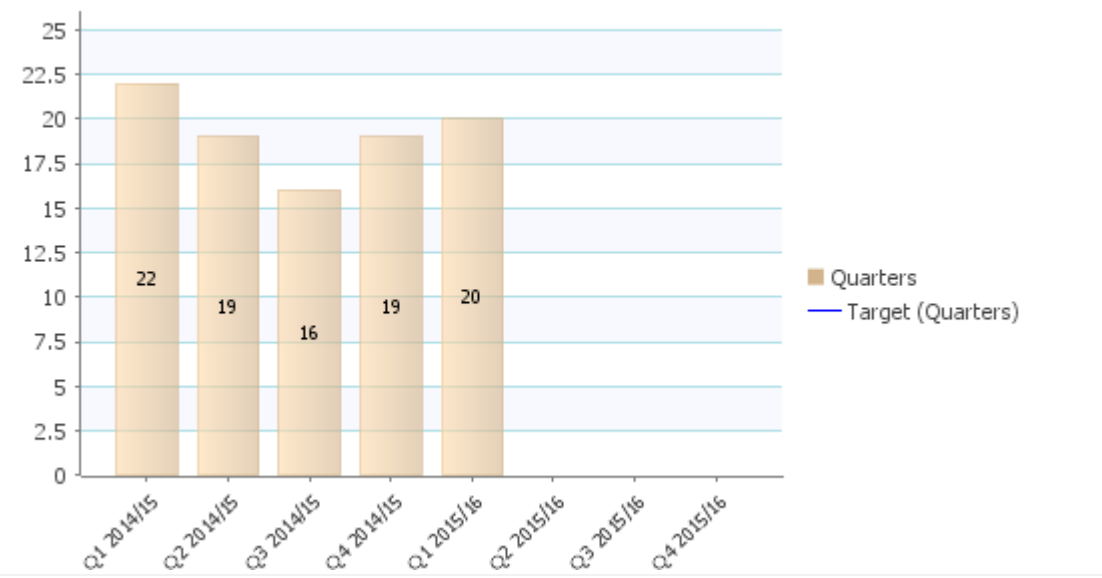

<p>PI Code & Short Name</p>	<p>EHPI 3.7 The number of these applications that are taken forward to Licensing Sub Committee (MAXIMISING INDICATOR)</p>	<p>Managed By</p>	<p>Brian Simmonds</p>
<p>EHPI 3.7 The number of these applications that are taken forward to Licensing Sub Committee (MAXIMISING INDICATOR)</p> <p>There were no applications between April 2015 to July 2015 therefore no data in the chart.</p> <p>■ Months — Target (Months)</p>		<p>Short Term Trend Arrow</p>	
		<p>Long Term Trend Arrow</p>	
		<p>Traffic Light Icon</p>	<p>New PI – Trend only for first year</p>
		<p>Current Value</p>	<p>0</p>
		<p>Current Target</p>	<p>New PI – Trend only for first year</p>
		<p>Notes & History Latest Note</p>	<p>Nil – No applications have been taken to the Licensing Sub Committee.</p>
<p>Management Response / Action</p>	<p>No further management action required at this stage.</p>		

PI Code & Short Name	EHPI 3.4 The number of visits by Licensing Enforcement officers to Licensed premises (MAXIMISING INDICATOR)	Managed By	Brian Simmonds																																																																											
<p>EHPI 3.4 The number of visits by Licensing Enforcement officers to Licensed premises (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Data for EHPI 3.4 Chart</caption> <thead> <tr> <th>Month</th> <th>Months (Visits)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>0</td><td>5</td></tr> <tr><td>May 2014</td><td>0</td><td>5</td></tr> <tr><td>June 2014</td><td>0</td><td>5</td></tr> <tr><td>July 2014</td><td>0</td><td>5</td></tr> <tr><td>August 2014</td><td>0</td><td>5</td></tr> <tr><td>September 2014</td><td>0</td><td>5</td></tr> <tr><td>October 2014</td><td>0</td><td>5</td></tr> <tr><td>November 2014</td><td>0</td><td>5</td></tr> <tr><td>December 2014</td><td>0</td><td>5</td></tr> <tr><td>January 2015</td><td>0</td><td>5</td></tr> <tr><td>February 2015</td><td>0</td><td>5</td></tr> <tr><td>March 2015</td><td>0</td><td>5</td></tr> <tr><td>April 2015</td><td>8</td><td>5</td></tr> <tr><td>May 2015</td><td>16</td><td>5</td></tr> <tr><td>June 2015</td><td>21</td><td>5</td></tr> <tr><td>July 2015</td><td>26</td><td>5</td></tr> <tr><td>August 2015</td><td>0</td><td>5</td></tr> <tr><td>September 2015</td><td>0</td><td>5</td></tr> <tr><td>October 2015</td><td>0</td><td>5</td></tr> <tr><td>November 2015</td><td>0</td><td>5</td></tr> <tr><td>December 2015</td><td>0</td><td>5</td></tr> <tr><td>January 2016</td><td>0</td><td>5</td></tr> <tr><td>February 2016</td><td>0</td><td>5</td></tr> <tr><td>March 2016</td><td>0</td><td>5</td></tr> </tbody> </table>		Month	Months (Visits)	Target (Months)	April 2014	0	5	May 2014	0	5	June 2014	0	5	July 2014	0	5	August 2014	0	5	September 2014	0	5	October 2014	0	5	November 2014	0	5	December 2014	0	5	January 2015	0	5	February 2015	0	5	March 2015	0	5	April 2015	8	5	May 2015	16	5	June 2015	21	5	July 2015	26	5	August 2015	0	5	September 2015	0	5	October 2015	0	5	November 2015	0	5	December 2015	0	5	January 2016	0	5	February 2016	0	5	March 2016	0	5	Short Term Trend Arrow	
		Month	Months (Visits)	Target (Months)																																																																										
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Long Term Trend Arrow																																																																														
Traffic Light Icon	New PI – Trend only for first year																																																																													
Current Value	26																																																																													
Current Target	New PI – Trend only for first year																																																																													
Notes & History Latest Note	Slight increase due to noise complaints.																																																																													
Management Response / Action	There are two aspects to this indicator. The service visits premises when complaints are received so less complaints is better. When there are no complaints it frees up officer time to conduct premises visits. It might be helpful to have an indicator that records the number of complaints and of those how many received a first response in time.																																																																													

PI Code & Short Name	EHPI 3.5 The number of applications received by the Licensing team in respect of Licensed premises (MAXIMISING INDICATOR)	Managed By	Brian Simmonds																																																																											
<p>EHPI 3.5 The number of applications received by the Licensing team in respect of Licensed premises (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Data for EHPI 3.5: Applications received by the Licensing team in respect of Licensed premises</caption> <thead> <tr> <th>Month</th> <th>Months (Actual)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>0</td><td>0</td></tr> <tr><td>May 2014</td><td>0</td><td>0</td></tr> <tr><td>June 2014</td><td>0</td><td>0</td></tr> <tr><td>July 2014</td><td>0</td><td>0</td></tr> <tr><td>August 2014</td><td>0</td><td>0</td></tr> <tr><td>September 2014</td><td>0</td><td>0</td></tr> <tr><td>October 2014</td><td>0</td><td>0</td></tr> <tr><td>November 2014</td><td>0</td><td>0</td></tr> <tr><td>December 2014</td><td>0</td><td>0</td></tr> <tr><td>January 2015</td><td>0</td><td>0</td></tr> <tr><td>February 2015</td><td>0</td><td>0</td></tr> <tr><td>March 2015</td><td>0</td><td>0</td></tr> <tr><td>April 2015</td><td>133</td><td>0</td></tr> <tr><td>May 2015</td><td>130</td><td>0</td></tr> <tr><td>June 2015</td><td>157</td><td>0</td></tr> <tr><td>July 2015</td><td>107</td><td>107</td></tr> <tr><td>August 2015</td><td>0</td><td>0</td></tr> <tr><td>September 2015</td><td>0</td><td>0</td></tr> <tr><td>October 2015</td><td>0</td><td>0</td></tr> <tr><td>November 2015</td><td>0</td><td>0</td></tr> <tr><td>December 2015</td><td>0</td><td>0</td></tr> <tr><td>January 2016</td><td>0</td><td>0</td></tr> <tr><td>February 2016</td><td>0</td><td>0</td></tr> <tr><td>March 2016</td><td>0</td><td>0</td></tr> </tbody> </table>		Month	Months (Actual)	Target (Months)	April 2014	0	0	May 2014	0	0	June 2014	0	0	July 2014	0	0	August 2014	0	0	September 2014	0	0	October 2014	0	0	November 2014	0	0	December 2014	0	0	January 2015	0	0	February 2015	0	0	March 2015	0	0	April 2015	133	0	May 2015	130	0	June 2015	157	0	July 2015	107	107	August 2015	0	0	September 2015	0	0	October 2015	0	0	November 2015	0	0	December 2015	0	0	January 2016	0	0	February 2016	0	0	March 2016	0	0	Short Term Trend Arrow	
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Long Term Trend Arrow																																																																														
Traffic Light Icon	New PI – Trend only for first year																																																																													
Current Value	107																																																																													
Current Target	New PI – Trend only for first year																																																																													
Notes & History Latest Note	This figure reflects the level of service demand. This is a new indicator and more data needs to be gathered before any analysis can be done.																																																																													
Management Response / Action	No further management action required at this stage.																																																																													

PI Code & Short Name	EHPI 3.6 The number of these applications that have received representations against them (MAXIMISING INDICATOR)	Managed By	Brian Simmonds
EHPI 3.6 The number of these applications that have received representations against them (MAXIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	New PI – Trend only for first year
		Current Value	0
		Current Target	New PI – Trend only for first year
Notes & History Latest Note		No applications were made in July 2015.	
Management Response / Action		No further management action required at this stage.	

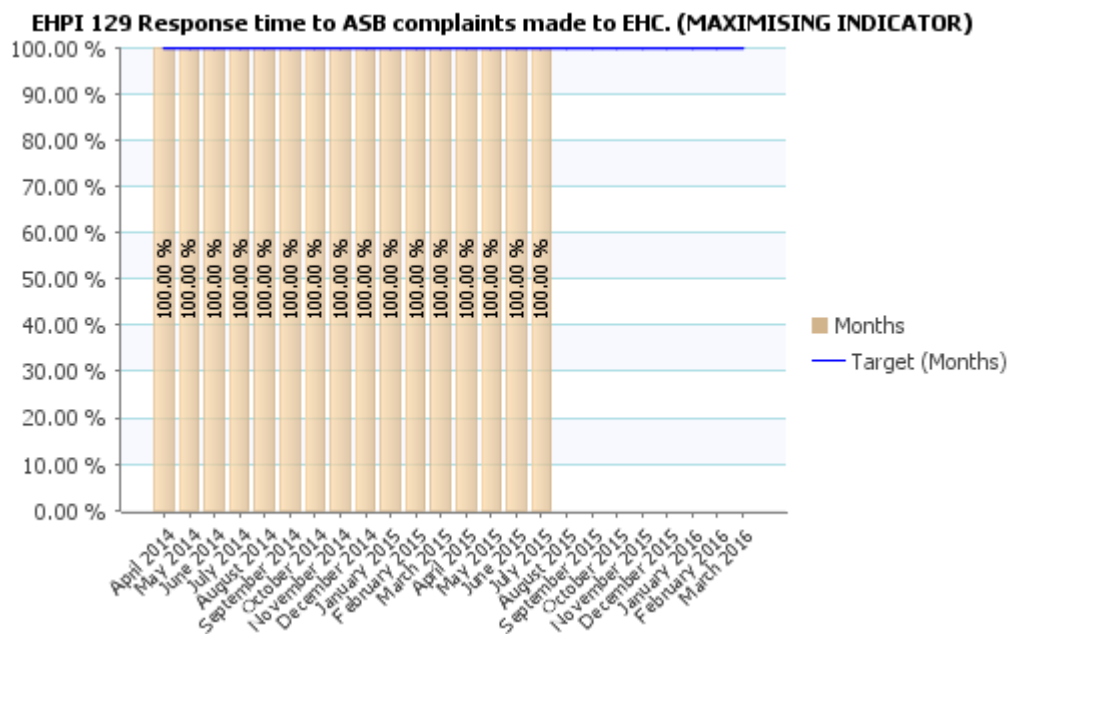



Directorate Neighbourhood Services
Service Area Housing




PI Code & Short Name	EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater
EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	New PI – Trend only for first year
		Current Value	20
		Current Target	New PI – Trend only for first year
		Notes & History Latest Note	Overall 20 homeless households are living in temporary accommodation. Two less compared to the same period last year. The council's hostel is currently full with 12 households on licence agreements. The council has 3 single person households in B&B accommodation. The remaining households are in temporary supported accommodation.
		Management Response / Action	No further management action required at this stage.



PI Code & Short Name	EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater																		
<p>EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)</p> <table border="1"> <caption>Data for EHPI 152 Bar Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>7</td> </tr> <tr> <td>Q2 2014/15</td> <td>16</td> </tr> <tr> <td>Q3 2014/15</td> <td>13</td> </tr> <tr> <td>Q4 2014/15</td> <td>13</td> </tr> <tr> <td>Q1 2015/16</td> <td>19</td> </tr> <tr> <td>Q2 2015/16</td> <td>-</td> </tr> <tr> <td>Q3 2015/16</td> <td>-</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> </tr> </tbody> </table>		Quarter	Value	Q1 2014/15	7	Q2 2014/15	16	Q3 2014/15	13	Q4 2014/15	13	Q1 2015/16	19	Q2 2015/16	-	Q3 2015/16	-	Q4 2015/16	-	Short Term Trend Arrow	
		Quarter	Value																		
		Q1 2014/15	7																		
		Q2 2014/15	16																		
		Q3 2014/15	13																		
		Q4 2014/15	13																		
Q1 2015/16	19																				
Q2 2015/16	-																				
Q3 2015/16	-																				
Q4 2015/16	-																				
Long Term Trend Arrow																					
Traffic Light Icon	New PI – Trend only for first year																				
Current Value	19																				
Current Target	New PI – Trend only for first year																				
Notes & History Latest Note	The number of homeless acceptances for the first quarter is 19 compared to 7 in the first quarter of 2014/15. The primary reason for this is the loss of accommodation due to the end of a private sector assured shorthold tenancy (non rent arrears) which accounts for 11 of the 19 acceptances.																				
Management Response / Action	Unfortunately the council has no control if landlords decide to terminate tenancies. The decision to do so can be based on a number of factors such as wishing to sell the property now that the property market is improving to concern regarding the impact of welfare reform and the ability of families to pay their rent. If a household is experiencing rent arrears the housing options team, if advised in time, will try and liaise with landlords on their behalf to reach a solution. It should be noted that nationally there has been a significant increase in homelessness and East Herts is performing in line with this trend. No further management action required at this stage.																				




PI Code & Short Name	EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater																		
<p>EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>19</td> </tr> <tr> <td>Q2 2014/15</td> <td>22</td> </tr> <tr> <td>Q3 2014/15</td> <td>35</td> </tr> <tr> <td>Q4 2014/15</td> <td>23</td> </tr> <tr> <td>Q1 2015/16</td> <td>29</td> </tr> <tr> <td>Q2 2015/16</td> <td>-</td> </tr> <tr> <td>Q3 2015/16</td> <td>-</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> </tr> </tbody> </table>		Quarter	Value	Q1 2014/15	19	Q2 2014/15	22	Q3 2014/15	35	Q4 2014/15	23	Q1 2015/16	29	Q2 2015/16	-	Q3 2015/16	-	Q4 2015/16	-	Short Term Trend Arrow	
		Quarter	Value																		
		Q1 2014/15	19																		
		Q2 2014/15	22																		
		Q3 2014/15	35																		
Q4 2014/15	23																				
Q1 2015/16	29																				
Q2 2015/16	-																				
Q3 2015/16	-																				
Q4 2015/16	-																				
Long Term Trend Arrow																					
Traffic Light Icon	New PI – Trend only for first year																				
Current Value	29																				
Current Target	New PI – Trend only for first year																				
Notes & History Latest Note	For the first quarter of 2015/16 29 households presented as homeless compared to 19 in 2014/15. The primary reason for the homeless presentation for 13 of the households was the loss of a private sector assured shorthold tenancy (non-rent arrears).																				
Management Response / Action	It should be noted that nationally there has been a significant increase in homelessness and East Herts is performing in line with this trend. No further management action required at this stage.																				

Directorate Neighbourhood Services
Service Area Licensing and Community Safety

PI Code & Short Name	EHPI 129 Response time to Anti-Social Behaviour (ASB) complaints made to EHC. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Brian Simmonds																																																		
<p>EHPI 129 Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)</p>  <table border="1"> <caption>Chart Data: EHPI 129 Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Response Rate (%)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>100.00 %</td></tr> <tr><td>May 2014</td><td>100.00 %</td></tr> <tr><td>June 2014</td><td>100.00 %</td></tr> <tr><td>July 2014</td><td>100.00 %</td></tr> <tr><td>August 2014</td><td>100.00 %</td></tr> <tr><td>September 2014</td><td>100.00 %</td></tr> <tr><td>October 2014</td><td>100.00 %</td></tr> <tr><td>November 2014</td><td>100.00 %</td></tr> <tr><td>December 2014</td><td>100.00 %</td></tr> <tr><td>January 2015</td><td>100.00 %</td></tr> <tr><td>February 2015</td><td>100.00 %</td></tr> <tr><td>March 2015</td><td>100.00 %</td></tr> <tr><td>April 2015</td><td>100.00 %</td></tr> <tr><td>May 2015</td><td>100.00 %</td></tr> <tr><td>June 2015</td><td>100.00 %</td></tr> <tr><td>July 2015</td><td>100.00 %</td></tr> <tr><td>August 2015</td><td>100.00 %</td></tr> <tr><td>September 2015</td><td>100.00 %</td></tr> <tr><td>October 2015</td><td>100.00 %</td></tr> <tr><td>November 2015</td><td>100.00 %</td></tr> <tr><td>December 2015</td><td>100.00 %</td></tr> <tr><td>January 2016</td><td>100.00 %</td></tr> <tr><td>February 2016</td><td>100.00 %</td></tr> <tr><td>March 2016</td><td>100.00 %</td></tr> </tbody> </table>		Month	Response Rate (%)	April 2014	100.00 %	May 2014	100.00 %	June 2014	100.00 %	July 2014	100.00 %	August 2014	100.00 %	September 2014	100.00 %	October 2014	100.00 %	November 2014	100.00 %	December 2014	100.00 %	January 2015	100.00 %	February 2015	100.00 %	March 2015	100.00 %	April 2015	100.00 %	May 2015	100.00 %	June 2015	100.00 %	July 2015	100.00 %	August 2015	100.00 %	September 2015	100.00 %	October 2015	100.00 %	November 2015	100.00 %	December 2015	100.00 %	January 2016	100.00 %	February 2016	100.00 %	March 2016	100.00 %	Short Term Trend Arrow	
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		Traffic Light Icon																																																			
		Current Value	100.00 %																																																		
		Current Target	100.00 %																																																		
		Notes & History Latest Note	Performance on target. There were eight 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.																																																		
		Management Response / Action	No further management action required at this stage.																																																		

PI Status	
	Alert
	Warning
	OK

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse