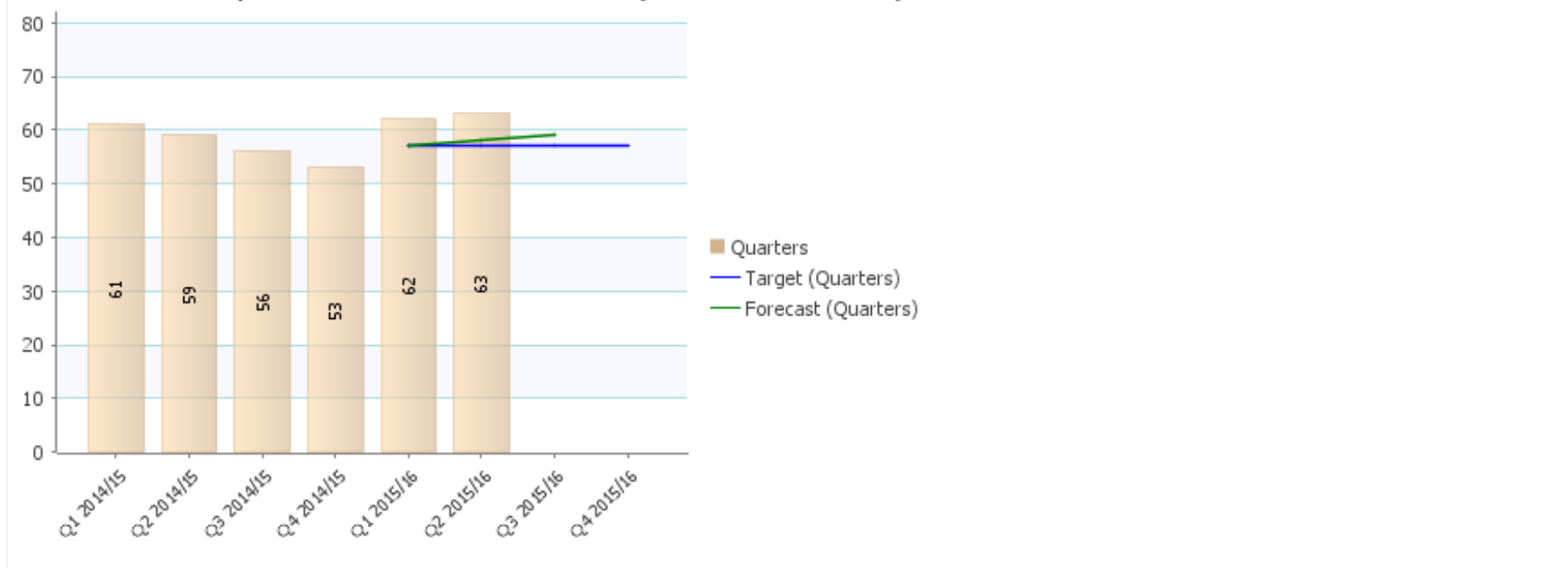







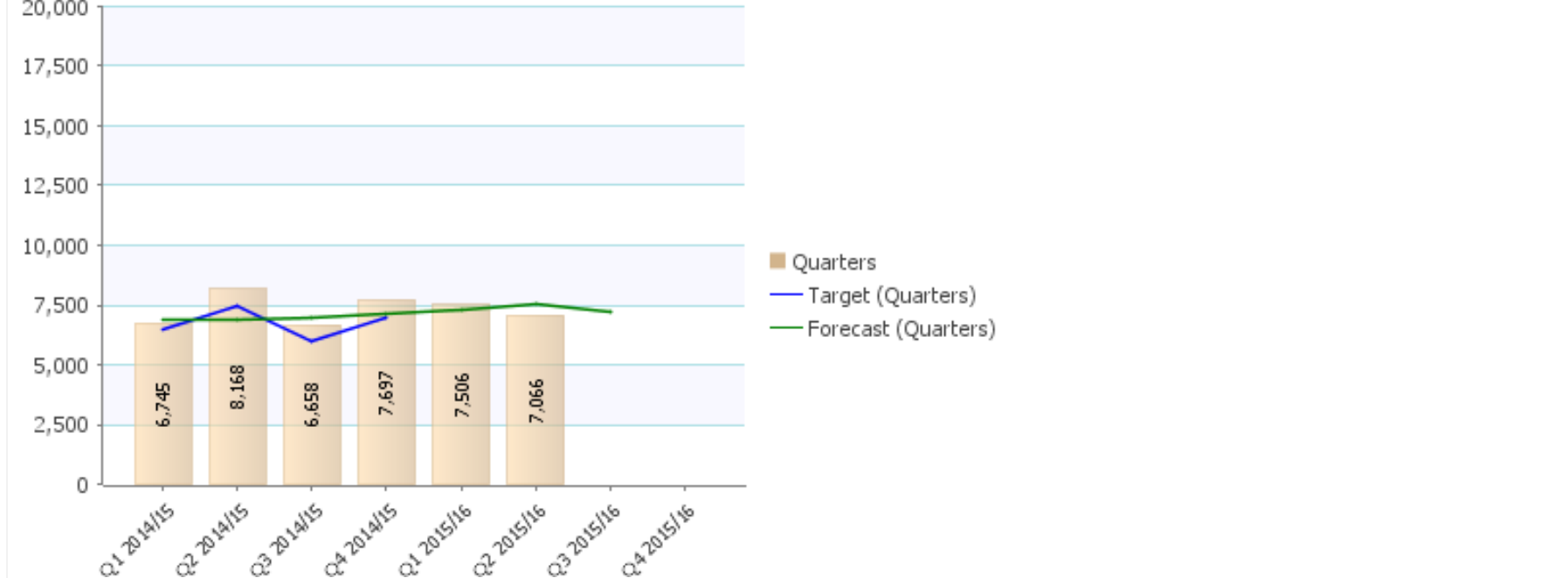


Community Scrutiny Healthcheck 2015/16 - July to September 2015 / Quarter 2

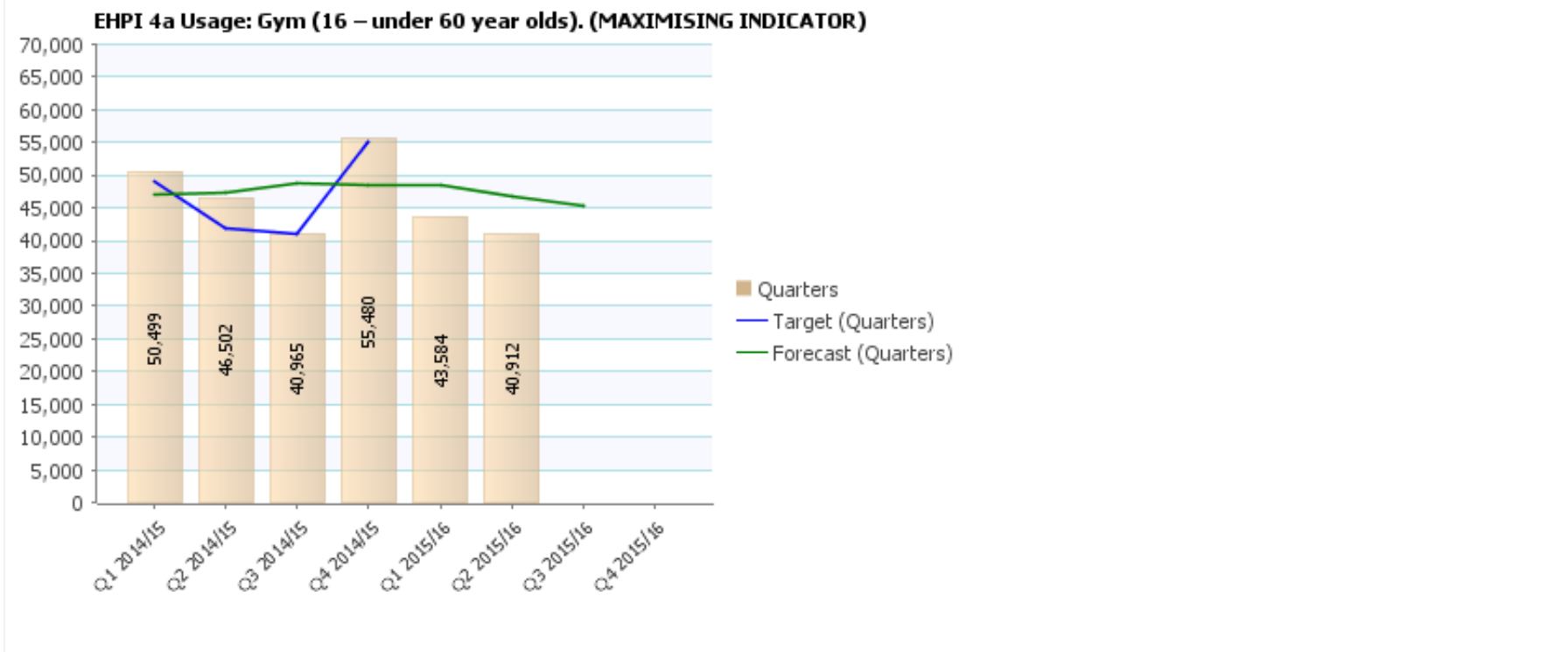


Directorate Customer and Community Services
Service Area Business Development

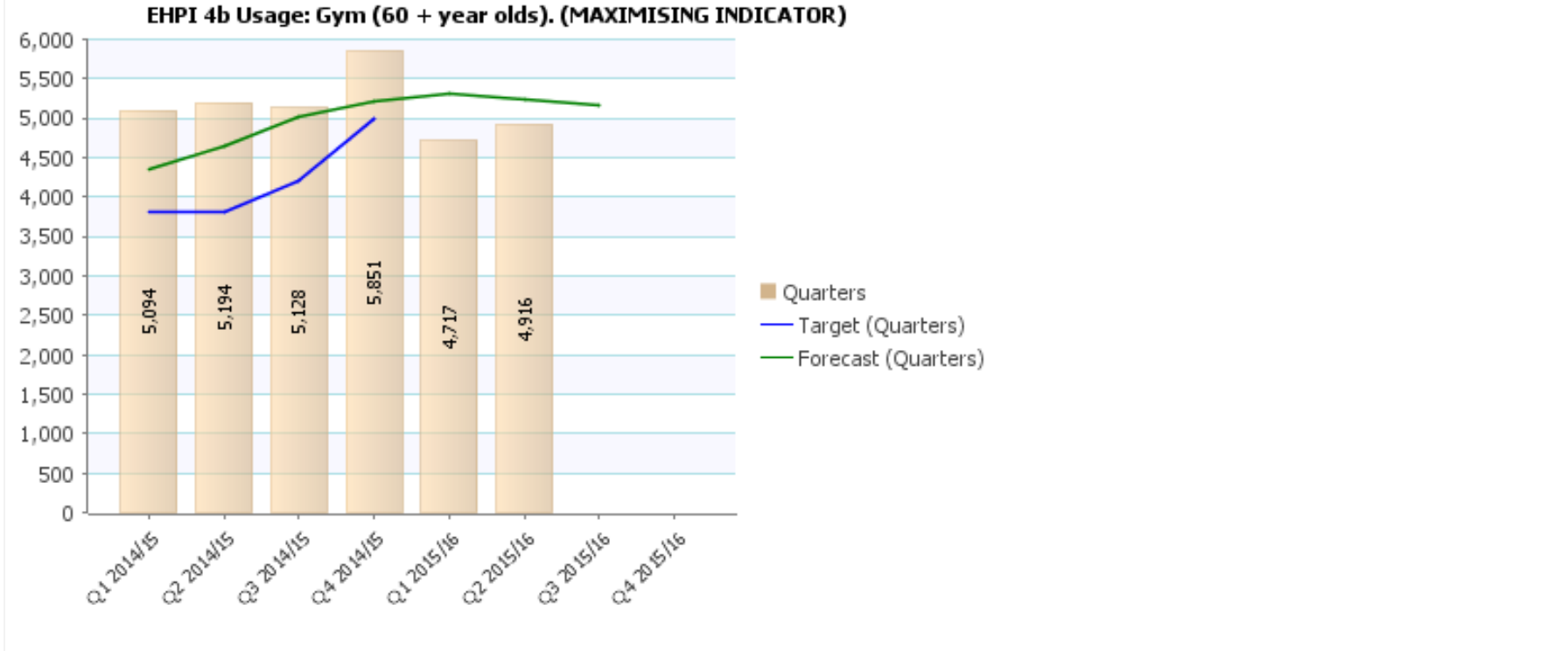


PI Code & Short Name	EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)	Managed By	Paul Pullin; Benjamin Wood																												
<div data-bbox="163 640 1216 1302"> <p>EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value (£)</th> <th>Target (£)</th> <th>Forecast (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>24,000.00</td> <td>~14,000.00</td> <td>~24,000.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>26,014.00</td> <td>~14,000.00</td> <td>~26,014.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>24,605.00</td> <td>~14,000.00</td> <td>~24,605.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>22,513.35</td> <td>~14,000.00</td> <td>~22,513.35</td> </tr> <tr> <td>Q1 2015/16</td> <td>22,234.00</td> <td>~14,000.00</td> <td>~22,234.00</td> </tr> <tr> <td>Q2 2015/16</td> <td>15,264.00</td> <td>~14,000.00</td> <td>~21,000.00</td> </tr> </tbody> </table> </div>		Quarter	Actual Value (£)	Target (£)	Forecast (£)	Q1 2014/15	24,000.00	~14,000.00	~24,000.00	Q2 2014/15	26,014.00	~14,000.00	~26,014.00	Q3 2014/15	24,605.00	~14,000.00	~24,605.00	Q4 2014/15	22,513.35	~14,000.00	~22,513.35	Q1 2015/16	22,234.00	~14,000.00	~22,234.00	Q2 2015/16	15,264.00	~14,000.00	~21,000.00	Short Term Trend Arrow	
		Quarter	Actual Value (£)	Target (£)	Forecast (£)																										
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Q2 2015/16	15,264.00	~14,000.00	~21,000.00																												
Long Term Trend Arrow /Forecast line																															
Traffic Light Icon																															
Current Value	£15,264.00																														
Current Target	£14,000.00																														
Notes & History Latest Note	Bishop's Stortford Market is now operated by Bishop's Stortford Town Council under tendered contract arrangements. Income from this market will no longer be reported as part of this indicator. Quarter 1 in 2015/16 was the last period this income was included hence the decline in the short term trend. Income from Bishops Stortford market will be subject to separate reporting mechanisms including monitoring of the contract. Income from Hertford and Ware markets is slightly above target for this period and breaks down as follows - Hertford £12,161.40, Ware £3,102.90.																														
Management Response / Action	The long term trend compares current performance against the average over the last four quarters and therefore takes account of the income we received for Bishop's Stortford in 2014/15. The long term trend will continue to show a decline for several quarters until we move to a period whereby past data does not include Bishop's Stortford. No further management response required at this stage.																														

PI Code & Short Name	EHPI 11.2 Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	Managed By	Paul Pullin; Benjamin Wood																																				
<p>EHPI 11.2 Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)</p>  <table border="1"> <caption>EHPI 11.2 Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>61</td> <td>57</td> <td>57</td> </tr> <tr> <td>Q2 2014/15</td> <td>59</td> <td>57</td> <td>57</td> </tr> <tr> <td>Q3 2014/15</td> <td>56</td> <td>57</td> <td>57</td> </tr> <tr> <td>Q4 2014/15</td> <td>53</td> <td>57</td> <td>57</td> </tr> <tr> <td>Q1 2015/16</td> <td>62</td> <td>57</td> <td>60</td> </tr> <tr> <td>Q2 2015/16</td> <td>63</td> <td>57</td> <td>60</td> </tr> <tr> <td>Q3 2015/16</td> <td>-</td> <td>57</td> <td>60</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> <td>57</td> <td>60</td> </tr> </tbody> </table>		Quarter	Quarters	Target (Quarters)	Forecast (Quarters)	Q1 2014/15	61	57	57	Q2 2014/15	59	57	57	Q3 2014/15	56	57	57	Q4 2014/15	53	57	57	Q1 2015/16	62	57	60	Q2 2015/16	63	57	60	Q3 2015/16	-	57	60	Q4 2015/16	-	57	60	Short Term Trend Arrow	
Quarter	Quarters	Target (Quarters)	Forecast (Quarters)																																				
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Q2 2014/15	59	57	57																																				
Q3 2014/15	56	57	57																																				
Q4 2014/15	53	57	57																																				
Q1 2015/16	62	57	60																																				
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Q4 2015/16	-	57	60																																				
		Long Term Trend Arrow /Forecast line																																					
		Traffic Light Icon																																					
		Current Value	63																																				
		Current Target	57																																				
Notes & History Latest Note		The number of producers at Hertford Farmers market continues to conform to profile (slightly increased from previous quarters) representing almost full capacity to the pitch space available for stalls.																																					
Management Response / Action		No further management response required at this stage.																																					

Directorate Customer and Community Services
Service Area Environmental Services and Leisure

PI Code & Short Name	EHPI 3c Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza;																																				
<p>EHPI 3c Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)</p>  <table border="1"> <caption>EHPI 3c Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> <th>Forecast (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>6,745</td> <td>7,500</td> <td>7,500</td> </tr> <tr> <td>Q2 2014/15</td> <td>8,168</td> <td>7,500</td> <td>7,500</td> </tr> <tr> <td>Q3 2014/15</td> <td>6,658</td> <td>7,500</td> <td>7,500</td> </tr> <tr> <td>Q4 2014/15</td> <td>7,697</td> <td>7,500</td> <td>7,500</td> </tr> <tr> <td>Q1 2015/16</td> <td>7,506</td> <td>7,500</td> <td>7,500</td> </tr> <tr> <td>Q2 2015/16</td> <td>7,066</td> <td>7,500</td> <td>7,500</td> </tr> <tr> <td>Q3 2015/16</td> <td>-</td> <td>7,500</td> <td>7,500</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> <td>7,500</td> <td>7,500</td> </tr> </tbody> </table>		Quarter	Quarters	Target (Quarters)	Forecast (Quarters)	Q1 2014/15	6,745	7,500	7,500	Q2 2014/15	8,168	7,500	7,500	Q3 2014/15	6,658	7,500	7,500	Q4 2014/15	7,697	7,500	7,500	Q1 2015/16	7,506	7,500	7,500	Q2 2015/16	7,066	7,500	7,500	Q3 2015/16	-	7,500	7,500	Q4 2015/16	-	7,500	7,500	Short Term Trend Arrow	
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		Long Term Trend Arrow /Forecast line																																					
		Traffic Light Icon	N/A - Trend only indicator																																				
		Current Value	7,066																																				
		Current Target	N/A - Trend only indicator																																				
Notes & History Latest Note		Swim usage is following normal trend patterns but throughput is below service expectations. Swimming is declining nationally however August 2015 was particularly low month this year.																																					
Management Response / Action		No further management response 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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Long Term Trend Arrow /Forecast line																																							
Traffic Light Icon	N/A - Trend only indicator																																						
Current Value	40,912																																						
Current Target	Trend only indicator																																						
Notes & History Latest Note	Throughput figures for this age group are following normal trends, although down on previous year they are still above the 4 year average.																																						
Management Response / Action	No further management response required at this stage.																																						

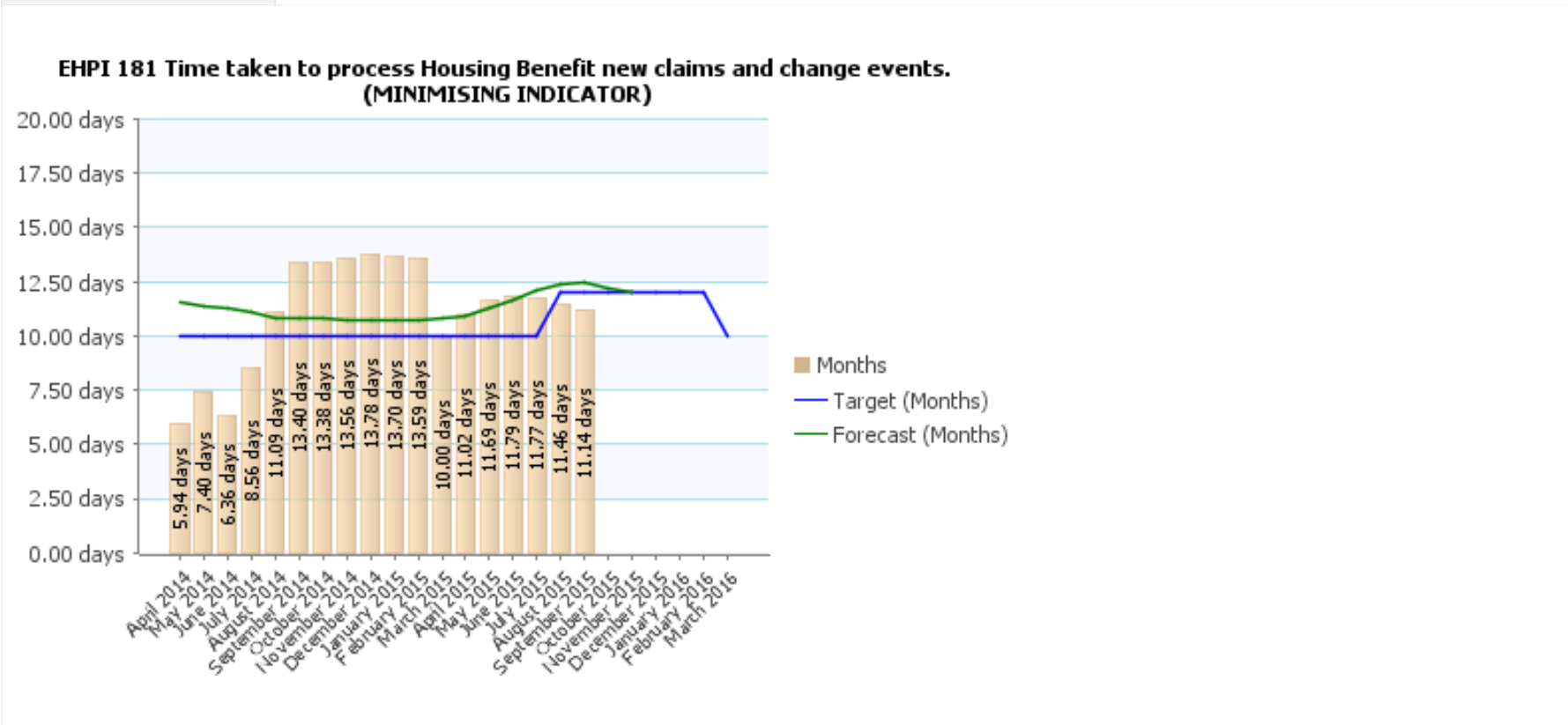
PI Code & Short Name	EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza:																																				
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Q4 2015/16	-	-	-																																				
Long Term Trend Arrow /Forecast line																																							
Traffic Light Icon	N/A - Trend only indicator																																						
Current Value	4,916																																						
Current Target	N/A - Trend only indicator																																						
Notes & History Latest Note	Throughput is following normal trends and performing well against the previous 4 year average.																																						
Management Response / Action	No further management response required at this stage.																																						

PI Code & Short Name	EHPI 3a Usage: number of swims (under 16). (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza:																												
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		Traffic Light Icon	N/A - Trend only indicator																												
		Current Value	15,466																												
		Current Target	N/A - Trend only indicator																												
Notes & History Latest Note		Swim usage is following normal trend patterns and 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.																													
Management Response / Action		No further management response required at this stage.																													

PI Code & Short Name	EHPI 3b Usage: number of swims (16 - under 60 year olds). (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza:																												
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		Traffic Light Icon	N/A - Trend only indicator																												
		Current Value	25,281																												
		Current Target	N/A - Trend only indicator																												
Notes & History Latest Note		Swim usage is following normal trend patterns but is down on service expectations. August 2015 appears to have been a poor month for this swimming age group compared to previous years and this has depressed the quarterly total. To be raised with the leisure provider and a future programme to be agreed to prevent further drops in this age category.																													
Management Response / Action		No further management response required at this stage.																													

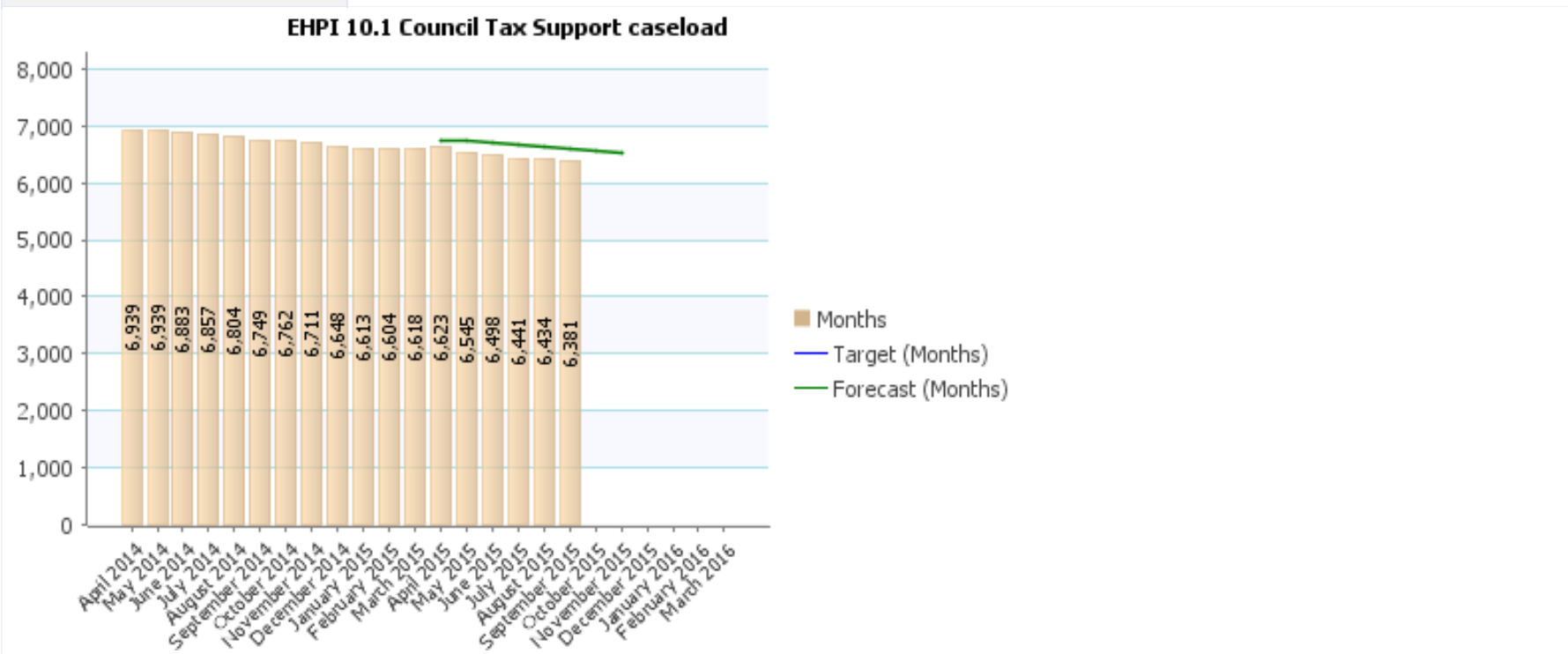
Directorate Finance and Support Services
Service Area Revenues and Benefits

PI Code & Short Name | EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)



Managed By	Su Tarran; Adele Taylor
Short Term Trend Arrow	↑
Long Term Trend Arrow /Forecast line	↑
Traffic Light Icon	🟢
Current Value	11.14 days
Current Target	12.00 days
Notes & History Latest Note	Performance for the period of 4 August 2015 to 8 September 2015 is 9.67 days, bringing the cumulative down to 11.14 days
Management Response / Action	No further management response required at this stage.

PI Code & Short Name | EHPI 10.1 Council Tax Support caseload



Managed By	Su Tarran; Adele Taylor
Short Term Trend Arrow	↓
Long Term Trend Arrow /Forecast line	↓
Traffic Light Icon	Trend only indicator
Current Value	6,381
Current Target	Trend only indicator
Notes & History Latest Note	The service is expecting a steady decline until central government strategies are applied
Management Response / Action	No further management response required at this stage.

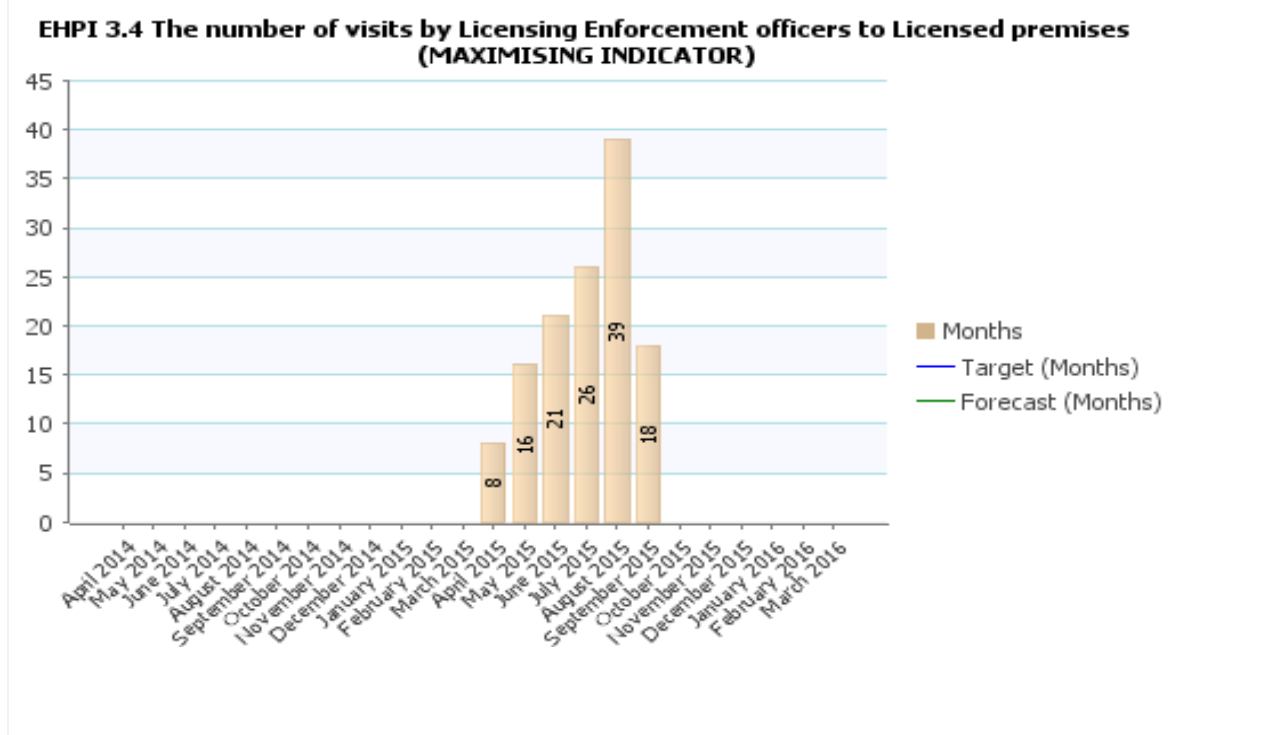

PI Code & Short Name	EHPI 10.3 Housing benefit caseload	Managed By	Su Tarran; Adele Taylor																																																		
<p>EHPI 10.3 Housing benefit caseload</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Caseload</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>6,356</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>6,228</td></tr> <tr><td>March 2015</td><td>6,231</td></tr> <tr><td>April 2015</td><td>6,173</td></tr> <tr><td>May 2015</td><td>6,209</td></tr> <tr><td>June 2015</td><td>6,173</td></tr> <tr><td>July 2015</td><td>6,146</td></tr> <tr><td>August 2015</td><td>6,146</td></tr> <tr><td>September 2015</td><td>6,145</td></tr> <tr><td>October 2015</td><td>6,104</td></tr> <tr><td>November 2015</td><td>6,104</td></tr> <tr><td>December 2015</td><td>6,104</td></tr> <tr><td>January 2016</td><td>6,104</td></tr> <tr><td>February 2016</td><td>6,104</td></tr> <tr><td>March 2016</td><td>6,104</td></tr> </tbody> </table>		Month	Caseload	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	6,228	March 2015	6,231	April 2015	6,173	May 2015	6,209	June 2015	6,173	July 2015	6,146	August 2015	6,146	September 2015	6,145	October 2015	6,104	November 2015	6,104	December 2015	6,104	January 2016	6,104	February 2016	6,104	March 2016	6,104	Short Term Trend Arrow	
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Traffic Light Icon	Trend only indicator																																																				
Current Value	6,104																																																				
Current Target	Trend only indicator																																																				
Notes & History Latest Note	The service is expecting a steady decline until central government strategies are applied																																																				
Management Response / Action	No further management response required at this stage.																																																				

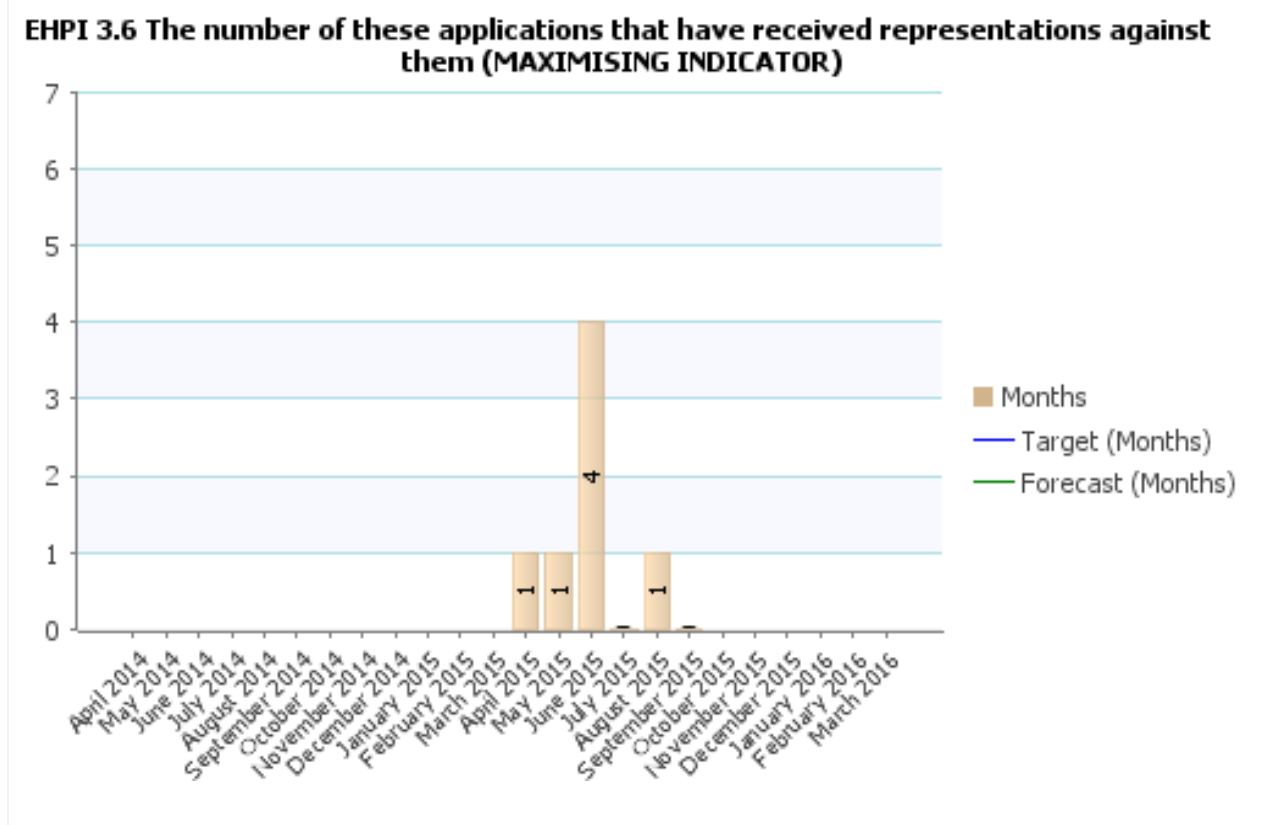

Directorate Neighbourhood Services
Service Area Community Safety and Health

PI Code & Short Name	EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Brian Simmonds																																																		
<p>EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR)</p> <table border="1"> <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%	Short Term Trend Arrow	
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Long Term Trend Arrow /Forecast line																																																					
Traffic Light Icon																																																					
Current Value	97%																																																				
Current Target	98%																																																				
Notes & History Latest Note	97% of environmental health service requests responded to within target times. This equates to 60 service requests missing their first responses since April 2015. 280 service requests have been received this month. 1727 service requests have been received since April 2015. This represents a 0% decrease in number of service requests from this time last year.																																																				
Management Response / Action	No further management response required at this stage.																																																				

PI Code & Short Name EHPI 129 Response time to 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"> <tr> <td data-bbox="1834 279 2086 359">Short Term Trend Arrow</td> <td data-bbox="2086 279 2783 359"></td> </tr> <tr> <td data-bbox="1834 359 2086 449">Long Term Trend Arrow /Forecast line</td> <td data-bbox="2086 359 2783 449"></td> </tr> <tr> <td data-bbox="1834 449 2086 527">Traffic Light Icon</td> <td data-bbox="2086 449 2783 527"></td> </tr> <tr> <td data-bbox="1834 527 2086 573">Current Value</td> <td data-bbox="2086 527 2783 573">100.00 %</td> </tr> <tr> <td data-bbox="1834 573 2086 619">Current Target</td> <td data-bbox="2086 573 2783 619">100.00 %</td> </tr> <tr> <td data-bbox="1834 619 2086 730">Notes & History Latest Note</td> <td data-bbox="2086 619 2783 730">Performance on target. There were five complaints made to the Community Safety Team at East Herts Council all of which were responded to within the minimum of two working days, therefore meeting the 100% target.</td> </tr> <tr> <td data-bbox="1834 730 2086 907">Management Response / Action</td> <td data-bbox="2086 730 2783 907">No further management response required at this stage.</td> </tr> </table>	Short Term Trend Arrow		Long Term Trend Arrow /Forecast line		Traffic Light Icon		Current Value	100.00 %	Current Target	100.00 %	Notes & History Latest Note	Performance on target. There were five complaints made to the Community Safety Team 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 response required at this stage.
Short Term Trend Arrow															
Long Term Trend Arrow /Forecast line															
Traffic Light Icon															
Current Value	100.00 %														
Current Target	100.00 %														
Notes & History Latest Note	Performance on target. There were five complaints made to the Community Safety Team 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 response required at this stage.														


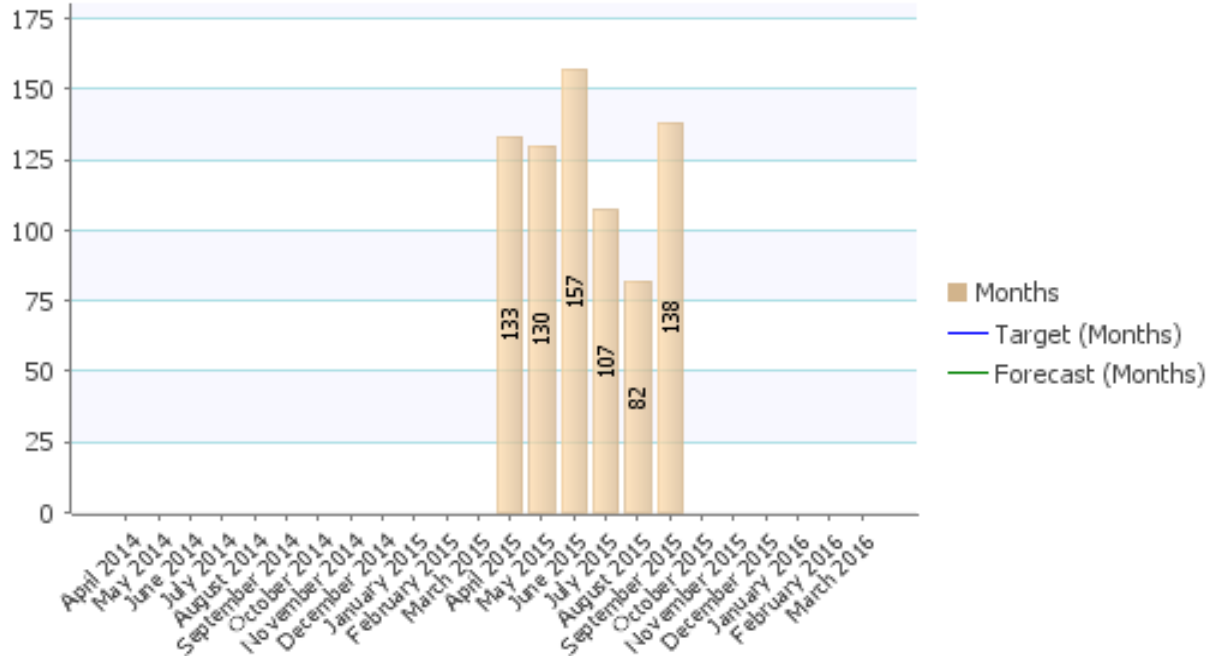
PI Code & Short Name EHPI 3.1 The number of formal warnings issued to drivers and operators by the Licensing team. (This includes matters like - failure to produce documents, parking issues and driver conduct). (MAXIMISING INDICATOR)	Managed By Brian Simmonds														
<p>EHPI 3.1 The number of formal 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>	<table border="1"> <tr> <td data-bbox="1834 1045 2086 1125">Short Term Trend Arrow</td> <td data-bbox="2086 1045 2783 1125"></td> </tr> <tr> <td data-bbox="1834 1125 2086 1220">Long Term Trend Arrow /Forecast line</td> <td data-bbox="2086 1125 2783 1220">New indicator therefore more data is required before long term trend can be analysed.</td> </tr> <tr> <td data-bbox="1834 1220 2086 1266">Traffic Light Icon</td> <td data-bbox="2086 1220 2783 1266">N/A - Trend only indicator</td> </tr> <tr> <td data-bbox="1834 1266 2086 1312">Current Value</td> <td data-bbox="2086 1266 2783 1312">0</td> </tr> <tr> <td data-bbox="1834 1312 2086 1358">Current Target</td> <td data-bbox="2086 1312 2783 1358">N/A - Trend only indicator</td> </tr> <tr> <td data-bbox="1834 1358 2086 1417">Notes & History Latest Note</td> <td data-bbox="2086 1358 2783 1417">No warnings issued, some complaints are still ongoing but will probably be dealt with by way of warning letters.</td> </tr> <tr> <td data-bbox="1834 1417 2086 1829">Management Response / Action</td> <td data-bbox="2086 1417 2783 1829">No further management response required at this stage.</td> </tr> </table>	Short Term Trend Arrow		Long Term Trend Arrow /Forecast line	New indicator therefore more data is required before long term trend can be analysed.	Traffic Light Icon	N/A - Trend only indicator	Current Value	0	Current Target	N/A - Trend only indicator	Notes & History Latest Note	No warnings issued, some complaints are still ongoing but will probably be dealt with by way of warning letters.	Management Response / Action	No further management response required at this stage.
Short Term Trend Arrow															
Long Term Trend Arrow /Forecast line	New indicator therefore more data is required before long term trend can be analysed.														
Traffic Light Icon	N/A - Trend only indicator														
Current Value	0														
Current Target	N/A - Trend only indicator														
Notes & History Latest Note	No warnings issued, some complaints are still ongoing but will probably be dealt with by way of warning letters.														
Management Response / Action	No further management response required at this stage.														


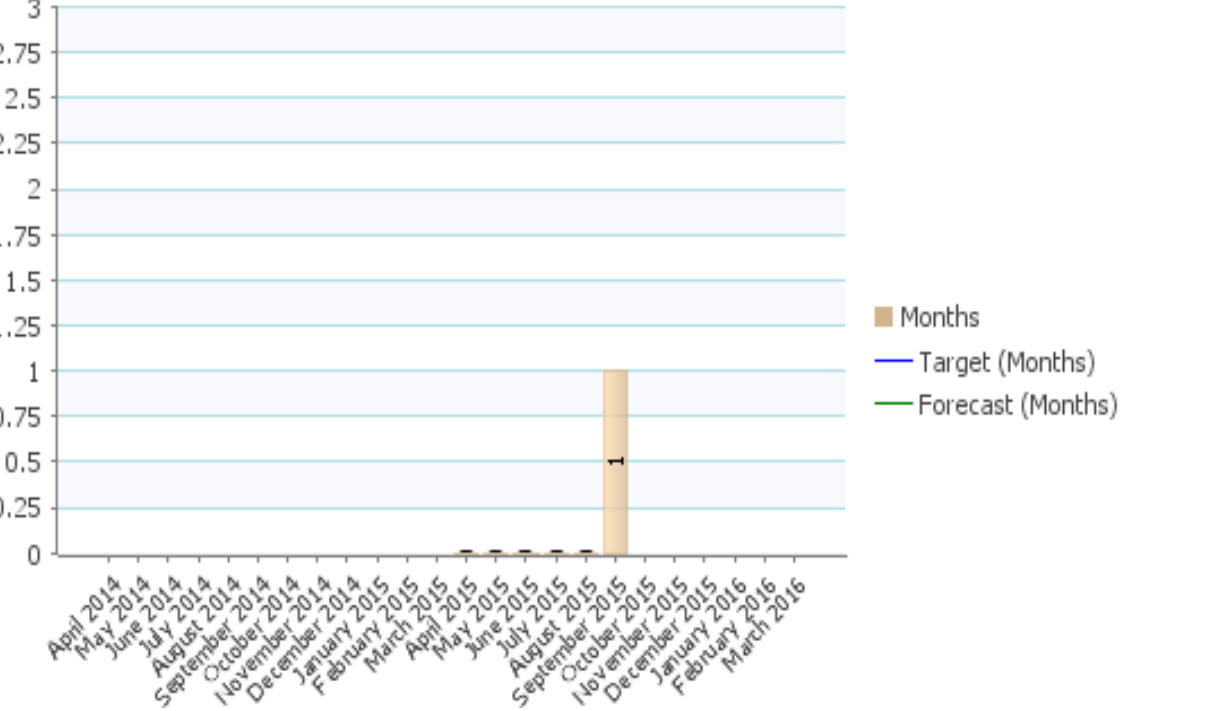
<p>PI Code & Short Name EHPI 3.4 The number of visits by Licensing Enforcement officers to Licensed premises (MAXIMISING INDICATOR)</p>	<p>Managed By Brian Simmonds</p>
<p>EHPI 3.4 The number of visits by Licensing Enforcement officers to Licensed premises (MAXIMISING INDICATOR)</p> 	<p>Short Term Trend Arrow </p>
	<p>Long Term Trend Arrow /Forecast line New indicator therefore more data is required before long term trend can be analysed.</p>
	<p>Traffic Light Icon N/A - Trend only indicator</p>
	<p>Current Value 18</p>
	<p>Current Target N/A - Trend only indicator</p>
	<p>Notes & History Latest Note Fewer routine visits due to staff leave. Complaint led visits were the priority.</p>
	<p>Management Response / Action No further management response required at this stage.</p>

<p>PI Code & Short Name EHPI 3.6 The number of these applications that have received representations against them (MAXIMISING INDICATOR)</p>	<p>Managed By Brian Simmonds</p>
<p>EHPI 3.6 The number of these applications that have received representations against them (MAXIMISING INDICATOR)</p> 	<p>Short Term Trend Arrow </p>
	<p>Long Term Trend Arrow /Forecast line New indicator therefore more data is required before long term trend can be analysed.</p>
	<p>Traffic Light Icon N/A - Trend only indicator</p>
	<p>Current Value 0</p>
	<p>Current Target N/A - Trend only indicator</p>
	<p>Notes & History Latest Note No applications were made in September 2015.</p>
	<p>Management Response / Action No further management response 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>EHPI 3.2 The number of taxi licensing matters taken forward to the Licensing Sub Committee. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Data for EHPI 3.2</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> <th>Forecast (Months)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>May 2014</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>June 2014</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>July 2014</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>August 2014</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>September 2014</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>October 2014</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>November 2014</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>December 2014</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>January 2015</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>February 2015</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>March 2015</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>April 2015</td><td>1</td><td>1.0</td><td>1.0</td></tr> <tr><td>May 2015</td><td>1</td><td>1.0</td><td>1.0</td></tr> <tr><td>June 2015</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>July 2015</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>August 2015</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>September 2015</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>October 2015</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>November 2015</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>December 2015</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>January 2016</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>February 2016</td><td>0</td><td>1.0</td><td>1.0</td></tr> <tr><td>March 2016</td><td>0</td><td>1.0</td><td>1.0</td></tr> </tbody> </table>		Month	Months	Target (Months)	Forecast (Months)	April 2014	0	1.0	1.0	May 2014	0	1.0	1.0	June 2014	0	1.0	1.0	July 2014	0	1.0	1.0	August 2014	0	1.0	1.0	September 2014	0	1.0	1.0	October 2014	0	1.0	1.0	November 2014	0	1.0	1.0	December 2014	0	1.0	1.0	January 2015	0	1.0	1.0	February 2015	0	1.0	1.0	March 2015	0	1.0	1.0	April 2015	1	1.0	1.0	May 2015	1	1.0	1.0	June 2015	0	1.0	1.0	July 2015	0	1.0	1.0	August 2015	0	1.0	1.0	September 2015	0	1.0	1.0	October 2015	0	1.0	1.0	November 2015	0	1.0	1.0	December 2015	0	1.0	1.0	January 2016	0	1.0	1.0	February 2016	0	1.0	1.0	March 2016	0	1.0	1.0	<p>Short Term Trend Arrow</p>	
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		<p>Current Target</p>	<p>N/A - Trend only indicator</p>																																																																																																				
		<p>Notes & History Latest Note</p>	<p>1 applicant with offending history, policy requires sub committee</p>																																																																																																				
		<p>Management Response / Action</p>	<p>No further management response required at this stage.</p>																																																																																																				

<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</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> <th>Forecast (Months)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>May 2014</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>June 2014</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>July 2014</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>August 2014</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>September 2014</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>October 2014</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>November 2014</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>December 2014</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>January 2015</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>February 2015</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>March 2015</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>April 2015</td><td>15</td><td>10</td><td>10</td></tr> <tr><td>May 2015</td><td>3</td><td>10</td><td>10</td></tr> <tr><td>June 2015</td><td>4</td><td>10</td><td>10</td></tr> <tr><td>July 2015</td><td>6</td><td>10</td><td>10</td></tr> <tr><td>August 2015</td><td>2</td><td>10</td><td>10</td></tr> <tr><td>September 2015</td><td>10</td><td>10</td><td>10</td></tr> <tr><td>October 2015</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>November 2015</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>December 2015</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>January 2016</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>February 2016</td><td>0</td><td>10</td><td>10</td></tr> <tr><td>March 2016</td><td>0</td><td>10</td><td>10</td></tr> </tbody> </table>		Month	Months	Target (Months)	Forecast (Months)	April 2014	0	10	10	May 2014	0	10	10	June 2014	0	10	10	July 2014	0	10	10	August 2014	0	10	10	September 2014	0	10	10	October 2014	0	10	10	November 2014	0	10	10	December 2014	0	10	10	January 2015	0	10	10	February 2015	0	10	10	March 2015	0	10	10	April 2015	15	10	10	May 2015	3	10	10	June 2015	4	10	10	July 2015	6	10	10	August 2015	2	10	10	September 2015	10	10	10	October 2015	0	10	10	November 2015	0	10	10	December 2015	0	10	10	January 2016	0	10	10	February 2016	0	10	10	March 2016	0	10	10	<p>Short Term Trend Arrow</p>	
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		<p>Current Target</p>	<p>N/A - Trend only indicator</p>																																																																																																				
		<p>Notes & History Latest Note</p>	<p>Increase of 3 events from the same time period last year.</p>																																																																																																				
		<p>Management Response / Action</p>	<p>No further management response required at this stage.</p>																																																																																																				

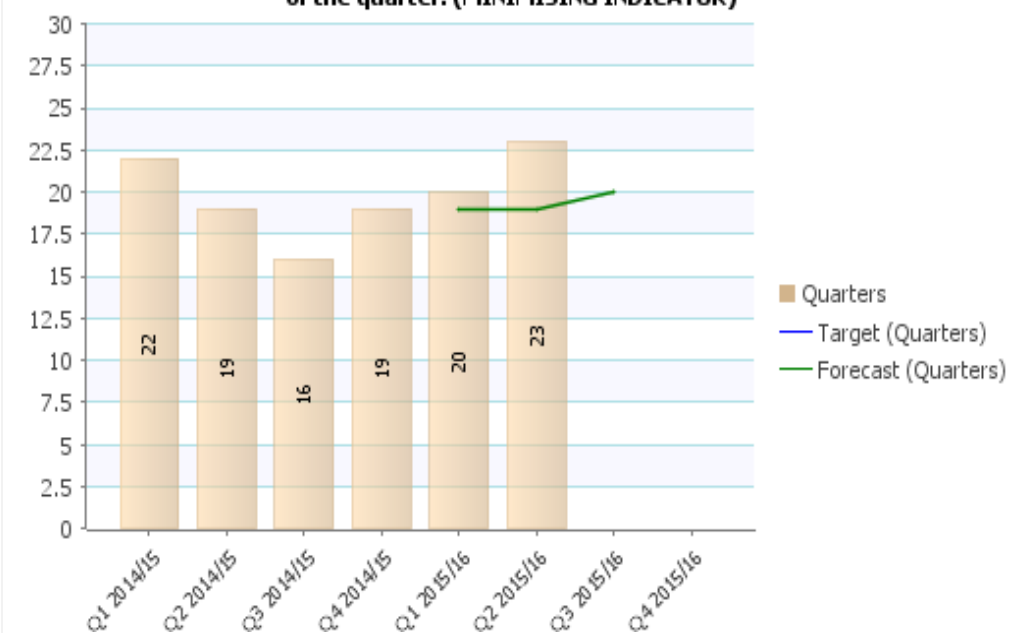
PI Code & Short Name	EHPI 3.5 The number of applications received by the Licensing team in respect of Licensed premises (MAXIMISING INDICATOR)	Managed By	Brian Simmonds
EHPI 3.5 The number of applications received by the Licensing team in respect of Licensed premises (MAXIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow /Forecast line	New indicator therefore more data is required before long term trend can be analysed.
		Traffic Light Icon	N/A - Trend only indicator
		Current Value	138
		Current Target	N/A - Trend only indicator
		Notes & History Latest Note	Increase in TENS applications since last month and amendments to premises Licence have appear to explain the increase
		Management Response / Action	No further management response required at this stage.

PI Code & Short Name	EHPI 3.7 The number of these applications that are taken forward to Licensing Sub Committee (MAXIMISING INDICATOR)	Managed By	Brian Simmonds
EHPI 3.7 The number of these applications that are taken forward to Licensing Sub Committee (MAXIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Long Term Trend Arrow /Forecast line	New indicator therefore more data is required before long term trend can be analysed.
		Traffic Light Icon	N/A - Trend only indicator
		Current Value	1
		Current Target	N/A - Trend only indicator
		Notes & History Latest Note	One licensing application was taken forward to Licensing Sub Committee.
		Management Response / Action	No further management response 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)

EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)



Managed By Simon Drinkwater

Short Term Trend Arrow

Long Term Trend Arrow /Forecast line

Traffic Light Icon N/A - Trend only indicator

Current Value 23

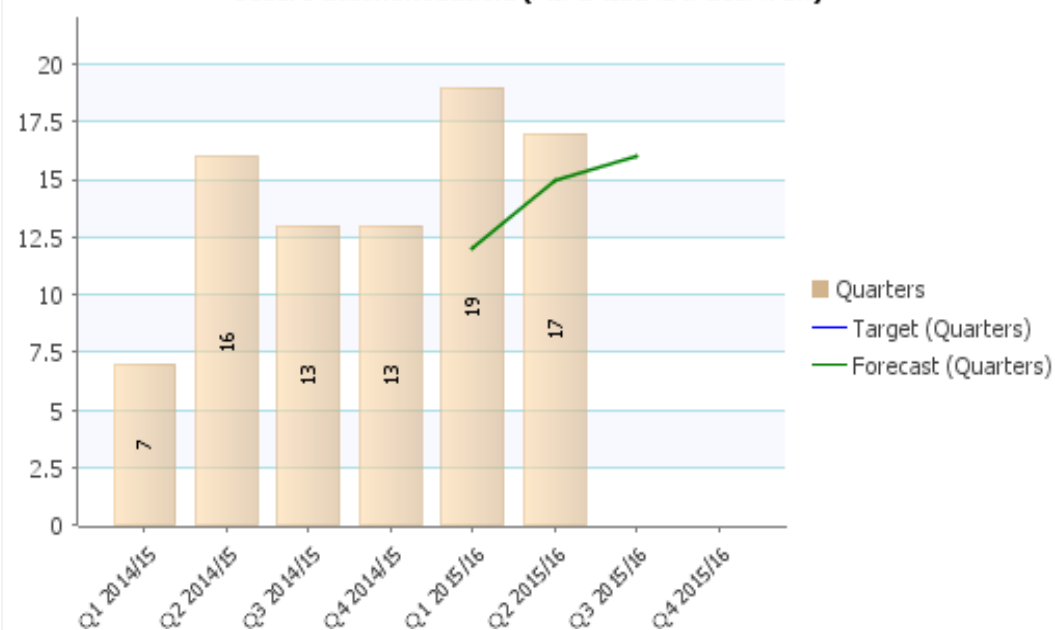
Current Target N/A - Trend only indicator

Notes & History Latest Note
At end of September 2015 there were 23 households in temporary accommodation. The council owned temporary accommodation (hostel) remains full with 12 households. The average length of stay for those with a homeless duty before moving onto a housing association tenancy is 12 weeks. Four households were in B&B waiting for accommodation in the council's hostel. Six households were in temporary supported accommodation and one household was in a long-term private sector leased property.

Management Response / Action
No further management response 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)

EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)



Managed By Simon Drinkwater

Short Term Trend Arrow

Long Term Trend Arrow /Forecast line


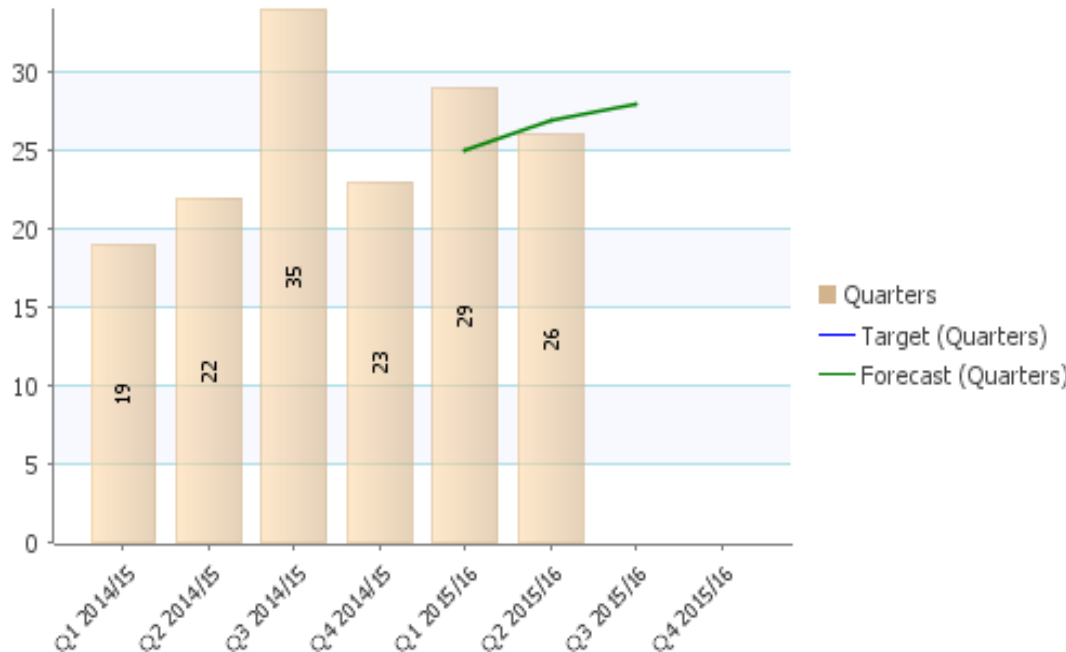

Traffic Light Icon N/A - Trend only indicator










Current Value 17

Current Target N/A - Trend only indicator

Notes & History Latest Note
The number of homeless acceptances in the 2nd quarter was 17 compared with 16 for the 2nd quarter 2014/15. The cumulative total is 36 households compared to 23 households for the first two quarters of 2014/15. The primary reason for homelessness remains the end of a private sector assured short hold tenancy because the landlord requires the property back.

Management Response / Action
Work is underway to profile homelessness presentations, results of this and how it might explain performance will be available from Quarter 3.

PI Code & Short Name	EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater
EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow /Forecast line	
		Traffic Light Icon	N/A - Trend only indicator
		Current Value	26
		Current Target	N/A - Trend only indicator
		Notes & History Latest Note	The second quarter recorded 26 households as presenting as homeless compared to 22 for the same quarter 2014/15. The cumulative total for 2015/16 is 55 compared to 41 for the same two quarters in 2014/15. The primary reasons remains the end of an assured short hold tenancy in the private sector where the landlord wants the property back to either sell or re-let at a higher rent.
		Management Response / Action	No further management response required at this stage.

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