

Community Scrutiny Corporate Healthcheck June - August 2010/11



| PI Status | | Long Term Trends | | Short Term Trends | |
|-----------|-----------|------------------|---------------|-------------------|---------------|
| | Alert | | Improving | | Improving |
| | Warning | | No Change | | No Change |
| | OK | | Getting Worse | | Getting Worse |
| | Unknown | | | | |
| | Data Only | | | | |

Essential Reference Paper B

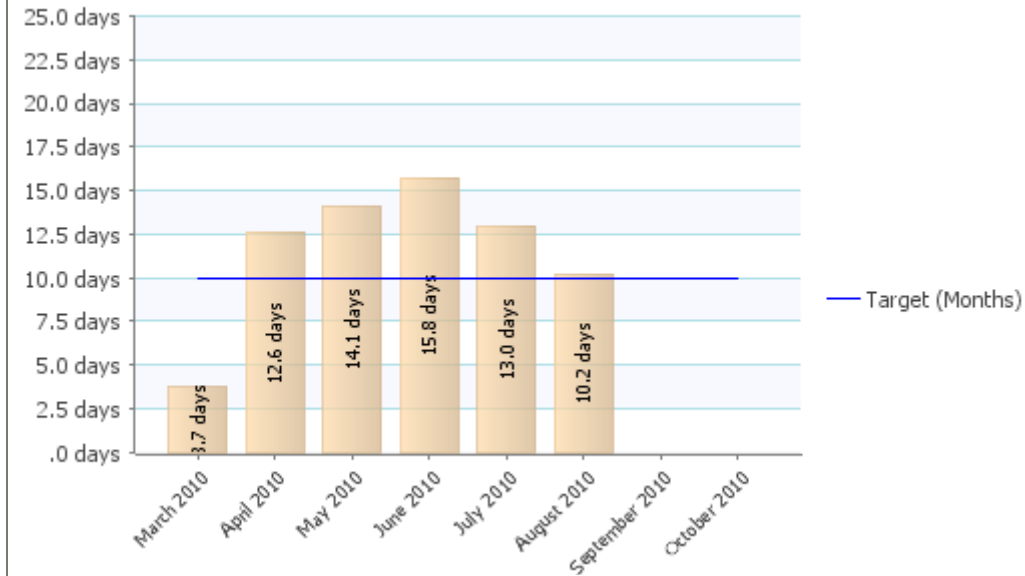
Traffic Light Amber
Description Fit for purpose, services fit for you

Revenues and Benefits Services

| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 |
|---------|--|--------|---------------|----------------|------------------|---|---|
| NI 181 | Time taken to process Housing Benefit/Council Tax Benefit new claims and change events | ▲ | 10.2 days | 10.0 days | ▲ | Latest position is for the period 9 August 2010 to 14 September 2010 = 10.19 days, cumulative position at 14 September 2010 = 13.12 days. | None |

Trend Chart

NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events



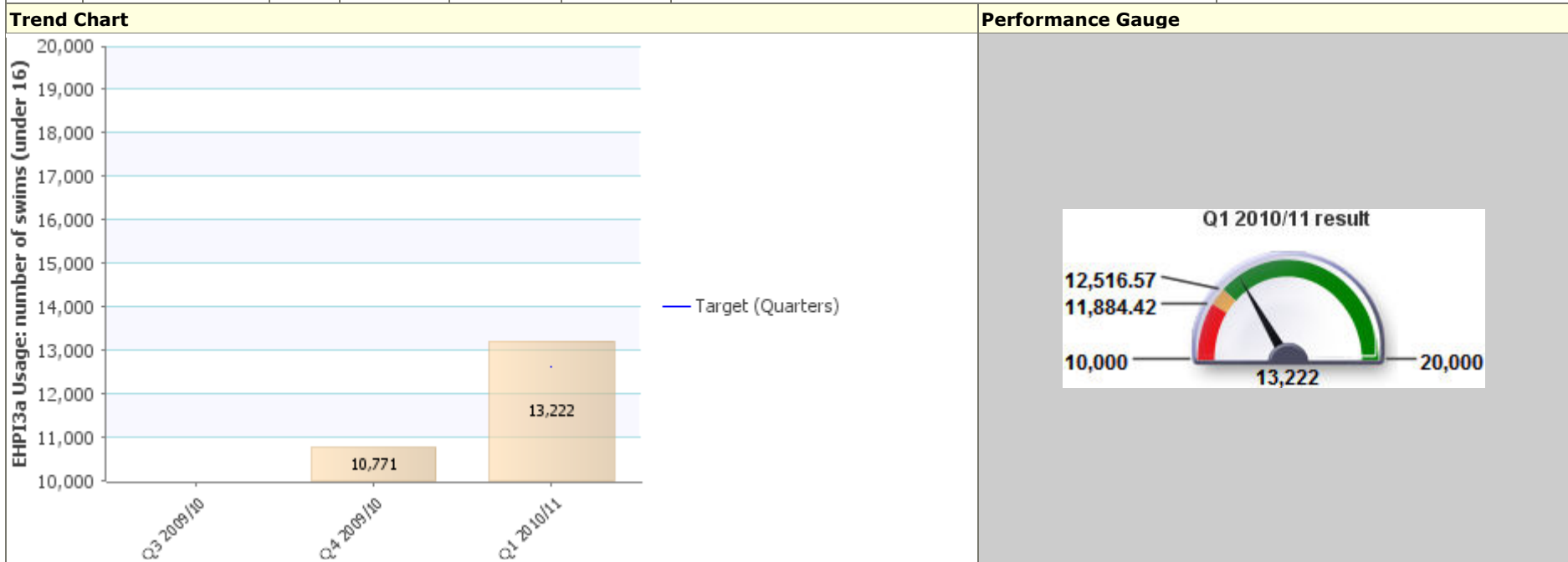
Performance Gauge





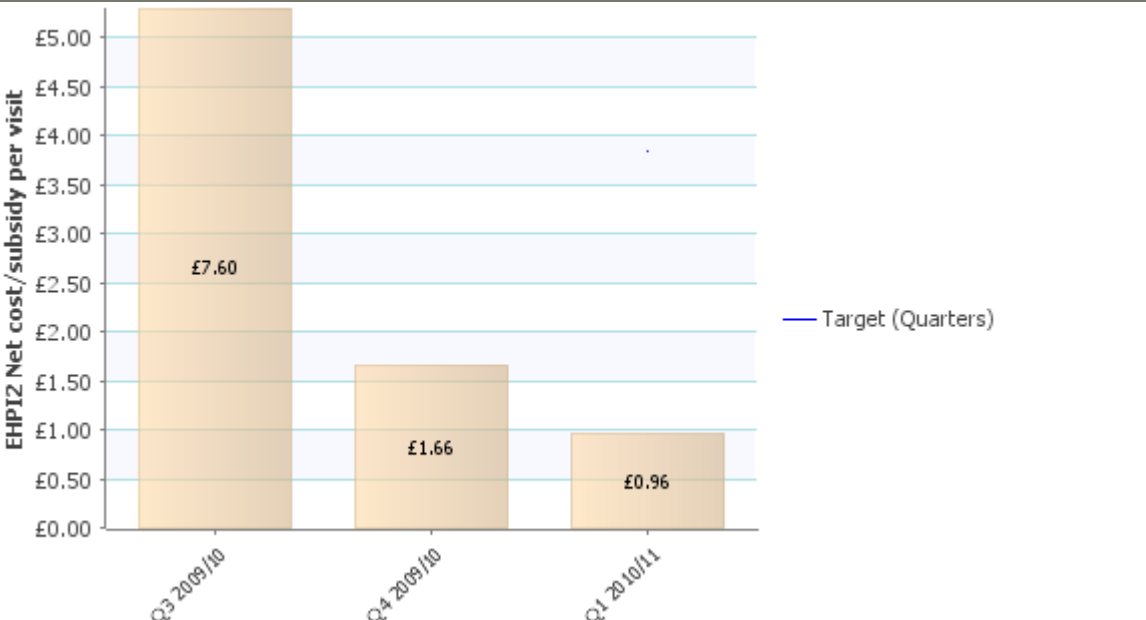
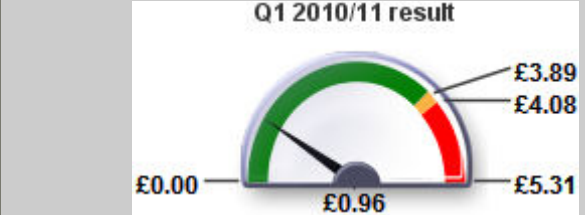
Traffic Light Green
Description Leading the way, working together

Community and Cultural Services

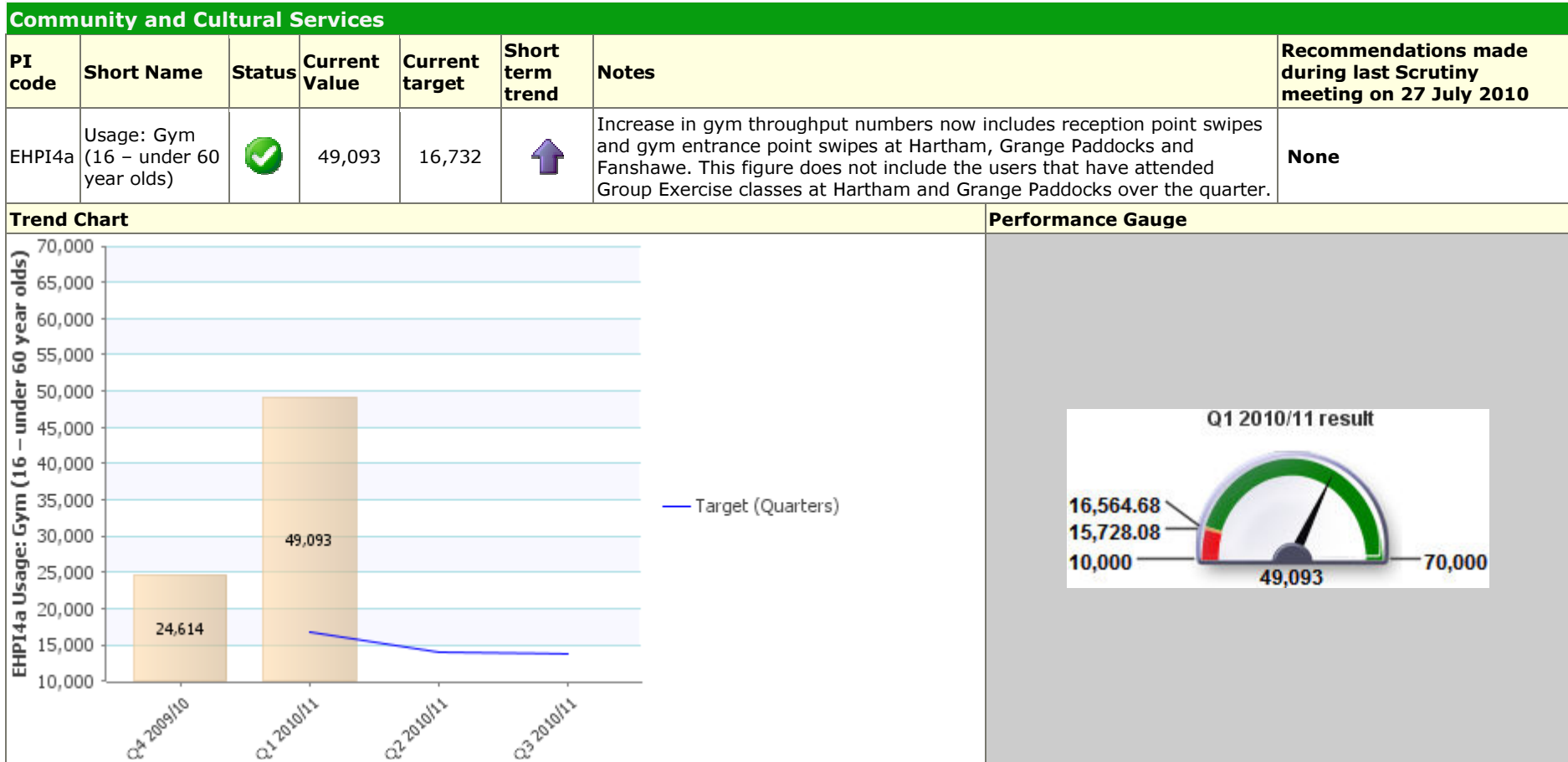
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 |
|---------|-----------------------------------|--------|---------------|----------------|------------------|--|---|
| EHP13a | Usage: number of swims (under 16) | ✔ | 13,222 | 12,643 | ↑ | Normal seasonal trend increase from previous quarter, and a comparative increase compared to Q1 2009/10 having a throughput of 12,518. | None |



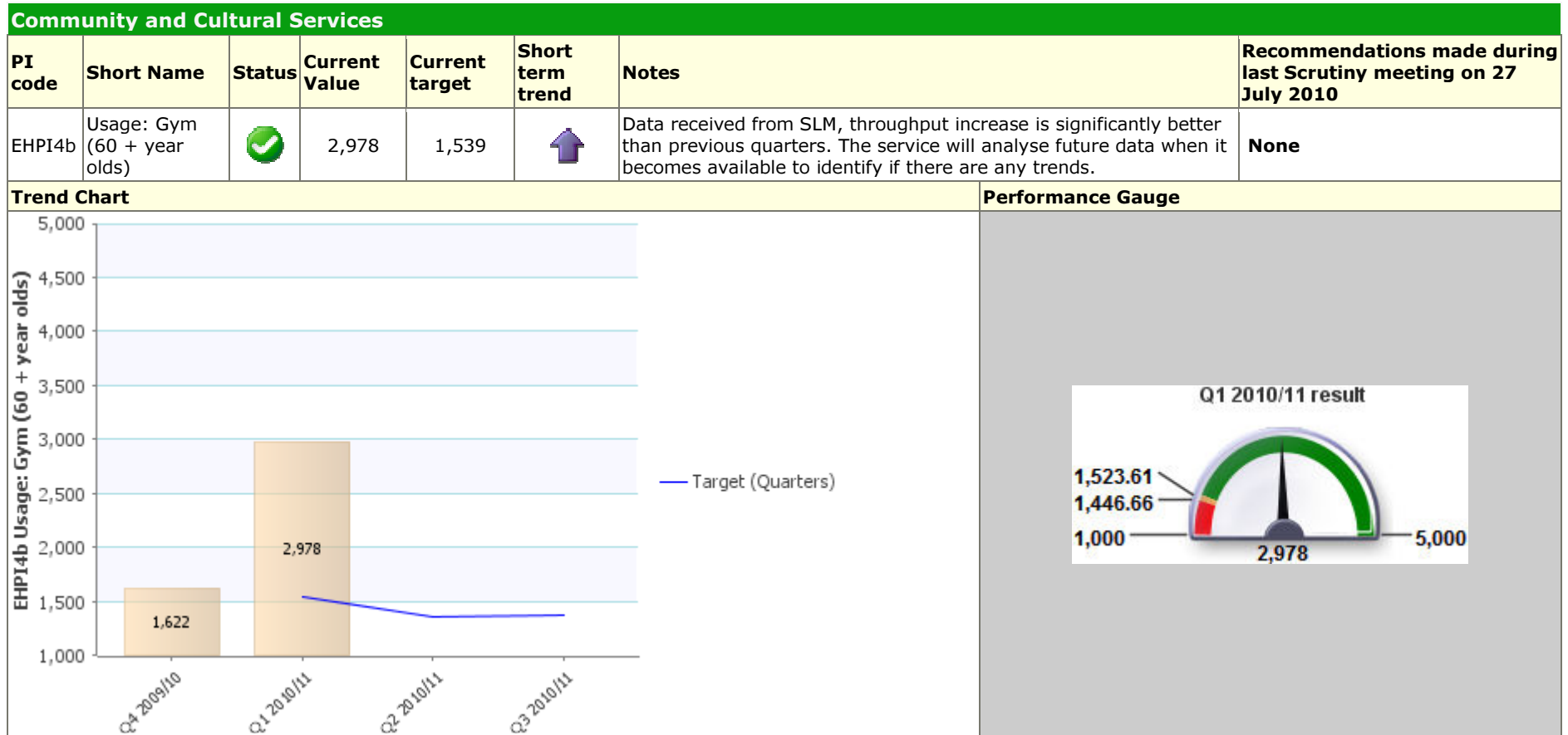
Essential Reference Paper B

| Community and Cultural Services | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|----------------------------|---|---------------|----------------|---|--|---|------------|------|------------|------|------------|------|---|--|-----------|------|------|-------|------|--------------|------|------------|------|-----|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 | | | | | | | | | | | | | | | | | | |
| EHP12 | Net cost/subsidy per visit |  | £0.96 | £3.85 |  | The award of the new contract to SLM has resulted in a significant reduction in the net subsidy per visit. | None | | | | | | | | | | | | | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | | | | | | | | | | | | | |
|  <p style="text-align: center;">— Target (Quarters)</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>EHP12 Net cost/subsidy per visit - Trend Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q3 2009/10</td> <td>7.60</td> </tr> <tr> <td>Q4 2009/10</td> <td>1.66</td> </tr> <tr> <td>Q1 2010/11</td> <td>0.96</td> </tr> </tbody> </table> | | | | | | Quarter | Value (£) | Q3 2009/10 | 7.60 | Q4 2009/10 | 1.66 | Q1 2010/11 | 0.96 |  <p style="text-align: center;">Q1 2010/11 result</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Performance Gauge Scale</caption> <thead> <tr> <th>Value (£)</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>0.00</td> <td>Green</td> </tr> <tr> <td>3.89</td> <td>Green/Yellow</td> </tr> <tr> <td>4.08</td> <td>Yellow/Red</td> </tr> <tr> <td>5.31</td> <td>Red</td> </tr> </tbody> </table> | | Value (£) | Zone | 0.00 | Green | 3.89 | Green/Yellow | 4.08 | Yellow/Red | 5.31 | Red |
| Quarter | Value (£) | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2009/10 | 7.60 | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2009/10 | 1.66 | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2010/11 | 0.96 | | | | | | | | | | | | | | | | | | | | | | | | |
| Value (£) | Zone | | | | | | | | | | | | | | | | | | | | | | | | |
| 0.00 | Green | | | | | | | | | | | | | | | | | | | | | | | | |
| 3.89 | Green/Yellow | | | | | | | | | | | | | | | | | | | | | | | | |
| 4.08 | Yellow/Red | | | | | | | | | | | | | | | | | | | | | | | | |
| 5.31 | Red | | | | | | | | | | | | | | | | | | | | | | | | |



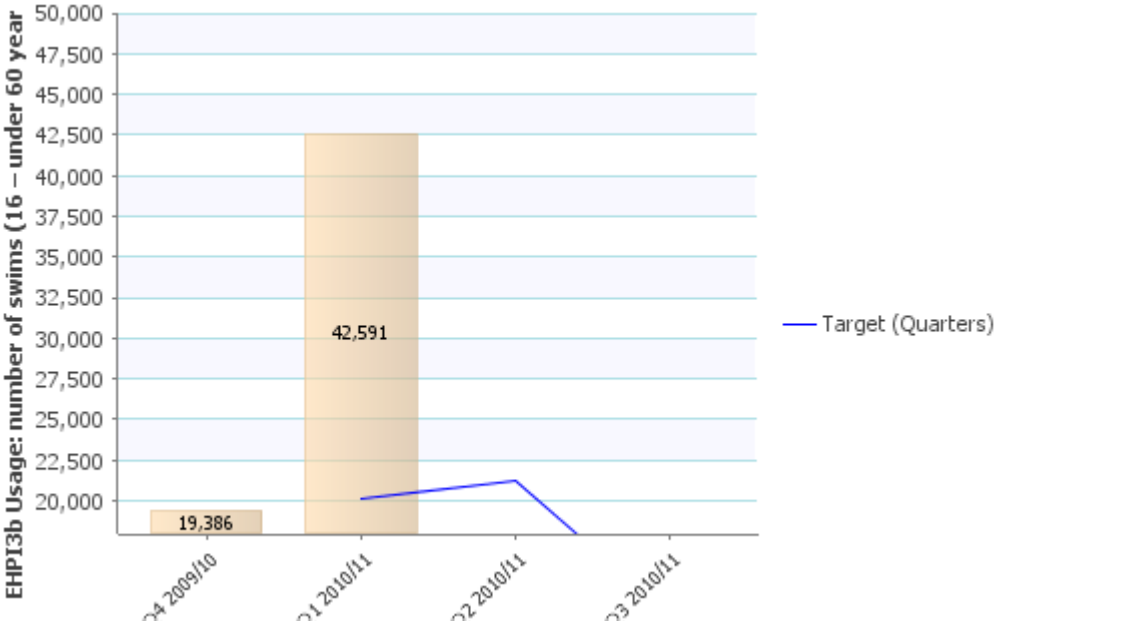

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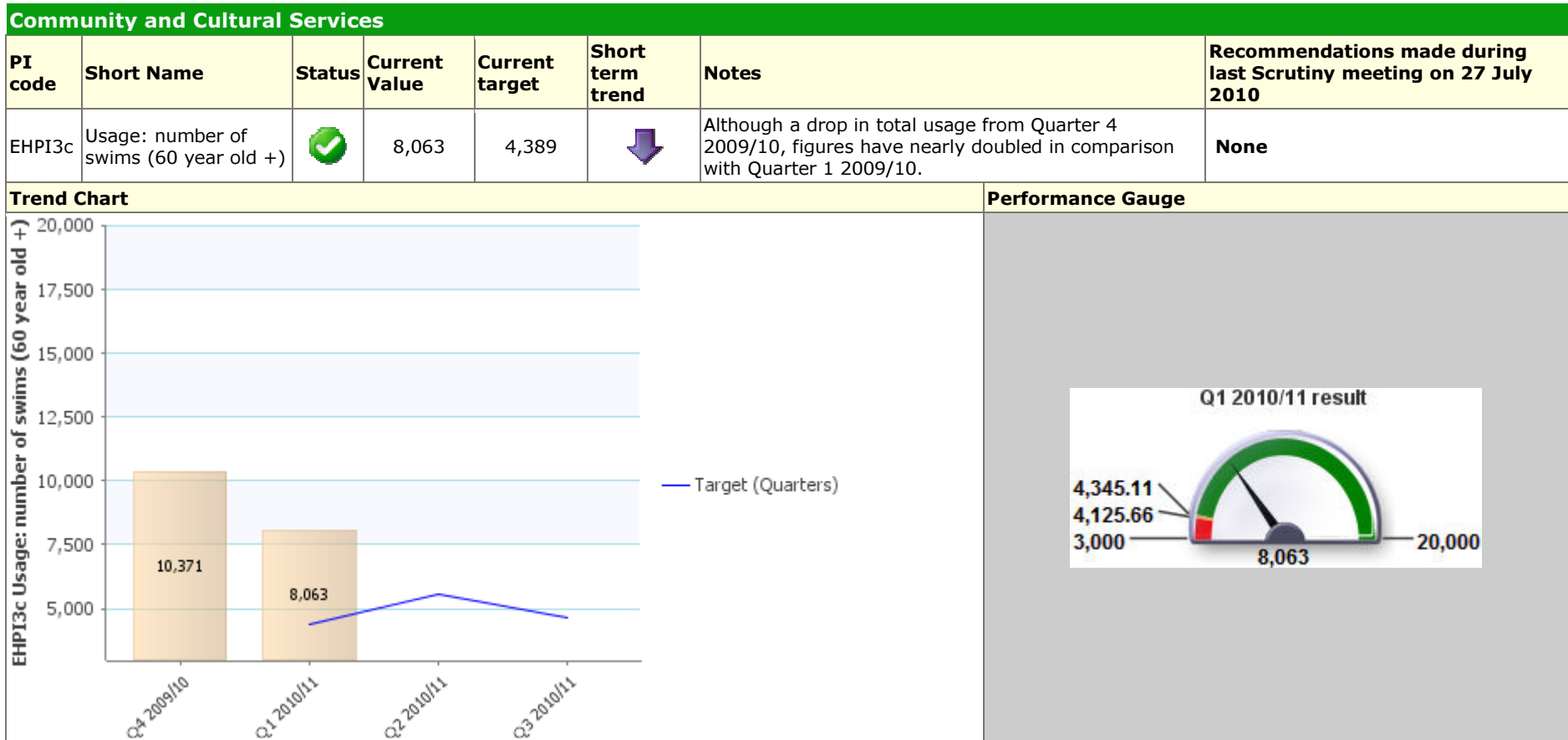
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| Community and Cultural Services | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|---|---------------|----------------|---|--|---|-------------------|------------|--------|---|------------|--------|--------|------------|---|---|------------|---|---|--|--|-------|------|-----------|-------|-----------|--------|--------|-----|--------|---------------|--------|-----------|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EHP13b | Usage: number of swims (16 – under 60 year olds) |  | 42,591 | 20,129 |  | Increase in swimming numbers due to the fact that there are more direct debt. (DD) members who also take up the inclusive swim option included within the DD price plan. | None | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  <p>EHP13b Usage: number of swims (16 – under 60 year olds)</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2009/10</td> <td>19,386</td> <td>-</td> </tr> <tr> <td>Q1 2010/11</td> <td>42,591</td> <td>20,129</td> </tr> <tr> <td>Q2 2010/11</td> <td>-</td> <td>-</td> </tr> <tr> <td>Q3 2010/11</td> <td>-</td> <td>-</td> </tr> </tbody> </table> | | | | | | Quarter | Usage | Target (Quarters) | Q4 2009/10 | 19,386 | - | Q1 2010/11 | 42,591 | 20,129 | Q2 2010/11 | - | - | Q3 2010/11 | - | - |  <p>Q1 2010/11 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>19,927.71</td> <td>Green</td> </tr> <tr> <td>18,921.26</td> <td>Yellow</td> </tr> <tr> <td>18,000</td> <td>Red</td> </tr> <tr> <td>42,591</td> <td>Current Value</td> </tr> <tr> <td>50,000</td> <td>Scale End</td> </tr> </tbody> </table> | | Value | Zone | 19,927.71 | Green | 18,921.26 | Yellow | 18,000 | Red | 42,591 | Current Value | 50,000 | Scale End |
| Quarter | Usage | Target (Quarters) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q4 2009/10 | 19,386 | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 2010/11 | 42,591 | 20,129 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q2 2010/11 | - | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q3 2010/11 | - | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Value | Zone | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 19,927.71 | Green | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 18,921.26 | Yellow | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 18,000 | Red | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 42,591 | Current Value | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 50,000 | Scale End | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Essential Reference Paper B

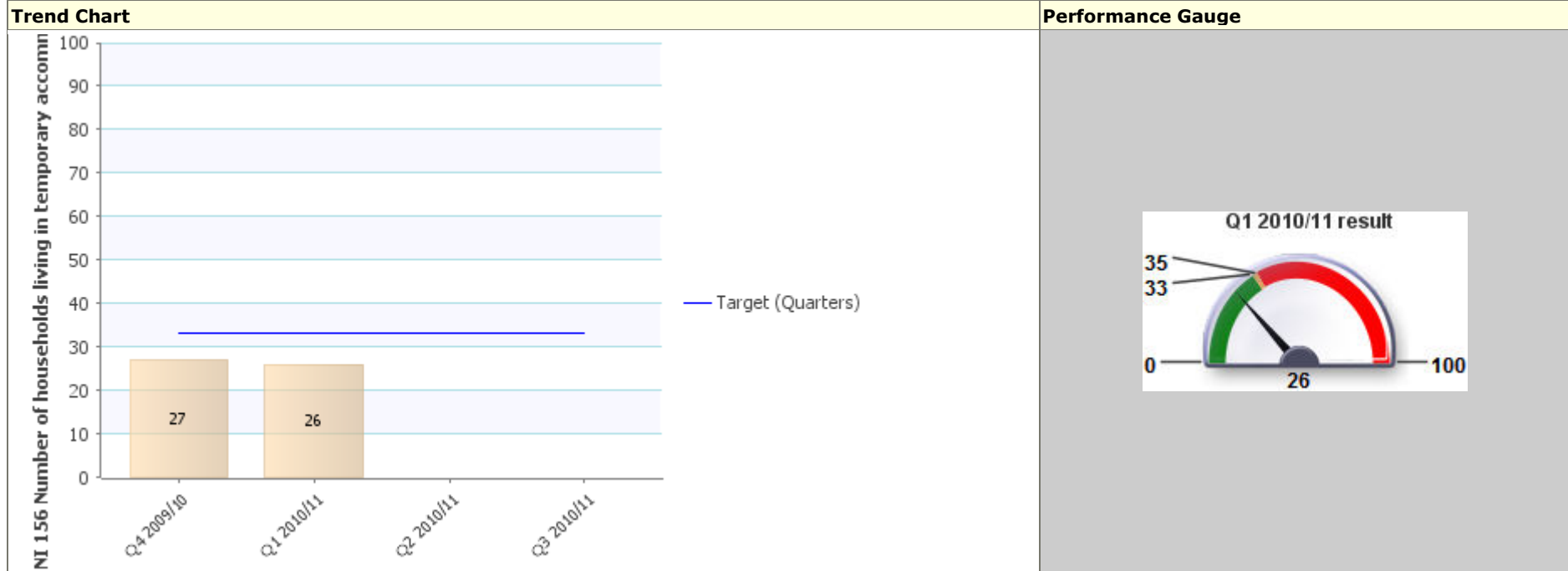


Essential Reference Paper B

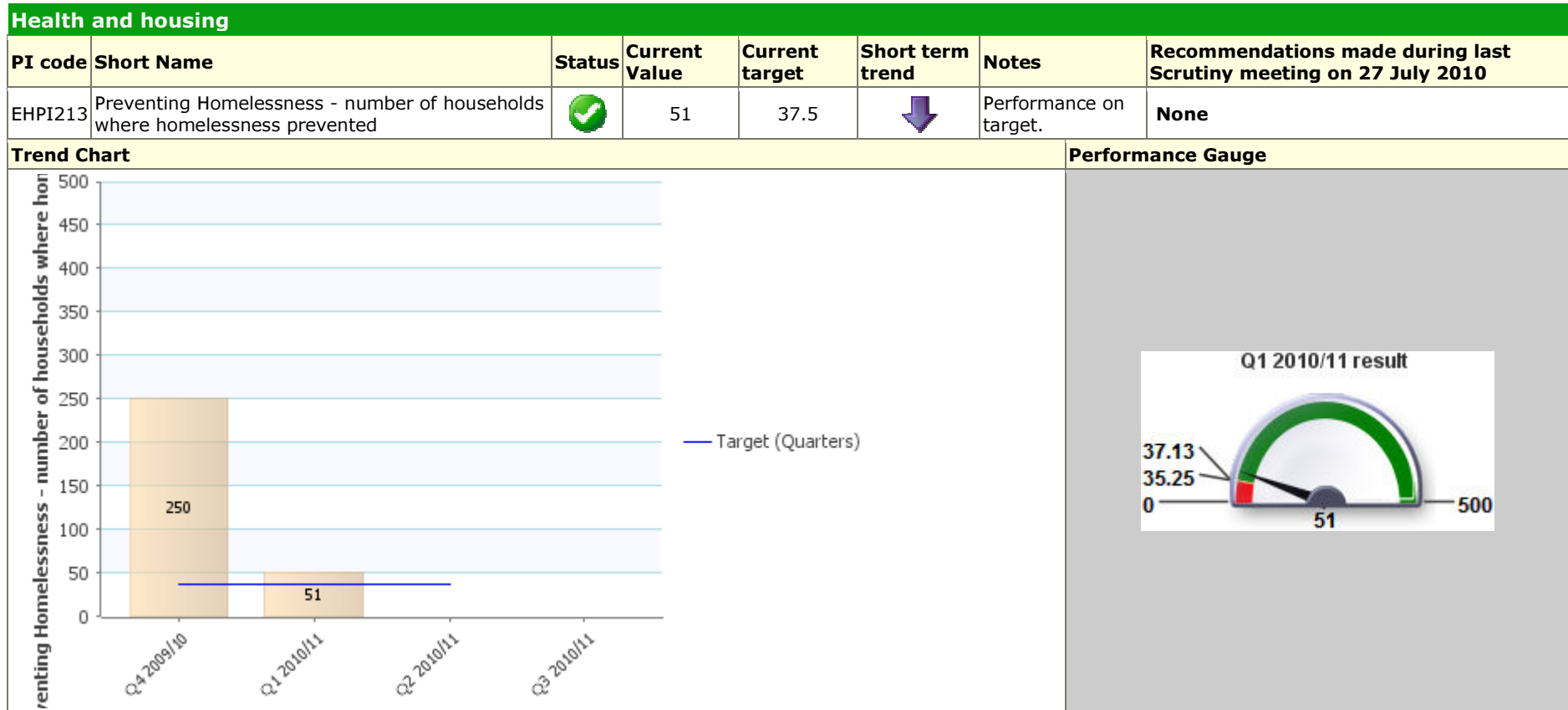
Traffic Light Green
Description Promoting prosperity & well being providing access & opportunities

Health and Housing

| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 |
|---------|--|--------|---------------|----------------|------------------|---|---|
| NI 156 | Number of households living in temporary accommodation | | 26 | 33 | | June 2010: PI comfortably within target | None |





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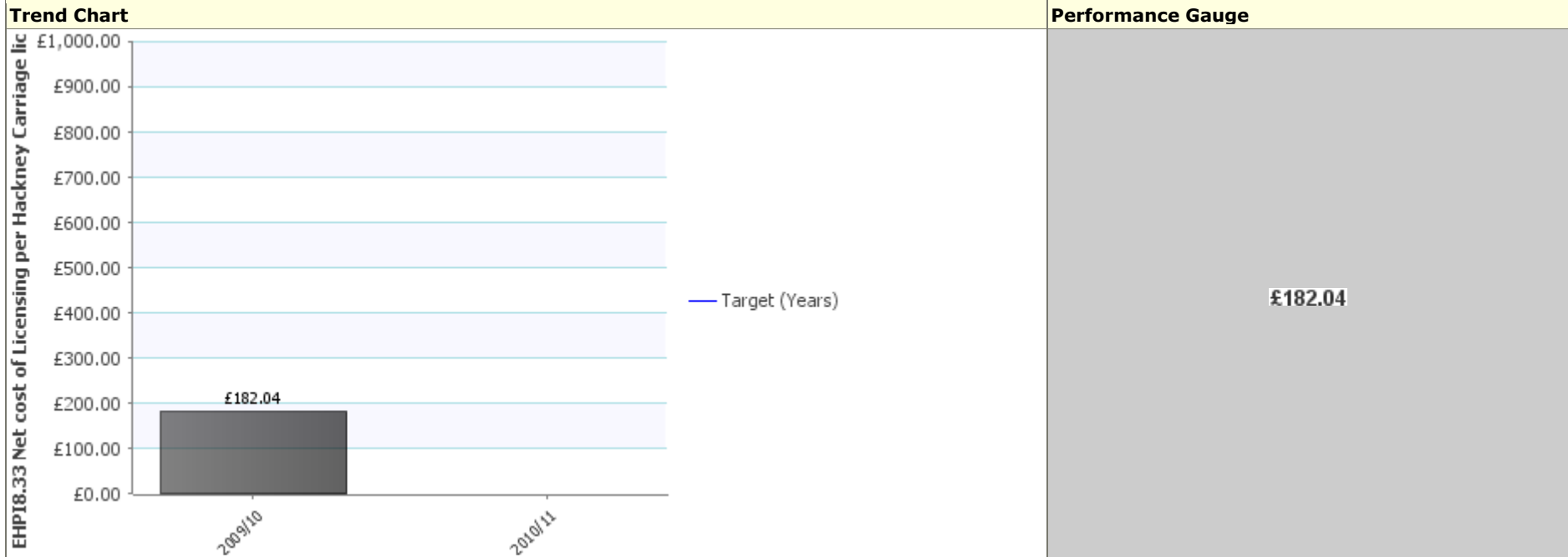


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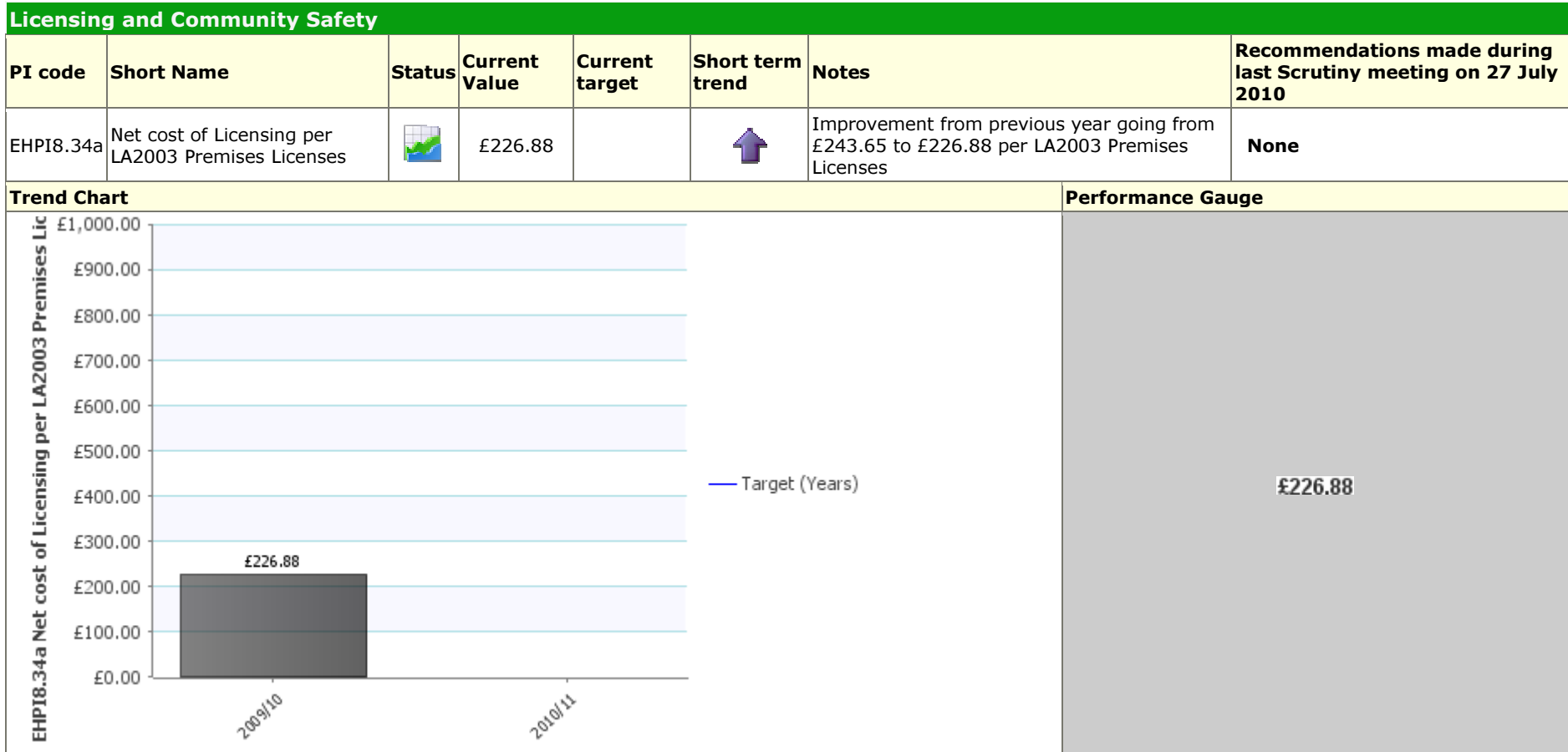
Traffic Light Data Only
Description Fit for purpose, services fit for you

Licensing and Community Safety



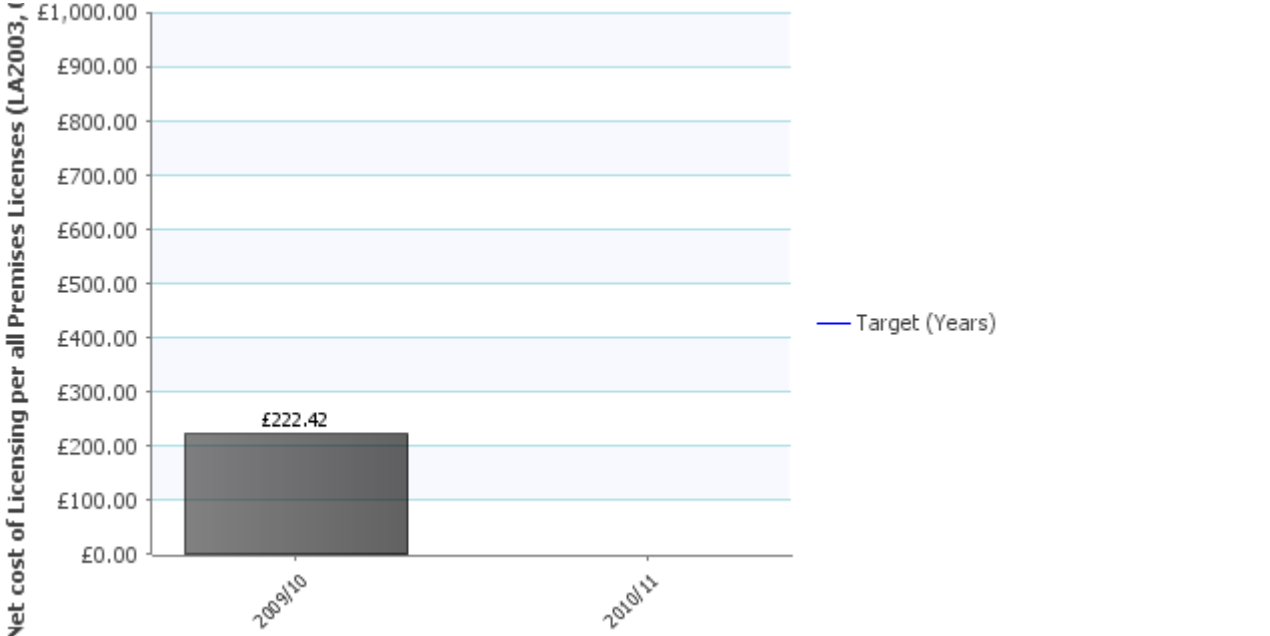
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 |
|----------|--|---|---------------|----------------|---|---|---|
| EHP18.33 | Net cost of Licensing per Hackney Carriage license |  | £182.04 | |  | Improvement from previous year going from £244.61 to £182.04 per Hackney Carriage license | None |



Essential Reference Paper B




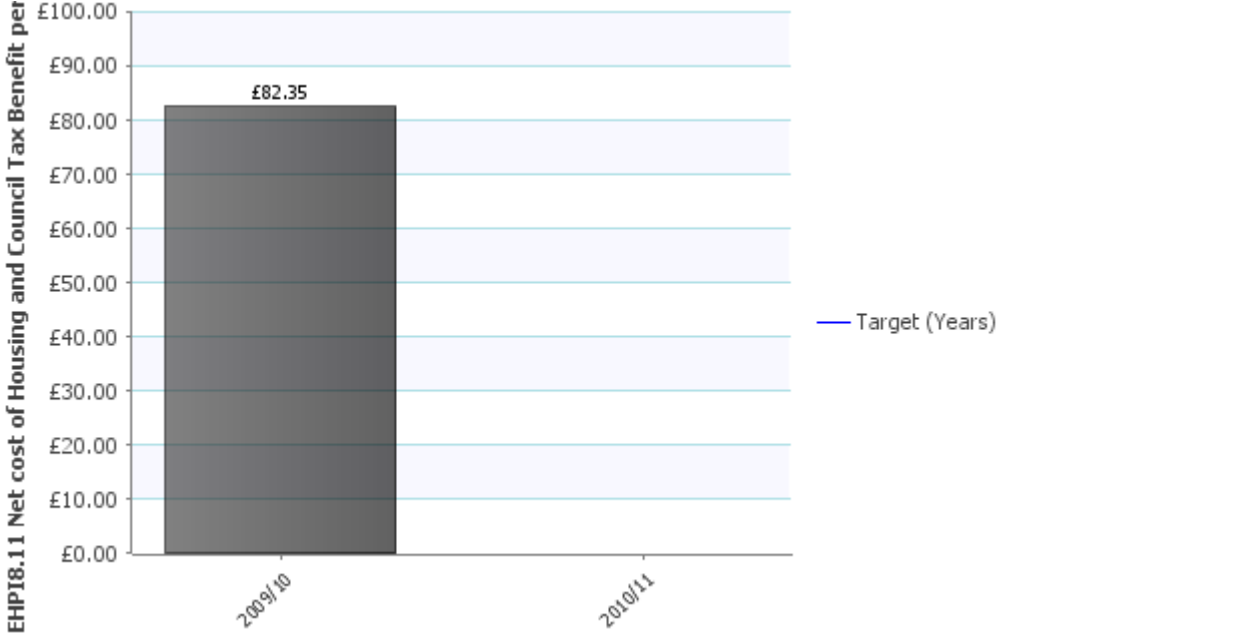
Essential Reference Paper B

| Licensing and Community Safety | | | | | | | | | | | | | |
|--|---|---|---------------|----------------|---|---|---|---------|---------|---------|---|---|--|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 | | | | | | |
| EHP18.34b | Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc) |  | £222.42 | |  | Slight decline from previous year going from £222.34 to £222.42 per all Premises Licenses (LA2003, GA2005 and Misc) | None | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | |
|  <p>Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)</p> <table border="1"> <caption>Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)</caption> <thead> <tr> <th>Year</th> <th>Net cost (£)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>£222.42</td> </tr> <tr> <td>2010/11</td> <td>-</td> </tr> </tbody> </table> | | | | | | Year | Net cost (£) | 2009/10 | £222.42 | 2010/11 | - | <div style="border: 1px solid gray; background-color: #cccccc; padding: 20px; width: 100px; margin: 0 auto;"> <p style="font-size: 24px; font-weight: bold;">£222.42</p> </div> | |
| Year | Net cost (£) | | | | | | | | | | | | |
| 2009/10 | £222.42 | | | | | | | | | | | | |
| 2010/11 | - | | | | | | | | | | | | |



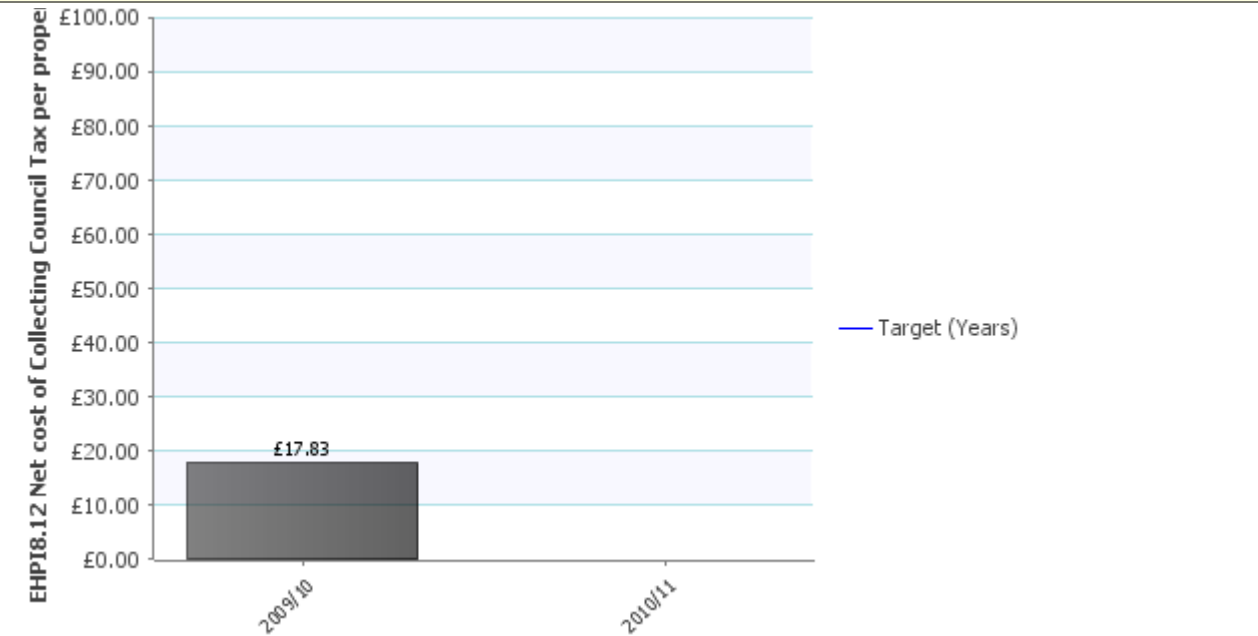
Essential Reference Paper B

| Licensing and Community Safety | | | | | | | |
|--|--|--------|---------------|----------------|------------------|---|---|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 |
| EHP18.35 | Net cost of East Herts funded Police Community Support Officers per head of population | | £0.75 | | | Improvement from previous year going from £0.85 to £0.75 per head of population | None |
| Trend Chart | | | | | | Performance Gauge | |
| <p>£100.00 £90.00 £80.00 £70.00 £60.00 £50.00 £40.00 £30.00 £20.00 £10.00 £0.00</p> <p>£0.75</p> <p>2009/10 2010/11</p> <p>— Target (Years)</p> | | | | | | <p>£0.75</p> | |

Essential Reference Paper B

| Revenues & Benefits | | | | | | | |
|--|---|---|---------------|----------------|------------------|--|---|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 |
| EHP18.11 | Net cost of Housing and Council Tax Benefit per claim |  | £82.35 | | ↓ | Changes to the reporting of pension costs in 2009/10 RO forms have resulted in costs being added to the RO lines used in this measurement. If the 09/10 forms had been compiled as in previous years the unit cost would have been £78.41 - a marginal increase of 0.8%, way below the 2.5% rate of inflation used in 09/10 model. | None |
| Trend Chart | | | | | | Performance Gauge | |
|  <p>The chart displays a single bar for the year 2009/10 with a value of £82.35. The y-axis is labeled 'EHP18.11 Net cost of Housing and Council Tax Benefit per' and ranges from £0.00 to £100.00 in increments of £10.00. The x-axis shows the years 2009/10 and 2010/11. A legend indicates 'Target (Years)' with a blue line.</p> | | | | | | <p>£82.35</p> | |



Essential Reference Paper B

| Revenues & Benefits | | | | | | | |
|---|---|---|---------------|----------------|---|---|---|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 |
| EHP18.12 | Net cost of Collecting Council Tax per property |  | £17.83 | |  | Changes to the reporting of pension costs in 2009/10 RO forms have resulted in costs being added to the RO lines used in this measurement. If the 09/10 forms had been compiled as in previous years the unit cost would have been £17.25 - an even greater reduction compared to 08/09 | None |
| Trend Chart | | | | | | Performance Gauge | |
|  <p>The chart displays the net cost of collecting council tax per property for the financial year 2009/10. The value is £17.83. The y-axis represents the cost in pounds, ranging from £0.00 to £100.00 in increments of £10.00. The x-axis shows the financial years 2009/10 and 2010/11. A legend indicates that a blue line represents the 'Target (Years)', which is not clearly visible on the chart.</p> | | | | | | <p>£17.83</p> | |

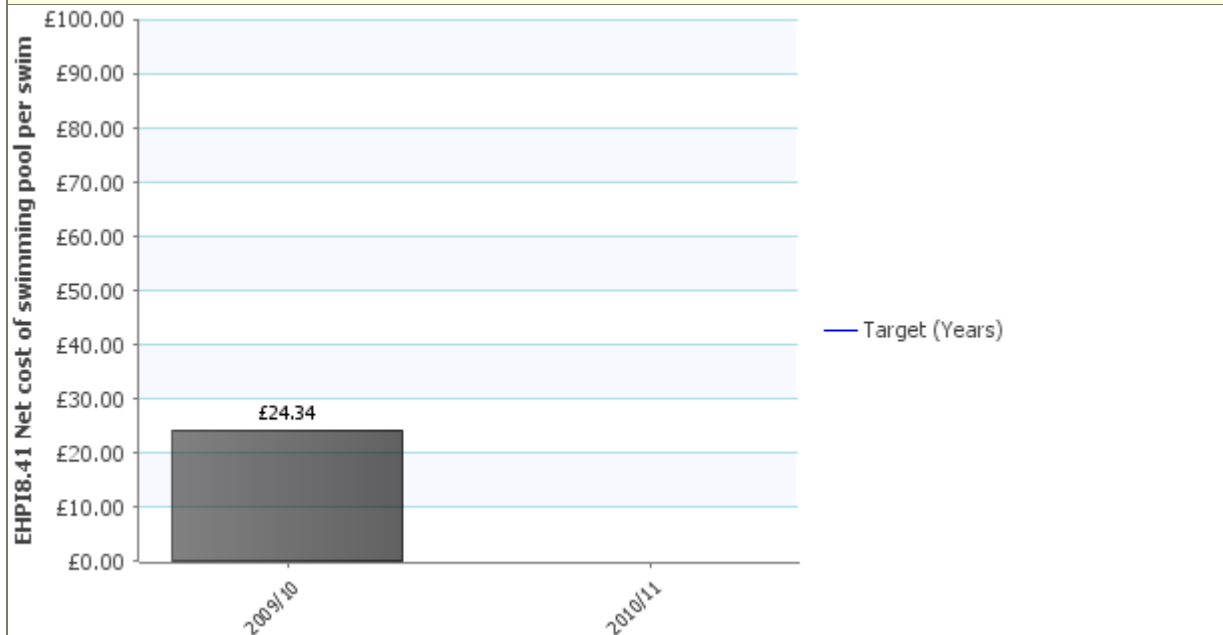
Essential Reference Paper B

Traffic Light Data Only
Description Promoting prosperity & well being providing access & opportunities

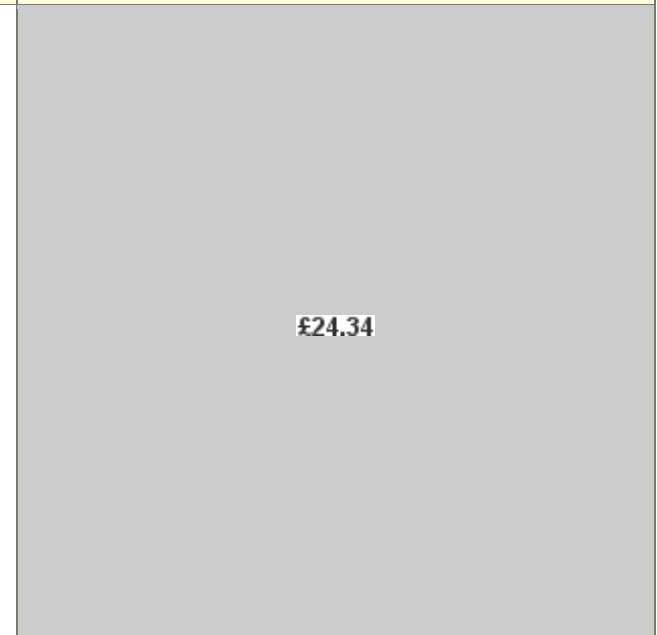
Community and Culture

| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 |
|----------|------------------------------------|---|---------------|----------------|---|--|---|
| EHP18.41 | Net cost of swimming pool per swim |  | £24.34 | |  | The figure produced by financial services of £24.34 per user includes the 2009/10 expenditure of £2,002,205 impairment cost. | None |



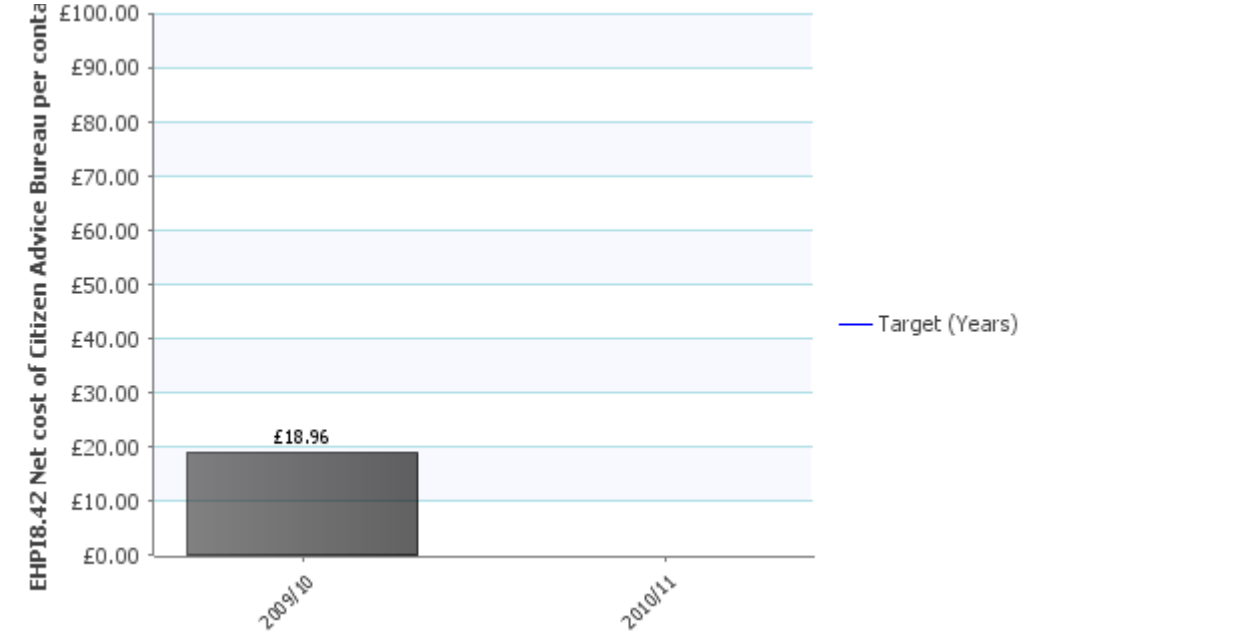
Trend Chart



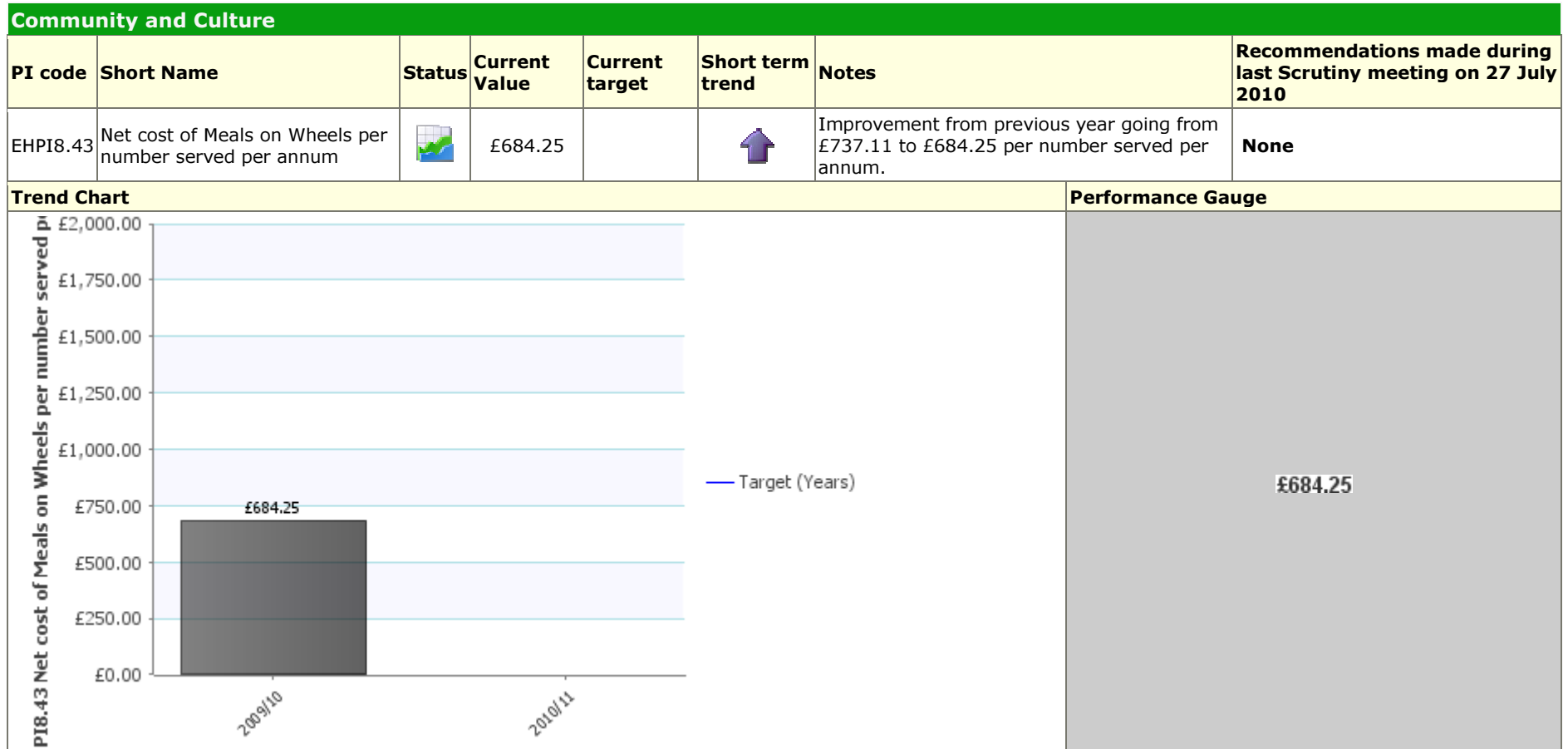
Performance Gauge





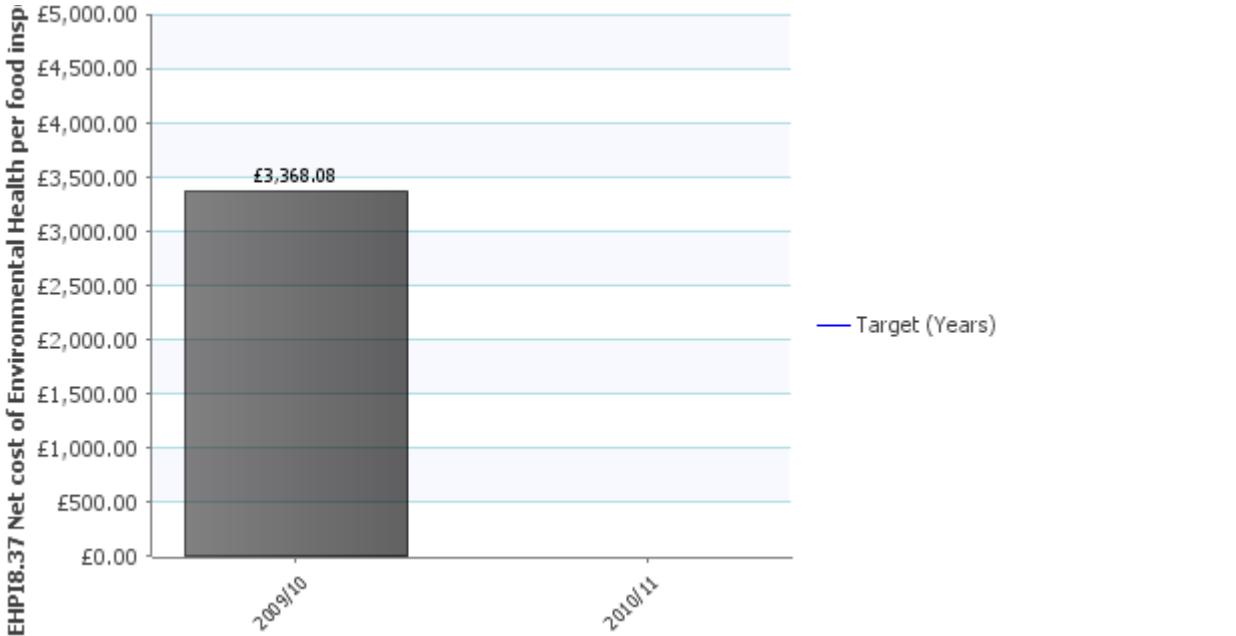
Essential Reference Paper B

| Community and Culture | | | | | | | | | | | | | |
|--|---|---|---------------|----------------|---|--|---|---------|--------|---------|---|----------------------|--|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 | | | | | | |
| EHP18.42 | Net cost of Citizen Advice Bureau per contact |  | £18.96 | |  | Improvement from previous year going from £29.72 to £18.96 per contact | None | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | |
|  <p>EHP18.42 Net cost of Citizen Advice Bureau per contact</p> <table border="1"> <caption>Net cost of Citizen Advice Bureau per contact</caption> <thead> <tr> <th>Year</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>£18.96</td> </tr> <tr> <td>2010/11</td> <td>-</td> </tr> </tbody> </table> | | | | | | Year | Value (£) | 2009/10 | £18.96 | 2010/11 | - | <p>£18.96</p> | |
| Year | Value (£) | | | | | | | | | | | | |
| 2009/10 | £18.96 | | | | | | | | | | | | |
| 2010/11 | - | | | | | | | | | | | | |



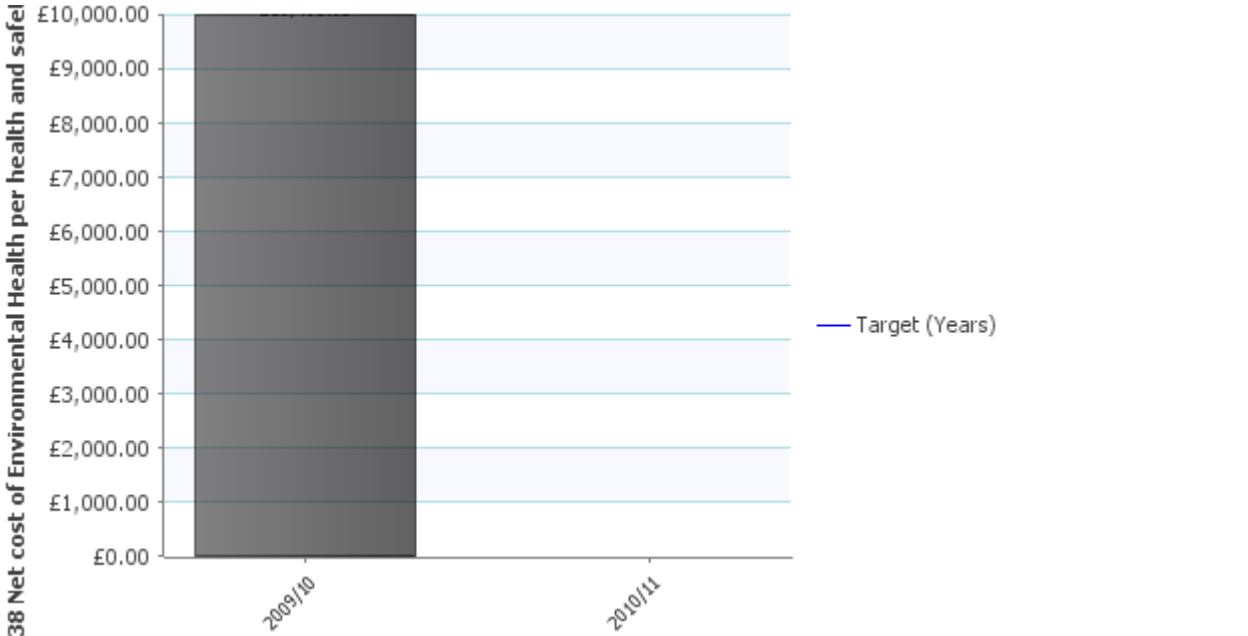
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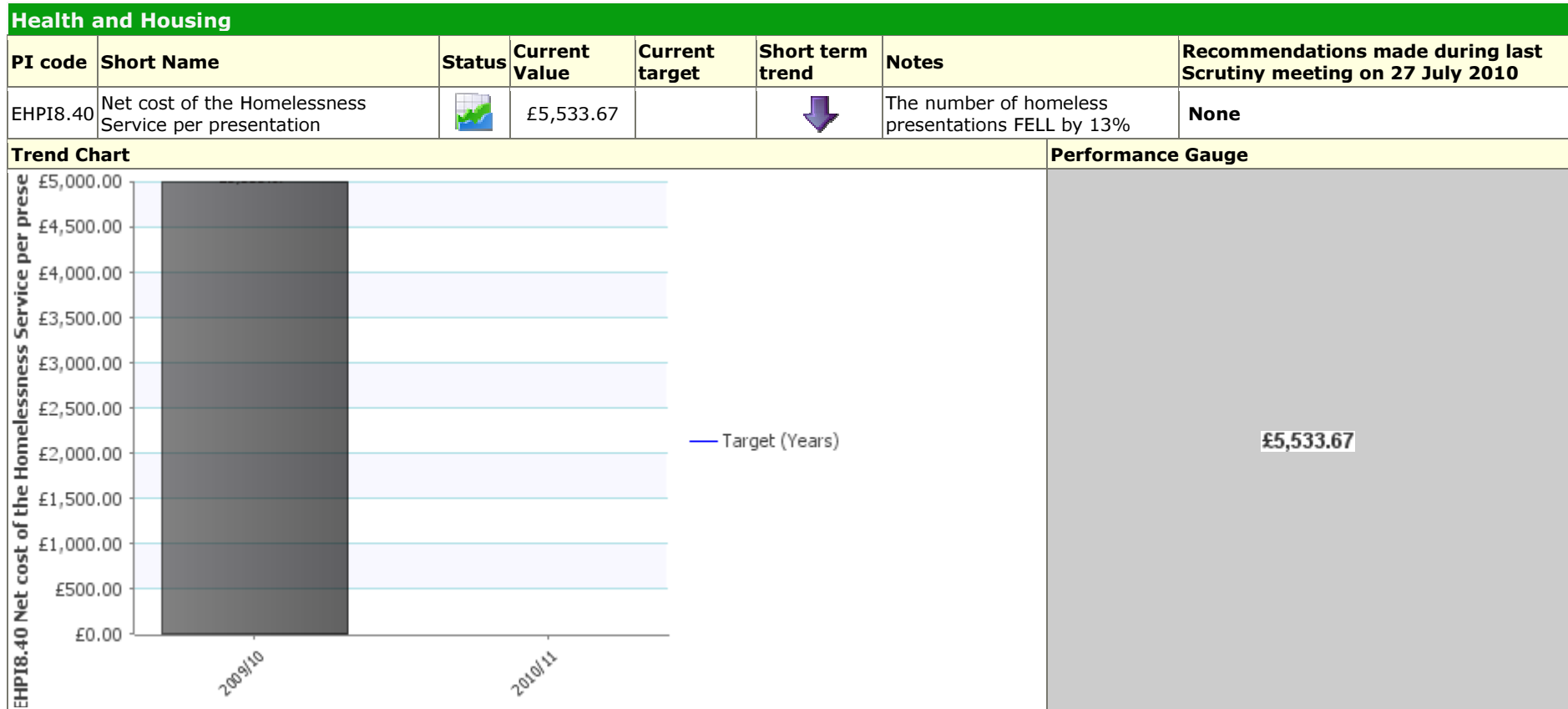
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| Health and Housing | | | | | | | | | | | | | |
|--|--|---|---------------|----------------|--|--|---|---------|-----------|---------|---|---|--|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 | | | | | | |
| EHP18.37 | Net cost of Environmental Health per food inspection |  | £3,368.08 | |  | If the number of food inspections had been at the 08/09 level, the unit cost would have been £2579.39, an increase of 1.4% which is below the rate of inflation (2.5% used in 09/10 model) | None | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | |
|  <p>EHP18.37 Net cost of Environmental Health per food insp</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Net cost of Environmental Health per food inspection (£)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>£3,368.08</td> </tr> <tr> <td>2010/11</td> <td>-</td> </tr> </tbody> </table> | | | | | | Year | Net cost of Environmental Health per food inspection (£) | 2009/10 | £3,368.08 | 2010/11 | - | <div style="border: 1px solid black; width: 100px; height: 100px; background-color: #cccccc; display: flex; align-items: center; justify-content: center; margin: auto;"> £3,368.08 </div> | |
| Year | Net cost of Environmental Health per food inspection (£) | | | | | | | | | | | | |
| 2009/10 | £3,368.08 | | | | | | | | | | | | |
| 2010/11 | - | | | | | | | | | | | | |

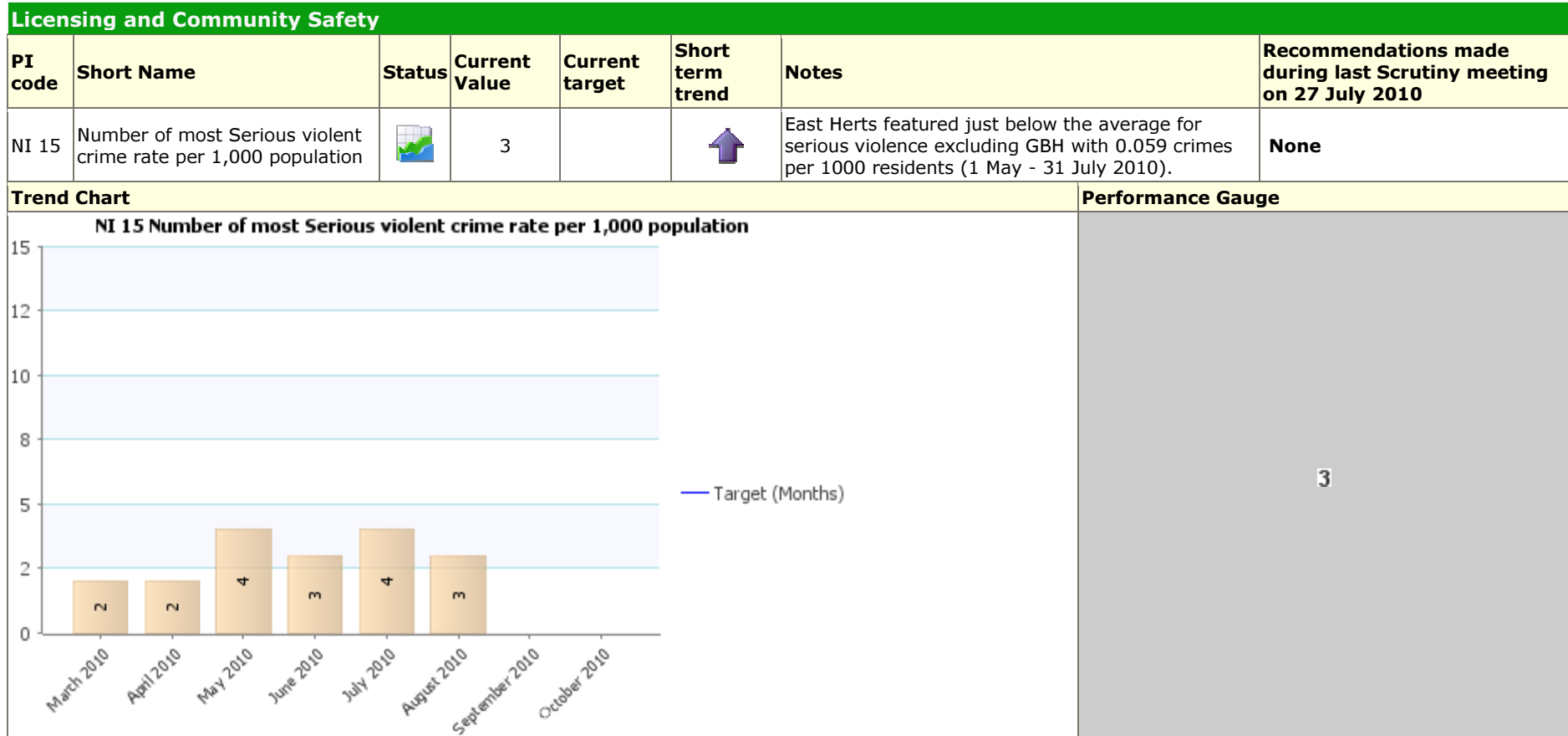
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| Health and Housing | | | | | | | |
|---|---|---|---------------|----------------|---|---|---|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 |
| EHP18.38 | Net cost of Environmental Health per health and safety inspection |  | £10,498.93 | |  | The net cost of EH service in 09/10 shows an increase of 1.4% over the previous year however the number of Health & safety inspections are DOWN by 23 (15.2%) | None |
| Trend Chart | | | | | | Performance Gauge | |
|  <p>£10,000.00 £9,000.00 £8,000.00 £7,000.00 £6,000.00 £5,000.00 £4,000.00 £3,000.00 £2,000.00 £1,000.00 £0.00</p> <p>2009/10 2010/11</p> <p>— Target (Years)</p> | | | | | | <p>£10,498.93</p> | |



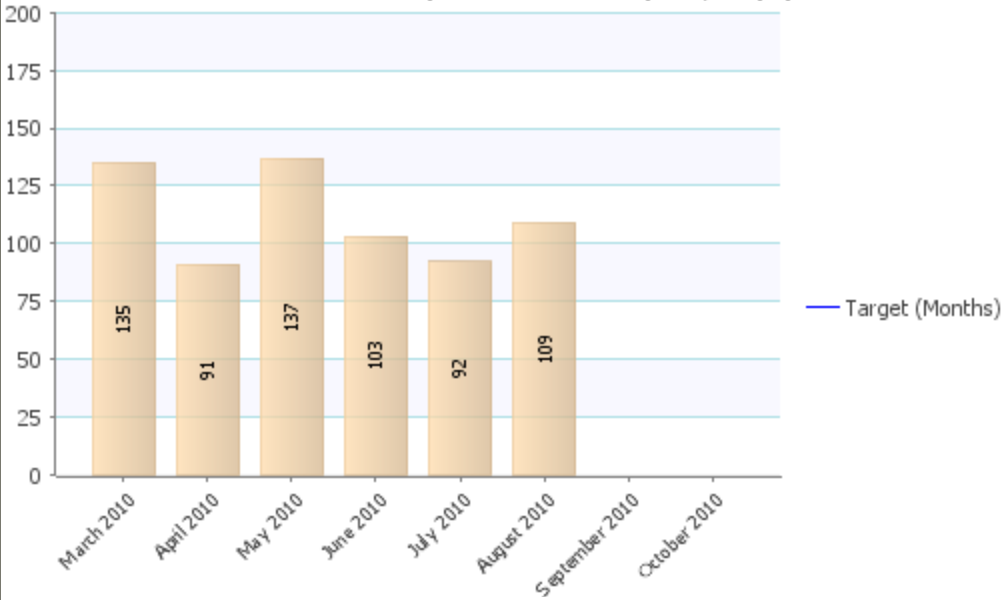
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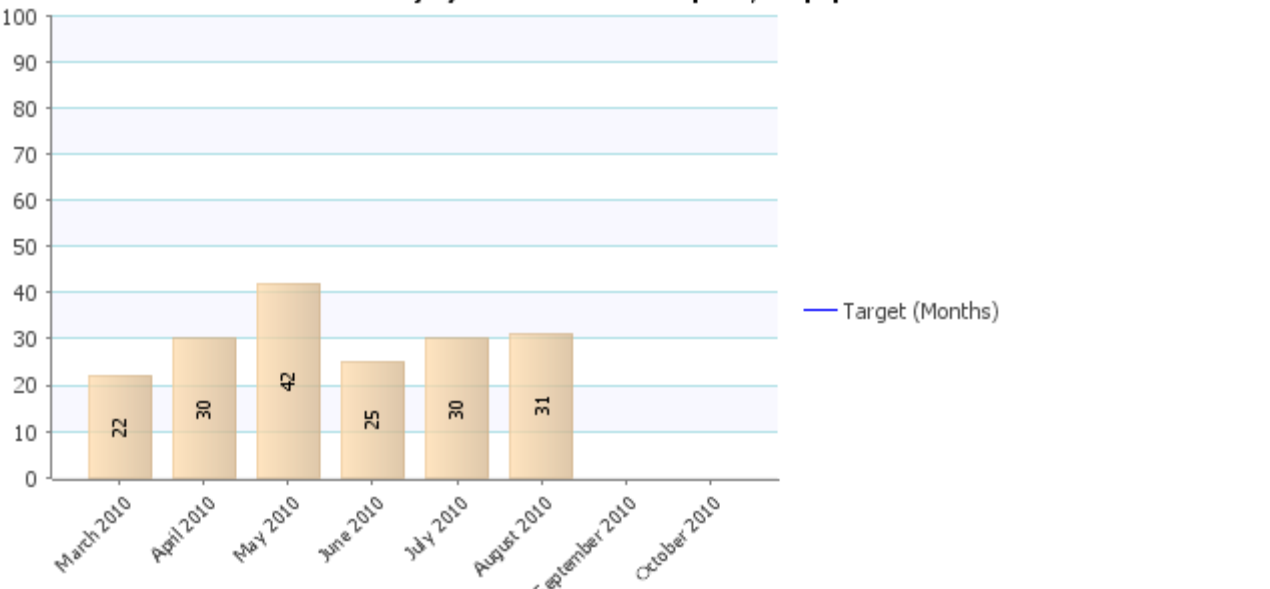
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Essential Reference Paper B



| Licensing and Community Safety | | | | | | | | | | | | | | | | | | | | | |
|---|---|---|---------------|----------------|---|--|---|------------|-----|------------|----|----------|-----|-----------|-----|-----------|----|-------------|-----|-------------------|--|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 | | | | | | | | | | | | | | |
| NI 16 | Number of Serious acquisitive crime rate per 1,000 population |  | 109 | |  | When compared to the other 9 districts in Hertfordshire East Herts was the second lowest for acquisitive crimes. When compared to other similar partnerships East Herts featured above the average with 2.446 crimes per 1000 residents (1 May - 31 July 2010) | None | | | | | | | | | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | | | | | | | | | |
| <p style="text-align: center;">NI 16 Number of Serious acquisitive crime rate per 1,000 population</p>  <table border="1" style="display: none;"> <caption>NI 16 Number of Serious acquisitive crime rate per 1,000 population</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>March 2010</td><td>135</td></tr> <tr><td>April 2010</td><td>91</td></tr> <tr><td>May 2010</td><td>137</td></tr> <tr><td>June 2010</td><td>103</td></tr> <tr><td>July 2010</td><td>92</td></tr> <tr><td>August 2010</td><td>109</td></tr> </tbody> </table> | | | | | | Month | Value | March 2010 | 135 | April 2010 | 91 | May 2010 | 137 | June 2010 | 103 | July 2010 | 92 | August 2010 | 109 | <p>109</p> | |
| Month | Value | | | | | | | | | | | | | | | | | | | | |
| March 2010 | 135 | | | | | | | | | | | | | | | | | | | | |
| April 2010 | 91 | | | | | | | | | | | | | | | | | | | | |
| May 2010 | 137 | | | | | | | | | | | | | | | | | | | | |
| June 2010 | 103 | | | | | | | | | | | | | | | | | | | | |
| July 2010 | 92 | | | | | | | | | | | | | | | | | | | | |
| August 2010 | 109 | | | | | | | | | | | | | | | | | | | | |

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| Licensing and Community Safety | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|---|---------------|----------------|---|---|---|------------|----|------------|----|----------|----|-----------|----|-----------|----|-------------|----|----------------|---|--------------|---|--|--|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 | | | | | | | | | | | | | | | | | | |
| NI 20 | Number of Assault with injury crime rate offences per 1,000 population |  | 31 | |  | Second safest out of 15 in our most similar group. Crime rate of 0.634 per 1,000 population a drop since last reported. | None | | | | | | | | | | | | | | | | | | |
| Trend Chart | | | | | | Performance Gauge | | | | | | | | | | | | | | | | | | | |
| <p style="text-align: center;">NI 20 Number of Assault with injury crime rate offences per 1,000 population</p>  <table border="1" style="display: none;"> <caption>Monthly Assault Rates (per 1,000 population)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>March 2010</td><td>22</td></tr> <tr><td>April 2010</td><td>30</td></tr> <tr><td>May 2010</td><td>42</td></tr> <tr><td>June 2010</td><td>25</td></tr> <tr><td>July 2010</td><td>30</td></tr> <tr><td>August 2010</td><td>31</td></tr> <tr><td>September 2010</td><td>-</td></tr> <tr><td>October 2010</td><td>-</td></tr> </tbody> </table> | | | | | | Month | Value | March 2010 | 22 | April 2010 | 30 | May 2010 | 42 | June 2010 | 25 | July 2010 | 30 | August 2010 | 31 | September 2010 | - | October 2010 | - | <div style="border: 1px solid gray; background-color: #cccccc; padding: 20px; width: 100px; margin: 0 auto;"> <p style="font-size: 24px; margin: 0;">31</p> </div> | |
| Month | Value | | | | | | | | | | | | | | | | | | | | | | | | |
| March 2010 | 22 | | | | | | | | | | | | | | | | | | | | | | | | |
| April 2010 | 30 | | | | | | | | | | | | | | | | | | | | | | | | |
| May 2010 | 42 | | | | | | | | | | | | | | | | | | | | | | | | |
| June 2010 | 25 | | | | | | | | | | | | | | | | | | | | | | | | |
| July 2010 | 30 | | | | | | | | | | | | | | | | | | | | | | | | |
| August 2010 | 31 | | | | | | | | | | | | | | | | | | | | | | | | |
| September 2010 | - | | | | | | | | | | | | | | | | | | | | | | | | |
| October 2010 | - | | | | | | | | | | | | | | | | | | | | | | | | |

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Traffic Light Data Only
Description Shaping now, shaping the future

| Strategic Direction | | | | | | | |
|---------------------|---|---|---------------|----------------|---|--|---|
| PI code | Short Name | Status | Current Value | Current target | Short term trend | Notes | Recommendations made during last Scrutiny meeting on 27 July 2010 |
| NI 173 | Flows on to incapacity benefits from employment |  | N/A | |  | NI 173 uses data which records the moves from work to Incapacity Benefits (IB). However this type of data has not been issued since March 2009. This is due to complications associated with collection arising from the introduction of the Employment and Support Allowance (ESA), which replaced Incapacity Benefit and Income Support paid on the grounds of incapacity for new claims from 27 October 2008. Department for Work and Pensions are treating this issue as a priority. Data officials are working on identifying useful data that could be brought together, as well as possible alternatives to using administrative data (for example, the Labour Force Survey). This work is ongoing however there is not yet a timetable for when the data or an alternative statistic might become available. | None |
| Trend Chart | | | | | | Performance Gauge | |

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