





Community Scrutiny Corporate Healthcheck September to November 2010/11

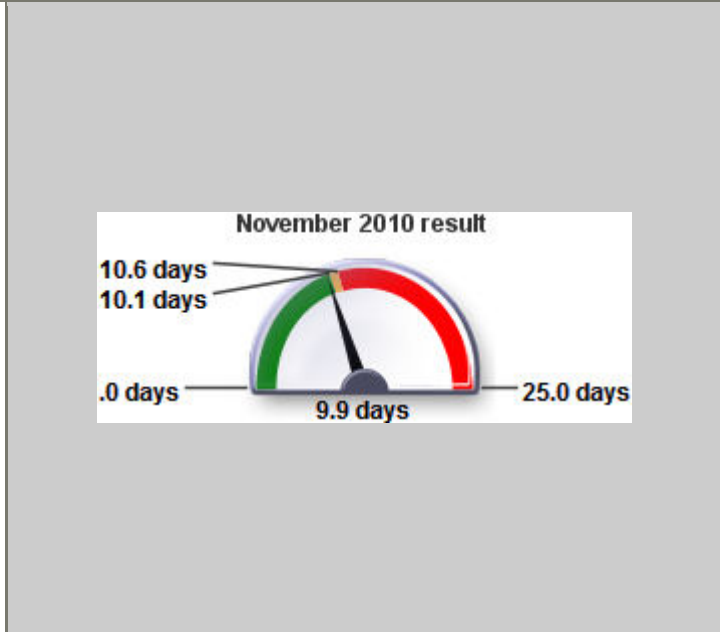
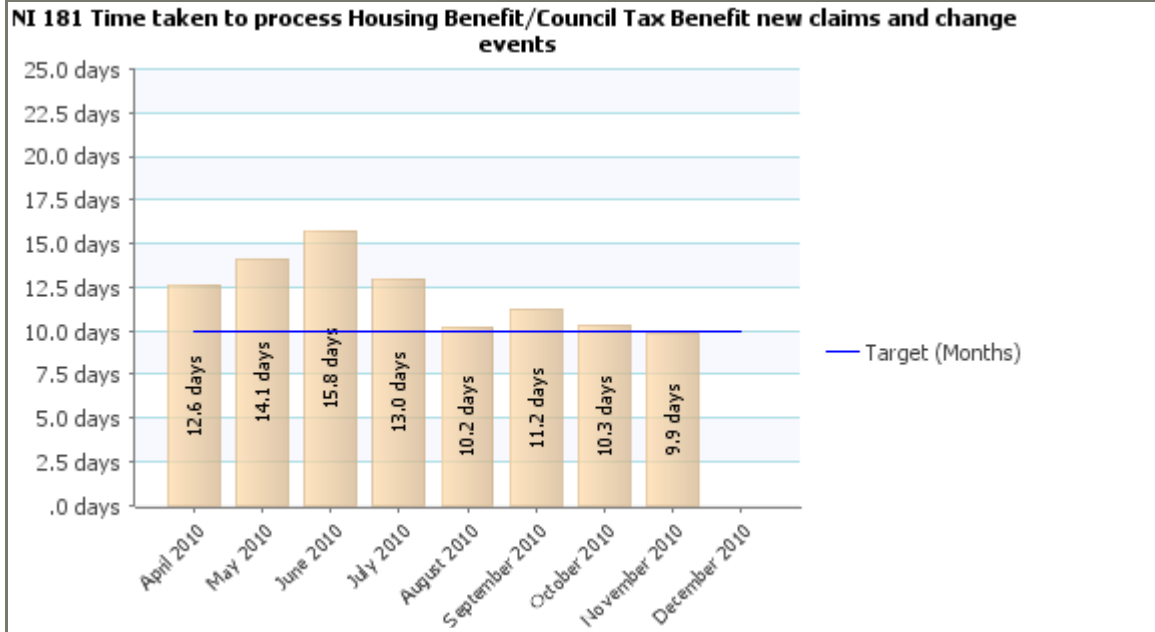
PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Traffic Light Green
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 26 th October 2010
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		9.9 days	10.0 days		For the period 8 November 2010 - 6 December 2010 9.87 days. Which brings the cumulative to 12.28	The Director undertook to provide a written response relating to the time taken to process housing and council tax benefit claims and change events.

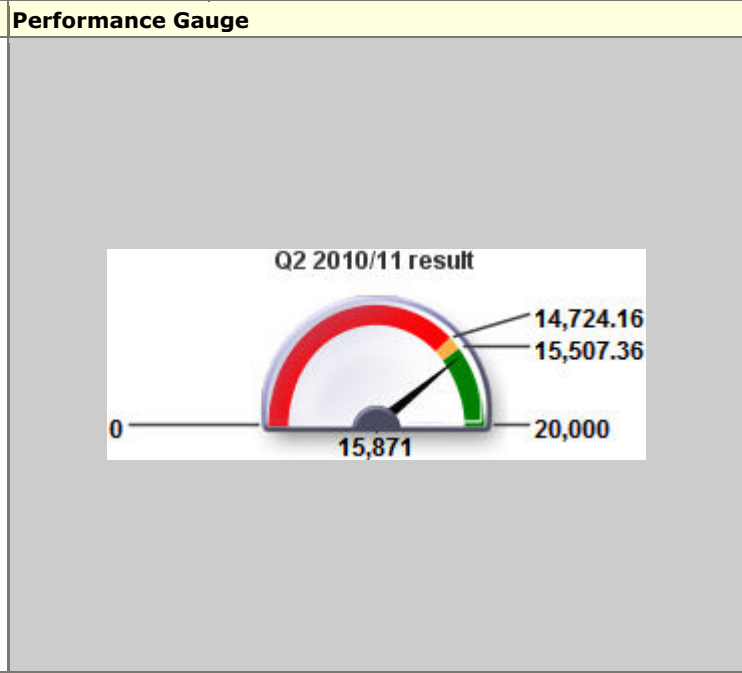
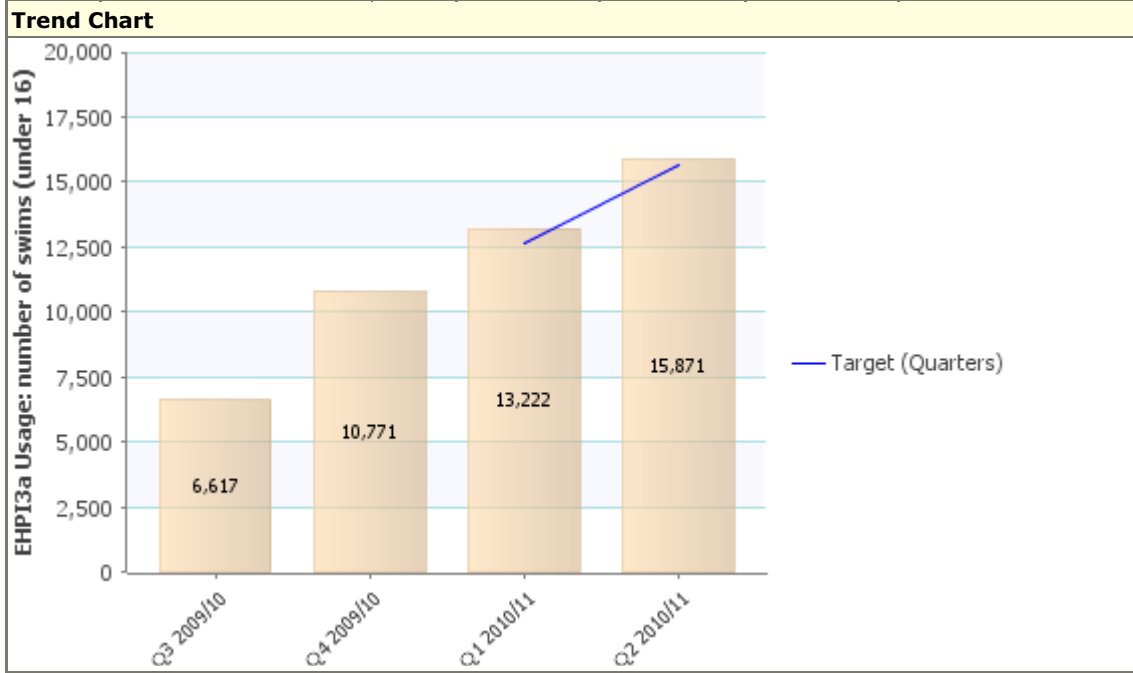
Trend Chart **Performance Gauge**





Traffic Light Green
Description Leading the way, working together

Community and Cultural Services

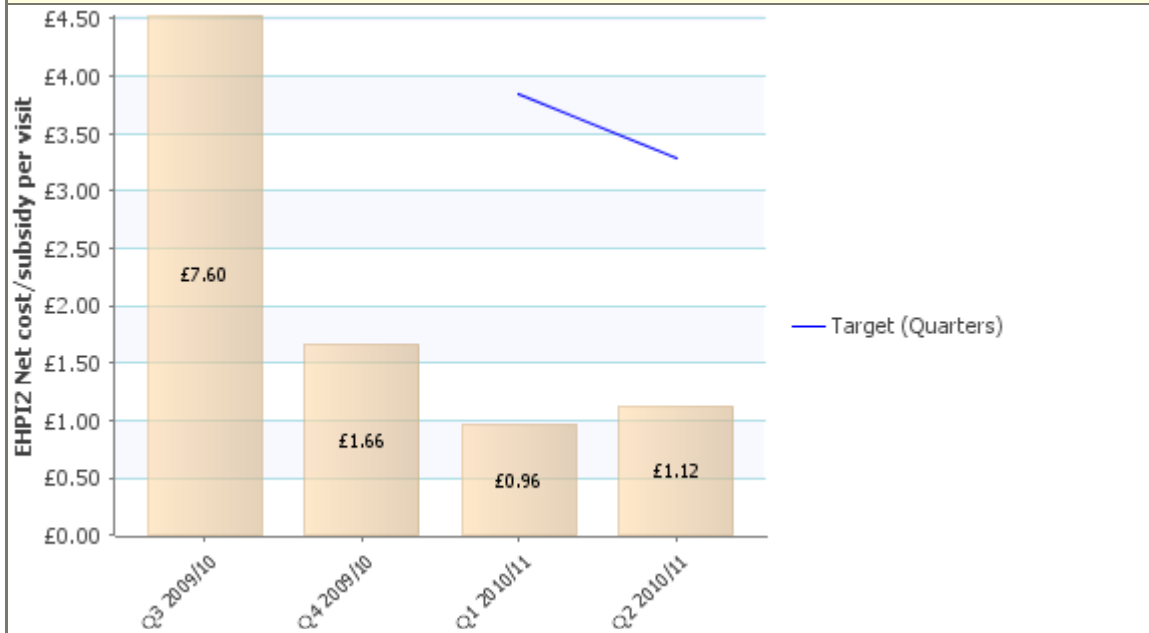
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010
EHP13a	Usage: number of swims (under 16)		15,871	15,664		Performance continues to show favourable position against target.	None



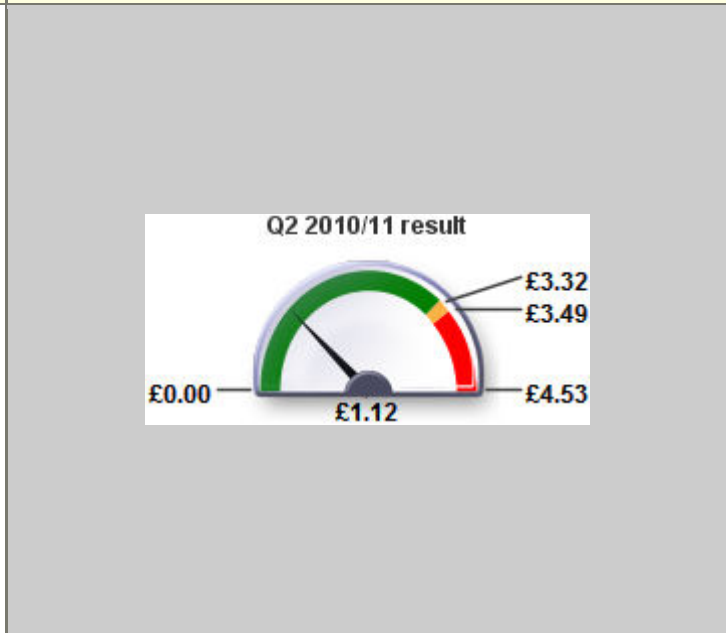
Community and Cultural Services

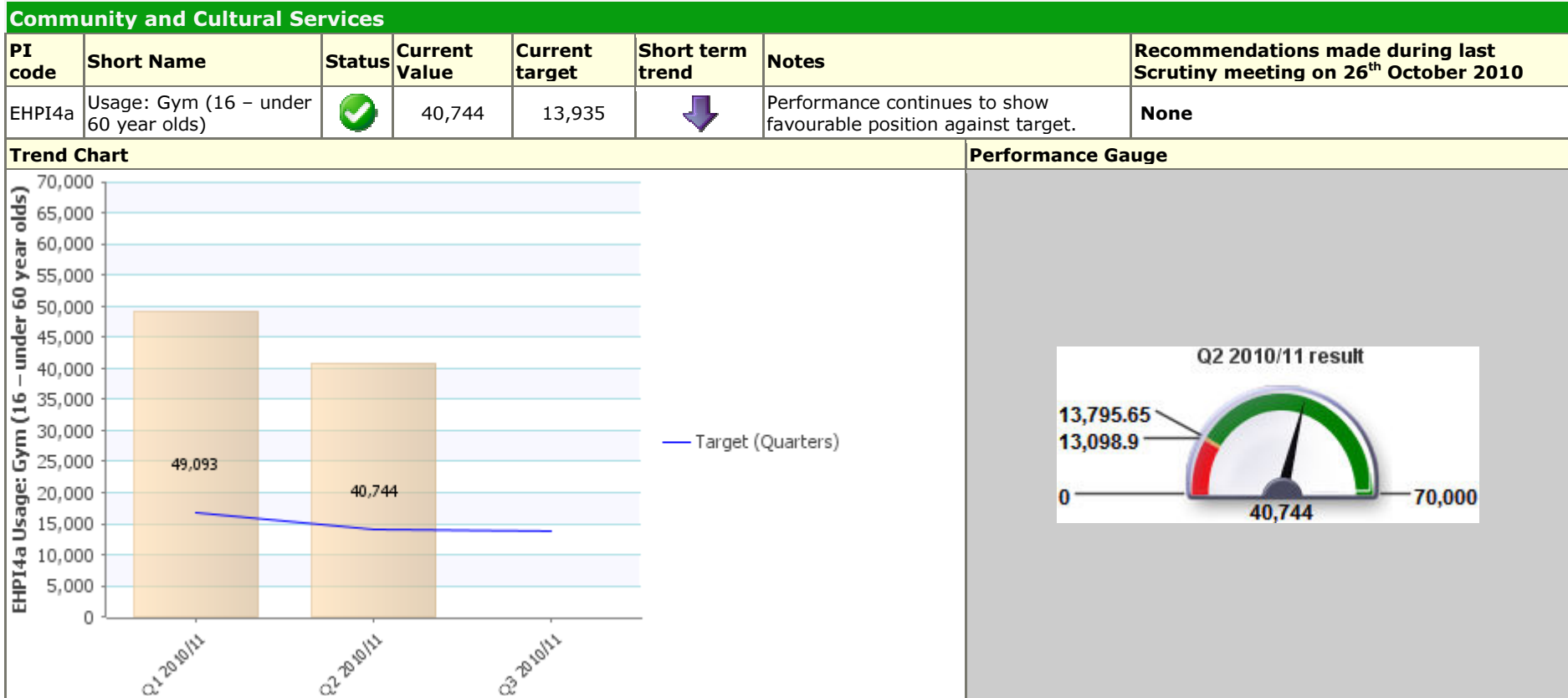
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010
EHP12	Net cost/subsidy per visit		£1.12	£3.29		Retail Price Index (RPI) set at 4.6% increases net cost/subsidy per visit to £1.17 per user	None

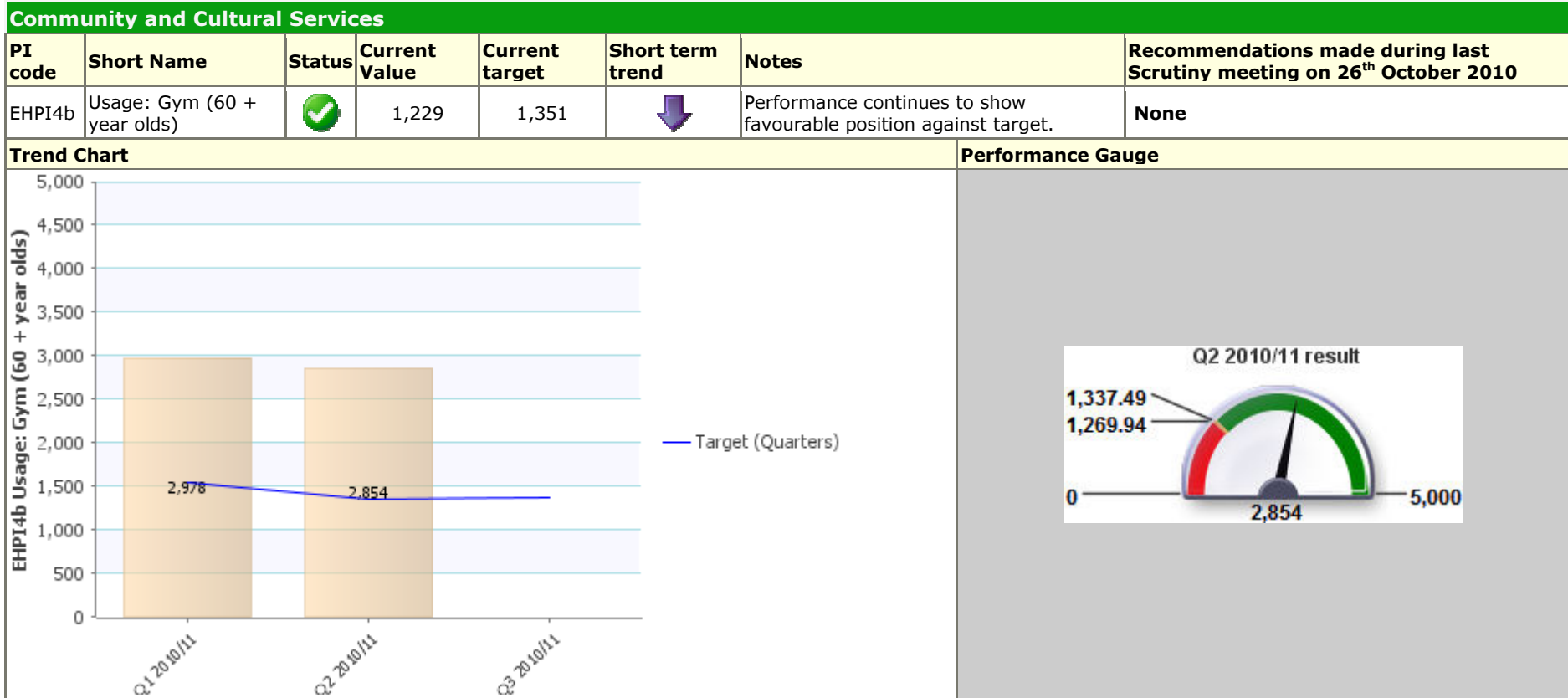
Trend Chart

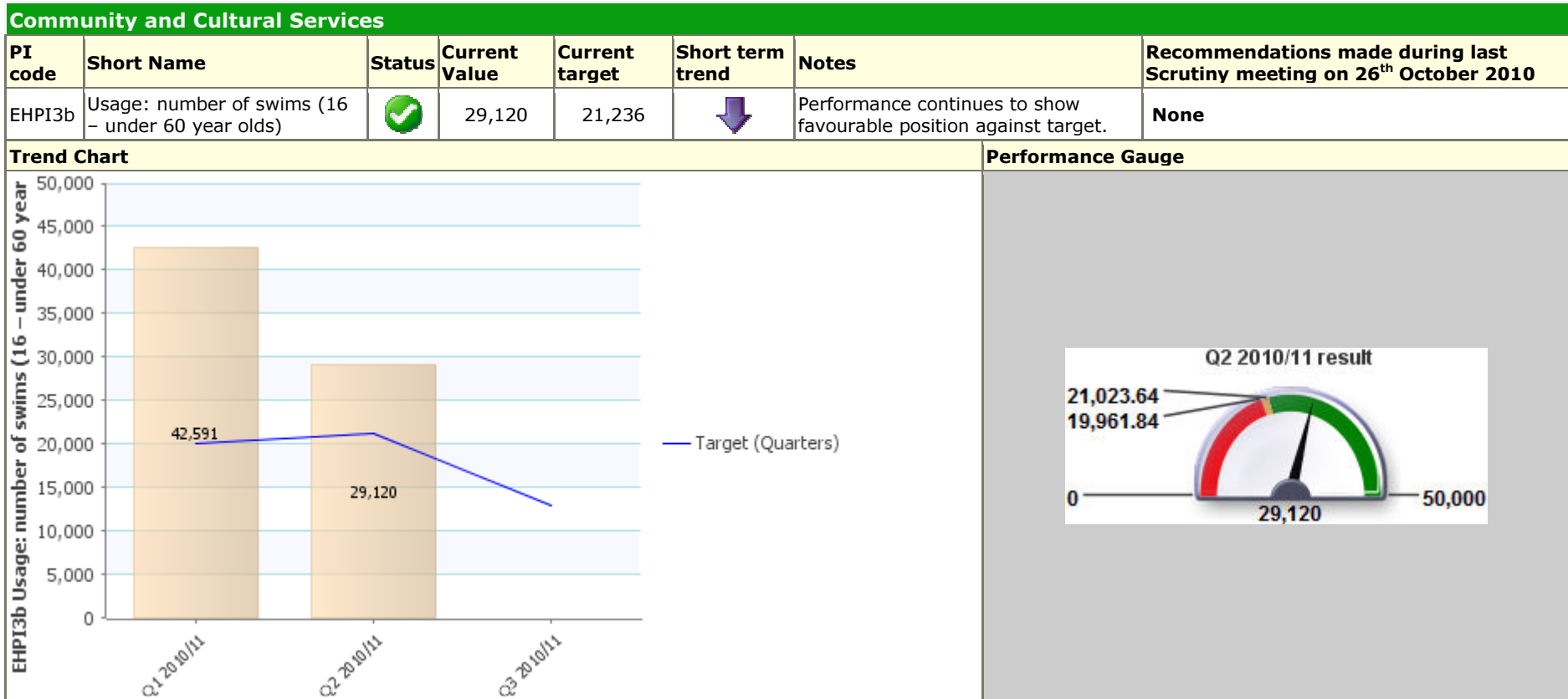


Performance Gauge







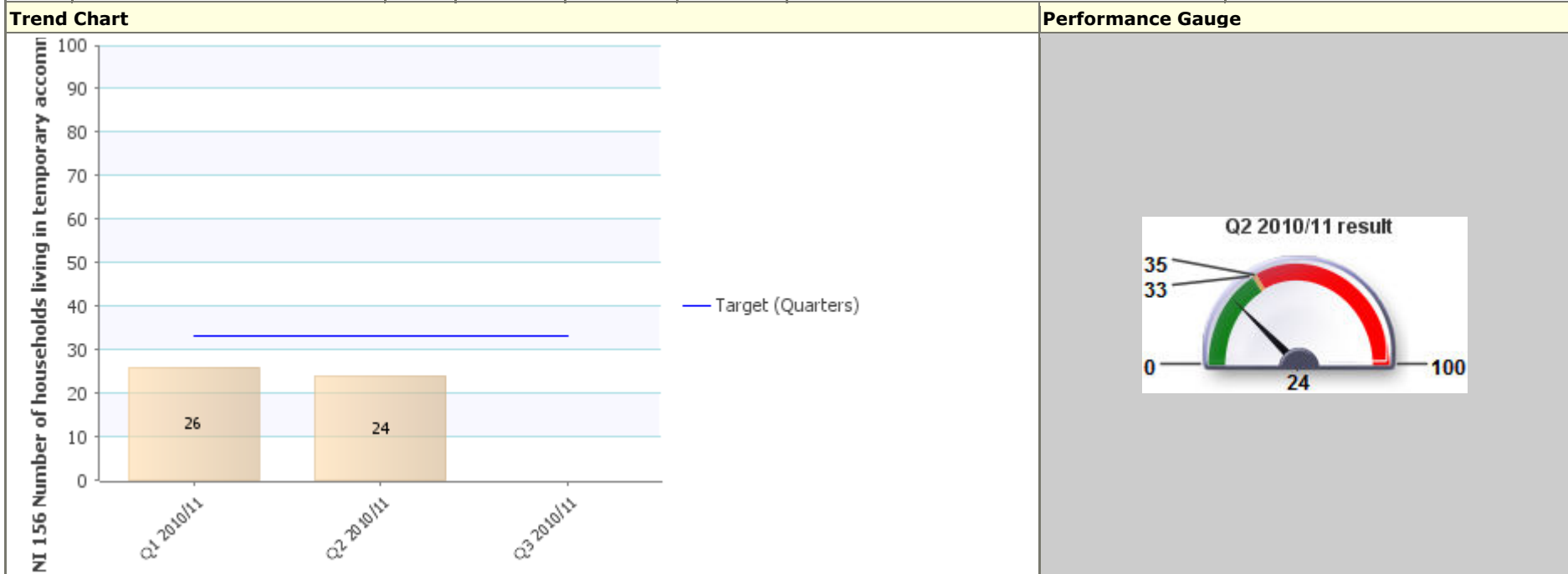


Community and Cultural Services																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010																						
EHP13c	Usage: number of swims (60 year old +)		6,784	5,583		Continues to show favourable position against target despite the removal of the government free swim scheme for the 60+. Performance continues to exceed target.	None																						
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<p>EHPI3c Usage: number of swims (60 year old +)</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>Q1 2010/11</td> <td>8,063</td> <td>~5,000</td> </tr> <tr> <td>Q2 2010/11</td> <td>6,784</td> <td>~5,500</td> </tr> <tr> <td>Q3 2010/11</td> <td>-</td> <td>~4,800</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q1 2010/11	8,063	~5,000	Q2 2010/11	6,784	~5,500	Q3 2010/11	-	~4,800	<p>Q2 2010/11 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>5,527.17</td> <td>Green</td> </tr> <tr> <td>5,248.02</td> <td>Red</td> </tr> <tr> <td>6,784</td> <td>Actual Result</td> </tr> <tr> <td>20,000</td> <td>Scale Max</td> </tr> </tbody> </table>		Value	Color	5,527.17	Green	5,248.02	Red	6,784	Actual Result	20,000	Scale Max
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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 26 th October 2010
NI 156	Number of households living in temporary accommodation		24	33		Sept 2010: Target is 33 households or less in temporary accommodation so significantly below this number.	None



Health and housing																											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010																				
EHPI213	Preventing Homelessness - number of households where homelessness prevented		51	37.5		Performance on target.	None																				
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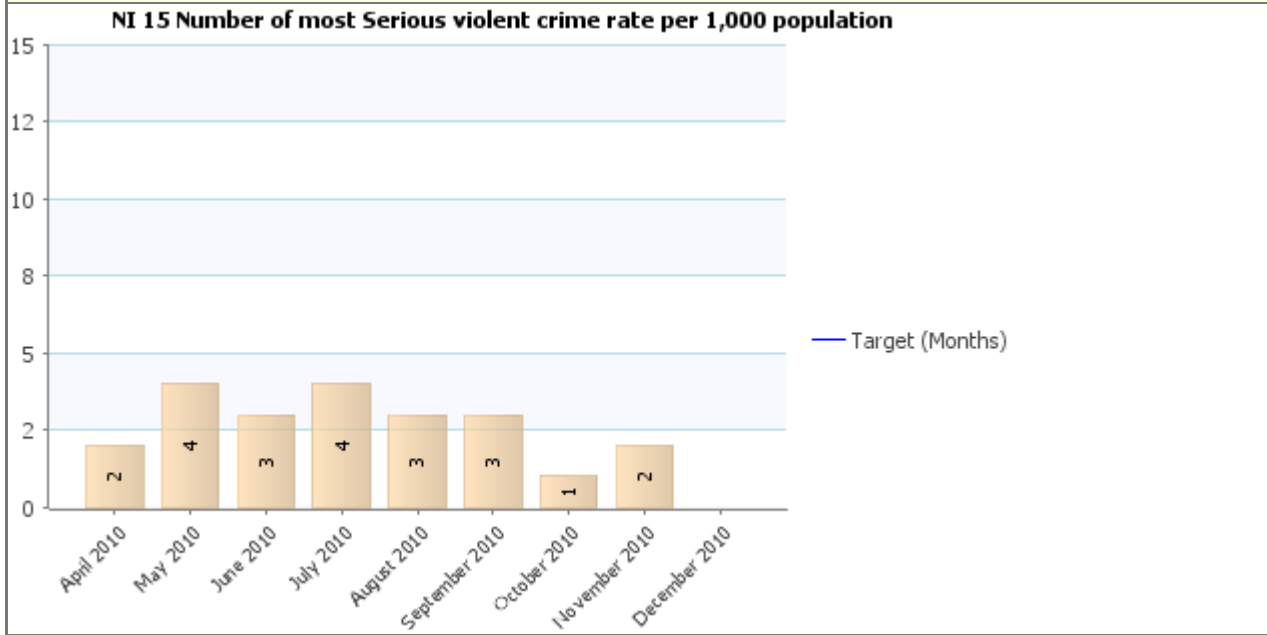
Licensing and Community Safety																																										
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010																																			
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There was only x3 ASB complaints made directly to EHC all of which had a response within the minimum 48 hours (lower than previous months due to EHC ASB Officer being on leave for 8 days in the month).	None																																			
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<p>EHPI129 Response time to ASB complaints made to EHC.</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2010</td> <td>-</td> <td>100.00</td> </tr> <tr> <td>May 2010</td> <td>-</td> <td>100.00</td> </tr> <tr> <td>June 2010</td> <td>-</td> <td>100.00</td> </tr> <tr> <td>July 2010</td> <td>-</td> <td>100.00</td> </tr> <tr> <td>August 2010</td> <td>-</td> <td>100.00</td> </tr> <tr> <td>September 2010</td> <td>-</td> <td>100.00</td> </tr> <tr> <td>October 2010</td> <td>100.00</td> <td>100.00</td> </tr> <tr> <td>November 2010</td> <td>100.00</td> <td>100.00</td> </tr> <tr> <td>December 2010</td> <td>-</td> <td>100.00</td> </tr> </tbody> </table>						Month	Value (%)	Target (%)	April 2010	-	100.00	May 2010	-	100.00	June 2010	-	100.00	July 2010	-	100.00	August 2010	-	100.00	September 2010	-	100.00	October 2010	100.00	100.00	November 2010	100.00	100.00	December 2010	-	100.00	<p>November 2010 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>0.00</td> </tr> <tr> <td>94.00</td> </tr> <tr> <td>99.00</td> </tr> <tr> <td>100.00</td> </tr> </tbody> </table>		Value (%)	0.00	94.00	99.00	100.00
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Licensing and Community Safety

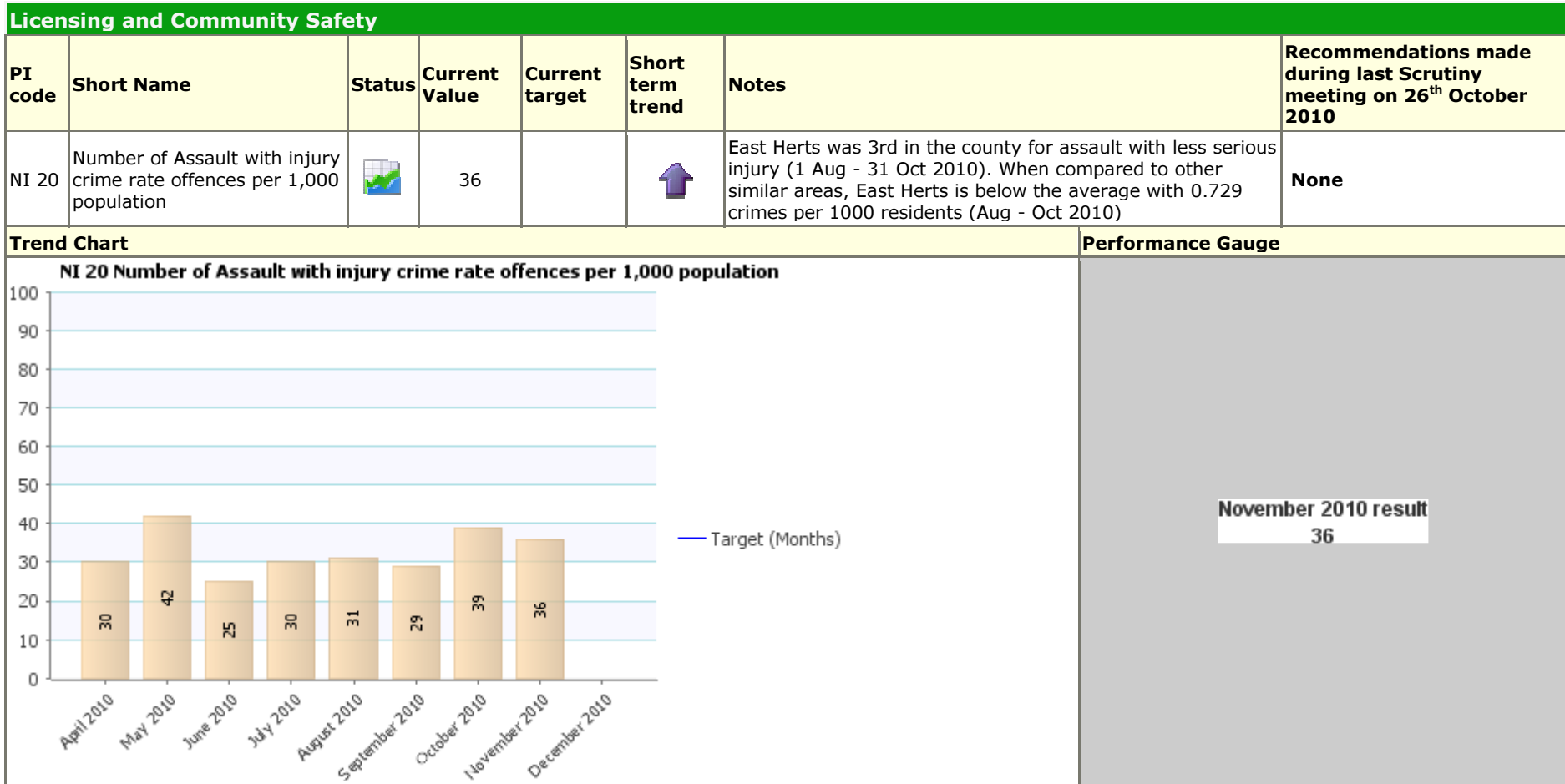
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010
NI 15	Number of most Serious violent crime rate per 1,000 population		2			East Herts ranked 4th in the county for serious violence excluding GBH (Aug - Oct 10). When comparing East Herts with other areas with similar characteristics, East Herts featured below the average with 0.037 crimes per 1000 residents (Aug - Oct 2010)	None



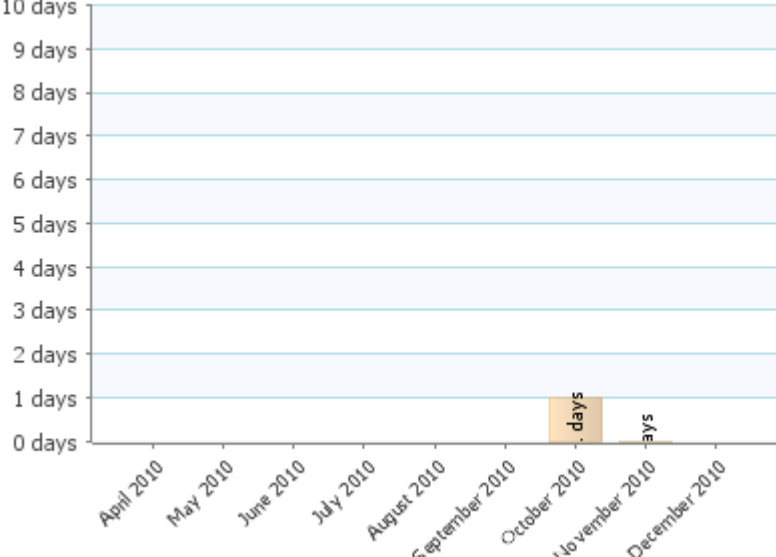
Trend Chart **Performance Gauge**



November 2010 result
2



Licensing and Community Safety																									
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010																		
NI 16	Number of Serious acquisitive crime rate per 1,000 population		117			East Herts is 4th in the county for serious acquisitive crime (Aug - Oct 2010). When comparing East Herts with other similar areas, the district is 10th (out of 15) with 2.299 crimes per 1000 residents (Aug - Oct 2010)	None																		
Trend Chart						Performance Gauge																			
<p>NI 16 Number of Serious acquisitive crime rate per 1,000 population</p> <table border="1"> <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>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> <tr> <td>September 2010</td> <td>113</td> </tr> <tr> <td>October 2010</td> <td>90</td> </tr> <tr> <td>November 2010</td> <td>117</td> </tr> </tbody> </table> <p>— Target (Months)</p>						Month	Value	April 2010	91	May 2010	137	June 2010	103	July 2010	92	August 2010	109	September 2010	113	October 2010	90	November 2010	117	<p>November 2010 result 117</p>	
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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 26 th October 2010																				
EHPI130	Number of council endorsed community safety projects that receive positive publicity.		0.00 days			There have been no planned partnership supported activities this month, and therefore no publicity.	None																				
Trend Chart						Performance Gauge																					
<p>EHPI130 Number of council endorsed community safety projects that receive positive publicity.</p>  <table border="1"> <caption>EHPI130 Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>0</td></tr> <tr><td>May 2010</td><td>0</td></tr> <tr><td>June 2010</td><td>0</td></tr> <tr><td>July 2010</td><td>0</td></tr> <tr><td>August 2010</td><td>0</td></tr> <tr><td>September 2010</td><td>0</td></tr> <tr><td>October 2010</td><td>1</td></tr> <tr><td>November 2010</td><td>0</td></tr> <tr><td>December 2010</td><td>0</td></tr> </tbody> </table>						Month	Value (days)	April 2010	0	May 2010	0	June 2010	0	July 2010	0	August 2010	0	September 2010	0	October 2010	1	November 2010	0	December 2010	0	<p>November 2010 result 0 days</p>	
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December 2010	0																										

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 26 th October 2010
NI 173	Flows on to incapacity benefits from employment		N/A			It was announced that the national indicator set will be replaced by April 2011 and this indicator will not likely be continued.	None

