
















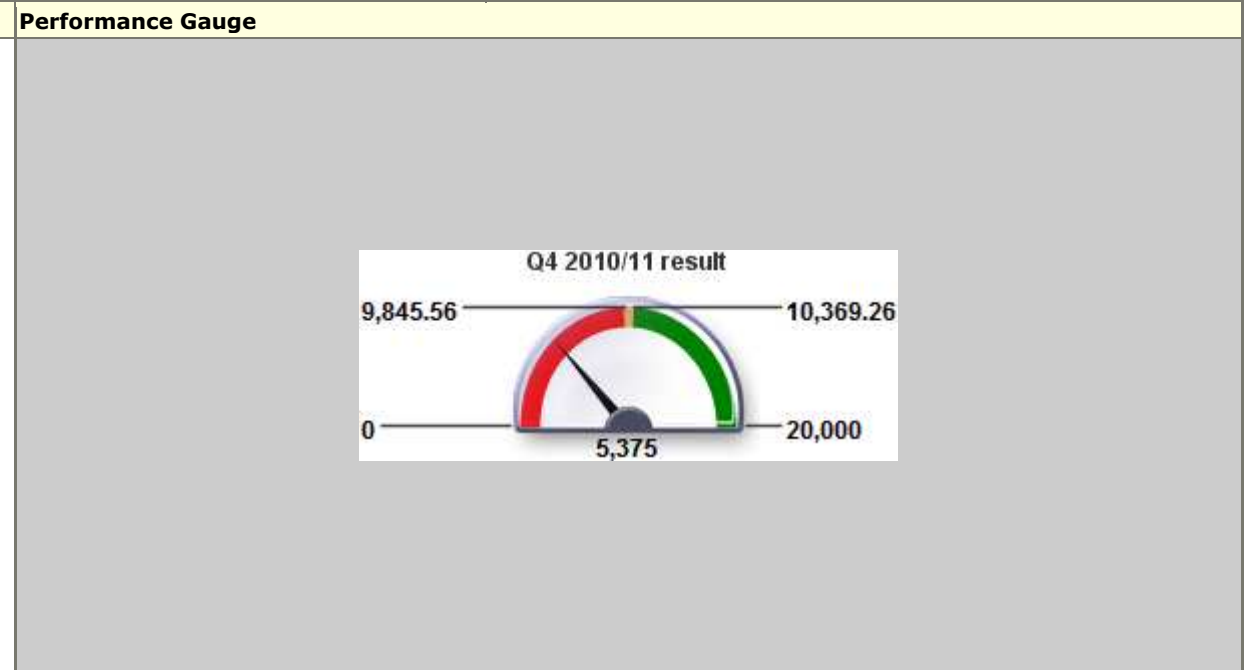
## Community Scrutiny Corporate Healthcheck March/Quarter 4 2010/11

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 Red**  
**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 21 <sup>st</sup> March 2011
EHP13c	Usage: number of swims (60 year old +)		5,375	10,474		Throughput down in comparison to previous years Q4, but Q4 2009/10 included free swimming numbers.	<b>None</b>

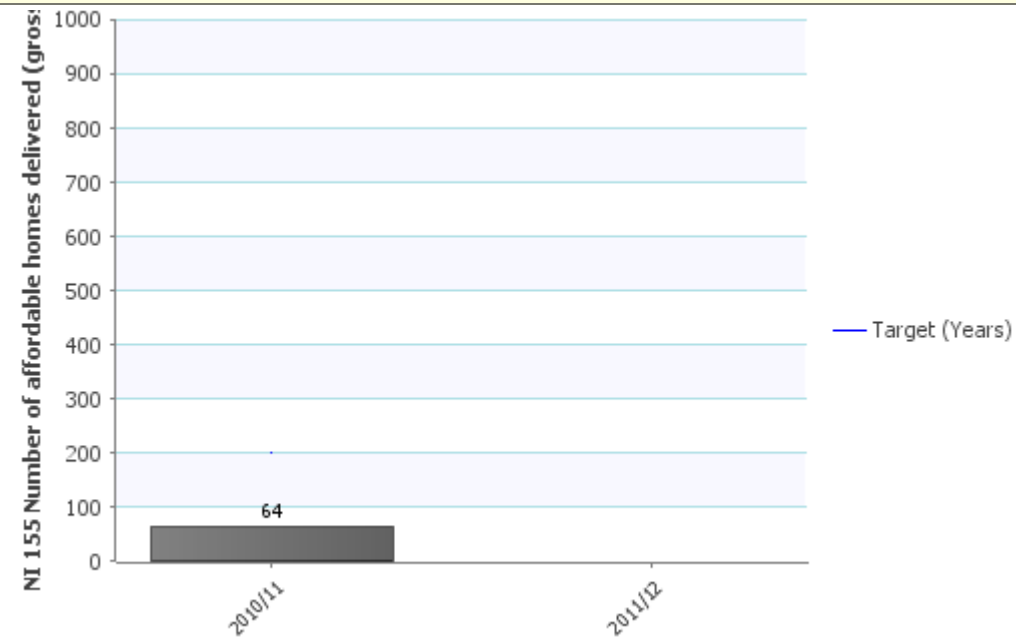


**Traffic Light Red**  
**Description** Shaping now, shaping the future

**Health and Housing**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
NI 155	Number of affordable homes delivered (gross)		64	200		The out-turn is 64 homes. The current economic down turn has severely affected the number of new homes that have been built in the district and therefore the number of new affordable homes achieved from private developments. Of the 64 homes, 29 units were for social rent.	None

**Trend Chart**





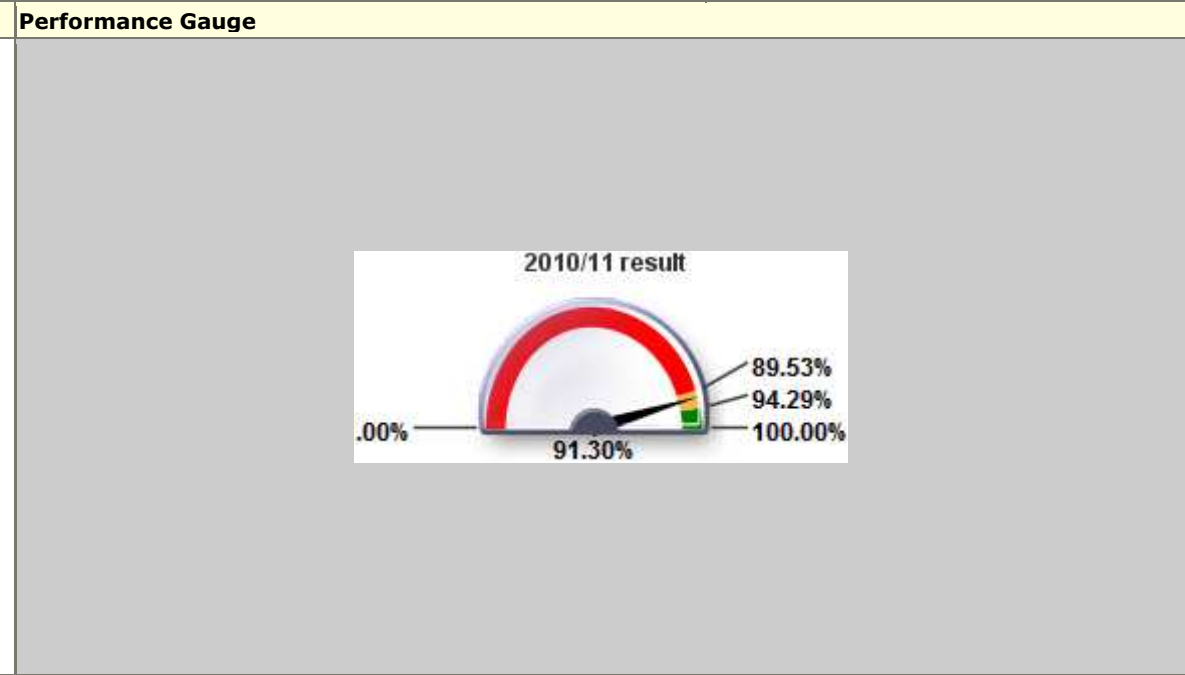
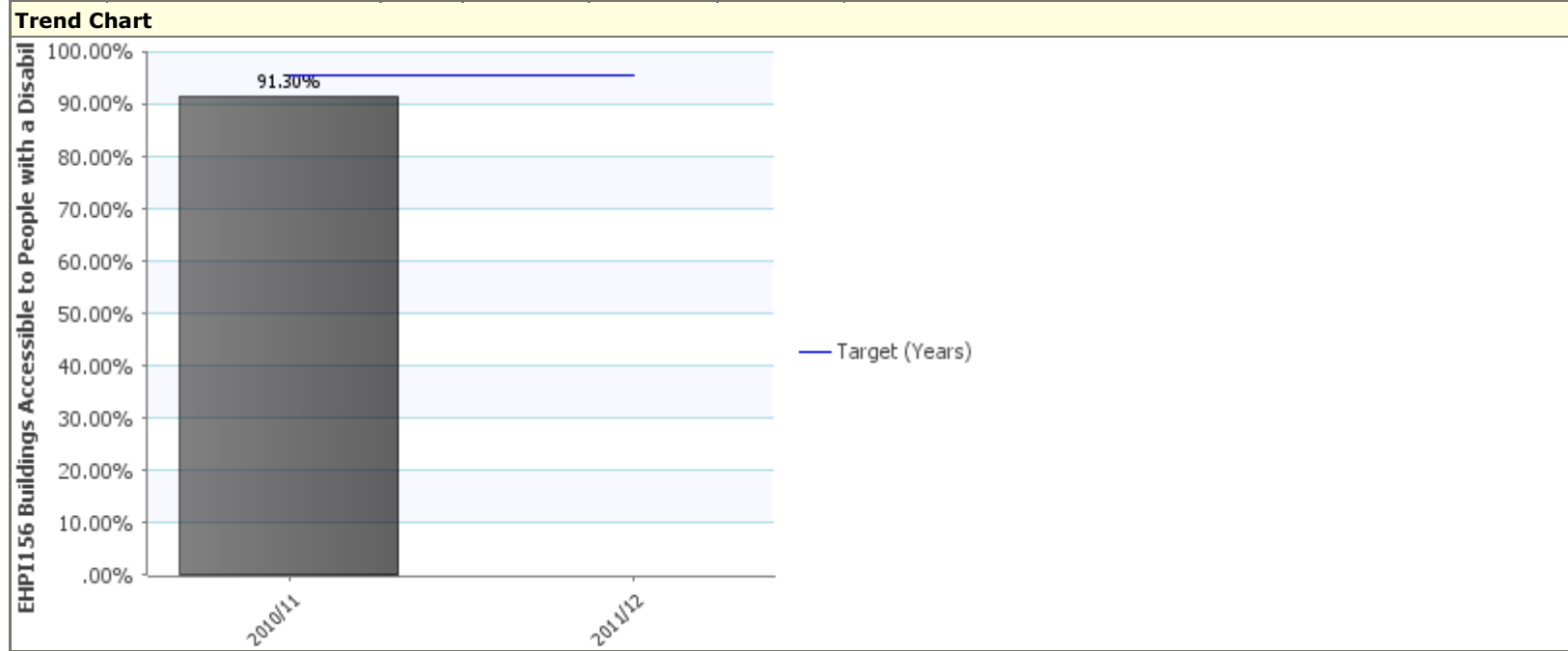
**Performance Gauge**



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

**Financial Support Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP1156	Buildings Accessible to People with a Disability		91.30%	95.24%		Performance shows that Public Areas in 91.30% of Buildings operated by East Herts Council are suitable for and accessible to Disabled Persons. The proposed replacement of a Football Changing Room Building not accessible to Disabled Persons, took place in 2010/11 making it now accessible to Disabled Persons.	<b>None</b>

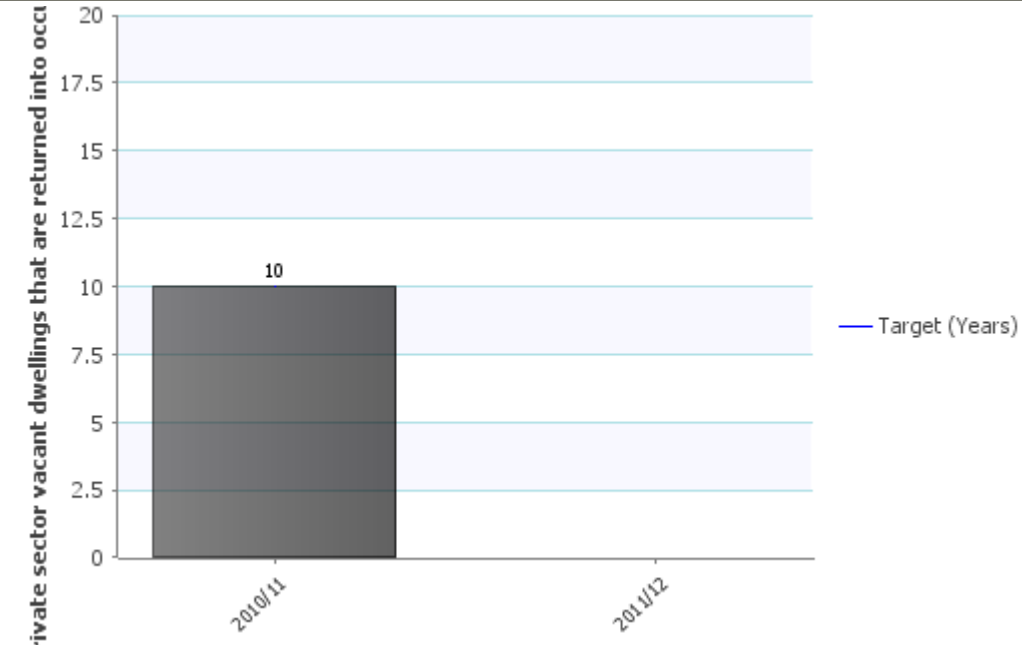


**Traffic Light** Green  
**Description** Caring about what's built (and) where

**Health and housing**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP164	No of private sector vacant dwellings that are returned into occupation or demolished		10	10		Target achieved. 10 dwellings definitely brought back into use. Of these, 5 were particularly problematic or long term, exceeding strategy target.	None

**Trend Chart**



**Performance Gauge**

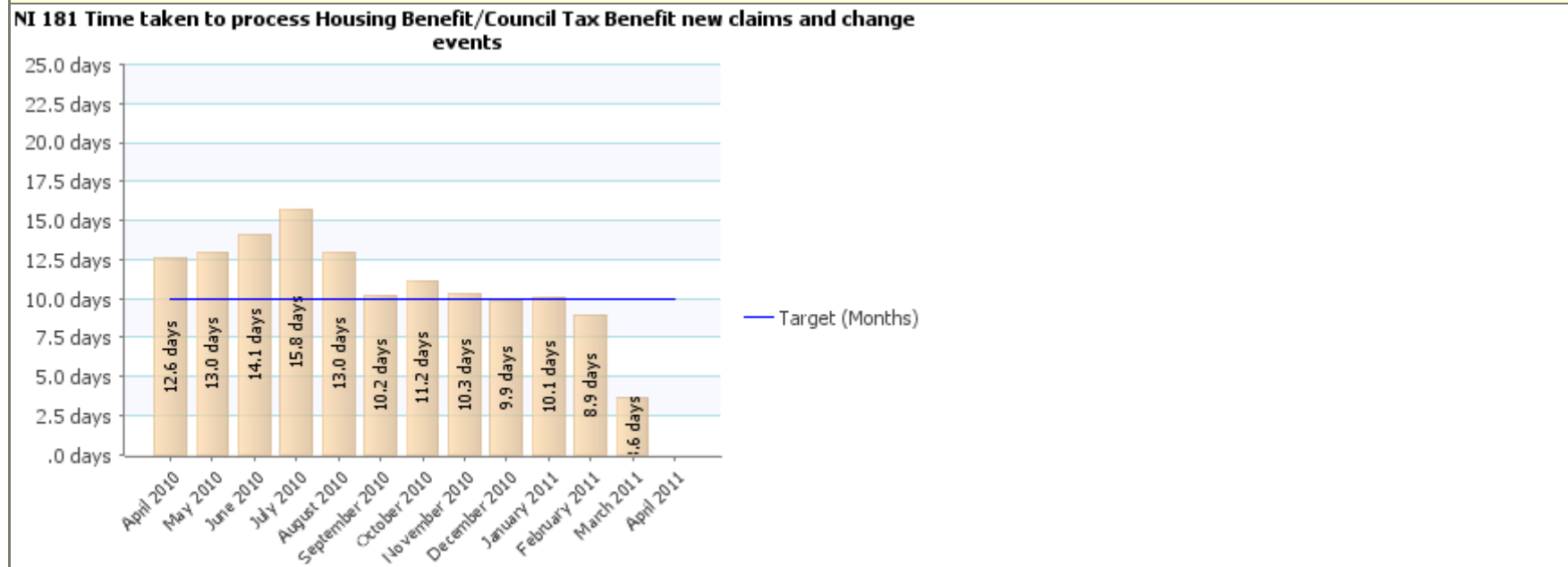


**Traffic Light Green**  
**Description** Fit for purpose, services fit for you

**Revenues and Benefits Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		3.6 days	10.0 days		March period performance of 3.55 days gives a cumulative for the year at 9.95 days	None

**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 21 <sup>st</sup> March 2011
EHP13a	Usage: number of swims (under 16)	✓	11,723	10,878	↑	Performance continues to show favourable position against target	None

**Trend Chart**



**Performance Gauge**

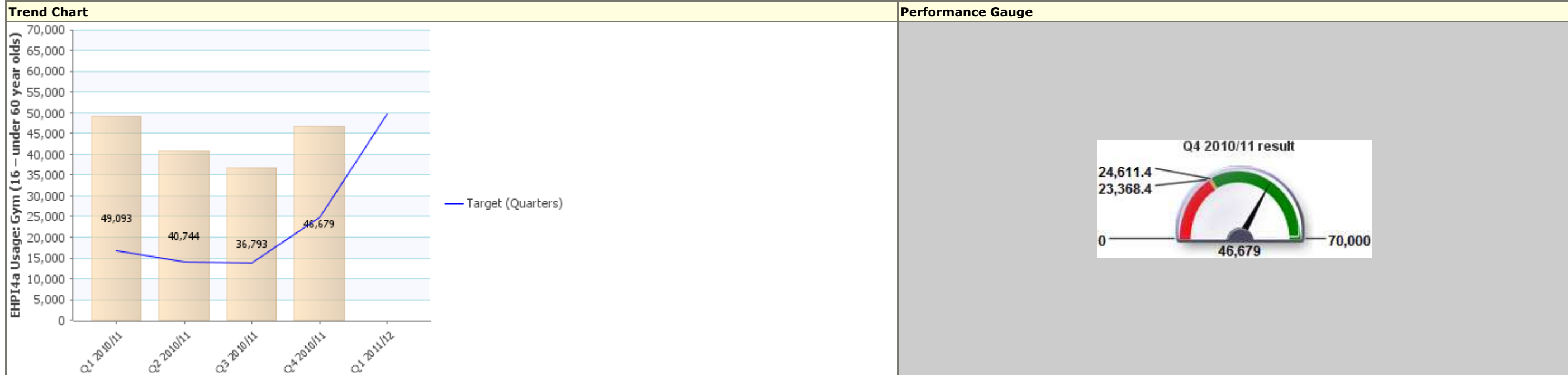


Community and Cultural Services																																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011																														
EHP12	Net cost/subsidy per visit		£0.29	£1.64		3 monthly management fee (including Retail Price Index) divided by total visits for the three month period, Jan - Mar 2011, equals cost per user subsidy; $\pounds 35,312.16 / 123,769 = \pounds 0.29$	None																														
<b>Trend Chart</b>					<b>Performance Gauge</b>																																
<table border="1"> <caption>EHP12 Net cost/subsidy per visit - Trend Data</caption> <thead> <tr> <th>Quarter</th> <th>Net cost/subsidy per visit</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2009/10</td> <td>£7.60</td> <td>£1.64</td> </tr> <tr> <td>Q4 2009/10</td> <td>£1.66</td> <td>£1.64</td> </tr> <tr> <td>Q1 2010/11</td> <td>£0.96</td> <td>£1.64</td> </tr> <tr> <td>Q2 2010/11</td> <td>£1.12</td> <td>£1.64</td> </tr> <tr> <td>Q3 2010/11</td> <td>£1.47</td> <td>£1.64</td> </tr> </tbody> </table>					Quarter	Net cost/subsidy per visit	Target (Quarters)	Q3 2009/10	£7.60	£1.64	Q4 2009/10	£1.66	£1.64	Q1 2010/11	£0.96	£1.64	Q2 2010/11	£1.12	£1.64	Q3 2010/11	£1.47	£1.64	<p>Q4 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>£0.00</td> <td>Start</td> </tr> <tr> <td>£0.29</td> <td>Green (Actual)</td> </tr> <tr> <td>£1.66</td> <td>Green/Red</td> </tr> <tr> <td>£1.74</td> <td>Red</td> </tr> <tr> <td>£2.26</td> <td>End</td> </tr> </tbody> </table>			Value	Zone	£0.00	Start	£0.29	Green (Actual)	£1.66	Green/Red	£1.74	Red	£2.26	End
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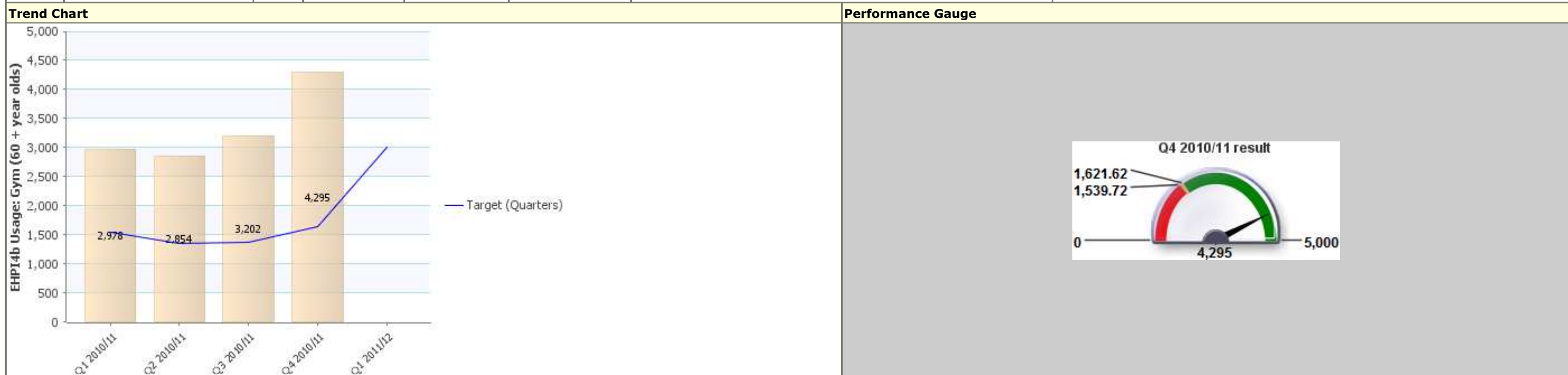
**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP14a	Usage: Gym (16 – under 60 year olds)	✓	46,679	24,860	↑	Numbers continue to grow due to the successful investment into the existing facilities. This figure does not include the 24,353 users that have attended Group Exercise classes this quarter.	None



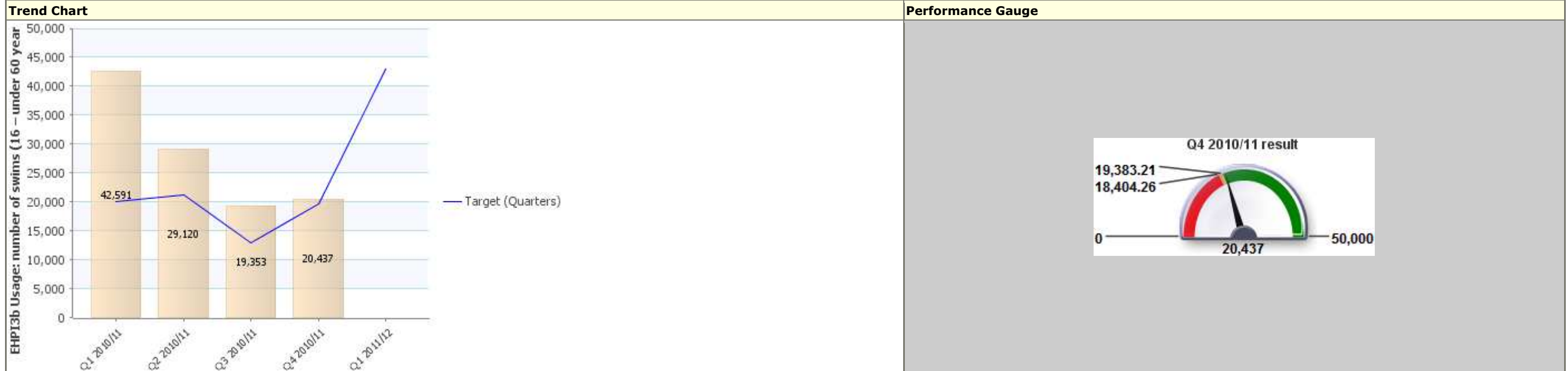
**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP14b	Usage: Gym (60 + year olds)	✓	4,295	1,638	↑	Performance continues to show favourable position against target.	None



**Community and Cultural Services**

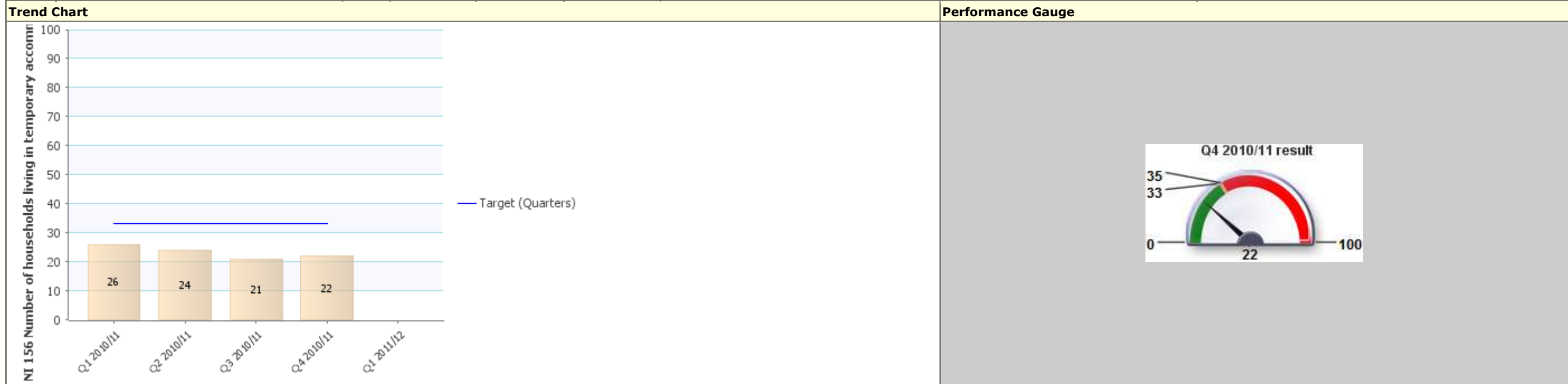
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP13b	Usage: number of swims (16 – under 60 year olds)		20,437	19,579		Performance continues to show favourable position against target.	None



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

**Health and Housing**

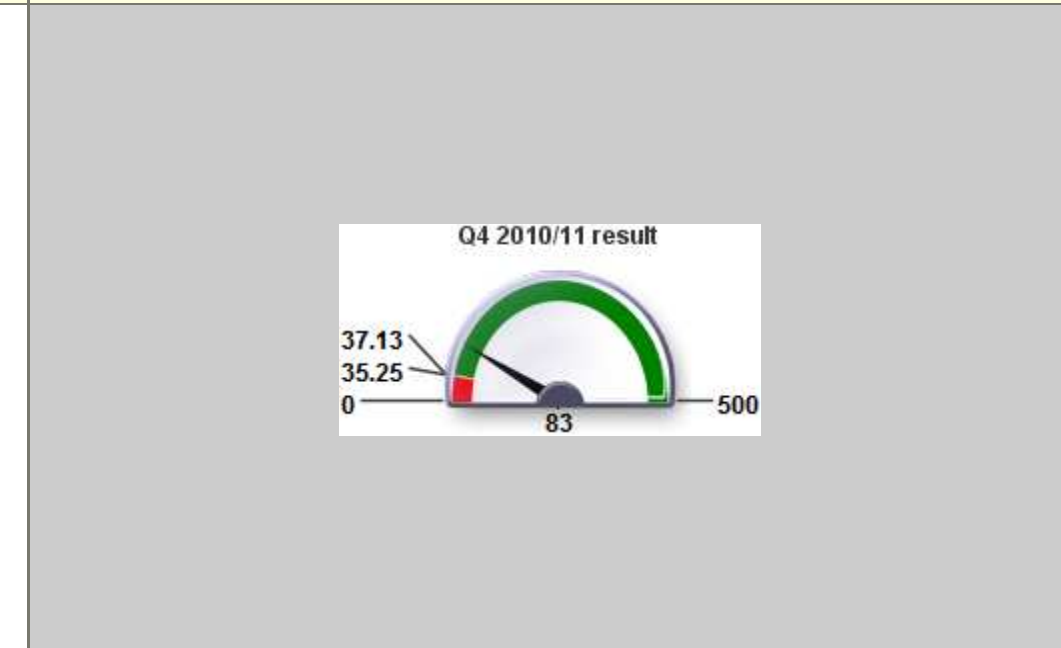
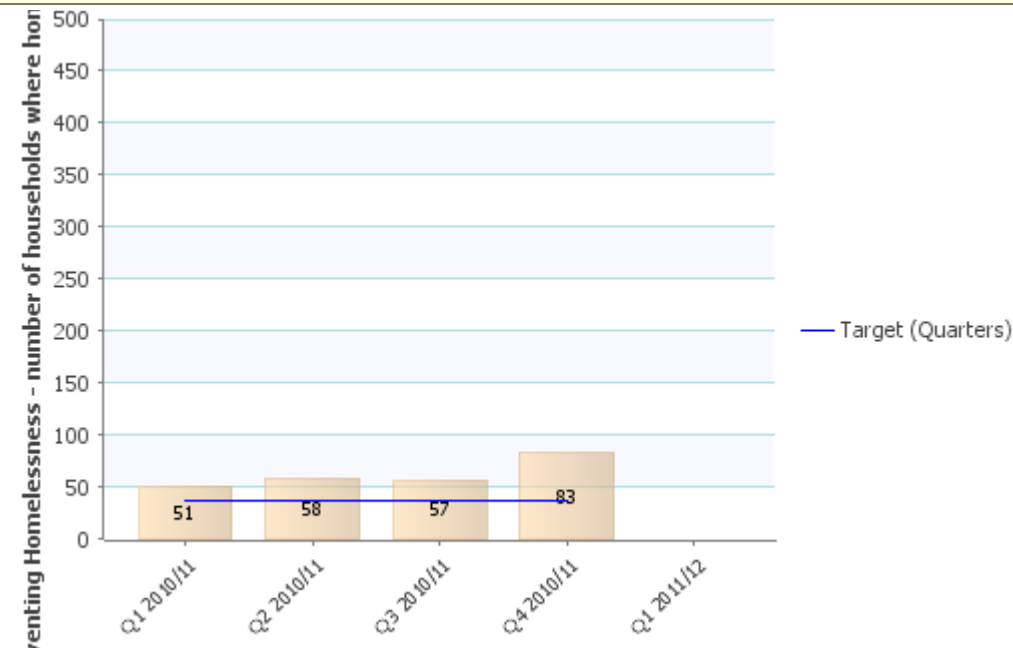
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
NI 156	Number of households living in temporary accommodation		22	33		Actual performance is well inside of target of 33 households. This indicator has consistently been inside of target all year.	None



**Health and housing**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP1213	Preventing Homelessness - number of households where homelessness prevented		83	37.5		Performance data is not currently available until end of April 2011.	None

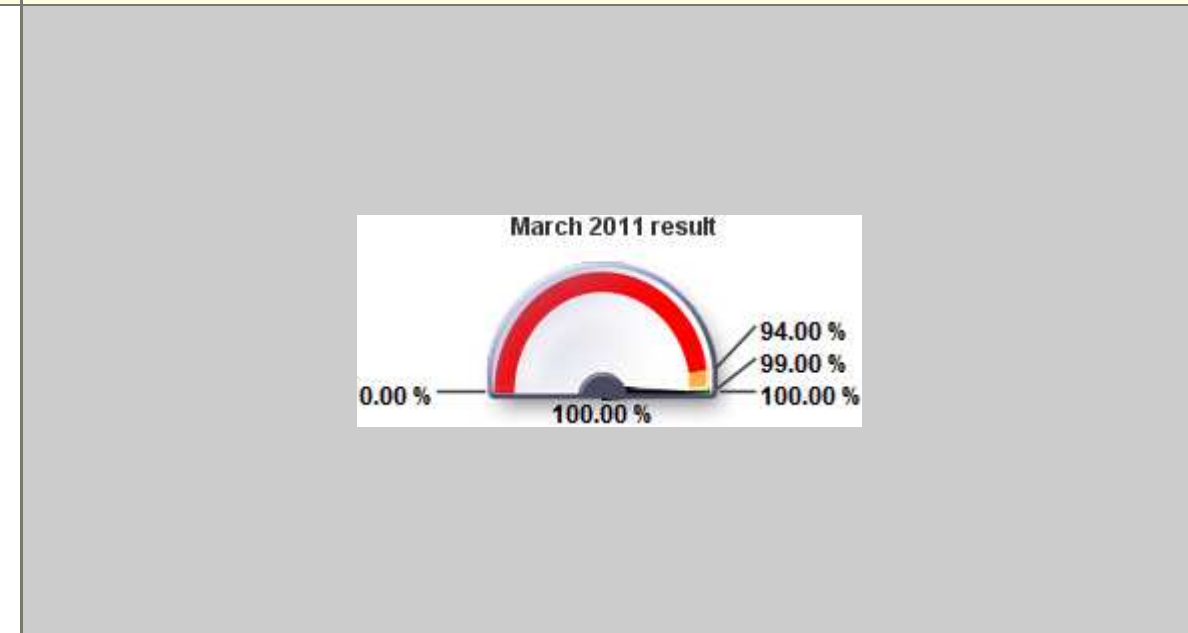
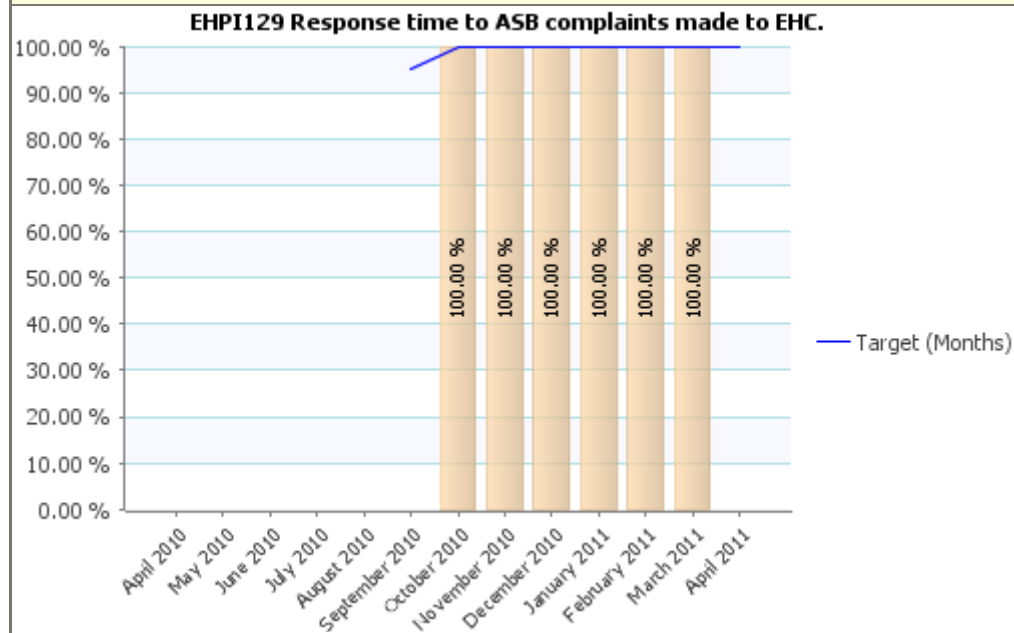
**Trend Chart** **Performance Gauge**



**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP1129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 7 complaints made directly to EHC ASB Officer for the month of March 2011. All of the complainants were responded to within the minimum standards of 2 working days, either by phone or email.	None

**Trend Chart** **Performance Gauge**



**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 21 <sup>st</sup> March 2011
EHP18.33	Net cost of Licensing per Hackney Carriage license		£182.04		↑	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						2009/10 result £182.04	

**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.34a	Net cost of Licensing per LA2003 Premises Licenses		£226.88		↑	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						2009/10 result £226.88	

**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.34b	Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)		£222.42		↓	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						2009/10 result £222.42	

**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.35	Net cost of East Herts funded Police Community Support Officers per head of population		£0.75		↑	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						2009/10 result £0.75	

**Revenues & Benefits**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.11	Net cost of Housing and Council Tax Benefit per claim		£82.35		↓	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						2009/10 result £82.35	

Revenues & Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.12	Net cost of Collecting Council Tax per property		£17.83			No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £17.83	

**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 21 <sup>st</sup> March 2011
EHP18.41	Net cost of swimming pool per swim		£24.34			No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £24.34	

Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.42	Net cost of Citizen Advice Bureau per contact		£18.96			No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £18.96	

Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.43	Net cost of Meals on Wheels per number served per annum		£684.25			No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £684.25	

Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.37	Net cost of Environmental Health per food inspection		£3,368.08			No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £3,368.08	

Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.38	Net cost of Environmental Health per health and safety inspection		£10,498.93		↓	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £10,498.93	

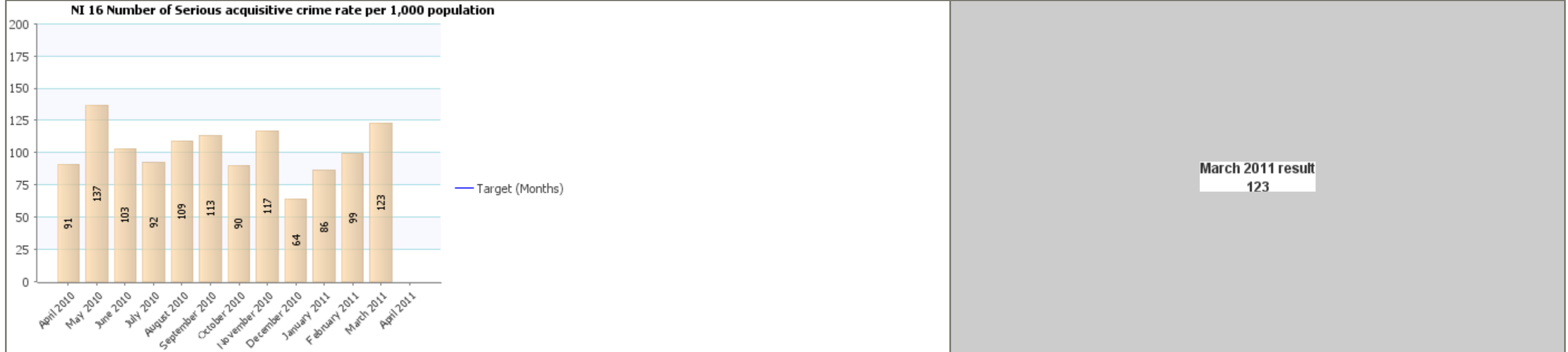
Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.40	Net cost of the Homelessness Service per presentation		£5,533.67		↓	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £5,533.67	

Licensing and Community Safety																																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011																												
NI 15	Number of most Serious violent crime rate per 1,000 population		2		↓	Due to modifications to the iQuanta website, the number of serious violent crimes can no longer be viewed.	None																												
Trend Chart						Performance Gauge																													
<p><b>NI 15 Number of most Serious violent crime rate per 1,000 population</b></p> <table border="1"> <caption>NI 15 Monthly Crime Rate Data</caption> <thead> <tr> <th>Month</th> <th>Crime Rate</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>2</td></tr> <tr><td>May 2010</td><td>4</td></tr> <tr><td>June 2010</td><td>3</td></tr> <tr><td>July 2010</td><td>4</td></tr> <tr><td>August 2010</td><td>3</td></tr> <tr><td>September 2010</td><td>3</td></tr> <tr><td>October 2010</td><td>1</td></tr> <tr><td>November 2010</td><td>2</td></tr> <tr><td>December 2010</td><td>4</td></tr> <tr><td>January 2011</td><td>4</td></tr> <tr><td>February 2011</td><td>0</td></tr> <tr><td>March 2011</td><td>2</td></tr> <tr><td>April 2011</td><td>0</td></tr> </tbody> </table>						Month	Crime Rate	April 2010	2	May 2010	4	June 2010	3	July 2010	4	August 2010	3	September 2010	3	October 2010	1	November 2010	2	December 2010	4	January 2011	4	February 2011	0	March 2011	2	April 2011	0	March 2011 result 2	
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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 21 <sup>st</sup> March 2011
NI 16	Number of Serious acquisitive crime rate per 1,000 population		123			Due to modifications to the iQuanta website, the number of serious acquisitive crimes can no longer be viewed.	None

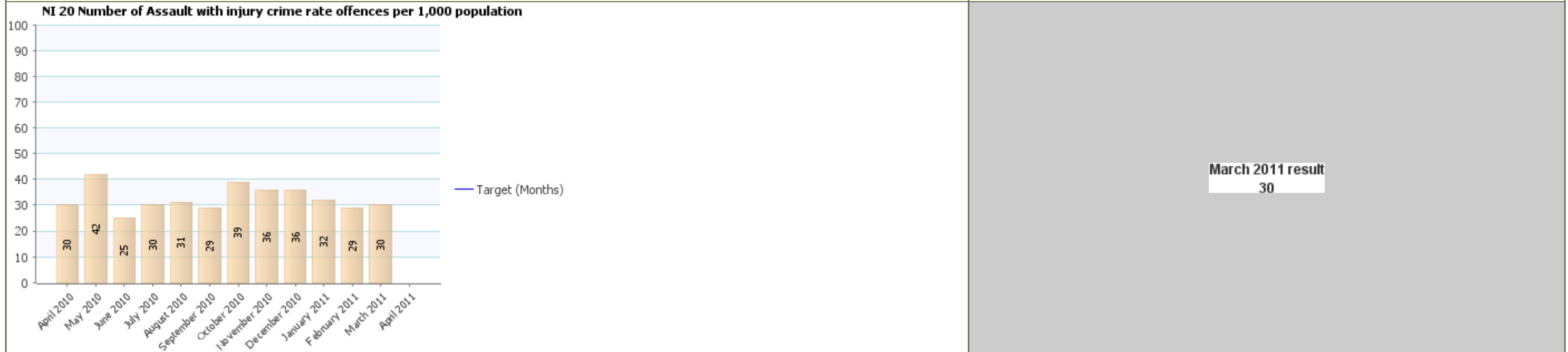
**Trend Chart** **Performance Gauge**



**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
NI 20	Number of Assault with injury crime rate offences per 1,000 population		30			Due to modifications to the iQuanta website, the number of serious acquisitive crimes can no longer be viewed.	None

**Trend Chart** **Performance Gauge**





Licensing and Community Safety																																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011																												
EHP1130	Number of council endorsed community safety projects that receive positive publicity.		0 days			0 good news stories were released	None																												
<b>Trend Chart</b>						<b>Performance Gauge</b>																													
<p><b>EHP1130 Number of council endorsed community safety projects that receive positive publicity.</b></p> <table border="1"> <caption>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>0</td></tr> <tr><td>November 2010</td><td>0</td></tr> <tr><td>December 2010</td><td>0</td></tr> <tr><td>January 2011</td><td>0</td></tr> <tr><td>February 2011</td><td>0</td></tr> <tr><td>March 2011</td><td>0</td></tr> <tr><td>April 2011</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	0	November 2010	0	December 2010	0	January 2011	0	February 2011	0	March 2011	0	April 2011	0	<p>March 2011 result 0 days</p>	
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**Traffic Light** Unknown  
**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 21 <sup>st</sup> March 2011
EHP11a	% of customers satisfied with the service - All		68.00%			No 2010/11 outturn data available for the indicators below. The service is currently awaiting a survey analysis which is expected to be available by 19 July 2011.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						N/A	

Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHPI 1b	% of customers satisfied with the service - Leventhorpe	?	67.00%		?	No 2010/11 outturn data available for the indicators below. The service is currently awaiting a survey analysis which is expected to be available by 19 July 2011.	None
Trend Chart						Performance Gauge	
						N/A	

Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHPI 1c	% of customers satisfied with the service - Hartham	?	68.00%		?	No 2010/11 outturn data available for the indicators below. The service is currently awaiting a survey analysis which is expected to be available by 19 July 2011.	None
Trend Chart						Performance Gauge	
						N/A	

Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHPI 1d	% of customers satisfied with the service - Fanshawe	?	68.00%		?	No 2010/11 outturn data available for the indicators below. The service is currently awaiting a survey analysis which is expected to be available by 19 July 2011.	None
Trend Chart						Performance Gauge	
						N/A	

Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHPI 1e	% of customers satisfied with the service - Ward Freman	?	57.00%		?	No 2010/11 outturn data available for the indicators below. The service is currently awaiting a survey analysis which is expected to be available by 19 July 2011.	None
Trend Chart						Performance Gauge	
						N/A	

Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHPI 1f	% of customers satisfied with the service - Grange Paddocks	?	84.00%		?	No 2010/11 outturn data available for the indicators below. The service is currently awaiting a survey analysis which is expected to be available by 19 July 2011.	None
Trend Chart						Performance Gauge	
						N/A	

**Traffic Light** Unknown  
**Description** Shaping now, shaping the future

**Planning and Building Control**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
NI 154	Net additional homes provided	?	N/A	375	?	2010/11 Outturn not yet available. Data analysis undertaken by County subsequent to end of year and details usually available by June/July. Data included in the Councils Annual Monitoring Report produced in December.	None

<b>Trend Chart</b>	<b>Performance Gauge</b>
	<b>N/A</b>