

# Community Scrutiny Corporate Healthcheck

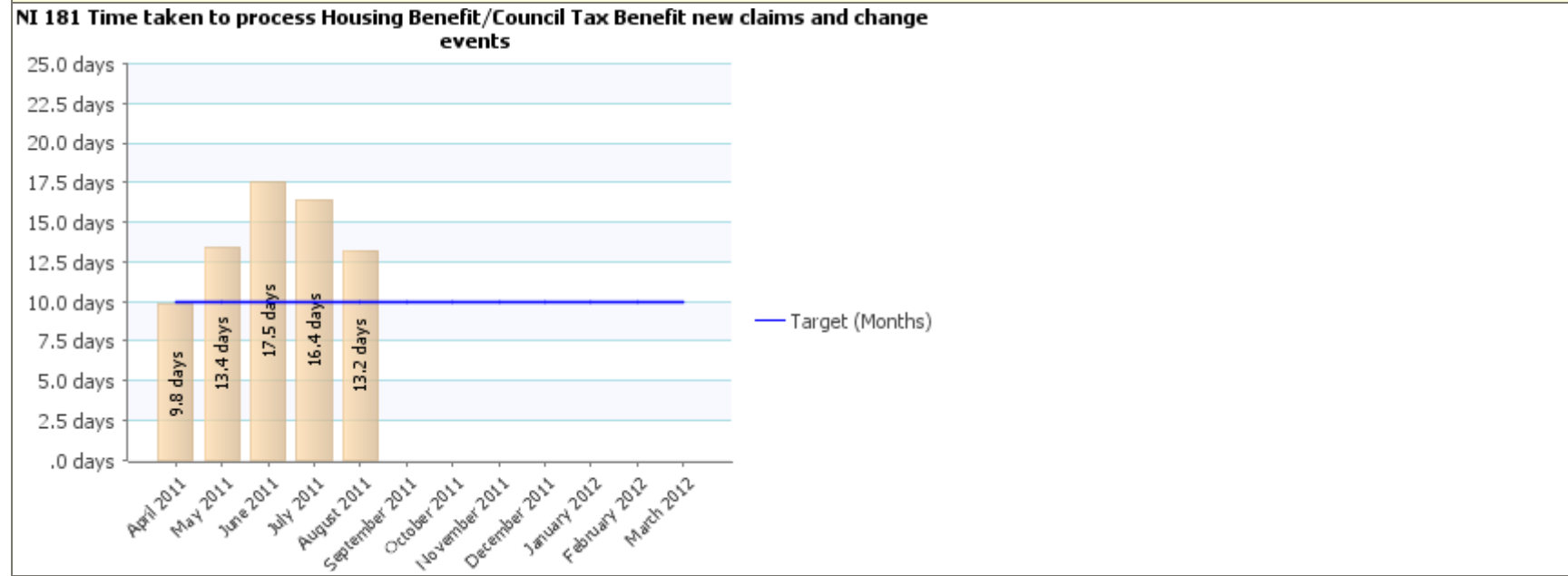


**Traffic Light Red**  
**Description** Fit for purpose, services fit for you

## Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		13.2 days	10.0 days			

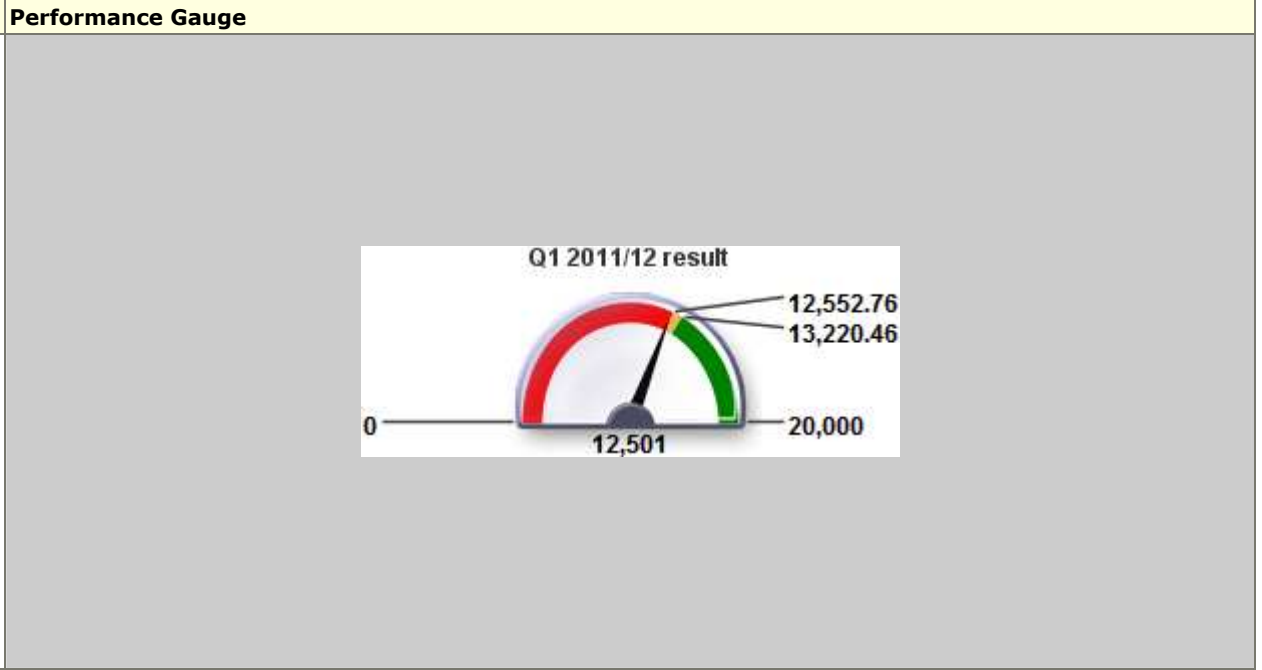
### Trend Chart Performance Gauge



**Traffic Light Red**  
**Description** Leading the way, working together

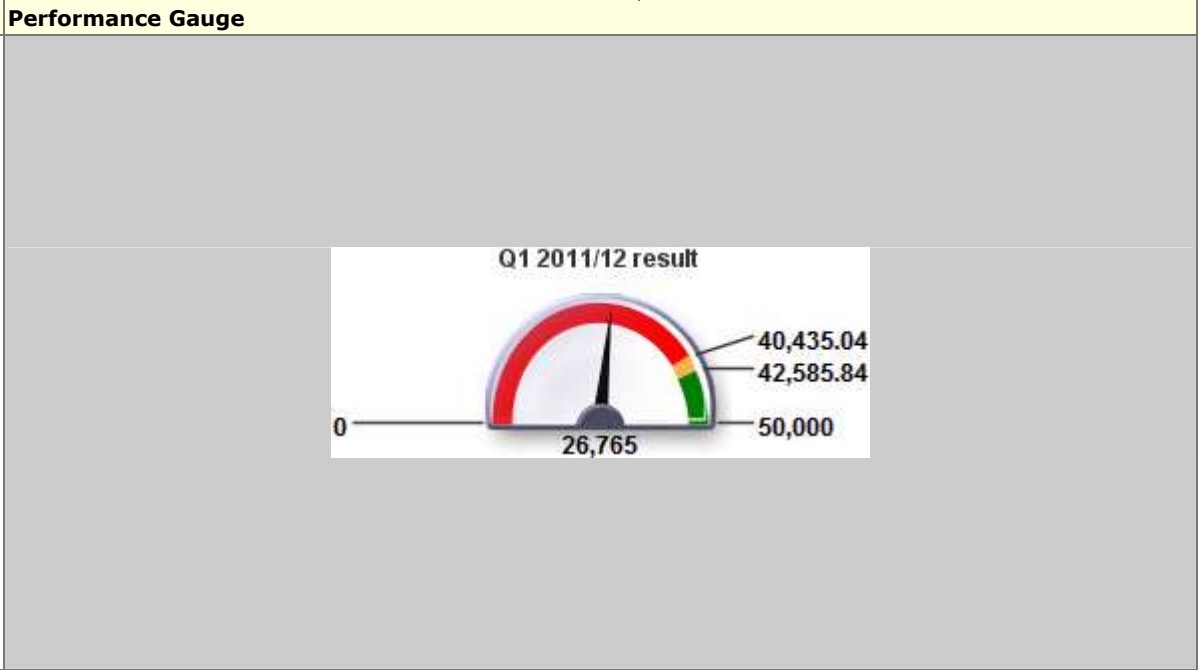
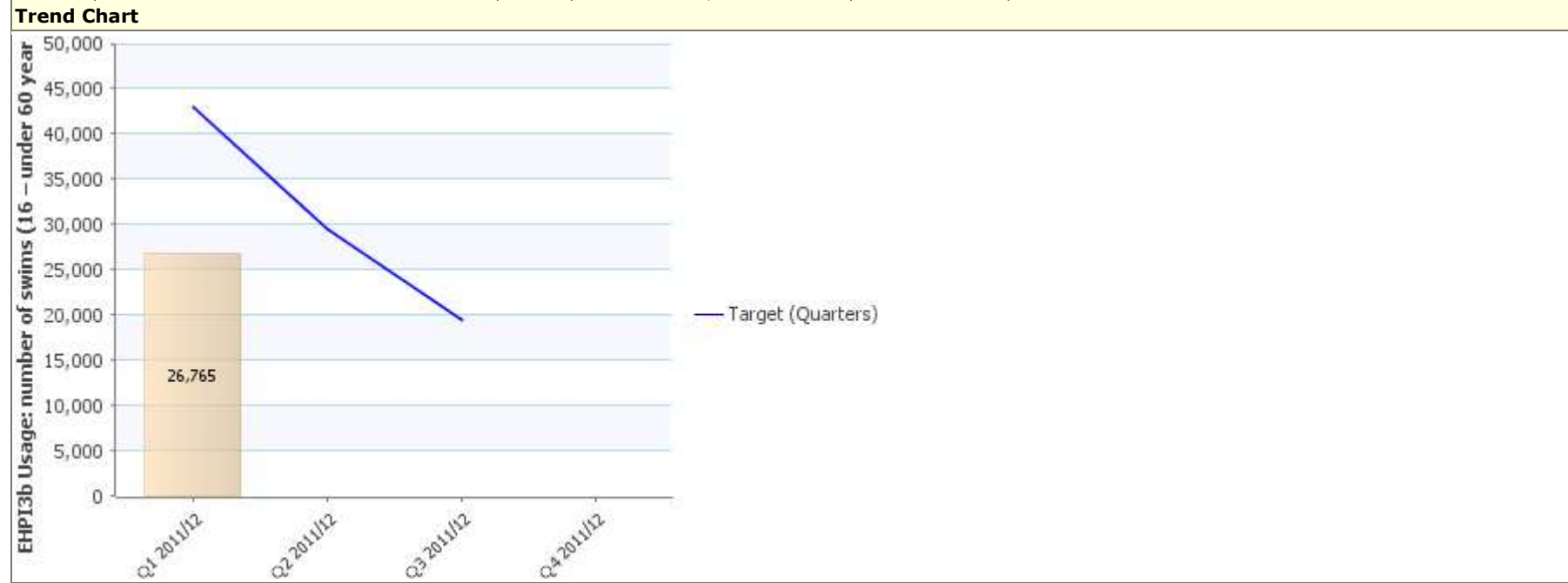
**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP13a	Usage: number of swims (under 16)		12,501	13,354		Service is conducting an investigation in to the apparent reduction of swim throughput with this age category, results will be reported in quarter 2.	



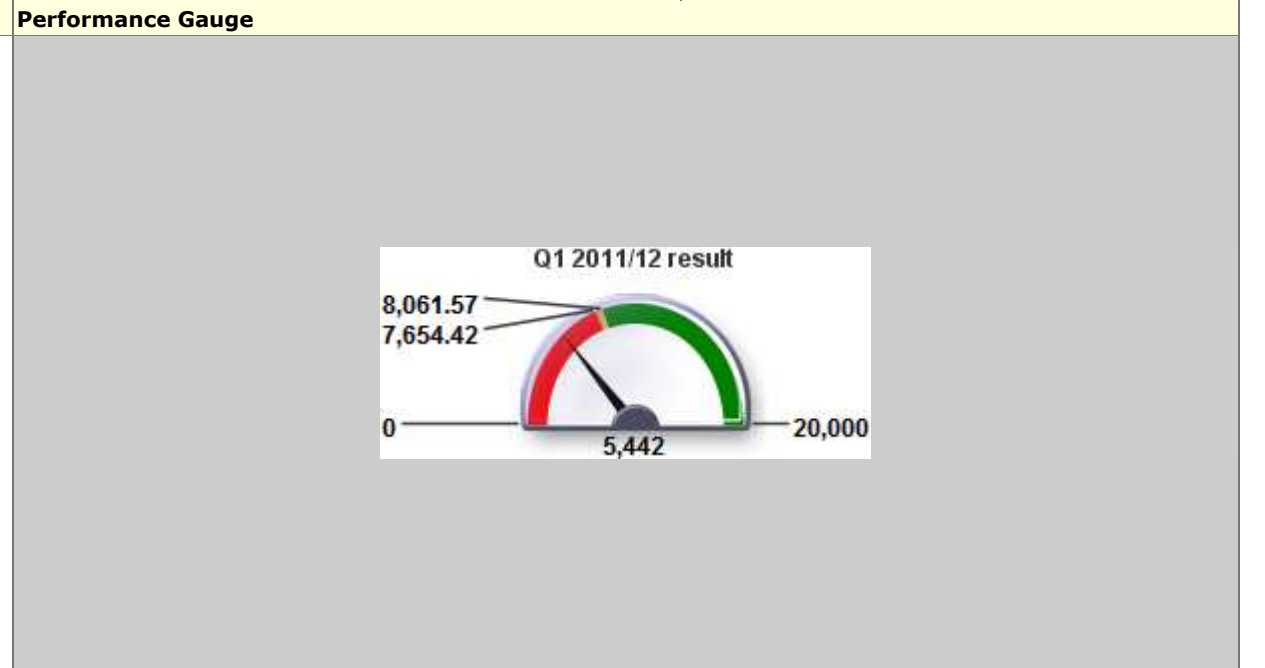
**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP13b	Usage: number of swims (16 - under 60 year olds)		26,765	43,016		Service is conducting an investigation in to the apparent reduction of swim throughput with this age category, results will be reported in quarter 2.	



**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP13c	Usage: number of swims (60 year old +)		5,442	8,143		Service expected decline in attendance due to exclusion of government funded free swims for this age group, but throughput remains at a consistent level.	

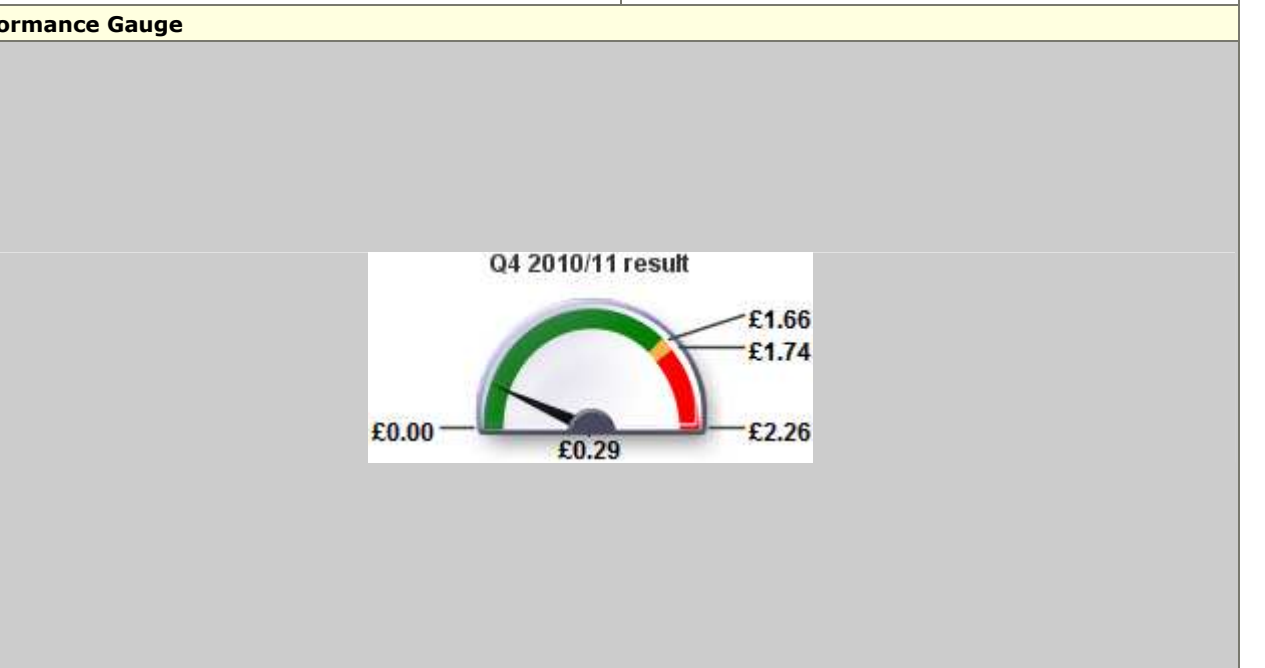
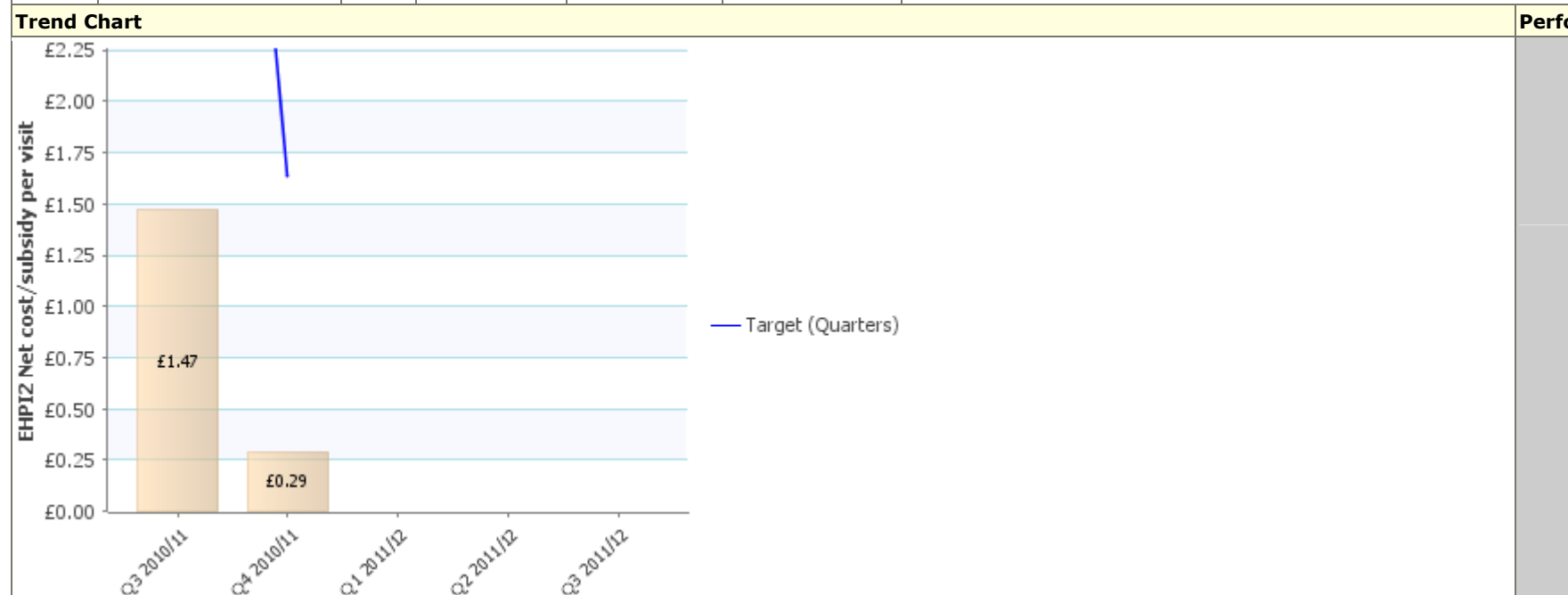


**Traffic Light Green**

**Description** Leading the way, working together

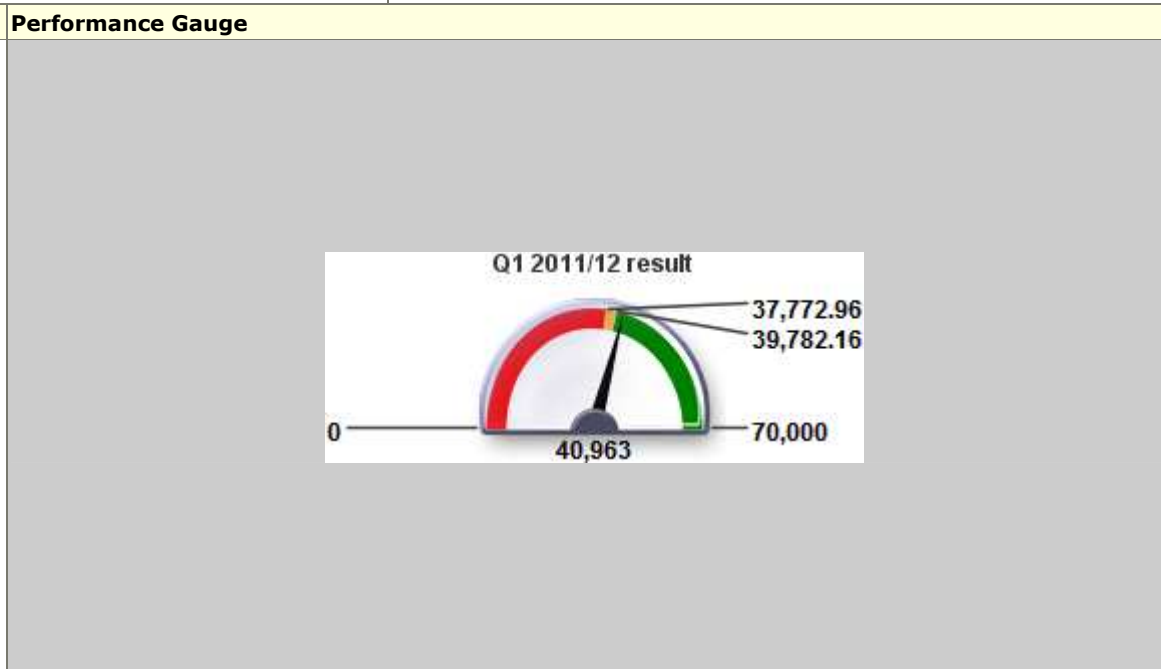
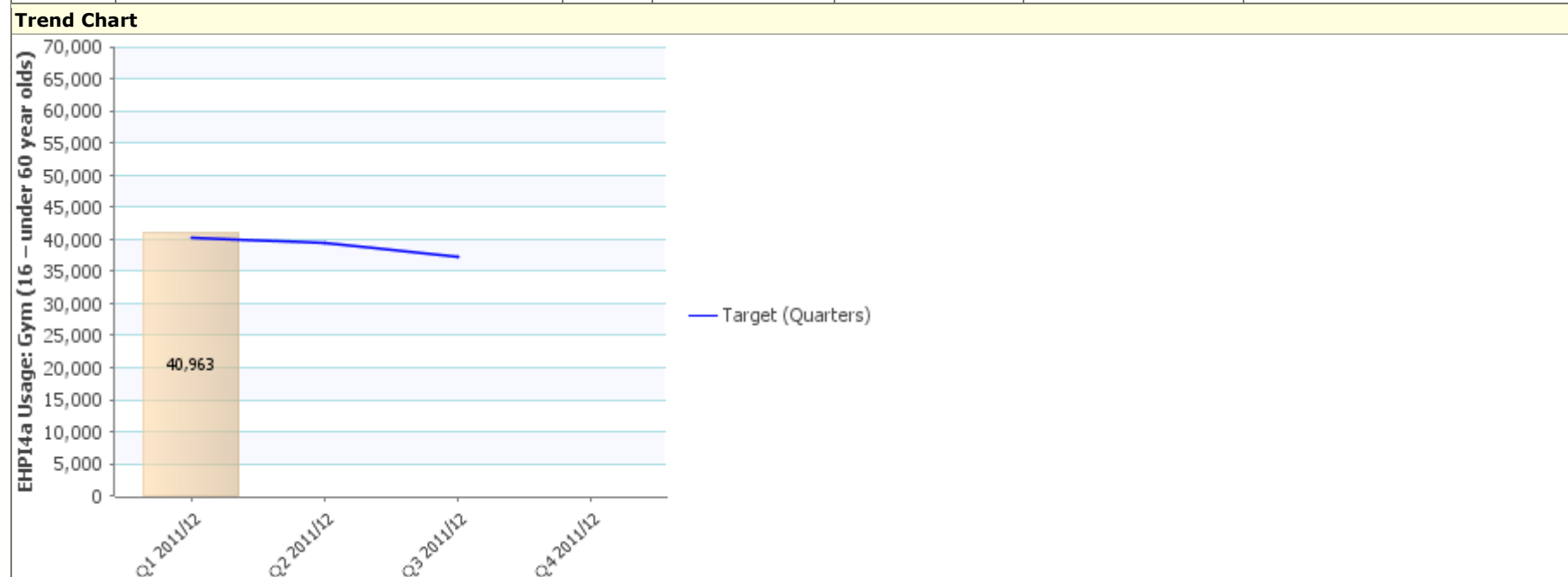
**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP12	Net cost/subsidy per visit		£0.29	£1.64		3 monthly management fee (incl RPI) divided by total visits for the three month period, Jan - Mar 2011, equals cost per user subsidy; £35,312.16/123,769 = £0.29	



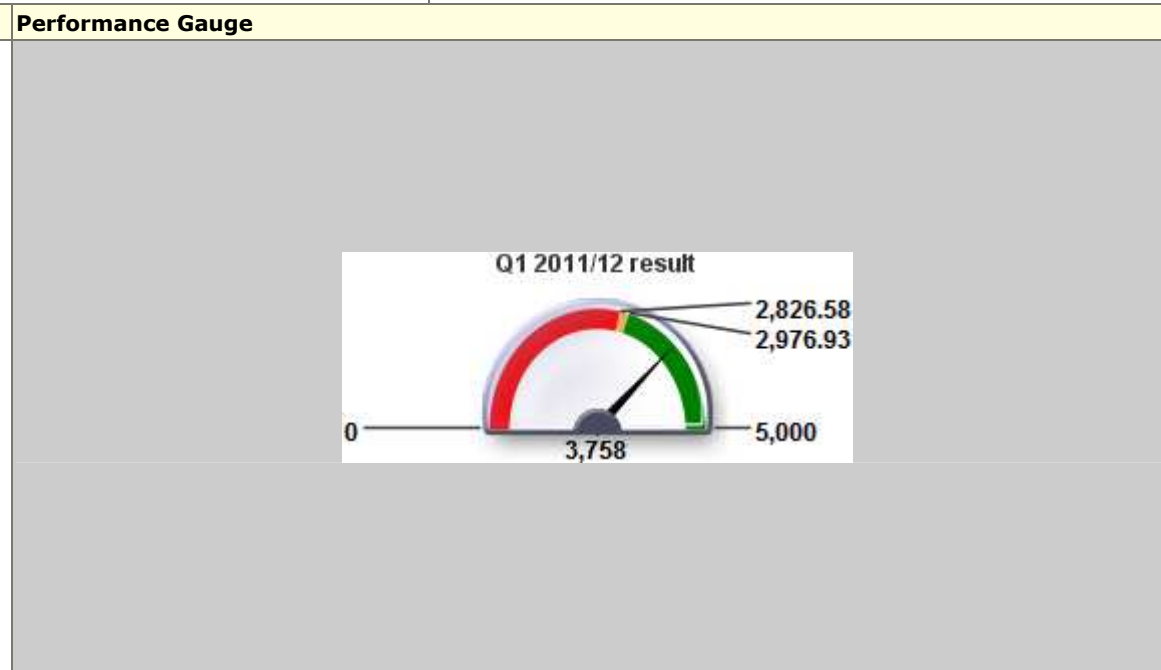
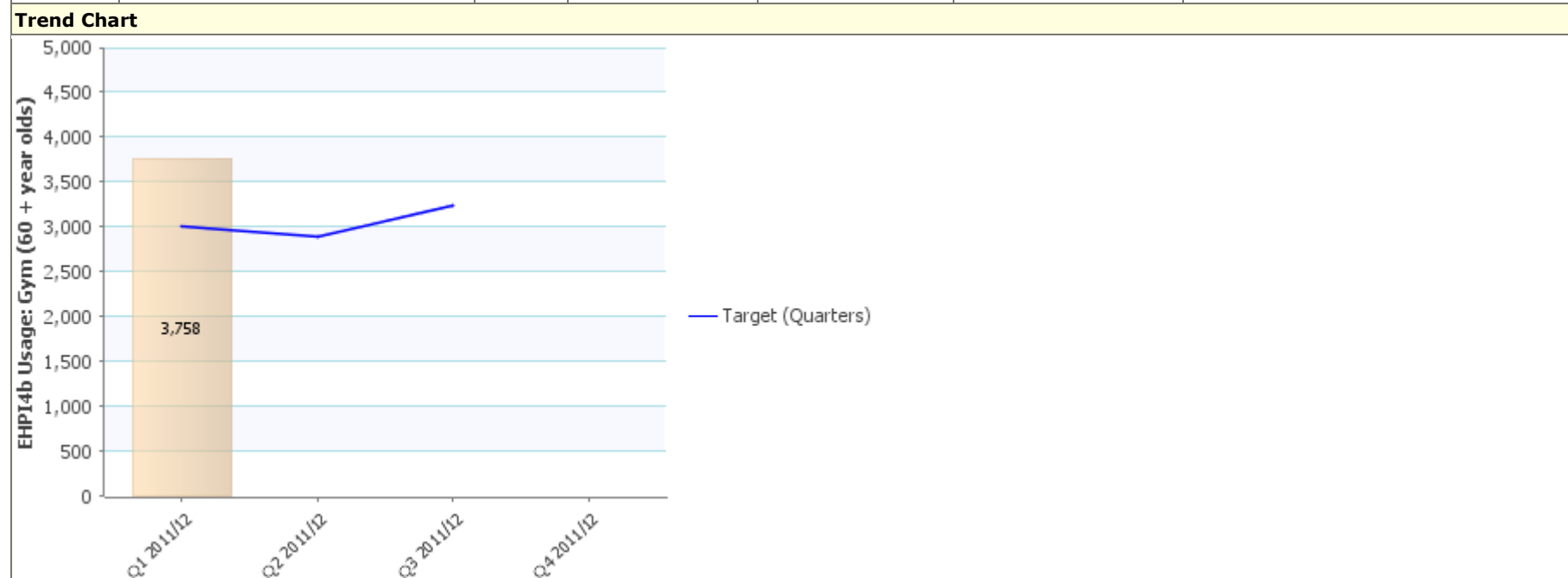
**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI4a	Usage: Gym (16 – under 60 year olds)	✓	40,963	40,184	↓	Performance is on target consistent with seasonal trends.	



**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI4b	Usage: Gym (60 + year olds)	✓	3,758	3,007	↓	Performance continues to show favourable position against target.	

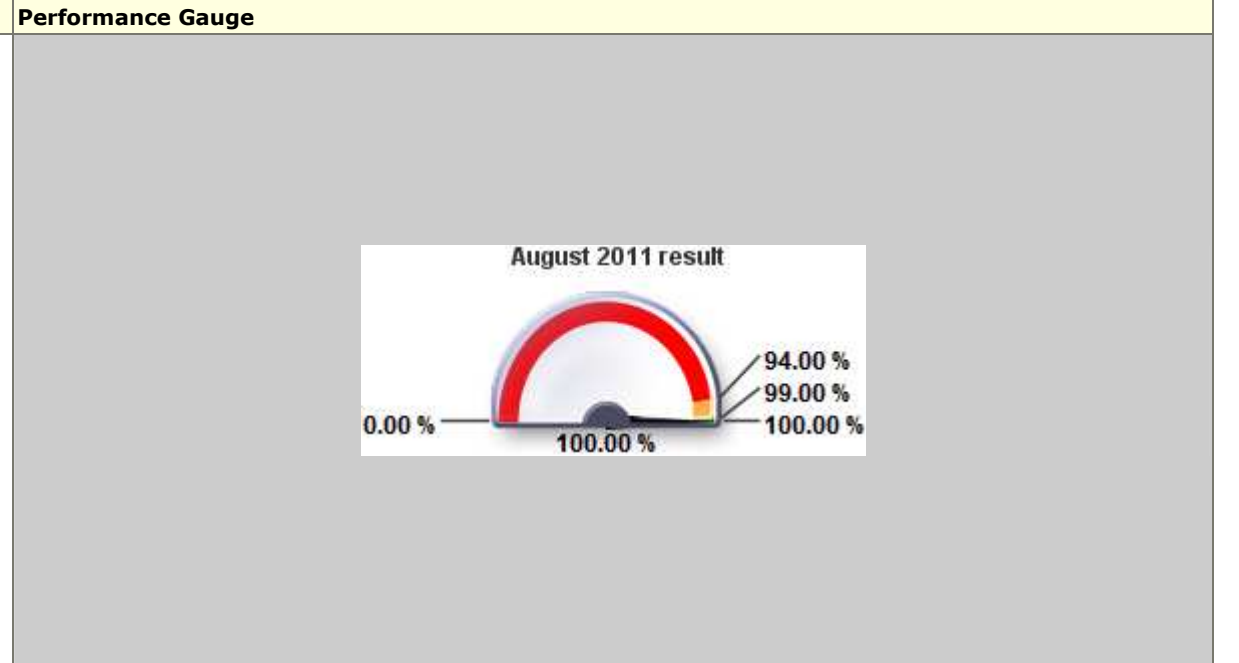
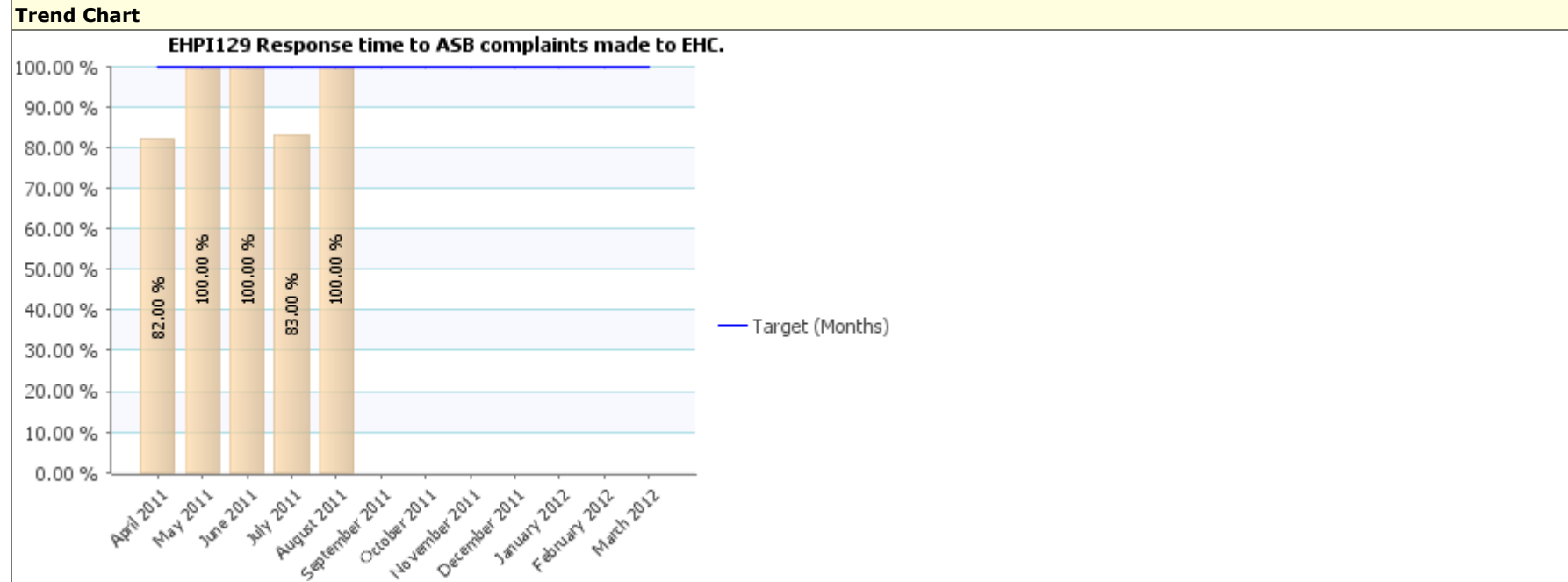


**Traffic Light Green**

**Description** Promoting prosperity & well being providing access&opportunities

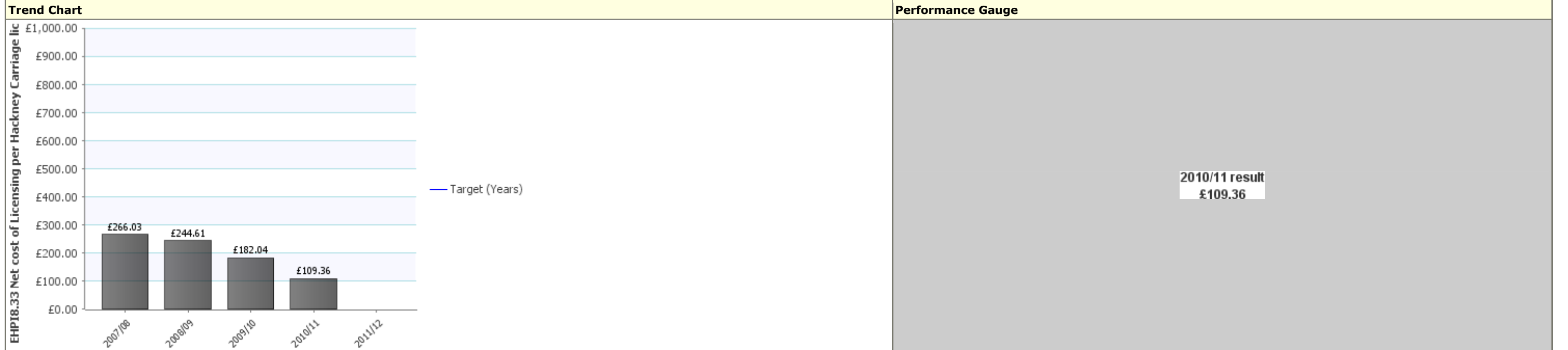
**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 5 complaints made directly to the ASB and Projects Officer at EHC for the month of August. All of which were dealt with in the timeframe.	



**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.33	Net cost of Licensing per Hackney Carriage license		£109.36				



**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI8.34a	Net cost of Licensing per LA2003 Premises Licenses		£210.67				

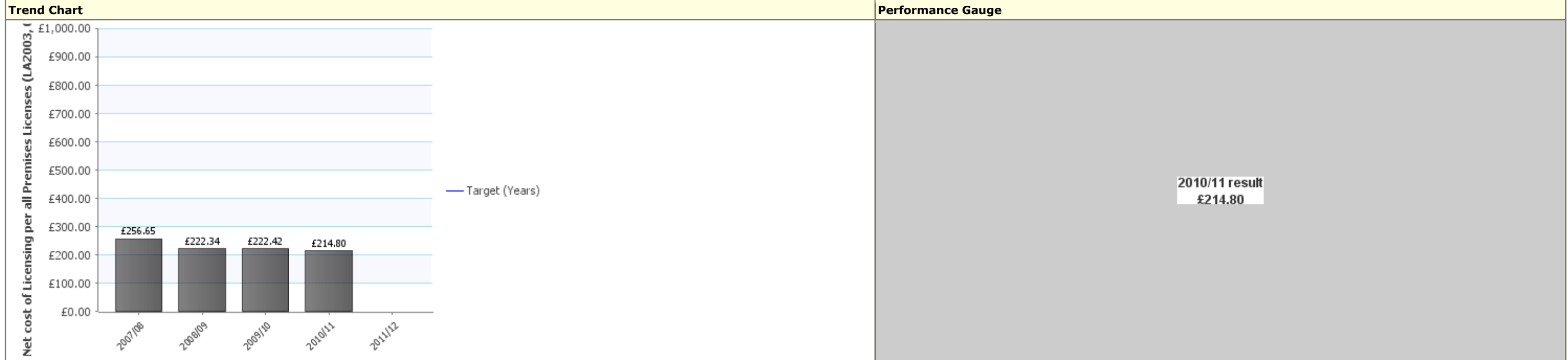
**Trend Chart** **Performance Gauge**



**2010/11 result**  
**£210.67**

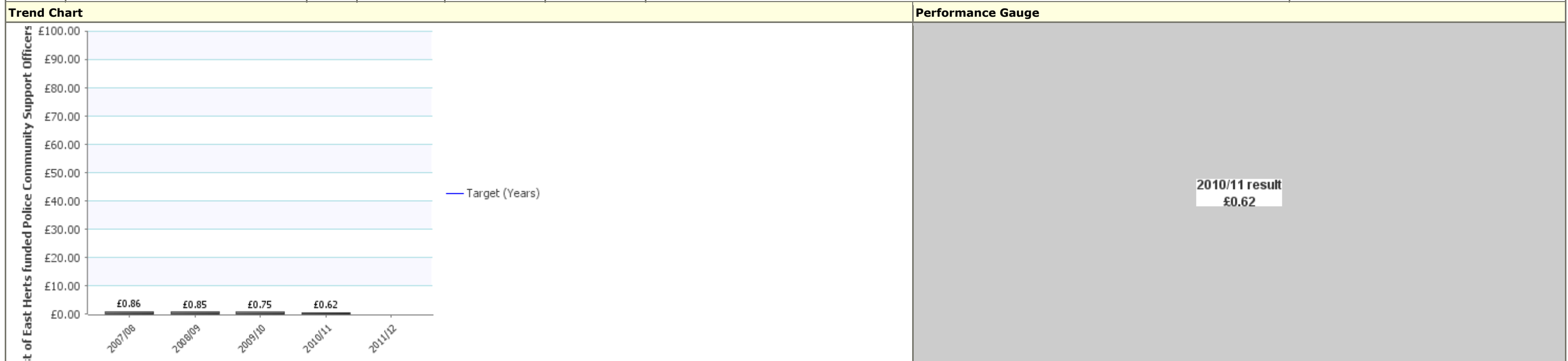
**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI8.34b	Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)		£214.80				



**Licensing and Community Safety**

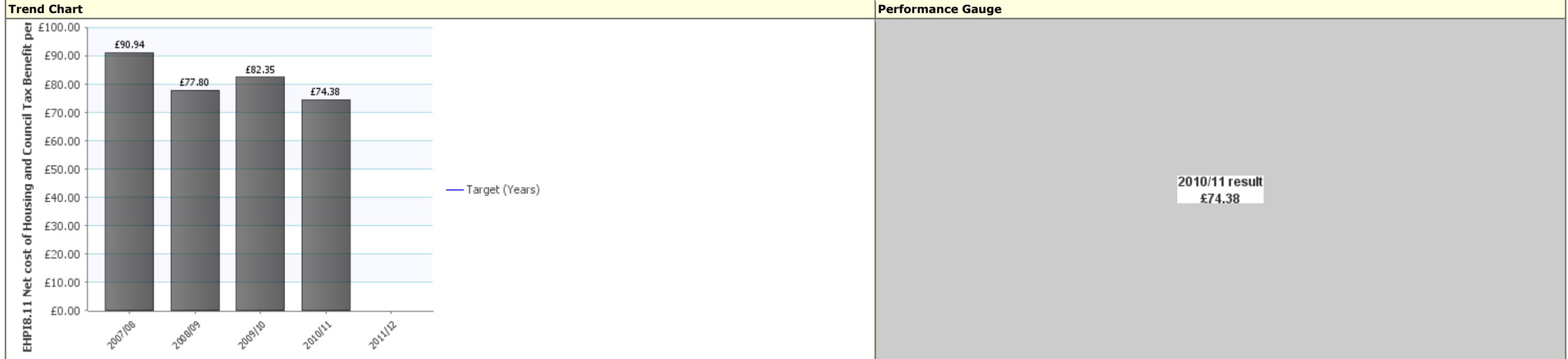
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI8.35	Net cost of East Herts funded Police Community Support Officers per head of population		£0.62				





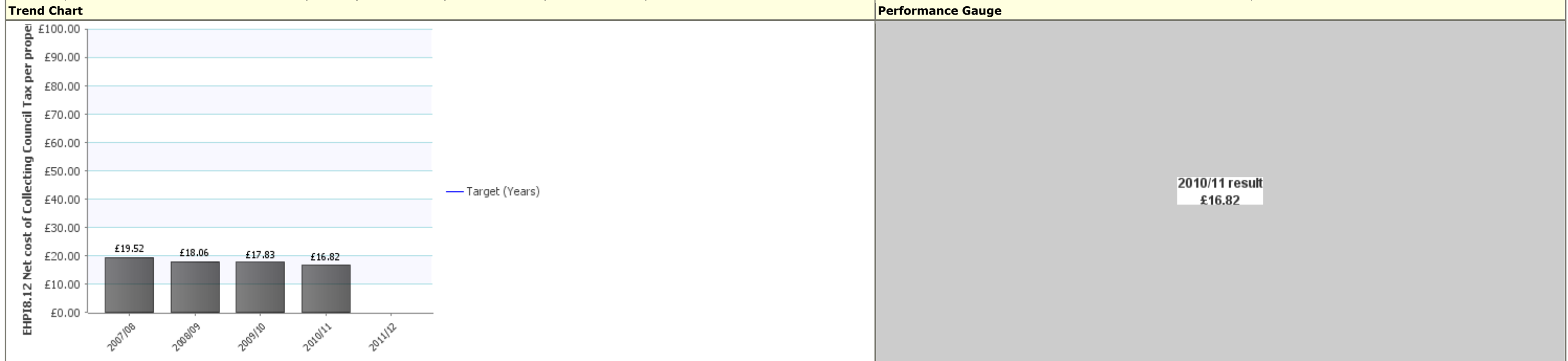
**Revenues & Benefits**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.11	Net cost of Housing and Council Tax Benefit per claim		£74.38		↑		



**Revenues & Benefits**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.12	Net cost of Collecting Council Tax per property		£16.82		↑		

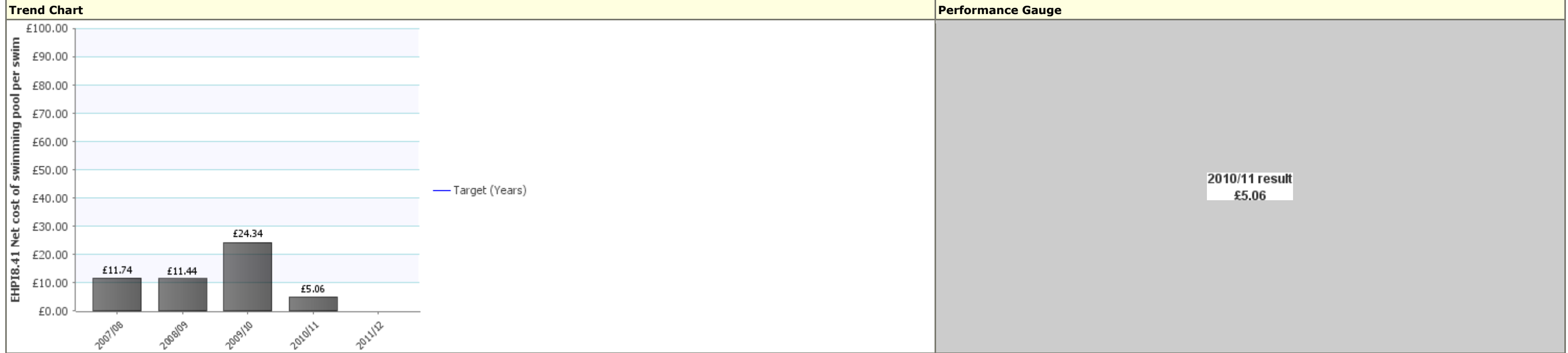


**Traffic Light Data Only**

**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
EHPI8.41	Net cost of swimming pool per swim		£5.06				



**Community and Culture**

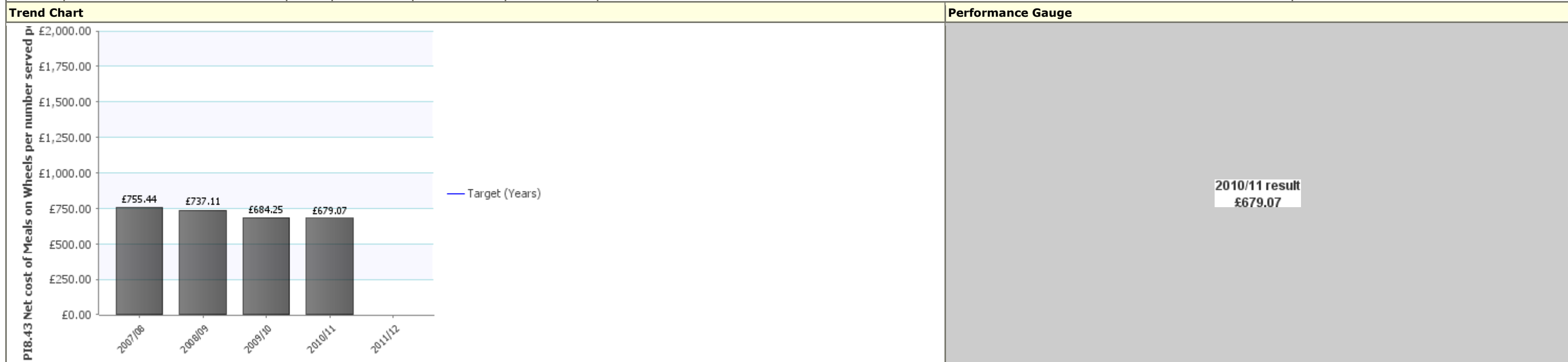
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.42	Net cost of Citizen Advice Bureau per contact		£13.42				

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



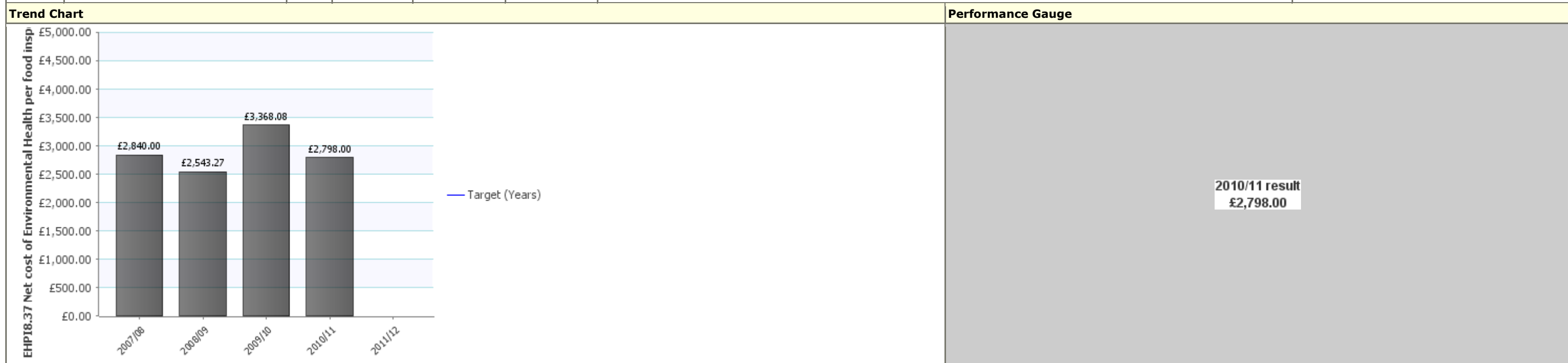
### Community and Culture

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.43	Net cost of Meals on Wheels per number served per annum		£679.07		↑		



### Health and Housing

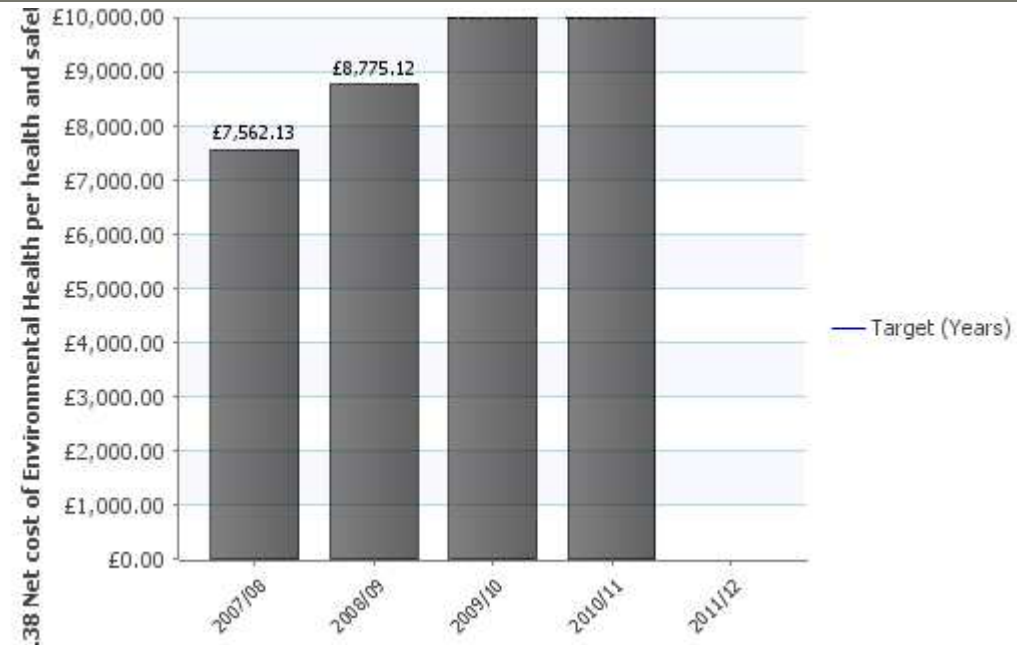
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.37	Net cost of Environmental Health per food inspection		£2,798.00		↑		



### Health and Housing

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.38	Net cost of Environmental Health per health and safety inspection		£13,092.54				

#### Trend Chart



#### Performance Gauge

2010/11 result  
£13,092.54

### Health and Housing

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.40	Net cost of the Homelessness Service per presentation		£5,079.86		↑		

#### Trend Chart



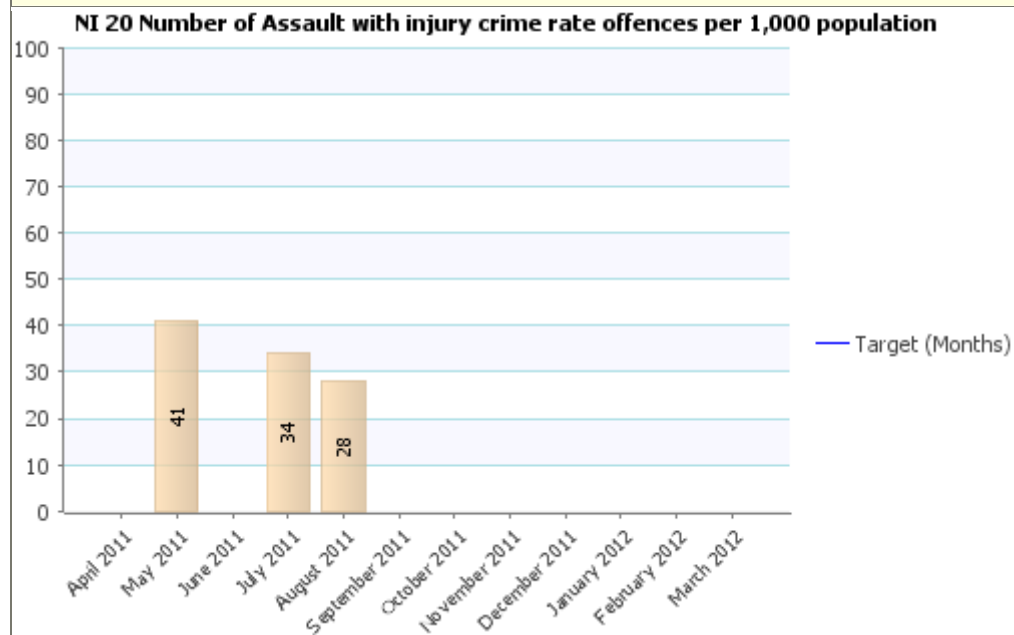
#### Performance Gauge

2010/11 result  
£5,079.86

### Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
NI 20	Number of Assault with injury crime rate offences per 1,000 population		28		↑	There is currently no access to additional data to add commentary.	

#### Trend Chart

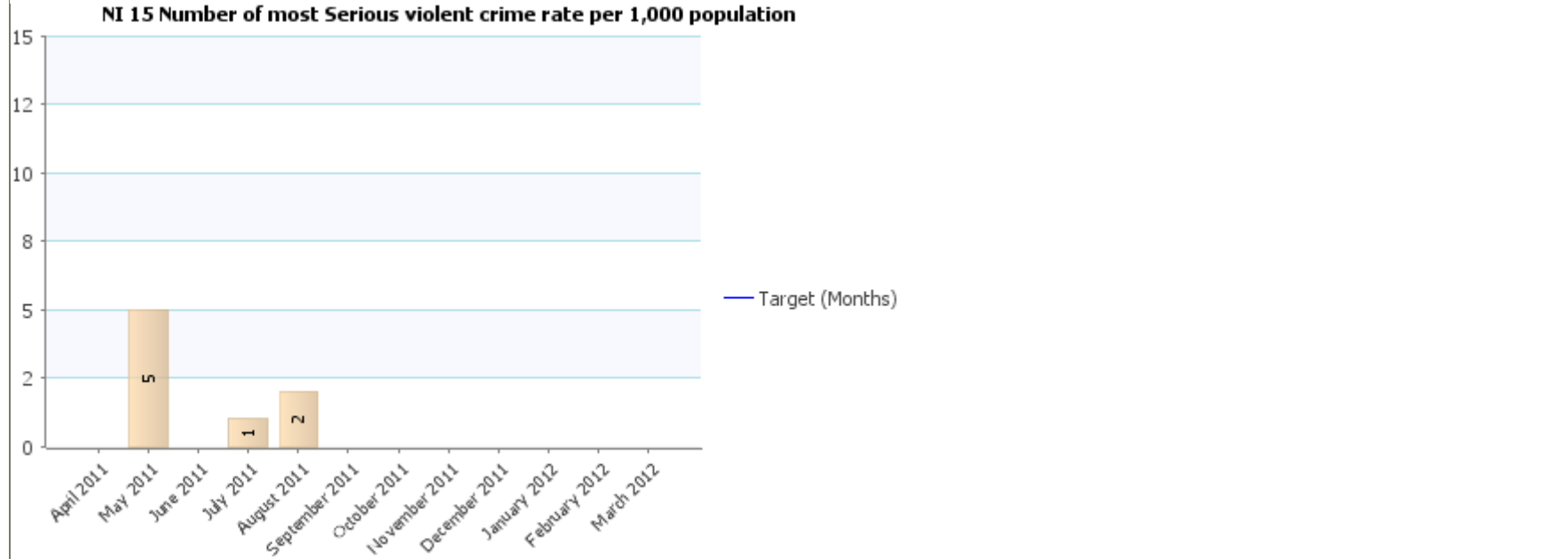


August 2011 result  
28

**Licensing and Community Safety**

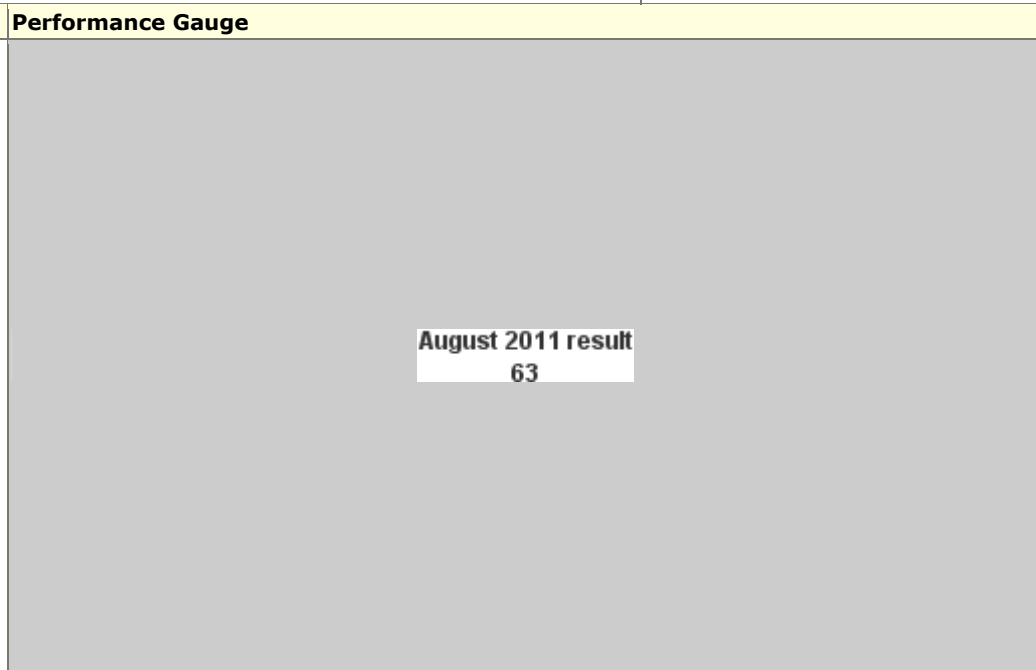
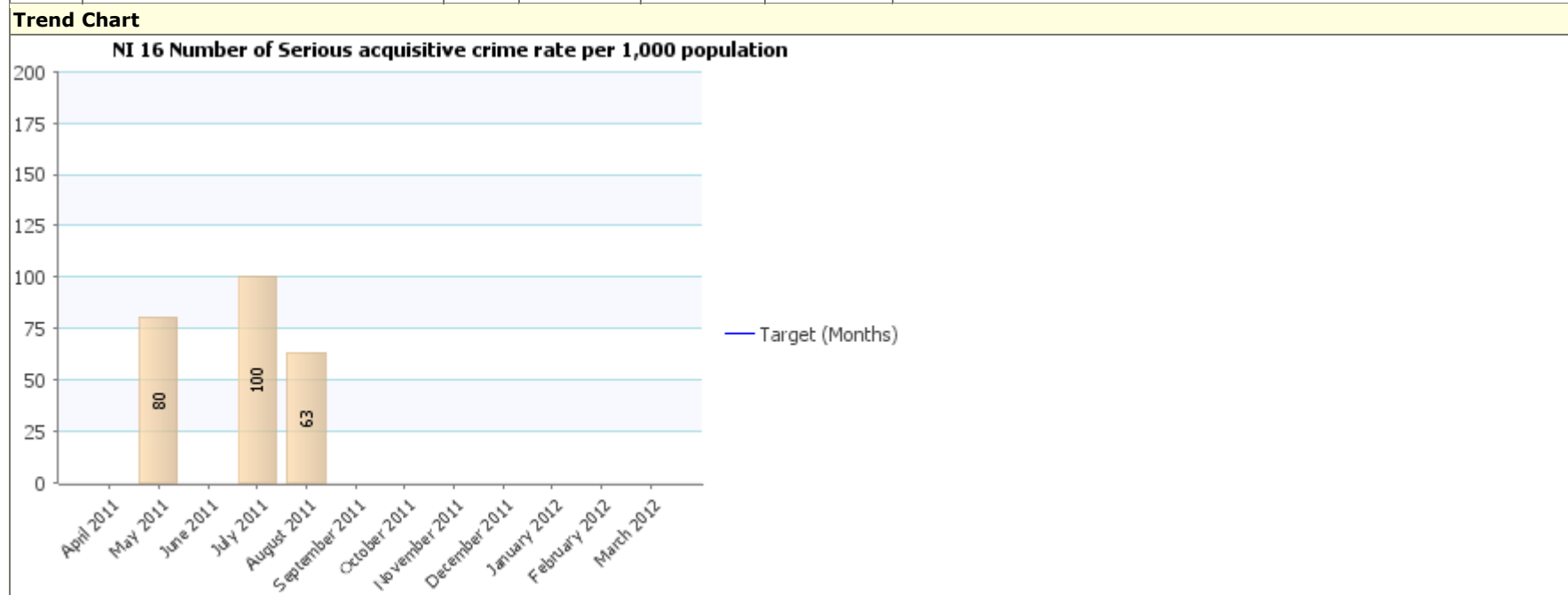
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
NI 15	Number of most Serious violent crime rate per 1,000 population		2			Healthcheck: this commentary cannot be directly compared with the previous iQuanta data commentaries. According to Hertfordshire Istant Atlas, East Herts was 3rd for the number of violent crimes, with 95 reported incidents in July 2011. This figure includes more crimes than just serious violent crimes. The Hertfordshire total was 834.	

**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
NI 16	Number of Serious acquisitive crime rate per 1,000 population		63			Healthcheck: this commentary cannot be directly compared with the previous iQuanta data commentaries. According to Instant Atlas, East Herts was 3rd for the number of serious acquisitive crimes in the county, with 60 crimes. The total for the county was 726.	



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