

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 21 OCTOBER 2008

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

10. COMMUNITY SCRUTINY HEALTHCHECK – FROM APRIL TO AUGUST 2008

WARD (S) AFFECTED: All

RECOMMENDATION – that performance be scrutinised and Executive be informed of any recommendations.

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1.0 Purpose/Summary of Report

1.1 To set out an exception report on the performance of the key indicators that relate to Community Scrutiny for the period April 2008 to August 2008.

2.0 Contribution to the Council's Corporate Objectives

2.1 For the purpose of this report, performance monitoring relates to the following Council priorities.

**Promoting prosperity and well-being; providing access and opportunities**

*Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.*

**Caring about what's built and where**




*Care for and improve our natural and built environment.*



**Shaping now, shaping the future**

*Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.*

### 3.0 Background

- 3.1 This is a performance report relevant to Community Scrutiny terms of reference covering the period from April 2008 to August 2008.
- 3.2 The report contains a breakdown of the following information by each Corporate Priority:
- An overview of performance, in particular where there have been issues and remedial actions taken during the period.
  - The Indicators where data is collected monthly, with performance for August 2008 presented in detail (the most up to date available) with previous months summarised in a trend chart.
  - The indicators where data is collected quarterly with performance for Quarter 1 presented in detail (the most up to date data available).
- 3.3 All Councillors have access to Covalent (the councils performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team is able to provide support and training on using the Covalent system if required.
- 3.4 As from 2008/09 Best Value Performance Indicators (BVPI) are no longer required by the government to be monitored and have been replaced with National Indicators (NI). Best Value Performance Indicators and Local Performance Indicators (LPI) which the Council will continue to monitor have been re-titled East Herts Performance Indicators (EHPI).
- 3.5 Appendix 'A10' (pages 10.6 - 10.12) Shows the full set of performance indicators that are reported on a monthly and quarterly basis to this committee. Appendix 'A10' (pages 10.6 - 10.12) has been sorted by status e.g. All performance in 'red' are listed first etc. Appendix 'B10' (pages 10.13 - 10.15) Shows the complete set of performance indicators which are reported to members ordered by Corporate Priority.  
Appendix 'C10' (pages 10.16 - 10.18) is a set of guidance notes for the performance indicators detailed in Appendix 'A10' (pages 10.6 - 10.12) and a table with all key definitions and abbreviations.  
The codes used in relation to performance indicator monitoring are as follows:

| Status  |                                   |
|---|-----------------------------------|
|  | This PI is 6% or more off target. |
|  | This PI is 1-5% off target.       |
|  | This PI is on target.             |

| Short Term Trends  |   |
|--|---|
|  | The value of this PI has changed in the short term.     |
|  | The value of this PI has not changed in the short term. |

#### 4.0 Report – Indicators grouped by Corporate Priority

### Promoting Prosperity and well-being, providing access and opportunities

- 4.1 **NI 156 - Number of households living in temporary accommodation**, was 'Red' for Quarter 1. Performance off target, however the service anticipates that they will meet the target later in the year when one of the hostels is decommissioned.
- 4.2 **EHPI 213 - Preventing Homelessness - number of households where homelessness prevented (Per thousand households)**, was 'Red' for Quarter 1. The Housing Options Team prevented 7 households from becoming homeless. Every 56 households where homelessness is prevented will give a return figure of 1 household prevented from homelessness per 1000 household, so 7 households will give a return of 0. This is not the most helpful PI and no longer a BVPI. Further research into this indicator will be carried out to establish an appropriate more meaningful replacement or a recommendation to delete the PI.
- 4.3 The following National Indicators were introduced for the first time in 2008/09. Therefore a red, amber or green status can not be assigned to them. There is no historic data available so no targets can be set for 2008/09. This is the case with a number of other National Indicators. East Herts is part of the Hertfordshire Performance Network. This network is seeking to set local targets arising from data accumulated to date to allow some benchmarking of performance. It is hoped that these targets will be published after 6 months worth of 2008/09 data has been analysed:
- NI 15 – Serious violent crime rate
  - NI 16 - Serious acquisitive crime rate
  - NI 20 – Assault with injury crime rate

Please refer to Appendix 'A10' (Pages 10.6 - 10.12) for full details.

## **Caring about what's built and where**

### **Performance analysis**

- 4.4 **NI 157a – Major applications determined in 13 weeks**, In the period from April to August 08 fifteen major planning applications were determined. 10 of these were determined within the target timescale, giving a performance figure of 67%. The target for major applications is 68% so this is marginally below target. During May, June and July performance exceeded the target, however it fell to 50% in August. Members are alerted to the fact that performance may well be below target in the remaining months of 2008 and into early 09. This is because of the significant number of major applications that are currently being dealt with (this includes the three retail proposals in Hertford/ Ware, Wind Turbine proposals in Benington and the new schools proposals in Bishop's Stortford)

Please refer to Appendix 'A10' (Pages 10.6 - 10.12) for full details.

## **Shaping now, shaping the future**

### **Performance analysis**

- 4.5 **NI 173 - Flows on to incapacity benefits from employment**, No data available for Quarter 1. The Data Interchange Hub is a database used by County, District Council's and partner agencies e.g. police, schools and hospitals, to feed in performance data they collect for National Indicators to the Hub. The inputted data on the Hub can then be accessed by all respective parties. No data had been entered on to the Data Interchange Hub for Quarter 1 and it is stated on the Data Interchange Hub that it is anticipated that there will not be a data update until 1 April 2009.

### 5.0 Consultation

- 5.1 Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service at the monthly Corporate Healthcheck DMT meetings.

## 6.0 Legal Implications

6.1 There are no legal implications.

## 7.0 Financial Implications

7.1 There are no financial implications.

## 8.0 Human Resource Implications

8.1 Human Resource issues as outlined in the report.

## 9.0 Risk Management Implications

9.1 There are no risk implications.

## Background Papers

Appendix 'A10' – Performance Indicator set relating to Community Scrutiny Committee.

Appendix 'B10' – Complete list of Performance Indicator by Corporate Priority.

Appendix 'C10' – Guidance notes

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