

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – APRIL 7 2009

10. COMMUNITY SCRUTINY HEALTHCHECK – DECEMBER 2008 TO JANUARY 2009

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

WARD (S) AFFECTED: All

“D”RECOMMENDATION – that Members scrutinise performance and the Executive be informed of any recommendations.

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 December 2008 to January 2009.

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 December 2008 to January 2009.
- 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 January 2009 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 3 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 A (pages 10.7 – 10.14) Shows the full set of performance indicators that are reported on a monthly and quarterly basis to this committee. Appendix A has been sorted by status e.g. All performance in 'red' are listed first.

Appendix B (pages 10.15 – 10.17) Shows the complete set of performance indicators which are reported to members ordered by Corporate Priority.

Appendix C (pages 10.18 – 10.22) is a set of guidance notes for the performance indicators detailed in Appendix A (page 10.7 – 10.15) 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 3. Performance is off target due to the decommissioning of one of the Council's two homeless hostels being re-scheduled to the beginning of July 2009 and of a higher number of households needing temporary accommodation. Following an increase in the number of homeless presentations and acceptances received to date compared to last year. Considering the effect the economic climate is having on homelessness rates and the reduction in hostel accommodation units not being affected until July 2009, this trend is likely to continue to the end of quarter 4. This in turn is likely to result in a higher number of households in temporary accommodation than the original target of 33 households in 2008/09 and will not likely be met until 2009/10.
- 4.2 However following completion of the re-design of one hostel, the decommissioning of the second and the subsequent reduction in hostel accommodation, the service expects to be back on track for meeting the target for 2009/10. However the Housing Service is very mindful of the effect the economic climate will have on the future demands to the service.
- 4.3 **EHPI 213 - Preventing Homelessness - number of households where homelessness prevented (Per thousand households)**. Currently no data is available for Quarter 3. Changes have been made to the definition of this indicator and future data from Quarter 4 will reflect these amendments.
- 4.4 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 quartile information and there is no historic data for benchmarking.

- NI 15 – Serious violent crime rate
- NI 16 - Serious acquisitive crime rate
- NI 20 – Assault with injury crime rate

Please refer to Appendix A (pages 10.7 – 10.14) for full details.

Caring about what's built and where

Performance analysis

- 4.5 **NI 157a – Major applications determined in 13 weeks.** In the period from December 2008 to January 2009 performance has moved from 'Green' to 'Red' in January 2009, 5 major application decisions were made, two of which were beyond the target timescales due to one being referred to the Secretary of State (Whitehall College, Bishop's Stortford) and the other because it was unusual and complex and required significant consultation (Wind turbine proposals, Benington). The Development Control team will continue to monitor performance against the target but a considerable number of significant applications in 2008 will make the end of year target difficult to achieve. There was only one application for the December period and that was determined on time.
- 4.6 **NI 157b – Minor applications determined in 8 weeks.** In the period from December 2008 to January 2009 performance has moved from 'Green' to 'Amber' in January 2009, 14 out of a total of 18 decisions were made within the target timescale. The Development Control team will continue to monitor performance against the target and application throughput, as the number of applications being received has declined.
- 4.7 Performance in the following indicator is 'Green', which means that target is either being met or exceeded for January. It is:
- NI 157c – Planning applications: 'other' applications

Please refer to Appendix A (pages 10.7 – 10.14) for full details.

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Performance analysis

4.8 **NI 173 - Flows on to incapacity benefits from employment.** No data is available for Quarter 3. The Data Interchange Hub is a database used by County, district councils and partner agencies e.g. police, schools and hospitals, to feed in performance data they collect for National Indicators. 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 Quarters 1 through to 3 and it is stated on the Data Interchange Hub that it is anticipated that there will not be a data update until 1st April 2009.

5.0 Consultation

5.1 Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.

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 There are no Human Resource implications.

9.0 Risk Management Implications

9.1 There are no risk implications.

Background Papers

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Appendices

Appendix A (Pages 10.7 – 10.14)– Performance Indicator set relating to Community Scrutiny Committee.

Appendix B (Pages 10.15 – 10.17) – Complete list of Performance Indicator by Corporate Priority.

Appendix C – Guidance notes Pages (10.18 – 10.22)