

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – JULY 21 2009

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

11. COMMUNITY SCRUTINY HEALTHCHECK – FEBRUARY 2009 TO MAY 2009

WARD (S) AFFECTED: All

'D' RECOMMENDATION – that performance be scrutinised and 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 February 2009 to May 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 February 2009 to May 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 May 2009 presented in detail (the most up to date available) with previous months summarised in a trend chart.
 - The indicators where data is collected annually with performance for 2008/09 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 11.8 - 11.44) 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 11.45 - 11.48) shows the complete set of performance indicators which are reported to members ordered by Corporate Priority.
Appendix 'C' (pages 11.50) is a set of guidance notes for the performance indicators detailed in Appendix 'A' 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

- 4.1 Between February 2009 to May 2009 members were presented with a separate 2008/09 Outturn report which detailed the 2008/09 outturn position and proposed targets for the next three years. This report was scrutinised at a joint scrutiny meeting on the 19 May 2009 at Corporate Business Scrutiny and then Executive on 26 May 2009.
- 4.2 In respect to the indicators relating to Community Scrutiny the outturns and targets agreed by Executive on 26 May 2009 are detailed for information in Appendix 'D' (pages 11.51 - 11.54). Where outturns could not be reported due to report timing or data coming from outside agencies, it was agreed that these will be presented to Members through the Corporate Healthcheck report and collectively as part of the Council's Annual Plan. In addition to this it was agreed that when the Annual Plan is presented, Members will have an additional opportunity to consider any revisions to targets.
- 4.3 At the time of the last meeting in April, there was uncertainty over when the Department for Communities and Local Government (DCLG) would release the 'Place Survey' data. It has now been released and members may have seen general coverage in the local government press. It is expected that the ORS analysed data (specific to East Herts) will be available after 28 July 2009. On the basis of this schedule, an item has been included in the agenda for Corporate Business Scrutiny (CBS) on 25 August 2009. This will be a detailed report covering all aspects of the survey. It will include a number of annual performance indicators, arising from the survey results, which are of interest to Community Scrutiny. Members are invited to attend this CBS meeting to get a full picture of the survey findings and review these figures in context

4.4 From 2009/10 a number of unit cost performance indicators have been introduced. There are currently no targets set for these indicators and data is available only for information purposes. It is envisaged that overtime trend information will developed, to enable more detailed analysis on the direction of the unit costs to be taken. Below is a table with the unit cost indicators that are relevant to Community Scrutiny:

Unit cost indicator	2008/09 Outturn
EHPI 8.11 - Net cost of Housing and Council Tax Benefit per claim	£77.80
EHPI 8.12 - Net cost of Collecting Council Tax per property	Data is not currently available and will be included in the next meeting report.
EHPI 8.33 - Net cost of Licensing per Hackney Carriage license	£244.61
EHPI 8.34a - Net cost of Licensing per LA2003 Premises Licenses	£243.65
EHPI 8.34b - Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)	£222.34
EHPI 8.35 - Net cost of East Herts funded Police Community Support Officers per head of population	£0.85
EHPI 8.37 - Net cost of Environmental Health per food inspection	£2,543.27
EHPI 8.38 - Net cost of Environmental Health per health and safety inspection	£8,775.12
EHPI 8.40 - Net cost of the Homelessness Service per presentation	£4,285.99
EHPI 8.41 - Net cost of swimming pool per swim	£11.44
EHPI 8.42 - Net cost of Citizen Advice Bureau per contact	£29.72
EHPI 8.43 - Net cost of Meals on Wheels per number served per annum	£737.11

Promoting Prosperity and well-being, providing access and opportunities

4.5 The indicators below currently do not have any targets set, however the Council is in discussion with the police authority to ensure that targets are set as soon as possible:

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

4.6 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded between January 2009 to April 2009. They are;

- NI 156 - Number of households living in temporary accommodation.
- EHPI 213 - Preventing Homelessness - number of households where homelessness prevented (Per thousand households).

Please refer to Appendix 'A' (pages 11.8 - 11.44) for full details.

Caring about what's built and where

Performance analysis

4.7 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded between January 2009 to April 2009. They are;

- EHPI 64 - No of private sector vacant dwellings that are returned into occupation or demolished

Please refer to Appendix 'A' (pages 11.8 - 11.44) for full details.

Shaping now, shaping the future

Performance analysis

4.8 **NI 155 - Number of affordable homes delivered (gross).** Performance is in 'Red' for the 2008/09 period. Performance off target due to the current economic situation and the state of the housing market and the fact that developers are 'moth balling' a number of sites that would have had some affordable housing as well as private.

- 4.9 **NI 173 - Flows on to incapacity benefits from employment.** No data available for Quarter 4 because data was not entered into the Data Interchange Hub as County Council is currently analysing the data and will be available from 29 July 2009. 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.

Fit for purpose, services fit for you

Performance analysis

- 4.10 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance is in 'Red' for May 2009. Performance off target due to new claims received during May 2009 is 32% higher than that of the same period last year putting pressure on service and staff to process claims.
- 4.11 **EHPI 156 - Buildings Accessible to People with a Disability.** Performance is in 'Red' for the 2008/09 period. 86% of buildings operated by East Herts Council are suitable for and accessible to Disabled Persons. The proposed replacement of the Presdales Football Changing facilities will not now proceed. Outturn and future targets remain as in 2007/08.

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 Human Resource issues as outlined in the report.

9.0 Risk Management Implications

9.1 There are no risk implications.

Background Papers

None

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Appendices

Appendix A – Performance Indicator set relating to Community Scrutiny Committee.

Appendix B – Complete list of Performance Indicator by Corporate Priority.

Appendix C – Guidance notes.

Appendix D - List of Community Scrutiny indicator outturns and targets.

Appendix E – A List of Performance Indicator definitions, will be available for reference at the meeting