

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 27 OCTOBER 2009

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

11. COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – JUNE 2009 - AUGUST 2009

WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To set out an exception report on the performance of the key indicators that relate to Community Scrutiny for the period June 2009 to August 2009.

RECOMMENDATION FOR : COMMUNITY SCRUTINY COMMITTEE	
(A)	Performance be scrutinised and the Executive be informed of any recommendations.

1.0 Background

1.1 This is a performance report relevant to Community Scrutiny Committee terms of reference covering the period from June 2009 to August 2009.

1.2 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 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 1 presented in detail (the most up to date data available).

1.3 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.

1.4 Essential Reference Paper 'B' (pages 11.6 - 11.17) shows the full set of performance indicators that are reported on a monthly and quarterly basis.

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.

2.0 Report – Indicators grouped by corporate priority

Promoting Prosperity and well-being, providing access and opportunities

Performance analysis

2.1 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded between June 2009 to August 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).

2.2 The indicators below currently do not have any targets set, however the council is in discussion with the police 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

Please refer to Essential Reference Paper 'B' (11.6 - 11.17) for full details.

Fit for purpose

Performance analysis

- 2.3 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance is currently in 'Red' for August 2009. Although the target has not been met for August 2009, there has been a significant improvement having achieved 12.7 days for time taken to process claims, compared with the previous month (July 2009) of 17.8 days. Large numbers of new claims were received in May 2009, which 32% higher than that of the same period last year, causing a large back log to be built up.

Please refer to Essential Reference Paper 'B' (pages 11.6 - 11.17) for full details.

Shaping now, shaping the future

Performance analysis

- 2.4 **NI 173 - Flows on to incapacity benefits from employment.** No data available for Quarter 1 because data was not entered into the Data Interchange Hub. Herts County Council is currently analysing the data and a revised date for when the data will be available has been published as 28 October 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.

Please refer to Essential Reference Paper 'B' (pages 11.6 - 11.17) for full details.

3.0 Implications/Consultation

3.1 Information on any corporate issues and consultation associated with this report can be found within Essential Reference Paper 'A' (Page 11.5).

Background Papers:

- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix B - Complete list of Performance Indicator by Corporate Priority
- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix C – report reading guidance notes
- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix E – Performance indicator definitions

Contact Member: Councillor Linda Haysey

Contact Officers: In terms of performance issues
Ceri Pettit, Head of Strategic Direction (Shared) and Performance Manager – ext 2240
Lorna Georgiou, Performance and improvement Coordinator – ext 2244

Report Author: Karl Chui, Performance Officer – ext 2243

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Caring about what's built and where <i>Care for and improve our natural and built environment.</i></p> <p>Shaping now, shaping the future <i>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.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>There are no financial implications.</p>
<p>Human Resource:</p>	<p>There are no Human Resource implications.</p>
<p>Risk Management:</p>	<p>There are no Risk implications.</p>