

# Public Document Pack



Leader and Members  
of the Executive

Your contact: Martin Ibrahim  
Ext: 2173  
Date: 26 August 2015

cc. All other recipients of the  
Executive agenda

Dear Councillor

## **EXECUTIVE - 1 SEPTEMBER 2015: SUPPLEMENTARY AGENDA NO 1**

Please find attached the following report which was marked "to follow" on the agenda for the above meeting:

### 5. Issues Arising from Scrutiny (Pages 3 - 6)

Also enclosed is an updated page that replaces pages 167-168 in the original agenda pack relating to Essential Reference Paper 'H' of the Quarterly Corporate Healthcheck (pages 7 – 8).

Please bring these papers with you to the meeting next Tuesday.

Yours faithfully

Martin Ibrahim  
Democratic Services Team Leader  
Democratic Services  
[martin.ibrahim@eastherts.gov.uk](mailto:martin.ibrahim@eastherts.gov.uk)

**MEETING** : EXECUTIVE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : TUESDAY 1 SEPTEMBER 2015  
**TIME** : 7.30 PM OR AT THE CONCLUSION OF THE  
EXTRAORDINARY COUNCIL MEETING WHICHEVER  
IS LATER

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## EAST HERTS COUNCIL

EXECUTIVE – 1 SEPTEMBER 2015

REPORT BY SCRUTINY COMMITTEE CHAIRMEN

ISSUES ARISING FROM SCRUTINY

WARD(S) AFFECTED: All

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### **Purpose/Summary of Report**

- This report details the comments and recommendations made by the Scrutiny Committees since the last meeting of the Executive and should be read in conjunction with reports of the Executive Members found elsewhere on the agenda.

<b><u>RECOMMENDATION FOR DECISION:</u></b>	
<b>(A)</b>	<b>That the report be received.</b>

1.0 Background

1.1 Scrutiny meetings have been held recently as follows:

Corporate Business Scrutiny Committee – 25 August 2015

2.0 Report

2.1 **Annual Governance Statement (Agenda Item 8)**

The Corporate Business Scrutiny Committee supported the Statement but suggested that the Action Plan be more detailed and SMART as set out in the best practice list quoted in the report.

2.2 **Annual Report 2014/15 (Agenda Item 9)**

The Corporate Business Scrutiny Committee supported the recommendations and commented in respect of the pie charts in Section 6 - Financial information (pages 116 – 117) by suggesting that the segment shown as “other” needed more detail as it represented a significant portion of the whole. Also, the

Committee suggested that the “what we have not done” examples for each priority could be more constructive in their title and tone and not blame others for any lack of progress.

### 2.3 Quarterly Corporate Healthcheck (Agenda Item 10)

The Corporate Business Scrutiny Committee commented that extra detail to explain staffing increases would be helpful in understanding why it was happening. Also, the Committee requested that further details on the actions being taken to regularise over/underspends would also be helpful.

### 3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**.

#### Background Papers

None

Contact Members: Councillor Mrs D Hollebon, Chairman, Community Scrutiny Committee  
[diane.hollebon@eastherts.gov.uk](mailto:diane.hollebon@eastherts.gov.uk)  
Councillor P Phillips, Chairman, Corporate Business Scrutiny Committee  
[paul.phillips@eastherts.gov.uk](mailto:paul.phillips@eastherts.gov.uk)  
Councillor N Symonds, Chairman, Health and Wellbeing Scrutiny Committee  
[norma.symonds@eastherts.gov.uk](mailto:norma.symonds@eastherts.gov.uk)  
Councillor J Wyllie, Chairman, Environment Scrutiny Committee  
[john.wyllie@eastherts.gov.uk](mailto:john.wyllie@eastherts.gov.uk)

Contact Officer: Jeff Hughes – Head of Democratic and Legal Support Services, Extn: 2170  
[jeff.hughes@eastherts.gov.uk](mailto:jeff.hughes@eastherts.gov.uk)

Report Authors: Martin Ibrahim - Democratic Services Team Leader  
[martin.ibrahim@eastherts.gov.uk](mailto:martin.ibrahim@eastherts.gov.uk)  
Marian Langley – Scrutiny Officer  
[marian.langley@eastherts.gov.uk](mailto:marian.langley@eastherts.gov.uk)

## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATION

Contribution to the Council's Corporate Priorities/ Objectives:	This report seeks to summarise scrutiny activities, which in general terms, support all of the Council's objectives.
Consultation:	This report assists the wider consultation process in reporting issues arising from scrutiny to the Executive.
Legal:	The Constitution provides for issues arising from Scrutiny to be reported to the Executive.
Financial:	None
Human Resource:	None
Risk Management:	None
Health & Wellbeing – issues and impacts:	None

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**Directorate** Finance and Support Services  
**Service Area** Revenues and Benefits

<b>PI Code &amp; Short Name</b>	EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)	<b>Managed By</b>	Su Tarran; Adele Taylor																																																		
<p align="center"><b>EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)</b></p> <table border="1"> <caption>EHPI 181 Time taken to process Housing Benefit new claims and change events (Days)</caption> <thead> <tr> <th>Month</th> <th>Days</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>5.94</td></tr> <tr><td>May 2014</td><td>7.40</td></tr> <tr><td>June 2014</td><td>6.36</td></tr> <tr><td>July 2014</td><td>8.56</td></tr> <tr><td>August 2014</td><td>11.09</td></tr> <tr><td>September 2014</td><td>13.40</td></tr> <tr><td>October 2014</td><td>13.38</td></tr> <tr><td>November 2014</td><td>13.56</td></tr> <tr><td>December 2014</td><td>13.78</td></tr> <tr><td>January 2015</td><td>13.70</td></tr> <tr><td>February 2015</td><td>13.59</td></tr> <tr><td>March 2015</td><td>10.00</td></tr> <tr><td>April 2015</td><td>11.02</td></tr> <tr><td>May 2015</td><td>11.69</td></tr> <tr><td>June 2015</td><td>11.95</td></tr> <tr><td>July 2015</td><td>11.79</td></tr> <tr><td>August 2015</td><td>11.79</td></tr> <tr><td>September 2015</td><td>11.79</td></tr> <tr><td>October 2015</td><td>11.79</td></tr> <tr><td>November 2015</td><td>11.79</td></tr> <tr><td>December 2015</td><td>11.79</td></tr> <tr><td>January 2016</td><td>11.79</td></tr> <tr><td>February 2016</td><td>11.79</td></tr> <tr><td>March 2016</td><td>11.79</td></tr> </tbody> </table>		Month	Days	April 2014	5.94	May 2014	7.40	June 2014	6.36	July 2014	8.56	August 2014	11.09	September 2014	13.40	October 2014	13.38	November 2014	13.56	December 2014	13.78	January 2015	13.70	February 2015	13.59	March 2015	10.00	April 2015	11.02	May 2015	11.69	June 2015	11.95	July 2015	11.79	August 2015	11.79	September 2015	11.79	October 2015	11.79	November 2015	11.79	December 2015	11.79	January 2016	11.79	February 2016	11.79	March 2016	11.79	<b>Short Term Trend Arrow</b>	
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		<b>Notes &amp; History Latest Note</b>	Period 12 May 2015 to 9 June 2015 is 11.95 days, this moves cumulative average to 11.79 days. The service continues to try to recruit to vacant posts. 2 full time posts are under offer, and two full time posts are being advertised again. Performance for this period is better than the previous period (12.26 days). There has also been one bank holiday in this period which has added to the processing times.																																																		
		<b>Management Response /Action</b>	No further management response required at this stage.																																																		

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