

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 19 NOVEMBER 2013

REPORT BY THE CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – AUGUST 2013 - SEPTEMBER 2013

WARD (S) AFFECTED: All

**Purpose/Summary of Report:**

- To report on the performance of the key indicators that relate to Community Scrutiny for the period August to September 2013.

<b><u>RECOMMENDATION FOR SCRUTINY:</u></b>	
That:	
<b>(A)</b>	<b>The reported performance for the period August 2013 to September 2013 be noted;</b>
<b>(B)</b>	<b>The Executive be advised of any further recommendations; and</b>
<b>(C)</b>	<b>Members provide feedback on the Dashboard Module detailed in Essential Reference Paper “D”. (Paragraph 2.9)</b>

1.0 Background

1.1 This is a performance report relevant to Community Scrutiny’s terms of reference covering the period August 2013 to September 2013.

1.1 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. Should members want more detailed information on a specific month, they

should refer to that month's Executive Corporate Healthcheck report available on the council website.

- The indicators where data is collected monthly, with performance for September 2013 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 2 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.




1.2 All Councillors have access to Covalent (the council's performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team are able to provide support and training on using the Covalent system if required.



1.4 **Essential Reference Paper 'B'** Shows the full set of performance indicators that are reported on a monthly basis to this committee. Essential Reference Paper B has been sorted by status e.g. all performance indicators that are 'red' are listed first etc.

**Essential Reference Paper 'C'** Provides guidance notes and definitions for the performance indicators relating to Community Scrutiny Committee.

**Essential Reference Paper 'D'** Provides a dashboard view of all performance indicators relating to Community Scrutiny Committee (please refer to paragraph 2.9 for more information).

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

### People

#### **Performance analysis**

- 2.2 **EHPI 3b - Usage: number of swims (16 – under 60 year olds).** Performance was 'Red' for Quarter 2. Throughput is down on service expectations, but has increased on Quarter 1, current throughput performing at the seasonal norm. This group continues to be monitored by both the Leisure Service Manager and SLM.
- 2.3 **EHPI 3c - Usage: number of swims (60 year old +).** Performance was 'Red' for Quarter 2. Although throughput is not at the same level compared to same period last year, the Quarter 2 throughput is still within service expectations and has increased inline with normal seasonal trends.
- 2.4 **EHPI 4b - Usage: Gym (60 + year olds).** Performance was 'Red' for Quarter 2. Although throughput did not achieve the same level compared to same period last year, throughput is still within service expectations.
- 2.5 **EHPI 4a - Usage: Gym (16 – under 60 year olds).** Performance was 'Amber' for Quarter 2. Although throughput did not achieve the same level compared to same period last year, throughput is not dissimilar to previous year Quarter 2 values and in line with normal trends for this period. This group to be monitored by both the Leisure Service Manager and SLM.
- 2.6 The following indicators were 'Green', meaning that the targets were either met or exceeded for September/Quarter 2 2013. They were:
- EHPI 3a - Usage: number of swims (under 16)
  - EHPI 129 – Response time to anti social behaviour (ASB) complaints made to East Herts Council.
  - EHPI 181 – Time taken to process Housing Benefit new claims and change events.
- 2.7 However despite meeting the target for September 2013 the following indicator showed a declining trend when performance was compared to the previous month:
- EHPI 181 – Time taken to process Housing Benefit new claims and change events.

2.8 The following indicator showed an improving trend when performance was compared to the previous Quarter.

- EHPI 3a - Usage: number of swims (under 16)

Please refer to **Essential Reference Paper 'B'** for full details.

### **Dashboards Module - Covalent**

2.9 The performance team is currently trialling a new module on the Council's performance management system Covalent called 'Dashboards'. Dashboards provide a visual representation of performance through performance indicator summaries and simple at-a-glance charts. The new module will come as a small additional cost should the Council decide to adopt it following member and officer consultation. Members are asked to comment on whether they find this additional reference paper useful to support the overall evaluation of the module.

### **CONCLUSION**

2.10 In conclusion Members are asked to:

- Note the performance indicator analysis for the period August 2013 to September 2013 in **Essential Reference Paper 'B'**
- Agree the recommendations at the start of this report.

### 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'**.

### Background Papers:

- 2012/13 Estimates and Future Targets Report – Executive 5 March 2013.

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