

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 11 MARCH 2014

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

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – OCTOBER 2013 TO DECEMBER 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 October 2013 to December 2013.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY:</u>	
That:	
(A)	the reported performance for the period October 2013 to December 2013 be scrutinised; and
(B)	the Executive be advised of any further recommendations.

1.0 Background

1.1 This is a performance report relevant to Community Scrutiny Committee's terms of reference covering the period October 2013 to December 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 December 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 3 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.

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

2.1 **EHPI 3b – Usage: number of swims (16 – under 60 year olds).** Performance was ‘Red’ for Quarter 3 and shows a declining trend when compared to the previous period. Performance is below target, but throughput is down in line with normal trend patterns. This group

continues to be monitored by both the Leisure Service Manager and SLM. It is estimated that the end of year performance will exceed the end of year target.

2.2 **EHPI 3c – Usage: number of swims (60 year old +).** Performance was 'Red' for Quarter 3 and shows a declining trend when compared to the previous period. Performance is below target but has decreased in line with normal seasonal trends, the Leisure Services Manager and SLM will be closely monitoring this age group. It is estimated that the end of year performance will meet the end of year target.

2.3 The following indicators were 'Green', meaning that the targets were either met or exceeded for December 2013/Quarter 3. They were:

- EHPI 3a – Usage: number of swims (under 16).
- EHPI 4a – Usage: Gym (16 – under 60 year olds).
- EHPI 4b – Usage: Gym (60 + year olds).
- 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.

2.4 However despite meeting the target for Quarter 3 for 2013 the following indicator showed a declining 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.

CONCLUSION

2.5 In conclusion Members are asked to:

- Note the performance indicator analysis for the period October 2013 to December 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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