

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 18 NOVEMBER 2014

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

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – AUGUST 2014 TO SEPTEMBER 2014

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 2014 to September 2014.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE</u>	
That:	
(A)	the reported performance for the period August 2014 to September 2014 be noted; 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 August 2014 to September 2014.

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. 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 2014 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.

1.3 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 a summary analysis of the performance indicators that are reported to Community Scrutiny Committee. Please note when reviewing the summary where a performance indicator is showing a deteriorating trend compared to the previous period, it does not mean it is necessarily ‘Red’ or ‘Amber’.



Essential Reference Paper ‘C’ shows the full set of performance indicators that are reported on a monthly basis to this committee.

Essential Reference Paper ‘C’ has been sorted by status e.g. all performance indicators that are ‘red’ are listed first etc.

Essential Reference Paper ‘D’ 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 181 – Time taken to process housing benefit new claims and change events.** Performance was 'Red' for September 2014 and has declined (i.e. has got worse) when compared to the previous month. This is the third consecutive month this indicator has been 'Red' and shown a declining trend. The backlog of work is being reduced supported by additional resources and improvement in the trend is anticipated from the next period.
- 2.2 **EHPI 3a – Usage: number of swims (under 16).** Performance was 'Red' for Quarter 2. Performance is below target this quarter. This downturn in under 16 swimming is the first time for nearly a year and a half that the target has not been achieved. The service will continue monitoring this to see if any trends emerge.
- 2.3 **EHPI 3b – Usage: number of swims (16 – under 60 year olds).** Performance is 'Red' for Quarter 2. This is the second consecutive quarter where this performance indicator has been 'Red' in 2014/15. However performance has improved when compared to Quarter 1. This increase is in line with normal trends and is similar to performance in Quarter 2 for 2011/12. There is a downturn in adult swimming which in part is due to increasing gym membership (gym members can swim without this being recorded). Everyone Active has been seeking to stem the decline by adding additional early morning swims at Grange Paddocks and are looking at promotional activities.
- 2.4 **EHPI 10.1 – Council tax support caseload.** September 2014 council tax support caseload shows a slight decline from August 2014.
- 2.5 **EHPI 10.3 – Housing benefit caseload.** September 2014 shows a slight decline in housing benefit caseload from August 2014.
- 2.6 The following indicators were 'Green', meaning that the targets were either met or exceeded for July 2014/Quarter 1. They were:
- EHPI 3c – Usage: number of swims (60 year old +).
 - 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.

2.7 Although meeting the target for Quarter 2 for 2014 the following indicator showed a declining trend when performance was compared to the previous quarter:

- EHPI 4a – Usage: Gym (16 – under 60 year olds).

Please refer to **Essential Reference Paper ‘C’** for full details.

Prosperity

Performance analysis

2.8 **EHPI 11.1 – Rental income from market traders.** Total rental income for Quarter 2 was £26,014 which is higher than the previous quarter. This breaks down as follows Bishop's Stortford (Thursday) - £5,326, Bishop's Stortford (Saturday) - £5,828, Hertford (Saturday) - £11,349, Ware (Tuesday) - £3,511.

2.9 **EHPI 11.2 – Number of producers at Hertford farmers market.** During Quarter 2 a total of 59 producers attended Hertford Farmers Market, which is slightly lower than the previous quarter. This breaks down as 19 in July, 20 in August and 20 in September.

Please refer to **Essential Reference Paper ‘C’** 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’**.

Background Papers:

2013/14 Performance Indicators Estimates and Future Targets Report – Executive 4 March 2014

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