

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 22 NOVEMBER 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – AUGUST 2011 - SEPTEMBER 2011

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 2011 to September 2011.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY:</u>	
(A)	That the reported performance be scrutinised and the Executive be informed of Members' recommendations.

1.0 Background

1.1 This is a performance report relevant to the Community Scrutiny terms of reference covering the period from August 2011 to September 2011.

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 2011 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 As of 2011/12 financial year following the 2010/11 PI outturns report to members on 31 May 2011, members agreed a number a performance indicators to be discontinued. This report has been updated to reflect those changes.
- 1.4 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 is able to provide support and training on using the Covalent system if required.
- 1.5 **Essential Reference Paper ‘B’** Shows the full set of performance indicators that are reported on a monthly, quarterly and yearly 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 for the following indicator was 'Green', which means that the target was either met or exceeded for September:

- EHPI 129 - Response time to anti social behaviour (ASB) complaints made to East Herts Council.

2.2 The crime indicators below are for information only as comparative data was historically obtained from the Iquanta database. However, since the database has been modified, the comparative data for these indicators is no longer available:

- 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'** for full details.

Fit for purpose

Performance analysis

2.3 Performance for the following indicator was 'Green', which means that the target was either met or bettered for September:

- NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.

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

Leading the way, working together

Performance analysis

2.4 **EHPI 3b - Usage: number of swims (16 – under 60 year olds).** Performance was 'Red' for Quarter 2. Quarter 2 shows normal seasonal increase on from the previous Quarter, although down against target. Leisure Services and Everyone Active are investigating

what appears to be inconsistent 2010/11 Quarter 1 & Quarter 2 throughput figures.

- 2.5 **EHPI 3c - Usage: number of swims (60 year old +)**. Performance was 'Red' for Quarter 2. Quarter 2 throughput shows normal seasonal increase on from the previous Quarter. The trend shows an increase on 2009/10 Quarter 2 and only slight decrease on 2010/11 Quarter 2 figures. The service expected a short fall against target as target is affected by throughput figures relating to previous government funded free swims for this age group.
- 2.6 The following indicators were 'Green' meaning that the targets were either met or exceeded for September/Quarter 2:
- EHPI 3a - Usage: number of swims (under 16).
 - EHPI 4a - Usage: Gym (16 – under 60 year olds).
 - EHPI 4b - Usage: Gym (60 + year olds).

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

Unit Cost Indicators

- 3.0 Members are reminded that the following unit cost performance indicators were previously reported to Members unaudited. The Unit cost indicators have now been audited and there has been no change from what was previously reported. Full details of these indicators are listed in **Essential Reference Paper B**. These indicators are used by officers as a tool to help identify possible service efficiencies:
- EHPI 2 - Net cost/subsidy per visit
 - EHPI 8.11 - Net cost of Housing and Council Tax Benefit per claim
 - EHPI 8.12 - Net cost of Collecting Council Tax per property
 - EHPI 8.33 - Net cost of Licensing per Hackney Carriage licence
 - EHPI 8.34a - Net cost of Licensing per LA2003 Premises Licences
 - EHPI 8.34b - Net cost of Licensing per all Premises Licences (LA2003, GA2005 and Misc)
 - EHPI 8.35 - Net cost of East Herts funded Police Community Support Officers per head of population
 - EHPI 8.37 - Net cost of Environmental Health per food inspection
 - EHPI 8.38 - Net cost of Environmental Health per health and safety inspection
 - EHPI 8.40 - Net cost of the Homelessness Service per presentation
 - EHPI 8.41 - Net cost of swimming pool per swim
 - EHPI 8.42 - Net cost of Citizen Advice Bureau per contact

- EHPI 8.43 - Net cost of Meals on Wheels per number served per annum

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:

- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix B - Complete list of Performance Indicators 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 Members: Councillor Linda Haysey - Executive member for Community Development, Leisure and Culture
Councillor Malcolm Alexander – Executive member for Community Safety and Protection.

Contact Officer and Report Author:
In terms of performance issues

Karl Chui, Performance Officer – ext 2243

ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<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>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
Consultation:	Performance monitoring discussions have taken place between Chief Executive, Directors and Heads of Service.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no Human Resource implications.
Risk Management:	There are no Risk implications.