

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 28 FEBRUARY 2012

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – OCTOBER 2011 - DECEMBER 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 October 2011 to December 2011.

<b>RECOMMENDATION FOR SCRUTINY:</b>	
That:	
<b>(A)</b>	<b>The reported performance be scrutinised and Executive be informed of any recommendations.</b>

---

1.0 Background

1.1 This is a performance report relevant to the Community Scrutiny terms of reference covering the period from October 2011 to December 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 December 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 3 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 is 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, 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 December 2011:

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

2.2 The crime data below is publically available at [www.police.uk](http://www.police.uk) so in line with the corporate healthcheck the data is also not reported in the Community Scrutiny healthcheck:

- 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 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance is 'Red' for December 2011. The data extract for the period 5 December 2011 to 16 January 2012 is 11.44 days. Giving a cumulative position as 11.83 days. Caseload continues to rise and upgrading work for April changes has commenced.

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

### **Leading the way, working together**

#### **Performance analysis**

2.4 **EHPI 3a - Usage: number of swims (under 16).** Performance was 'Amber' for Quarter 3. Figures for Quarter 3 show the normal seasonal drop and are comparable with previous Quarter 3 figures for 2010/11, just falling short of the Quarter 3 2011/2012 target.

2.5 The following indicators were 'Green' meaning that the targets were either met or exceeded for December/Quarter 3:

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

Please refer to **Essential Reference Paper 'B'** 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:

- 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 Monitoring Officer – ext 2243

## ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p><b>Promoting prosperity and well-being; providing access and opportunities</b> <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Fit for purpose, services fit for you</b> <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Leading the way, working together</b> <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.