

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 28 AUGUST 2012

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

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – APRIL 2012 - JUNE 2012

WARD (S) AFFECTED: All

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**Purpose/Summary of Report:**

- To report on the performance of the key indicators that relate to Community Scrutiny for the period April 2012 to June 2012.

<b>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</b>	
That:	
<b>(A)</b>	<b>The reported performance for the period April 2012 to June 2012 be received; and</b>
<b>(B)</b>	<b>the Executive be advised of any further recommendations.</b>

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1.0 Background



- 1.1 This is a performance report relevant to Community Scrutiny's terms of reference covering the period April 2012 to June 2012.
- 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 June 2012 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 1 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.
- The indicators where data is collection annually, with performance for 2011/12 presented in detail.

- 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 the full set of performance indicators that are reported on a monthly and quarterly basis. 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’** Shows the Leisure Satisfaction performance indicators that are reported on an annual 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

### People

#### Performance analysis

- 2.1 **EHPI 1f - % of customers satisfied with the service - Grange Paddocks.** Performance outturn was ‘Red’ for 2011/12. Although the 2011/12 value is down on both previous and target values, the score sits well in the banding that is used by our leisure provider to report customer satisfaction, with all three years sitting in the 'Good' band. It The average Net Promoter Score (NPS), a management tool used to

gauge customer loyalty. Grange Paddocks sits within the 'Excellent' band for measuring NPS scores, as it did for the previous year. NPS assists in getting a clear measure of your performance through customer's eyes. (full details in **Essential Reference Paper C**)

- 2.2 **EHPI 3a – Usage: number of swims (under 16).** Performance was 'Red' for Quarter 1. Throughput has declined when a comparison is made against the same period last year. The decline in this age group is not seen in the other age categories. The service is monitoring the continuing reduction and is in discussion with SLM on ways to improve throughput for this age group.
- 2.3 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance was 'Red' for June 2012. Performance for the periods from 15 June 2012 to 13 July 2012 is 16.57 days. The cumulative position is at 13.5 days. Members have agreed additional resources to help ameliorate matters.
- 2.4 **EHPI 1a, 1b and 1d - % of customers satisfied with the service – All, Leventhorpe and Fanshawe.** Performance outturns for these indicators were 'Amber' for 2011/12. Although the 2011/12 value is slightly down on both previous and target values the score sits well in the banding that is used by our leisure provider to report customer satisfaction, with all three years sitting in the 'Good' band. (full details in **Essential Reference Paper C**)
- 2.5 **EHPI 4b – Usage: Gym (60 + year olds).** Performance was 'Amber' for Quarter 1. Throughput was slightly off target but is following the normal seasonal trend.
- 2.6 Performance for the following indicators were 'Green', which means that the targets were either met or exceeded for June/Quarter 1 2012, they were:
- EHPI 129 – Response time to anti social behaviour (ASB) complaints made to East Herts Council.
  - EHPI 1c - % of customers satisfied with the service – Hartham
  - EHPI 1e - % of customers satisfied with the service – Buntingford
  - 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)

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

## CONCLUSION

2.7 In conclusion Members are asked to:

- a) Note the performance indicator analysis for the period April 2012 to June 2012 in **Essential Reference Paper 'B and C'**.
- 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:

- 2011/12 Estimates and Future Targets Report – Executive 6 March 2012.
- Should members require any guidance notes or Performance Indicator definitions please contact a member of the Performance team in the contacts listed below.

Contact Members: Councillor Linda Haysey - Executive member for Community Development, Leisure and Culture  
Councillor Malcolm Alexander – Executive member for Community Safety and Protection.

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