

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 20 NOVEMBER 2012

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

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – JULY 2012 - SEPTEMBER 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 July 2012 to September 2012.

<b><u>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</u></b>	
<b>That</b>	
<b>(A)</b>	<b>the reported performance for the period July 2012 to September 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 July 2012 to September 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 September 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 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 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 list of Unit Cost performance indicators that are specific 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 3a – Usage: number of swims (under 16).** Performance was ‘Red’ for quarter two. Figures for quarter two in 2012/13 show that there has been a decline in throughput for this period when a comparison is made against 2011/12, although throughput did increase against the previous quarter in line with seasonal trends. The service is monitoring the continuing decline and is actively in

discussion with SLM on ways to improve throughput for this age group.

2.2 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance was 'Red' for September 2012. Performance for September was 21.98 days against a target of 10 days. This was a slight improvement in performance when compared to the previous month. Cumulative average performance is 17.48 days.

2.3 Performance for the following indicators were 'Green', which means that the targets were either met or exceeded for September/Quarter 2 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)
- EHPI 4b – Usage: Gym (60 + year olds)

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

### **UNIT COST INDICATORS**

2.4 Each year the council publishes unit cost information as soon as it becomes available. Environment Scrutiny are asked to note the 2011/12 Unit Cost outturns detailed in **Essential Reference Paper 'C'**. These indicators are used by officers as a tool to help identify possible service efficiencies.

### **CONCLUSION**

2.5 In conclusion Members are asked to:

- a) Note the performance indicator analysis for the period July 2012 to September 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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