

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 12 MARCH 2013

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

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – OCTOBER 2012 - DECEMBER 2012

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 2012 to December 2012.

<u>RECOMMENDATION FOR SCRUTINY:</u>	
That:	
(A)	The reported performance for the period October 2012 to December 2012 be received.
(B)	The Executive be advised of any further recommendations.

1.0 Background

1.1 This is a performance report relevant to Community Scrutiny's terms of reference covering the period October 2012 to December 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 December 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 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 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.

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 three. Quarter three shows that there has been a decline in throughput for this period when comparison for throughput is made (7,715 in quarter 3 2011/12 against 6,805 in quarter 3 2012/13). Although throughput did decrease against the previous 2012/13 quarter in line with seasonal trends. This reduction in junior swims may be due to the prevailing economic climate. 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 **EHPI 4a - Usage: Gym (16 – under 60 year olds).** Performance was 'Red' for quarter three. Performance has not achieved the target for this quarter. Generally leisure centre membership numbers are increasing, although it appears the frequency of attendance of these members has reduced for this quarter.
- 2.3 **EHPI 4b – Usage: Gym (60 + year olds).** Performance was 'Red' for quarter three. Throughput is lower than target or the normal seasonal trend. This may be due to seasonal factors but generally the leisure centre membership has increased but frequency of use seems to have reduced.
- 2.4 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance was 'Red' for December 2012. Performance for December was 47.70 days against a target of 10 days. This latest in-month performance shows a significant decline in performance but there is an important context that helps to explain this position:
- Although the performance has dipped in the month, this should not have impacted on customers themselves except in a very small number of cases (where they should have contacted us to let us know of changes in any case), and is a reflection of the fact that we are having to double, and in some cases triple handle data coming in from the Department of Work and Pensions (DWP). This has only started in this year.
 - Officers as far as possible have protected the council from making overpayments and protected the "local authority error rate" which has financial consequences on our subsidy claims
 - Having deployed resources to work through the backlog the service is now on top of the situation and is hopeful that DWP will be switching off one of the systems causing the double and triple handling in June 2013. Improved performance should be evident from January 2013 onwards.
 - The council is not alone in having this issue. It has caused a significant impact on all local authorities. A recent meeting of Herts Benefit Managers has shown that we have seen a particularly significant impact but are now managing to get on-top of it. Some of our neighbours are still seeing an increasing spike in workload.
- 2.5 The dip in performance for December 2012 is estimated to have pushed the year end cumulative position up to 23 days (from an estimated position of 18 days).
- 2.6 Performance for the following indicators were 'Green', which means

that the targets were either met or exceeded for December/Quarter 3 2012, they were:

- EHPI 129 – Response time to anti social behaviour (ASB) complaints made to East Herts Council.
- EHPI 3b - Usage: number of swims (16 – under 60 year olds)
- EHPI 3c - Usage: number of swims (60 year old +)

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

CONCLUSION

2.7 In conclusion Members are asked to:

- a) Note the performance indicator analysis for the period October 2012 to December 2012 in **Essential Reference Paper 'B'**.
- 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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