

Scrutiny review of Performance Indicators - Community Scrutiny

Review Findings

- 1.1 Purpose:** To review the relevance of the council's performance indicators and to determine if any new measures need to be introduced to help support the delivery of the council's priorities.
- 1.2 Introduction:** Each scrutiny committee appointed a review team to scrutinise their basket of performance indicators. The team worked alongside the Performance Team, with technical support from service teams, to consider different options.
- 1.3** Background information was provided for each scrutiny committee as follows:
- How to establish good performance indicators
 - The different types of performance indicators available
 - Terms of reference of each scrutiny committee
 - The current basket of performance indicators for each committee
- 1.4 Scrutiny focus:** Each review team asked the following questions:
1. Are there any measures in the current performance indicator set that you find unhelpful? If yes could we amend or remove them?
 2. Are there areas based on your committee's terms of reference and council priorities that are not covered by a performance measure? If 'yes' would be it beneficial to have a measure?

A further question you may ask is 'What do I need to know in my role as scrutiny member to make sure things are getting better in the council?'
 3. Can measures from the LGA 'LG Inform' performance system be utilised? Are any relevant to what you would like to measure?

Community Scrutiny Committee		
Review Team Members	Councillor Norma Symonds	
	Councillor Janet Mayes	
	Ceridwen Pettit - Corporate Planning and Performance Manager	
	Karl Chui - Performance Officer	
Number of review meetings held	4	Wednesday 3 July Wednesday 31 July Wednesday 21 August Thursday 26 September
Total number of Performance Indicators relevant to Community Scrutiny's terms of reference <u>pre review</u>	26 (76 indicators in total across the council, inclusive of unit cost measures)	

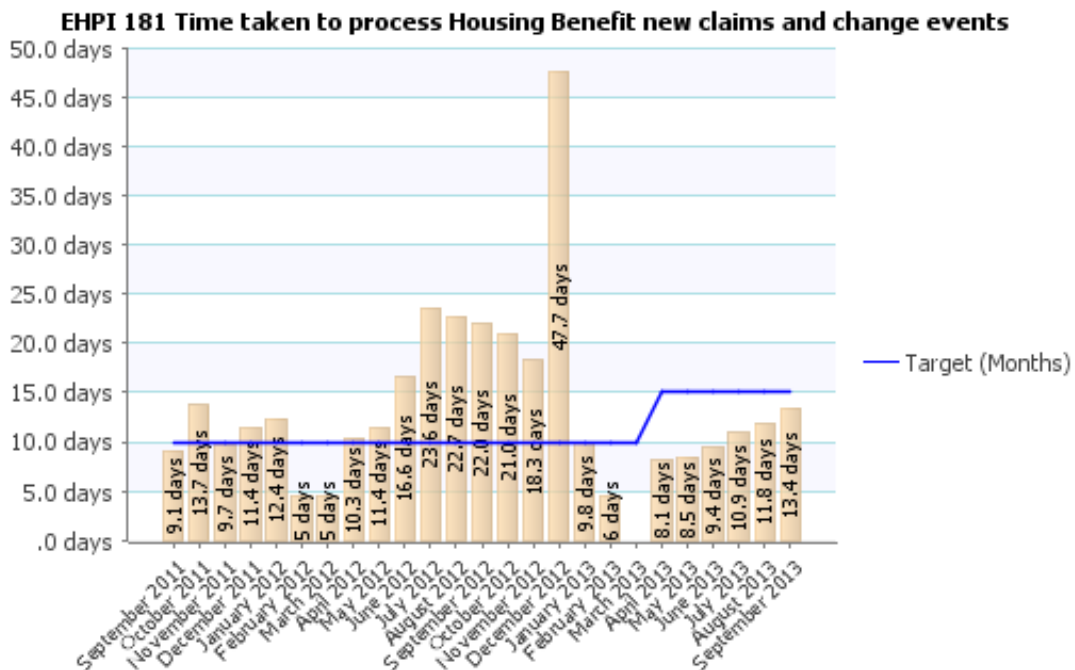
1.5 Community Scrutiny Review Recommendations - Summary:

1. All performance indicators were felt to be current and relevant and none have been proposed for deletion. A number of changes have been requested to improve indicator titles and outturn context.
2. That an additional reference paper to the Healthcheck report be added, setting out a more detailed description of each performance indicator.
3. Members were keen that further measures be provided regarding the Benefits service and Markets and support the introduction of five measures as follows:

- **Housing Benefit caseload** - this indicator will measure the total number of recipients of housing benefit with live claims on a particular date. The indicator will be measured monthly.
- **Council Tax Support caseload** - this indicator will measure the total number of recipients of council tax support with live claims on a particular date. The indicator will be measured monthly.
- **A further indicator will be introduced to measure the processing of council tax support (CTS)**. Currently waiting feedback from the software supplier regarding the measure that could be developed. In the interim are using EHPI 181 to be indicative of the performance on CTS, they are assessed simultaneously in the vast majority of cases.
- **Rental income from Traders** - This will be a useful indicator because it's the best way of showing evidence of the revenue value of markets to the Council. When the markets are performing well our rental increases – the opposite applies when they perform badly. It is fairly easy to measure as the income can be counted on a weekly basis. The markets that will be included are:
 - Hertford Saturday
 - Bishops Stortford Saturday
 - Bishops Stortford Thursday
 - Ware Tuesday
 - Plus individual pitch hires in Hertford and Ware during the week.
- **Number of Producers at Hertford Farmers Market** - a number of measures have been undertaken over the last couple of years to improve the performance of the market. As a result the number of stalls have increased from approximately 14 to 20 plus on a regular basis. The stall numbers are a good indicator of the viability of the market but also of our own contribution to the performance. High performing markets also contribute to town centre vibrancy as well as the individual businesses trading at the market.

4. Members would like to utilise some of the measures available on the LG Inform performance system, in respect to housing, homelessness and private sector housing. However the review team would like to consider these as part of a future agenda item on their work plan.
5. The review team would like their concern regarding accessibility to swimming pools looked at further. Therefore the review team request that Community Scrutiny Committee raise this with SLM when they attend Community Scrutiny to present the Annual Report.
6. Lastly Members supported the recommendations made by the:

- Corporate Business Scrutiny review team that:
 - i) the format of the scrutiny healthcheck reports are updated to show two years of trend data to assist performance analysis (see illustrative graph below) and



- ii) wording is added to all indicators in the indicator title section indicating whether it is a minimising or maximising measure.

Full details on the review team's comments and recommendations can be found in **Essential Reference Paper 'C' and Essential Reference Paper 'D'**.

1.6 Scrutiny Review Conclusion:

If Community Scrutiny Committee support the review team's findings and recommendations:

- The number of indicators relevant to Community Scrutiny will increase to 31. (With the possibility later on of a further increase in respect to Housing, Homelessness and Private Sector Housing).
- The proposed changes will be incorporated into the 2013/14 Performance Indicator Estimate and Future Targets report, for Executive to consider in March 2014, in preparation for 2014/15.