

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 24 JUNE 2014

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

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – JANUARY 2014 TO APRIL 2014 AND THE 2013/14 PERFORMANCE INDICATOR OUTTURNS

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 January 2014 to April 2014 and the 2013/14 performance indicator outturns.

RECOMMENDATION FOR SCRUTINY:	
That:	
(A)	The reported performance for the period January 2014 to April 2014 and the 2013/14 performance indicator outturns be scrutinised; and
(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 January 2014 to April 2014 and the 2013/14 performance indicator outturns.

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 April 2014 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 4 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.
- The indicators where data is collected annually, with performance for 2013/14 detailed in **Essential Reference Paper 'D'**

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 Dashboard analysis of the set of performance indicators that are reported Community Scrutiny.
Essential Reference Paper 'C' Shows the full set of performance indicators that are reported on a monthly basis to this committee. Essential Reference Paper C has been sorted by status e.g. all performance indicators that are 'red' are listed first etc.
Essential Reference Paper 'D' Shows the 2013/14 performance indicator outturns for performance indicators specific to Community Scrutiny.
Essential Reference Paper 'E' Provides guidance notes and definitions for the performance indicators relating 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 3b – Usage: number of swims (16 – under 60 year olds).** Performance was ‘Amber’ for Quarter 4. Although performance was slightly below target, throughput is up in line with normal trend patterns. Lower than expected performance throughout 2013/14 has meant that the annual target was not met having achieved an annual outturn of 101,583 against a target of 105,000.
- 2.2 **EHPI 10.1 – Council Tax Support caseload and EHPI 10.3 – Housing Benefit caseload.** Trend analysis will commence from May 2014 as these are new indicators.
- 2.3 The following indicators were ‘Green’, meaning that the targets were either met or exceeded for April 2014/Quarter 4. They were:
- EHPI 3a – Usage: number of swims (under 16).
 - 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).
 - EHPI 129 – Response time to anti social behaviour (ASB) complaints made to East Herts Council.
 - EHPI 181 – Time taken to process Housing Benefit new claims and change events.

Please refer to **Essential Reference Paper ‘C’** for full details.

- 2.4 In terms of the annual outturn:

Performance Indicator	Annual Status
EHPI 3a – Usage: number of swims (under 16).	indicator is on or above target
EHPI 3b – Usage: number of swims (16 – under 60 year olds)	indicator is 1-5% off target
EHPI 3c - Usage: number of swims (60 year old +)	indicator is on or above target

EHPI 4a - Usage: Gym (16 – under 60 year olds)	indicator is on or above target
EHPI 4b - Usage: Gym (60 + year olds)	indicator is on or above target
EHPI 129 - Response time to anti social behaviour (ASB) complaints made to East Herts Council.	indicator is on or above target
EHPI 181 - Time taken to process Housing Benefit new claims and change events.	indicator is on or above target
EHPI 1a - % of customers satisfied with the service - All Leisure Facilities	There is no performance outturn available (see ERP C for details)
EHPI 1b - % of customers satisfied with the service - Leventhorpe	There is no performance outturn available (see ERP C for details)
EHPI 1c - % of customers satisfied with the service - Hartham	There is no performance outturn available (see ERP C for details)
EHPI 1d - % of customers satisfied with the service - Fanshawe	There is no performance outturn available (see ERP C for details)
EHPI 1e - % of customers satisfied with the service - Ward Freman	There is no performance outturn available (see ERP C for details)
EHPI 1f - % of customers satisfied with the	There is no performance

service - Grange Paddocks	outturn available (see ERP C for details)
EHPI 184 - Food establishments in the area which are broadly compliant with food hygiene law	indicator is on or above target
EHPI 2.15(42) - Health & safety inspections	indicator is on or above target
EHPI 154 - Net additional homes provided	Data will not be available until July 2014
EHPI 155 - Number of affordable homes delivered (gross)	indicator is 6% or more off target
EHPI 64 - No of private sector vacant dwellings that are returned into occupation or demolished	indicator is on or above target

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

Prosperity

Performance analysis

- 2.5 **EHPI 11.1 - Rental income from Traders and EHPI 11.2 - Number of Producers at Hertford Farmers Market.** First data entry will commence from Quarter 1 for 2014/15 as these are new indicators.

CONCLUSION

- 2.6 In conclusion Members are asked to:

- Note the performance indicator analysis for the period January 2014 to April 2014 in **Essential Reference Paper 'C'**
- Note the 2013/14 performance indicator outturns in **Essential Reference Paper 'D'**
- 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:

- 2012/13 Estimates and Future Targets Report – Executive 5 March 2013
- 2013/14 Performance Indicators Estimates and Future Targets Report – Executive 4 March 2014

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