

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 23 SEPTEMBER 2014

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

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – MAY 2014 TO JULY 2014

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 May 2014 to July 2014.

RECOMMENDATION FOR COMMUNITY SCRUTINY:

That

(A) the reported performance for the period April 2014 to July 2014 be noted.

(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 May 2014 to July 2014.

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 July 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 1 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 a summary analysis of the performance indicators that are reported to Community Scrutiny. Please note when reviewing the summary where a performance indicator is showing a deteriorating trend compared to the previous period, it does not mean it is necessarily 'Red' or 'Amber'.

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' 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 'Red' for Quarter 1. Performance is below target this quarter. There is a downturn in adult swimming. This is believed

to be in part due to increasing gym membership (as gym members can have a swim without this being recorded). Everyone Active has been seeking to stem the decline by adding additional early morning swims at Grange Paddocks and are looking at other promotional activities.

- 2.2 **EHPI 10.1 – Council tax support caseload and EHPI 10.3 – housing benefit caseload.** Performance trend for these two indicators from April to July indicates a very small decline in caseload numbers.
- 2.3 The following indicators were 'Green', meaning that the targets were either met or exceeded for July 2014/Quarter 1. 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 Although meeting the targets for July 2014 the following indicators showed a declining trend when performance was compared to the previous month/quarter:
- 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 181 – Time taken to process housing benefit new claims and change events.

Prosperity

Performance analysis

- 2.5 **EHPI 11.1 – Rental income from traders.** The total retail market income for this period is £24,000. This figure includes individual pitch hires on non-market days but excludes fees charged for other commercial markets like Car Boot sales and Jackson Square. The

figure also excludes income from Farmers Markets. This approach will enable the council to accurately track trends with our town based retail markets.

2.6 **EHPI 11.2 – Number of producers at Hertford farmers market.**

During the first quarter there was a total of 61 producer stalls present at the monthly Hertford Farmers Market. This breaks down as follows April 20 stalls, May 20 stalls and June 21 stalls. Broadly speaking it is the same group of producers attending each market - in other words between 20-21 individual producers attending the monthly event.

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

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:

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

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