

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 17 NOVEMBER 2015

REPORT BY THE DIRECTOR OF FINANCE AND SUPPORT SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – AUGUST 2015 TO SEPTEMBER 2015

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 August 2015 to September 2015.
- Community Scrutiny has 22 indicators in its performance monitoring basket. Four of these are either on target or exceeding their targets and one performance indicator was just off target. The remaining 17 performance indicators are trend only.
- Overall for the short term trend nine indicators out of the 22 performance indicators in Community Scrutiny’s basket are showing an improvement when performance is compared to the previous period. Three indicators have maintained the same level of performance and 10 have declined.

RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:

That:

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| (A) | Members note and support the reported performance for the period August 2015 to September 2015. |
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1.0 Background

1.1 The Council uses performance indicators and targets to help monitor progress against key objectives, understand how it is impacting upon the lives of residents and help inform decisions about directing resources to areas of need. East Herts Council’s performance management framework was reviewed by Members in 2013 to make

it more streamlined and more closely aligned with the objectives and priorities set out in the Corporate Plan. In 2015/16 there are 73 performance indicators, of which 22 are monitored within the year by Community Scrutiny Committee.

- 1.2 The report contains a breakdown of the following information by each service area:
 - An overview of performance, in particular where there have been issues and remedial actions taken during the period.
 - The indicators where data is collected monthly, with performance for September 2015 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 or quarterly basis to this committee.
Essential Reference Paper 'C' Provides guidance notes and definitions for the performance indicators relating to Community Scrutiny Committee.

2.0 Performance analysis

2.1 SHORT TERM TREND ANALYSIS

Table one shows current performance for measures where there is a target together with movement since the last reported period. Two indicators are showing an improvement/increase. Two indicators have maintained the same level of performance and one indicator shows a decline.

Table One:

| Performance Indicator Short Name | Performance Status (RAG) | Movement since last reported |
|---|---------------------------------|-------------------------------------|
| EHPI 11.2 – Number of producers at Hertford farmers market | Green | Improved |
| EHPI 181 – Time taken to process Housing Benefit new claims and change events. | Green | Improved |
| EHPI 129 – Response time to Anti-Social Behaviour (ASB) complaints made to EHC | Green | Stayed the same |
| EHPI 11.1 – Rental income from market traders. | Green | Declined |
| EHPI 2.12 – Service requests: environmental health | Amber | Stayed the same |

2.2 TREND ONLY PERFORMANCE INDICATORS

Table two contains a summary of movement since each measure was last reported.

Table Two:

| Indicator (Trend only) |
|---|
| There has been a gradual decrease in EHPI 10.1 (Council tax support caseload) between August to September. |
| There has been a gradual decrease in EHPI 10.3 (Housing benefit |

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| caseload) between August to September. |
| There has been a slight decrease in EHPI 151 (Number of homeless households living in temporary accommodation) at the end of Quarter 2. |
| There has been an increase in EHPI 152 (The number of applicants accepted as owed the main homelessness duty to secure accommodation) for Quarter 2. |
| There has been an increase in EHPI 153 (Number of applicants that presented to the council as homeless) for Quarter 2. |
| There have been no formal warnings issued to drivers and operators by the Licensing team between August to September for EHPI 3.1 . This includes matters like - failure to produce documents, parking issues and driver conduct. |
| There has a slight increase in taxi licensing matters taken forward to the Licensing Sub Committee between August to September for EHPI 3.2 . |
| There has been a gradual increase in EHPI 3.3 (Number of events notified to the Safety Advisory Group by event organisers) between August to September. |
| There has been a slight decrease in EHPI 3.4 (The number of visits by Licensing Enforcement officers to Licensed premises) between August to September. |
| There has been an increase in EHPI 3.5 (The number of applications received by the Licensing team in respect of Licensed premises) between August to September. |
| There were no applications for EHPI 3.6 (The number of these applications that have received representations against them) in September. |
| There has been a slight increase in licensing applications taken forward to Licensing Sub Committee for EHPI 3.7 between August to September. |
| There has been an increase in EHPI 3a (Usage: number of swims (under 16)) for Quarter 2. |
| There has been a decrease in EHPI 3b (Usage: number of swims (16 – under 60 year olds)) for Quarter 2. |
| There has been a decrease in EHPI 3c (Usage: number of swims (60 year old +)) for Quarter 2. |

There has been a decrease in **EHPI 4a** (Usage: Gym (16 – under 60 year olds)) for Quarter 2.

There has been an increase in **EHPI 4b** (Usage: Gym (60 + year olds)) for Quarter 2.

2.3 Long term trend analysis (current value compared to the average performance for the last 12 months or last 4 quarters)

Table three:

| Service and Indicator | Commentary |
|--|--|
| Environment Services | |
| EHPI 3c – Usage: number of swims (60 + years old) | The long term trend compares current performance against the average over the last four quarters and therefore takes account of the good performance that occurred in Quarter 4 for 2014/15 and Quarter 1 for 2015/16. Swimming is declining nationally, however August 2015 was a particularly low month this year which attributed to the declining trend. |
| EHPI 4a – Usage: Gym (16 – under 60 year olds) | Long term trend is lower as it compares current performance against the average of the last four quarters and throughput was higher in the last quarter of the year. The increase in SLMs membership in the last quarter had a positive impact to throughput in Quarter 2. Throughput is still performing well against the previous 4 year average. |
| EHPI 4b – Usage: Gym (60 + year olds) | Long term trend is lower as it compares current performance against the average of the last four quarters and throughput was higher in the last quarter of the year. The increase in SLMs membership in the last quarter had a positive impact to throughput in Quarter 2. Throughput is still performing well against the previous 4 year average. |
| Shared Revenue and Benefits Services | |
| EHPI 10.1 – Council Tax | The service is aware of the gradual decreasing |

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| <p>Support caseload and EHPI 10.3 – Housing benefit caseload</p> | <p>caseload numbers and predicts this reduction in people claiming housing benefit and council tax support will continue (along with national trends) until further welfare reform changes are made. It is important to note however that the decreasing numbers of people in receipt of housing benefit or council tax support has not directly corresponded with a reduction in overall volume of work as the service is seeing increasing complexity within individual cases. No further action required at this stage.</p> |
| <p>Housing Services</p> | |
| <p>EHPI 151 – Number of homeless households living in temporary accommodation at the end of the quarter</p> | <p>The council owned temporary accommodation (hostel) remains full with 12 households with the average length of stay for those with a homeless duty before moving onto a housing association tenancy is 12 weeks. There is no clear cause to the higher number and is just subject to when households are ready to move onto a housing association tenancy.</p> |
| <p>EHPI 152 – The number of applicants accepted as owed the main homelessness duty to secure accommodation.</p> | <p>The number of homeless acceptances was only one off compared to the same period last year. The primary reason for homelessness is due to the end of a private sector assured short hold tenancy because the landlord requires the property back. Work is underway to profile homelessness presentations, results of this and how it might explain performance will be available from Quarter 3.</p> |

2.4 The seven new indicators introduced in 2015/16 listed below do not have a full year of past data for a long term trend analysis to be generated and are currently for information only. The indicators are:

- EHPI 3.1 - The number of formal warnings issued to drivers and operators by the Licensing team.
- EHPI 3.2 - The number of taxi licensing matters taken forward to the Licensing Sub Committee.
- EHPI 3.3 – Number of events notified to the Safety Advisory Group by event organisers.
- EHPI 3.4 – The number of visits by Licensing Enforcement officers to licensed premises’.

- EHPI 3.5 – Number of applications received by the licensing team in respect of licensed premises.
- EHPI 3.6 – The number of these applications that have received representations against them.
- EHPI 3.7 – Number of these applications that are taken forward to Licensing Sub Committee.

Potential issues in future

2.5 **EHPI 2.12 – Service requests: environmental health.** Performance was ‘Amber’ for September 2015; however the value is only 1% below target. Processes are being reviewed to improve the rate of response including the introduction of new software

Please refer to **Essential Reference Paper ‘B’** for the full performance indicator analysis.

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:

2014/15 Performance Indicators Estimates and Future Targets Report – Executive 3 March 2015

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