

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 15 MARCH 2016

REPORT BY THE DIRECTOR OF FINANCE AND SUPPORT SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – OCTOBER 2015 TO JANUARY 2016

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 2015 to January 2016.
- Three out of the 22 Community Scrutiny committee’s basket of performance indicators are either on target or exceeding their target, two indicators are off target (one ‘Amber’ and the other ‘Red’). The remaining 17 performance indicators are trend only.
- For the short term trend seven indicators out of the 22 performance indicators in Community Scrutiny’s basket are showing an improvement when performance is compared to the previous period. Five indicators have maintained the same level of performance and 10 have declined.

RECOMMENDATION FOR COMMUNITY SCRUTINY:

The Executive be advised that Community Scrutiny Committee has considered:

(A)	the reported performance for the period October 2015 to January 2016 and the report be approved.
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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. Please note a new performance management framework for East Herts, based on measuring progress against the new corporate strategic plan (agreed at Full Council 17th Feb) will be in place from 1 April. 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 January 2016 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 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. Three indicators have maintained the same level of performance and two indicators have declined.

Table One:

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

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). A declining trend.
There has been a gradual decrease in EHPI 10.3 (Housing benefit caseload). A declining trend.

<p>There has been a slight decrease in EHPI 151 (Number of homeless households living in temporary accommodation at the end of the quarter) since Quarter 2. Hence an improving short term trend for this quarter.</p>
<p>Number of applicants remained the same for EHPI 152 in Quarter 3 (The number of applicants accepted as owed the main homelessness duty to secure accommodation).</p>
<p>There has been a slight decrease in EHPI 153 (Number of applicants that presented to the council as homeless) since Quarter 2. Hence an improving short term trend for this quarter.</p>
<p>There has been a slight increase in the number of formal warnings issued to drivers and operators by the Licensing team between December to January for EHPI 3.1. This includes matters like - failure to produce documents, parking issues and driver conduct. An improving trend.</p>
<p>There has been a slight increase in taxi licensing matters taken forward to the Licensing Sub Committee between December to January for EHPI 3.2. An improving trend.</p>
<p>There has been an increase in January compared to December for EHPI 3.3 (Number of events notified to the Safety Advisory Group by event organisers). An improving trend.</p>
<p>There has been a slight decrease in January compared to December for EHPI 3.4 (The number of visits by Licensing Enforcement officers to Licensed premises). A declining trend.</p>
<p>There has been an increase in January compared to December for EHPI 3.5 (The number of applications received by the Licensing team in respect of Licensed premises). An improving trend.</p>
<p>The number of applications has maintained the same for January compared to December EHPI 3.6 (The number of these applications that have received representations against them).</p>
<p>There were no licensing applications taken forward to Licensing Sub Committee for EHPI 3.7 in January. Performance has stayed the same.</p>
<p>There has been a decrease in EHPI 3a (Usage: number of swims (under 16)) for Quarter 3. A declining trend.</p>
<p>There has been a decrease in EHPI 3b (Usage: number of swims (16 – under 60 year olds)) for Quarter 3. A declining trend.</p>
<p>There has been a decrease in EHPI 3c (Usage: number of swims (60 year</p>

old +)) for Quarter 3. A declining trend.
There has been a decrease in EHPI 4a (Usage: Gym (16 – under 60 year olds)) for Quarter 3. A declining trend.
There has been an increase in EHPI 4b (Usage: Gym (60 + year olds)) for Quarter 3. An improving trend.

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	
<p>EHPI 3a – Usage: number of swims (under 16).</p> <p>EHPI 3b – Usage: number of swims (16 – under 60 year olds).</p> <p>EHPI 3c – Usage: number of swims (60 + years old)</p>	<p>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, and this was further impacted by the closure of Hartham pool throughout December for replacement of the pool hall air handling unit. Further information is provided in the annual report on the leisure contract, also on this agenda.</p>
<p>EHPI 4a – Usage: Gym (16 – under 60 year olds)</p> <p>EHPI 4b – Usage: Gym (60 + year olds).</p>	<p>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 previous periods had a positive impact to throughput in Quarter 2. Throughput is still performing well against the previous 4 year average. Further information is provided in the annual report on the leisure contract, also on this agenda.</p>
Shared Revenue and Benefits Services	
<p>EHPI 10.1 – Council Tax Support caseload and</p> <p>EHPI 10.3 – Housing</p>	<p>The service is aware of the gradual decreasing caseload numbers and predicts this reduction in people claiming housing benefit and council tax</p>

benefit caseload	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.
Housing Services	
<p>EHPI 151 – Number of homeless households living in temporary accommodation at the end of the quarter</p> <p>EHPI 152 – The number of applicants accepted as owed the main homelessness duty to secure accommodation.</p>	See homeless profile review (paragraph 2.6) for commentary on the housing indicators.

2.4 There are seven indicators that were introduced in 2015/16 listed below don't 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 January 2016. 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.

Homeless Profile Review for the housing indicators

- 2.6 A review was undertaken in 2015/16 looking at homeless caseload volume with a view to see if trends could be projected. Overall the review concluded that homelessness cases are increasing but there is no specific pattern, as volumes of cases vary from month to month.
- 2.7 Analysis did show that there are two main factors contributing to the cause of homelessness cases – rent arrears and loss of rented tenancy (in the private rented sector). The latter reason is due to the planned welfare reform changes and as part of that the reduction in the benefit cap. This has resulted in private landlords being more risk adverse and with the housing market improving, taking the opportunity to sell their properties. The Housing Service has responded to this by establishing a dedicated post to focus on sustaining tenancies in the private sector and making use of £49,000 homelessness prevention grant to support residents with rental deposits. In addition the service is developing a flexible structure to enable more focus on housing advice, to prevent people becoming homeless.

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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