

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 26 OCTOBER 2010

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK: JUNE 2010 - AUGUST 2010

WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To set out a report on the performance of the key indicators that relate to Community Scrutiny for the period June 2010 to August 2010.

RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE	
(A)	That the reported performance be scrutinised and Executive be informed of any recommendations.

1.0 Background

1.1 This is a performance report relevant to the Community Scrutiny terms of reference covering the period from June 2010 to August 2010.

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's website.




- The indicators where data is collected monthly, with performance for August 2010 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 councils performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team is able to provide support and training on using the Covalent system if required.

1.4 Essential Reference Paper 'B' attached to the report now submitted, shows the full set of performance indicators that are reported on a monthly and quarterly basis.

Essential Reference Paper 'C' attached to the report now submitted shows a comparative view of East Herts against most similar group relating to crime performance indicators.

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 – Indicators grouped by corporate priority

Promoting Prosperity and well-being, providing access and opportunities

Performance analysis

- 2.1 Performance for the following indicators were 'Green', which means that the target was either met or exceeded for Quarter 1. They are;
- NI 156 - Number of households living in temporary accommodation.
 - EHPI 213 - Preventing Homelessness - number of households where homelessness prevented
- 2.2 A recommendation was made in the May Corporate Healthcheck report to the Executive that new local performance indicators should be set in relation to crime to reflect the local priorities of the Community Safety Partnership. The new local crime performance indicators listed below were approved by Executive on 7 September 2010. The performance indicators are in the process of being uploaded on to Covalent. The first set of data for members will be available in the next Corporate Healthcheck report::
- EHPI 129 - Response time to anti social behaviour complaints made to East Herts Council.
 - EHPI 130 - Number of council endorsed community safety projects that receive positive publicity.
- 2.3 The decision to establish new local indicators for crime was made because national indicators (NI) 15, 16 and 20 did not reflect local priorities. The Executive agreed that while these remain national indicators we will report performance against annual targets once they have been set by the Police Authority. In the meantime monthly performance data for East Herts will just be compared with authorities in our similar iquanta group.
- 2.4 **NI 15 – Serious violent crime rate.** East Herts was just below average within its iquanta benchmark group for serious violence excluding Grievous Bodily Harm (GBH) with 0.059 crimes per 1000 residents (1 May - 31 July 2010).
- 2.5 **NI 16 - Serious acquisitive crime rate.** When compared to the other 9 districts in Hertfordshire, East Herts was the second lowest for acquisitive crimes. When compared to other similar partnerships East Herts featured above the average (bad – the average is 2.100) with

2.446 crimes per 1000 residents (1 May - 31 July 2010)

2.6 **NI 20 – Assault with injury crime rate.** East Herts featured below the average for assault with less serious injury with 0.715 crimes per 1000 residents (1 May - 30 June 2010). When compared to the other 9 districts in the county, East Herts was second lowest.

2.7 Please refer to Essential Reference Paper 'B' for full details.

Fit for purpose

Performance analysis

2.8 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance was slightly off target and hence 'Amber' for August 2010. However performance has improved from the previous month achieving 10.2 days compared with 13.0 days. The cumulative position is currently 13.1 days.

Please refer to Essential Reference Paper 'B' for full details.

Shaping now, shaping the future

Performance analysis

2.9 **NI 173 - Flows on to incapacity benefits from employment.** As reported previously data for NI 173 has not been issued since March 2009. This is due to complications associated with data collection arising from the introduction of the Employment and Support Allowance (ESA). Work is ongoing to find a solution. Furthermore, following the abolition of the Comprehensive Area Assessment (CAA) changes are likely to be made to the national indicator set which could result in this and other national indicators being deleted.

Please refer to Essential Reference Paper 'B' for full details.

Leading the way, working together

Performance analysis

2.10 The following indicators were 'Green', meaning that the target was either met or exceeded for Quarter 1:

- EHPI 2 - Net cost/subsidy per visit
- EHPI 3a - Usage: number of swims (under 16)

- EHPI 3b - Usage: number of swims (16 – under 60 year olds)
- 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)

Please refer to Essential Reference Paper 'B' for full details.

Unit Cost Indicators

2.11 The following unit cost performance indicators are to update members of the 2009/10 outturn. Full details of these indicators are listed in Essential Reference Paper B. Data for these indicators are only available after the 2009/10 financial accounts have closed. These indicators are used by officers as a tool to help drive out service efficiencies:

- EHPI 8.11 - Net cost of Housing and Council Tax Benefit per claim
- EHPI 8.12 - Net cost of Collecting Council Tax per property
- EHPI 8.33 - Net cost of Licensing per Hackney Carriage license
- EHPI 8.34a - Net cost of Licensing per LA2003 Premises Licenses
- EHPI 8.34b - Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)
- EHPI 8.35 - Net cost of East Herts funded Police Community Support Officers per head of population
- EHPI 8.37 - Net cost of Environmental Health per food inspection
- EHPI 8.38 - Net cost of Environmental Health per health and safety inspection
- EHPI 8.40 - Net cost of the Homelessness Service per presentation
- EHPI 8.41 - Net cost of swimming pool per swim
- EHPI 8.42 - Net cost of Citizen Advice Bureau per contact
- EHPI 8.43 - Net cost of Meals on Wheels per number served per annum

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' attached to the report now submitted.

Background Papers:

- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix B - Complete list of Performance Indicator by Corporate Priority
- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix C – report reading guidance notes
- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix E – Performance indicator definitions

Contact Member: Councillor Linda Haysey

Contact Officers:

In terms of performance issues

Ceri Pettit, Head of Strategic Direction (Shared) and Performance Manager
– ext 2240

Lorna Georgiou, Performance and improvement Coordinator – ext 2244

Report Author:

Karl Chui, Performance Officer – ext 2243

ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Shaping now, shaping the future <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
Consultation:	Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no Human Resource implications.
Risk Management:	There are no Risk implications.