

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 25 JANUARY 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK  
SEPTEMBER 2010 - NOVEMBER 2010

WARD (S) AFFECTED: All

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**Purpose/Summary of Report:**

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

<b><u>RECOMMENDATION FOR DECISION:</u></b>	
<b>That Scrutiny:</b>	
<b>(A)</b>	<b>That the reported performance be scrutinised and Executive be informed of any recommendations.</b>

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1.0 Background

1.1 This is a performance report relevant to the Community Scrutiny terms of reference covering the period from September 2010 to November 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 website.




- The indicators where data is collected monthly, with performance for November 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 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 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 shows the full set of performance indicators that are reported on a monthly and quarterly basis.

Essential Reference Paper 'C' attached to the report 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 November/Quarter 2. They are;
- NI 156 - Number of households living in temporary accommodation.
  - EHPI 129 - Response time to anti social behaviour complaints made to East Herts Council.
  - EHPI 213 - Preventing Homelessness - number of households where homelessness prevented
- 2.2 **NI 15 – Serious violent crime rate.** East Herts ranked fourth in the county for serious violence excluding Grievous Bodily Harm (August - October 2010) in November 2010. When comparing East Herts with other areas with similar characteristics, East Herts featured below the average with 0.037 crimes per 1000 residents (August - October 2010).
- 2.3 **NI 16 - Serious acquisitive crime rate.** East Herts is fourth in the county for serious acquisitive crime (August - October 2010) in November 2010. When comparing East Herts with other areas with similar characteristics, the district is tenth (out of 15) with 2.299 crimes per 1000 residents (August - October 2010).
- 2.4 **NI 20 – Assault with injury crime rate.** East Herts was third in the county for assault with less serious injury (1 August - 31 October 2010) in November 2010. When compared with other areas with similar characteristics, East Herts is below the average with 0.729 crimes per 1000 residents (August - October 2010).
- 2.5 **EHPI 130 - Number of council endorsed community safety projects that receive positive publicity.** There have been no planned partnership supported activities in November 2010, and therefore no publicity.
- 2.6 Please refer to Essential Reference Paper 'B' for full details.

## **Fit for purpose**

### **Performance analysis**

- 2.7 The following indicator was 'Green', meaning that the target was either met or exceeded for November 2010. It is:
- NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.

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

## **Shaping now, shaping the future**

### **Performance analysis**

- 2.8 **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) it was announced that the national indicator set will be replaced by April 2011 and this indicator will not likely be continued.

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

## **Leading the way, working together**

### **Performance analysis**

- 2.9 The following indicators were 'Green', meaning that the target was either met or exceeded for Quarter 2:
- 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.

### 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:

- 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

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## ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p><b>Promoting prosperity and well-being; providing access and opportunities</b> <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Shaping now, shaping the future</b> <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><b>Leading the way, working together</b> <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.