

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 21 MARCH 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK
DECEMBER 2010 - JANUARY 2011

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 December 2010 to January 2011.

<u>RECOMMENDATION FOR SCRUTINY:</u>	
That:	
(A)	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 December 2010 to January 2011.

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 January 2011 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 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 January/Quarter 3. 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 Comparative data for the following crime performance indicators was historically obtained from the Iquanta database. However since the database has been modified the comparative data for these indicators is no longer available:
- NI 15 – Serious violent crime rate.
 - NI 16 – Serious acquisitive crime rate.
 - NI 20 – Assault with injury crime rate.
- 2.3 Members are asked to note that the crime indicators listed above will report monthly outturn data only. Comparative data will not be available until the end of 2010/11. From 2011/12 onwards these indicators will then be removed from monitoring in line with the proposals identified in the 2010/11 Estimates and Future Targets report that went to Joint Scrutiny on 15 February 2011 and Executive on 8 March 2011.
- 2.4 **EHPI 130 - Number of council endorsed community safety projects that receive positive publicity.** East Herts funded the Westminster Drugs Project peer led art project. Members are asked to note that there is no estimated outturn available for this indicator as it will not be monitored for 2011/12. This was identified in the 2010/11 Estimates and Future Targets report that went to Joint Scrutiny on 15 February 2011 and Executive on 8 March 2011.
- 2.5 Please refer to Essential Reference Paper 'B' for full details.

Fit for purpose

Performance analysis

- 2.6 The following indicator was 'Green', meaning that the target was either met or exceeded for January 2011. 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

- 2.7 **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 out of the introduction of the Employment and Support Allowance (ESA). 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 is not expected to be continued. Members are to note that there is no estimated outturn available for this indicator as it will not be monitored for 2011/12. This was identified in the 2010/11 Estimates and Future Targets report that went to Joint Scrutiny on 15 February 2011 and Executive on 8 March 2011.

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

Leading the way, working together

Performance analysis

- 2.8 The following indicators were 'Green', meaning that the target was either met or exceeded for Quarter 3:
- 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

Contact Members: Councillor Linda Haysey - Executive member for Community Development, Leisure and Culture
Councillor Malcolm Alexander – Executive member for Community Safety and Protection.

Contact Officers:

In terms of performance issues

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– ext 2240

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Report Author:

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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.