

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 14 JUNE 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – FEBRUARY 2011 - MARCH 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 February 2011 to March 2011.

<u>RECOMMENDATION FOR COMMUNITY 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 February 2011 to March 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 March 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 4 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.
- The indicators where data is collected annually, with performance for 2010/11 presented in detail (the most up to date available) with previous years 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 is 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, quarterly and yearly basis. 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 was 'Green', which means that the targets were either met or exceeded for March/Quarter 4. 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 The crime indicators below are for information only as comparative data 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 **EHPI 130 - Number of council endorsed community safety projects that receive positive publicity.** There were no good news stories released for the March 2011 period.

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

Caring about what's built and where

2.4 The following indicator was 'Green', meaning that the target was either met or exceeded for 2010/11. It is:

- EHPI 64 - No of private sector vacant dwellings that are returned into occupation or demolished

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

Fit for purpose

Performance analysis

- 2.5 **EHPI 156 - Buildings Accessible to People with a Disability.** Performance was 'Amber' for 2010/11. Performance shows that public areas in 91.30% of buildings operated by East Herts Council are suitable for and accessible to people with a disability. The proposed replacement of a football changing room building not accessible to disabled persons, took place in 2010/11 making it now accessible.
- 2.6 The following indicator was 'Green', meaning that the target was either met or exceeded for March 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 155 - Number of affordable homes delivered (gross).** Performance was 'Red' for 2010/11. The outturn is 64 homes. The current economic downturn has severely affected the number of new homes that have been built in the district and therefore the number of new affordable homes achieved from private developments. Of the 64 homes, 29 units were for social rent.
- 2.8 **NI 154 - Net additional homes provided.** The 2010/11 performance outturn is not available. The data analysis undertaken by Hertfordshire County Council at the end of year and details are usually available by June/July 2011. Data will be included in the Council's Annual Monitoring Report due to be produced in December 2011. The Council's performance management system will be updated at the same time.

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

Leading the way, working together

Performance analysis

- 2.9 **EHPI 3c - Usage: number of swims (60 year old +)**. Performance was 'Red' for Quarter 4. Performance was down compared to the same period last year (Quarter 4 of 2009/10) this is due to figures in the previous year including free swims.
- 2.10 The following indicators were 'Green', meaning that the targets were either met or exceeded for Quarter 4:
- 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).
- 2.11 There is no 2010/11 outturn data available for the indicators below. The service is currently awaiting survey analysis which is expected to be available by 19 July 2011. The service is collating site specific customer comments and feedback forms. The Council's performance management system will be updated once the outturn is available and will also be reported in the 2010/11 Annual Report:
- EHPI 1a - % of customers satisfied with the service – All
 - EHPI 1b - % of customers satisfied with the service – Leventhorpe
 - EHPI 1c - % of customers satisfied with the service – Hartham
 - EHPI 1d - % of customers satisfied with the service – Fanshawe
 - EHPI 1e - % of customers satisfied with the service - Ward Freman
 - EHPI 1f - % of customers satisfied with the service - Grange Paddocks

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

Unit Cost Indicators

- 2.12 Members are to note the following unit cost performance indicators will not have outturn data until the close of the 2010/11 financial accounts in July 2011. Therefore the unit cost data will be reported in

the next Community Scrutiny meeting on 20 September 2011:

- 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'** .

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

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.