

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 20 SEPTEMBER 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – APRIL 2011 - JULY 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 April 2011 to July 2011.

RECOMMENDATION FOR SCRUTINY:	
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 April 2011 to July 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 July 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 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 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 **EHPI - 129 - Response time to anti social behaviour (ASB) complaints made to East Herts Council.** Performance was 'Red' for July 2011. There were 6 complaints made directly to the ASB and Projects Officer at East Herts Council, one of which was not dealt with within 2 working days due to officer training.
- 2.2 Performance for the following indicators was 'Green', which means that the targets were either met or exceeded for July/ Quarter 1:
- NI 156 - Number of households living in temporary accommodation.
 - EHPI 213 - Preventing Homelessness - number of households where homelessness prevented.
- 2.3 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.

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

Fit for purpose

Performance analysis

- 2.4 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Time taken exceeded target due to an increase in caseload in the period and the need to avoid some planned weekend working to allow ICT to undertake changes required for office moves. A plan to recover this downtime has been agreed by the Director of Internal Services.

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

Leading the way, working together

Performance analysis

- 2.5 **EHPI 3a - Usage: number of swims (under 16).** Performance was 'Red' for Quarter 1. The service is investigating the downturn and will report in quarter 2.
- 2.6 **EHPI 3b - Usage: number of swims (16 – under 60 year olds).** Performance was 'Red' for Quarter 1. The service is investigating the downturn and will report in quarter 2.
- 2.7 **EHPI 3c - Usage: number of swims (60 year old +).** Throughput remains at a consistent level.
- 2.8 The following indicators were 'Green' meaning that the targets were either met or exceeded for July/ Quarter 1:
- EHPI 2 - Net cost/subsidy per visit
 - 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

- 3.0 The following unit cost performance indicators are to update members of the 2010/11 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 licence
 - EHPI 8.34a - Net cost of Licensing per LA2003 Premises Licences
 - EHPI 8.34b - Net cost of Licensing per all Premises Licences (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 Indicators 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 Officer and Report Author:

In terms of performance issues

Lorna Georgiou, Performance and Improvement Coordinator – ext 2244

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>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</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.