



Supplemental Report

Presented to the
Meeting of the
Resources and Performance Cabinet Panel
on
Friday, 13 December 2019

2. Supplementary Item - HCC Performance Presentation

1 - 14

Quarter 2 Performance Report

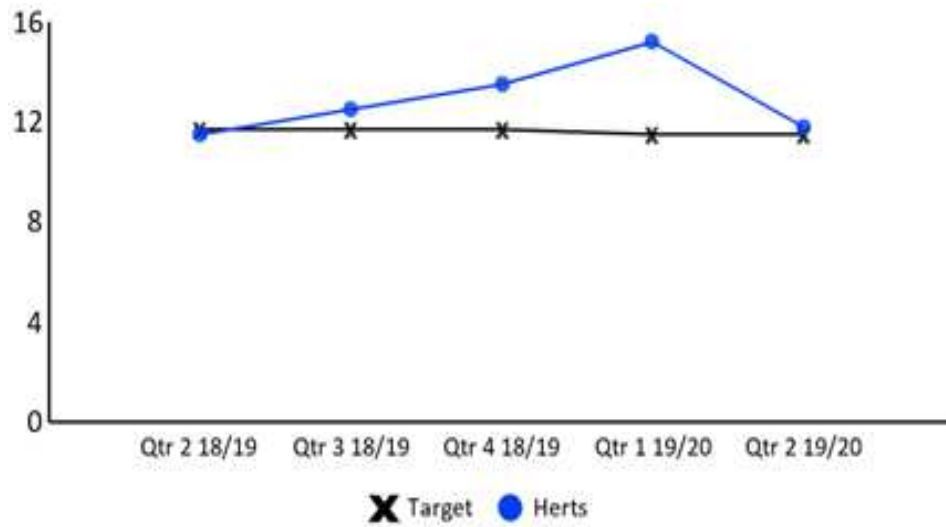
2019-20

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Adult Care & Health

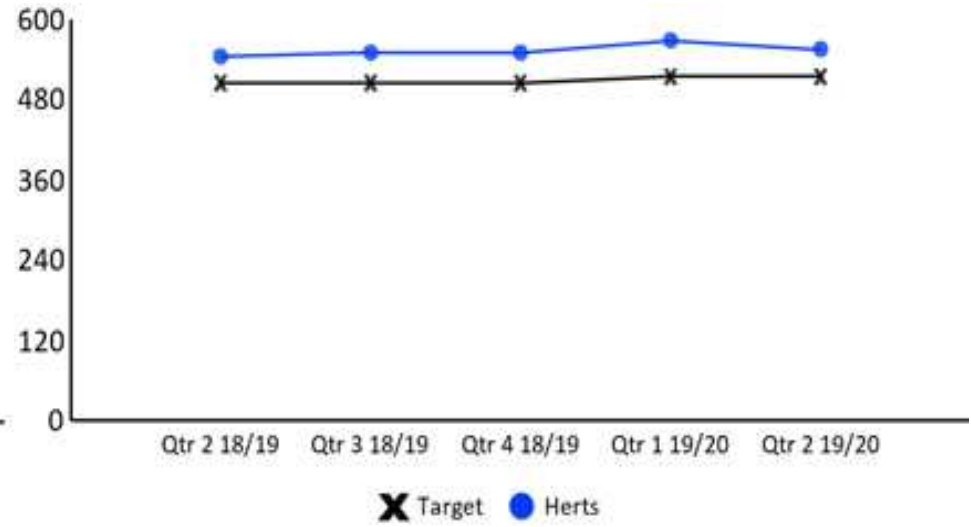
Rate of Permanent Admissions to Care Homes (18 - 64) (per 100,000 population)



11.8 (rate)

Performance has improved from 15.2 last quarter

Rate of Permanent Admissions to Care Homes (65+)(per 100,000 population)



554.6 (rate)

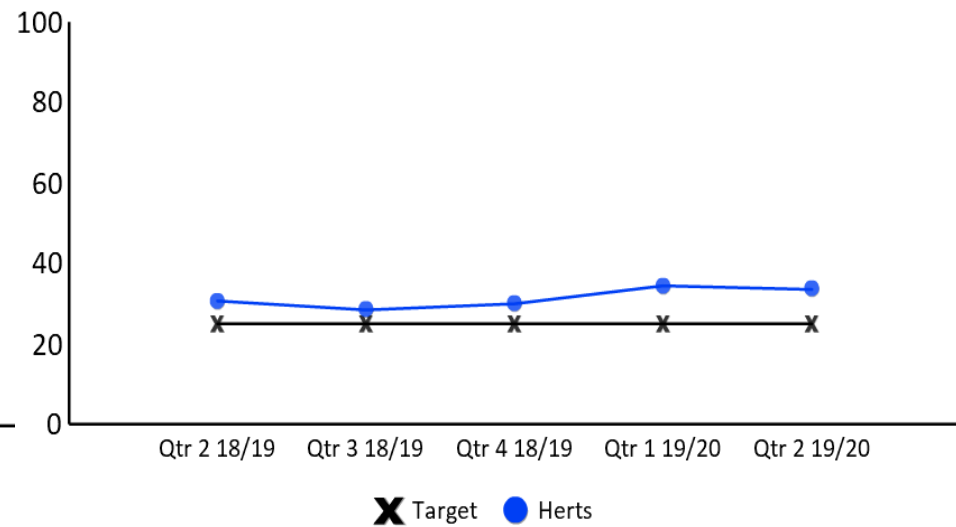
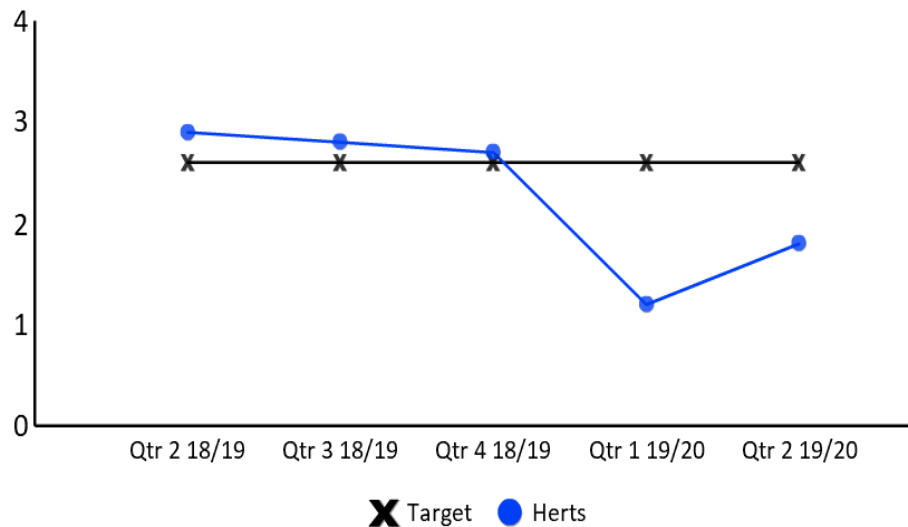
Performance has improved from 568 last quarter

Adult Care & Health

Rate of Delayed Transfers of Care attributable to Social Services (per 100,000 population)

Percentage of repeat incidents of domestic abuse

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1.8 (rate)

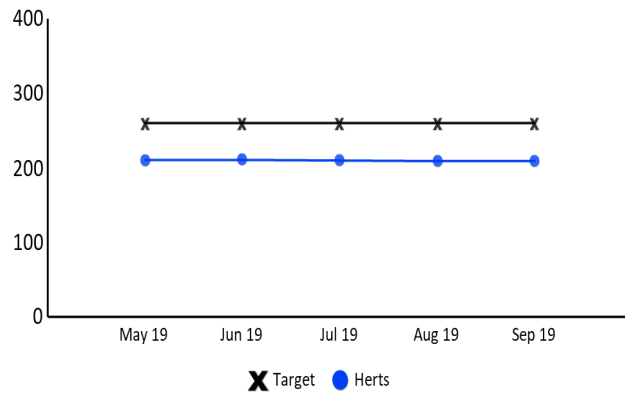
Performance has decreased from 1.5 last quarter

33.5%

Performance has increased from 34.4% last quarter

Children, Young People and Families

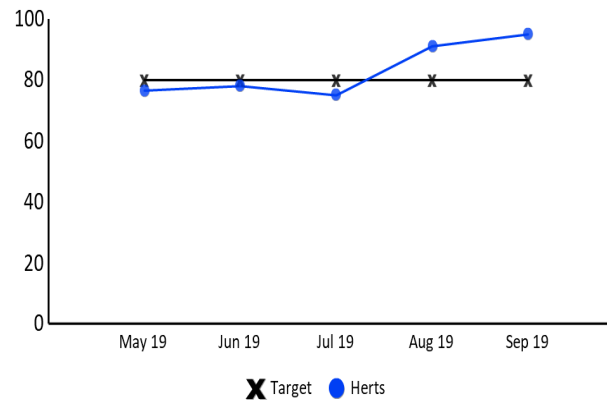
Rate of Referrals to specialised Children's Services (rolling year rate per 10,000)



209.2 (rate)

The rate has increased from 209.1 last quarter

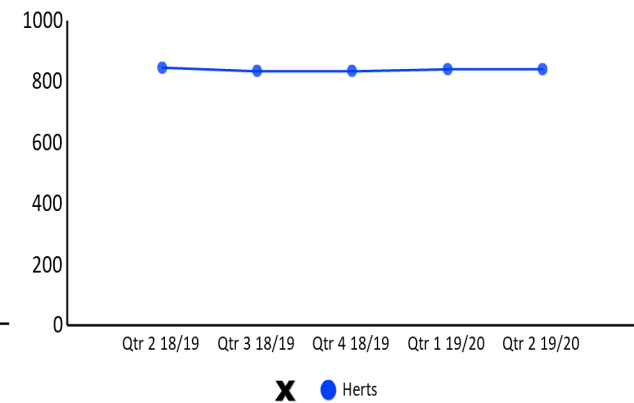
Percentage of children with Initial Child Protection Conference (ICPC) held within 15 days



95%

Performance has improved from 78% last quarter

Number of Looked Children Looked After (as at end of the month excluding Unaccompanied Asylum Seeking Children)

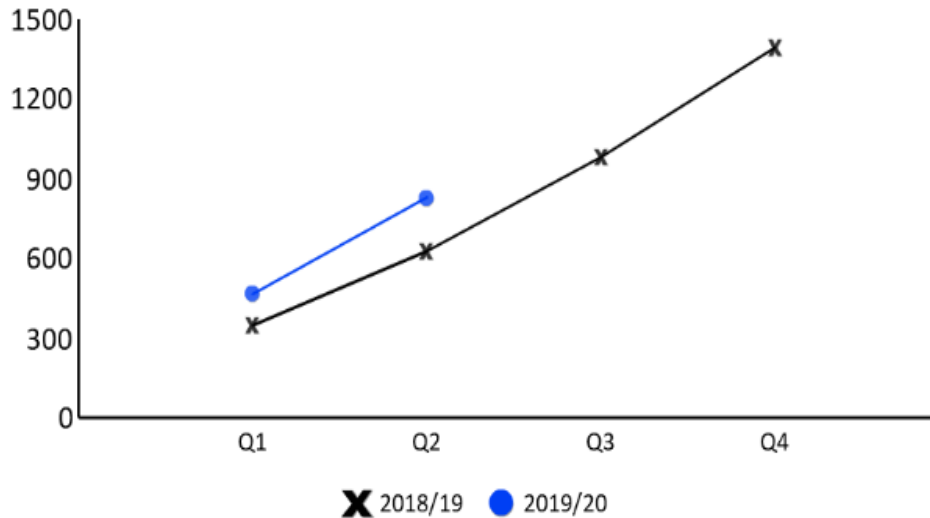


841

Numbers have remained the same since last quarter

Children, Young People and Families

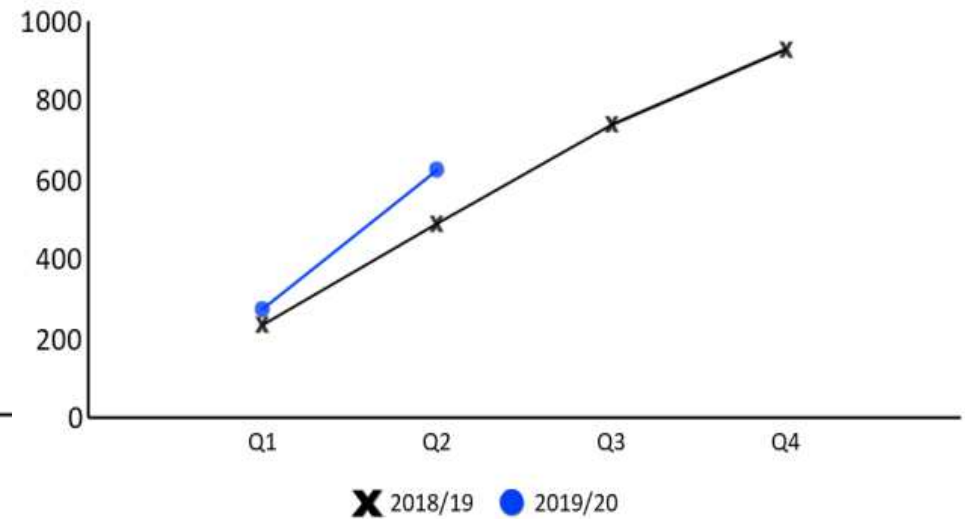
Number of requests for Education Health & Care Plans (EHCPs) for those with a Special Educational Need and/or disability



830

Numbers have increased from 628 in Q2 2018/19

Number of completed Education Health & Care Plans (EHCPs) issued for those with a Special Educational Need and/or disability



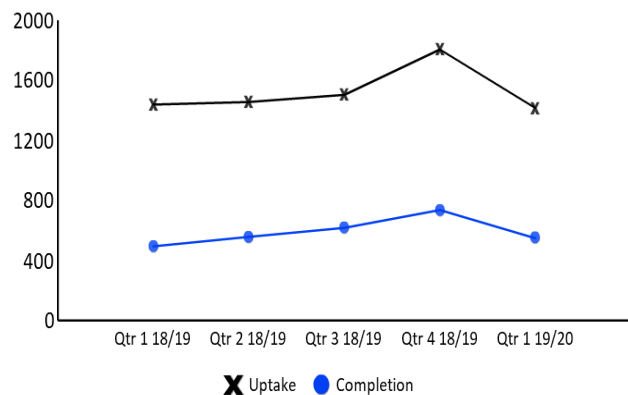
625

Numbers have increased from 490 in Q2 2018/19

Public Health & Prevention

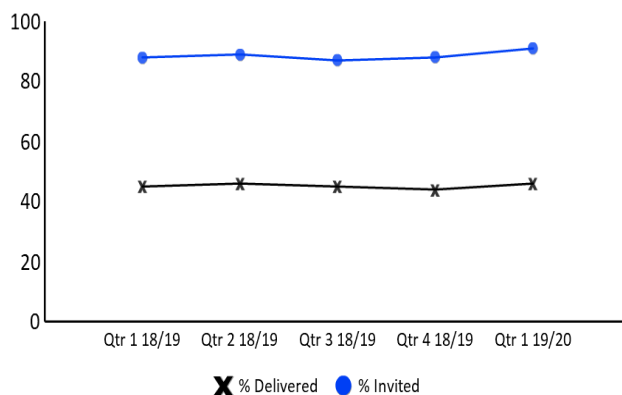
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Smoking Cessation:
uptake and successful
quits



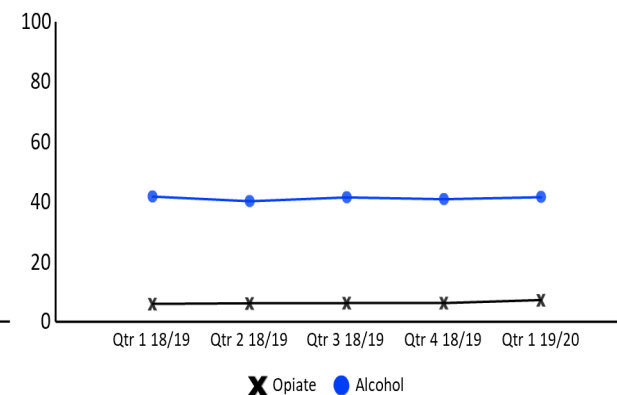
548 (successful quits)
Performance has decreased
from 737 in line with seasonal
trends

NHS Health Checks
Invited and Delivered



91% (numbers invited)
Performance has increased
from 88% in the previous
quarter

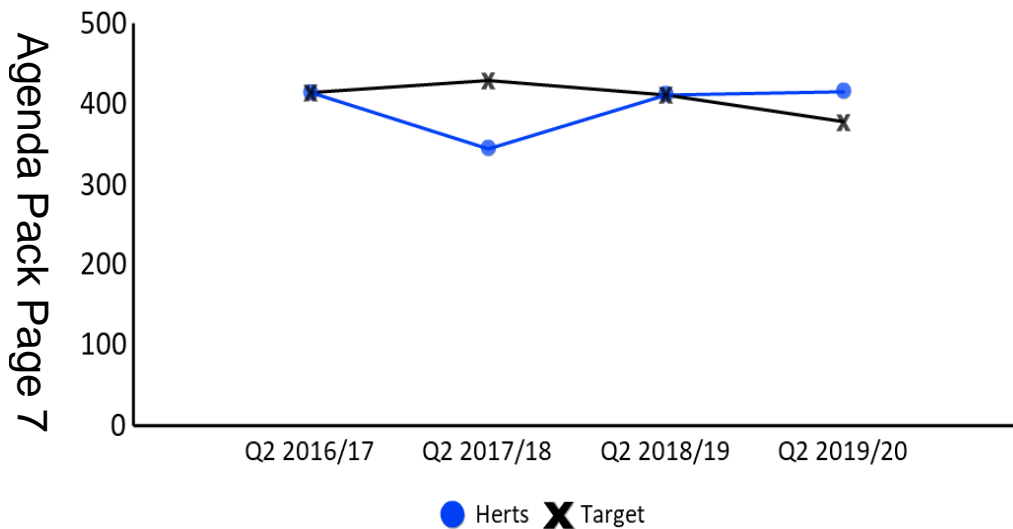
Successful Completion of
Drugs & Alcohol
Treatment – Alcohol,
Opiates



41.6% (alcohol)
Performance has improved
from 40.9% previous quarter
7.3% (opiates)
Performance has improved
from 6.3% in the previous
quarter

Community Safety & Waste Management

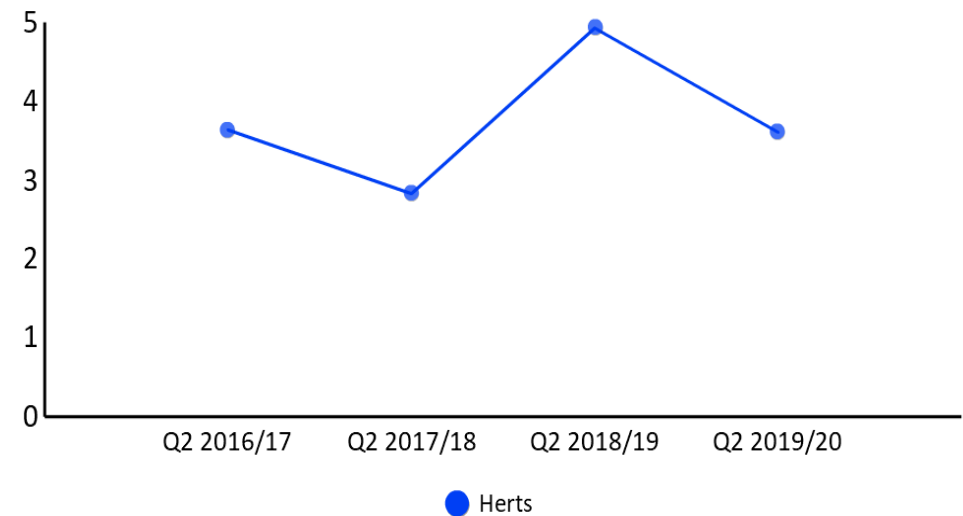
Primary Fires (quarterly)



415

Numbers have increased from 411 recorded in Q2 2018-19

Number of Deliberate Fires (rate per 100,000 population)

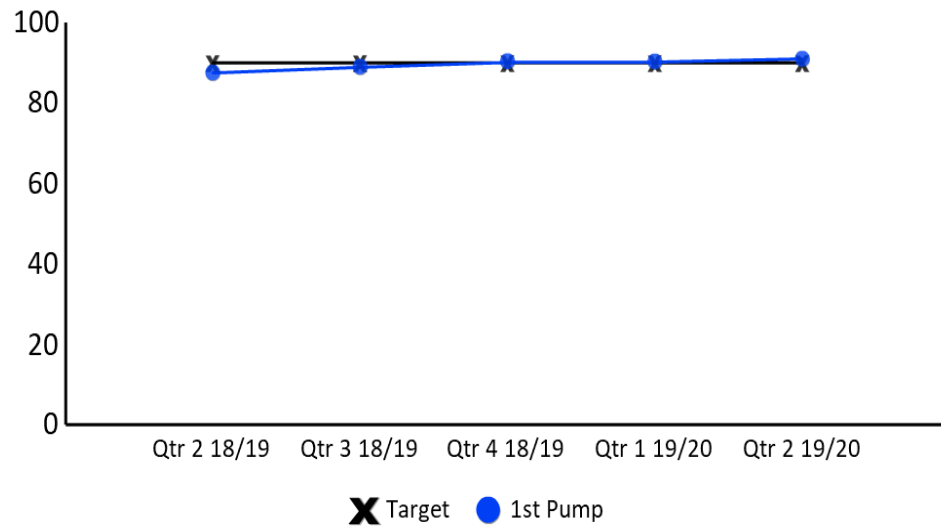


3.61 rate

Performance has improved from 127 last quarter

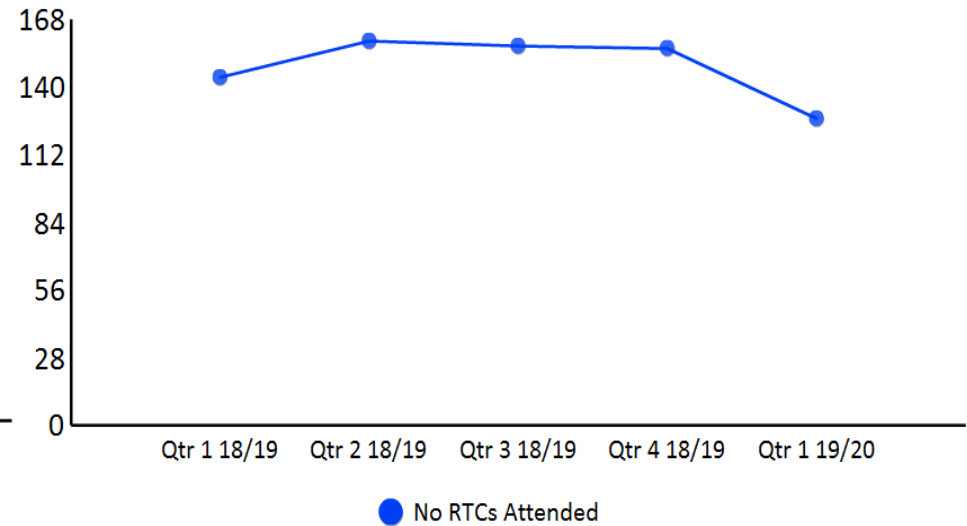
Community Safety & Waste Management

%Attendance standards (all property fires) all pumps



91% (1st pump)
Performance has improved from 90.2% last quarter

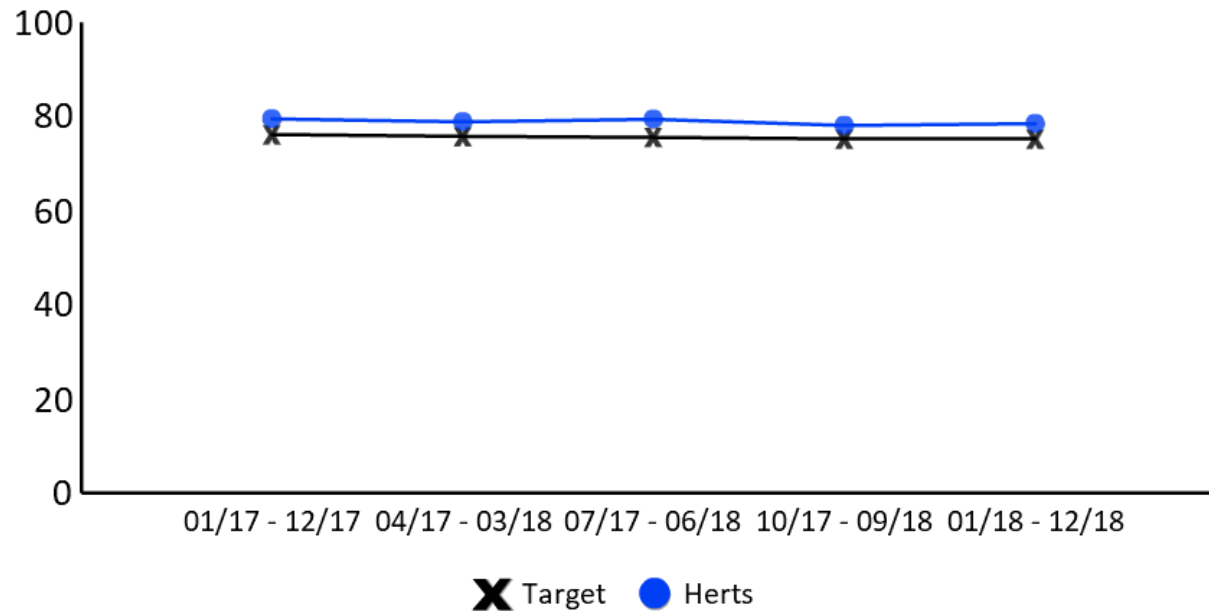
Number of Road Traffic Collisions attended by Hertfordshire Fire & Recue Service (HFRS)



121
Performance has improved from 127 last quarter

Growth, Infrastructure, Planning and the Economy

Percentage of Overall Employment Rate (working age 16 – 64)



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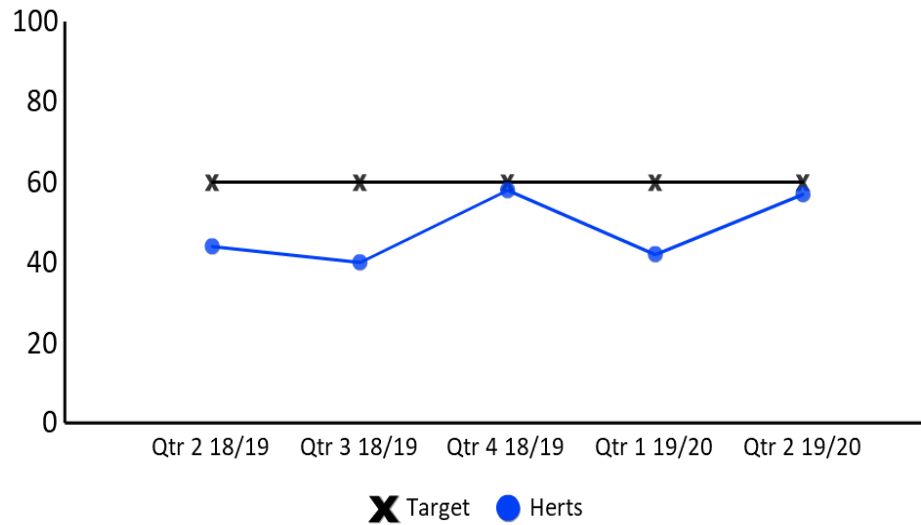
78.3%

Performance has decreased from 78.5% last quarter and decreased from 78.9% in Q1 18/19

Highways and Environment

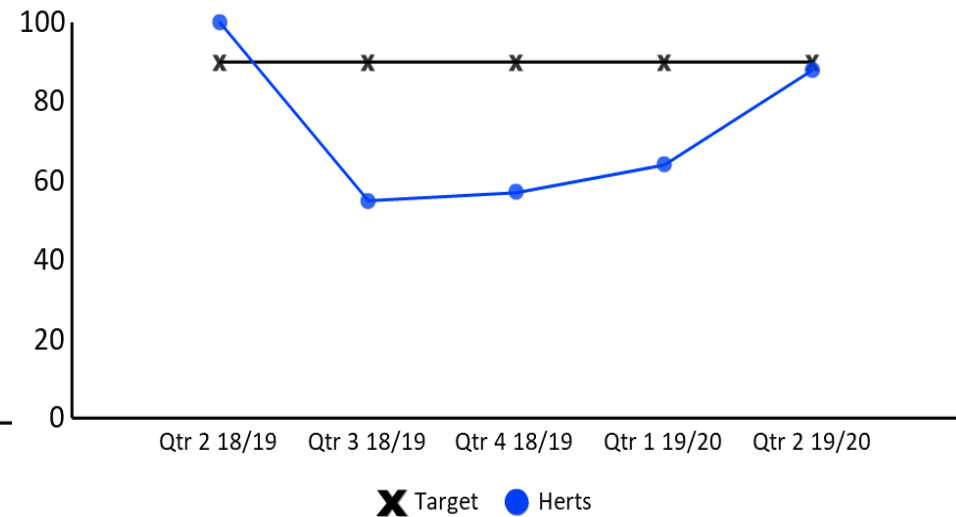
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Integrated Transport Control Centre (ITCC) Percentage of Network Interventions



57%
Performance has improved from 42% last quarter

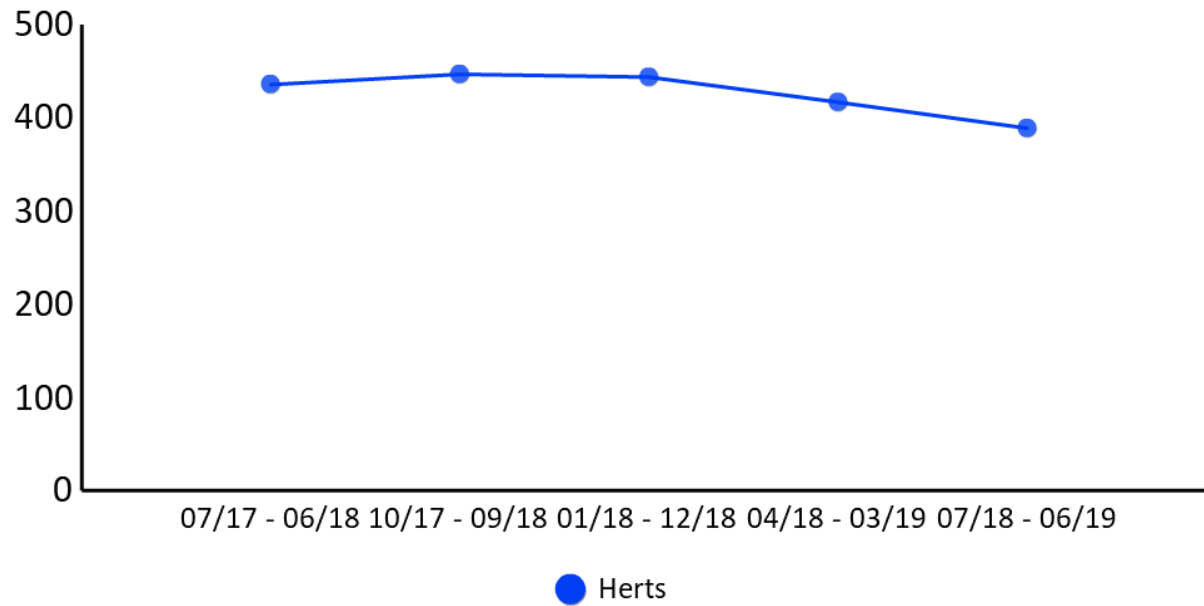
Percentage of schemes delivered against the Integrated Works Programme (IWP)



81%
Performance increased from 64% from last quarter

Highways and Environment

People killed or seriously injured in road traffic accidents



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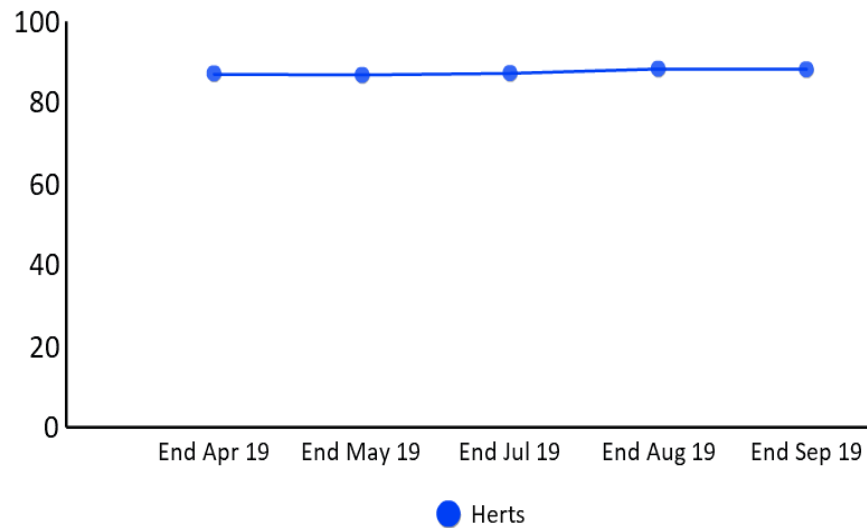
389

Down from 436 in the same reporting period 2018

Education, Libraries & Localism

Percentage of Ofsted judgements –
rated good and outstanding (all schools)

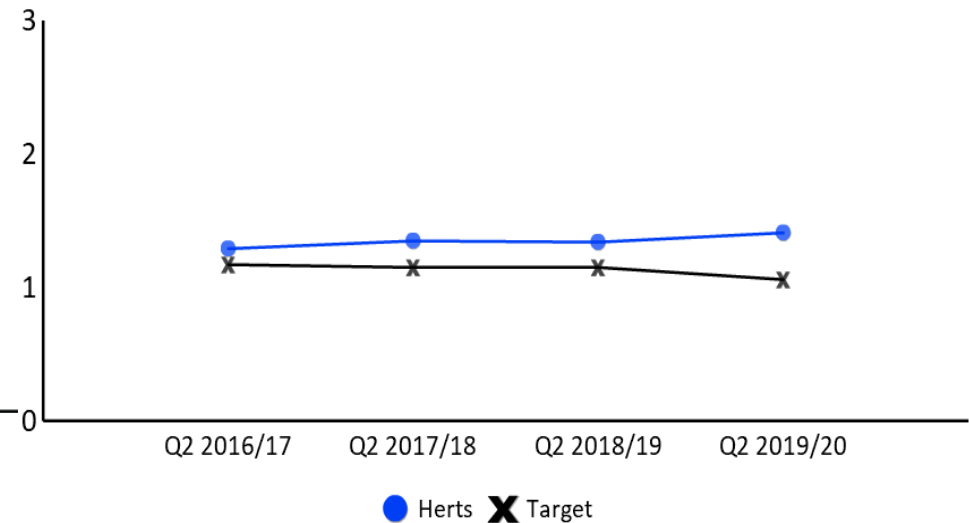
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88.2%

Performance improved from 87% last quarter

Library Issues (Physical & Virtual)



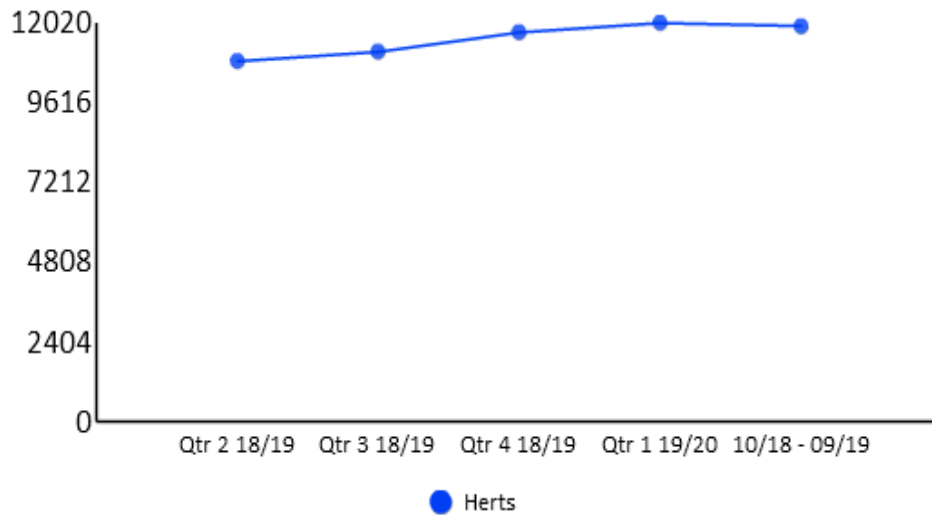
1.41m (physical issues)

Performance has improved from 1.34m in Q2 2018-19

185k (virtual issues)

Resources and Performance

Agency Spend



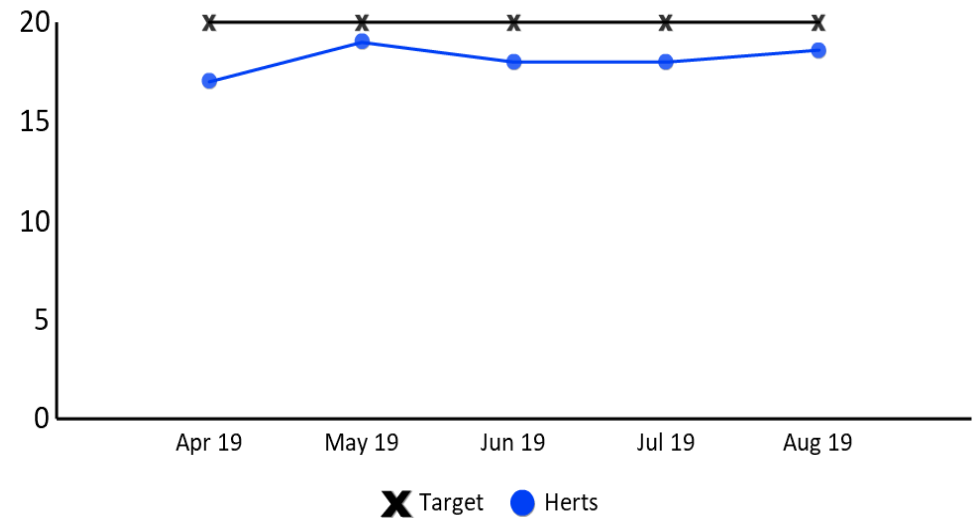
£11.9m (spend)

Agency spend has decreased from £12m last quarter

4.5% (of payroll)

Decreased by 0.1%

Customer Service Centre (CSC) all contacts – average call waiting time



18.6 (minutes)

Performance has decreased from 18 last quarter

