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Jeff Hughes
*Head of Democratic and Legal
Support Services*

MEETING : COMMUNITY SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 12 JUNE, 2012
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillor G McAndrew (Chairman)
Councillors R Beeching, S Bull, T Herbert, Mrs D Hollebon, Mrs D Hone,
J Mayes, N Symonds, C Woodward and M Wood

Conservative Group Substitutes: Councillors N Poulton and C Rowley
Liberal Democrat Group Substitutes: Councillor J Wing

*(Note: Substitution arrangements must be notified by the absent Member
to Democratic Services 24 hours before the meeting)*

CONTACT OFFICER: Lorraine Blackburn
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only on day of meeting

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PERSONAL AND PREJUDICIAL INTERESTS

1. A Member with a personal interest in any business of the Council who attends a meeting of the Authority at which the business is considered must, with certain specified exemptions (see section 5 below), disclose to that meeting the existence and nature of that interest prior to the commencement of it being considered or when the interest becomes apparent.
2. Members should decide whether or not they have a personal interest in any matter under discussion at a meeting. If a Member decides they have a personal interest then they must also consider whether that personal interest is also prejudicial.
3. A personal interest is either an interest, as prescribed, that you must register under relevant regulations or it is an interest that is not registrable but where the well-being or financial position of you, members of your family, or people with whom you have a close association, is likely to be affected by the business of the Council more than it would affect the majority of inhabitants of the ward(s) affected by the decision.
4. Members with personal interests, having declared the nature of that personal interest, can remain in the meeting, speak and vote on the matter unless the personal interest is also a prejudicial interest.
5. An exemption to declaring a personal interest applies when the interest arises solely from a Member's membership of or position of general control or management on:
 - any other body to which they have been appointed or nominated by the authority
 - any other body exercising functions of a public nature (e.g another local authority)

In these exceptional cases, provided a Member does not have a prejudicial interest, they only need to declare their interest if they speak. If a Member does not want to speak to the meeting, they may still vote on the matter without making a declaration.

6. A personal interest will also be a prejudicial interest in a matter if all of the following conditions are met:
 - the matter does not fall within one of the exempt categories of decisions
 - the matter affects your financial interests or relates to a licensing or regulatory matter
 - a member of the public, who knows the relevant facts, would reasonably think your personal interest is so significant that it is likely to prejudice your judgement of the public interest.

7. Exempt categories of decisions are:
 - setting council tax
 - any ceremonial honour given to Members
 - an allowance, payment or indemnity for Members
 - statutory sick pay
 - school meals or school transport and travelling expenses: if you are a parent or guardian of a child in full-time education or you are a parent governor, unless it relates particularly to the school your child attends
 - housing; if you hold a tenancy or lease with the Council, as long as the matter does not relate to your particular tenancy or lease.

8. If you have a prejudicial interest in a matter being discussed at a meeting, you must declare that interest and its nature as soon as the interest becomes apparent to you.

9. If you have declared a personal and prejudicial interest, you must leave the room, unless members of the public are allowed to make representations, give evidence or answer questions about the matter, by statutory right or otherwise. If that is the case, you can also attend the meeting for that purpose. However, you must immediately leave the room once you have finished or when the meeting decides that you have finished (if that is earlier). You cannot remain in the public gallery to observe proceedings.

AGENDA

1. Appointment of Vice Chairman

2. Apologies

To receive apologies for absence

3. Minutes (Pages 7 - 16)

To receive the Minutes of the meeting held on 28 February 2012.

4. Chairman's Announcements

5. Declarations of Interest

To receive any Member's Declaration of Interest and Party Whip arrangements.

6. Report from Health Engagement Panel (Pages 17 - 22)

To receive the Minutes of the meeting held on 6 February 2012 and a verbal update from the Health Engagement Panel Chairman.

7. End of Year Service Plan Report 2011-12 (Pages 23 - 32)

8. Community Scrutiny Corporate Health Check: January - March 2012 and 2011/12 Performance Outturns (Pages 33 - 52)

9. East Herts Sustainable Community Strategy: 2009 - 2024 Review of Progress (Pages 53 - 70)

10. Community Scrutiny Work Programme (Pages 71 - 78)

11. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to

involve the disclosure of exempt information.

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MINUTES OF A MEETING OF THE
COMMUNITY SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
28 FEBRUARY 2012, AT 7.00 PM

PRESENT: Councillor G McAndrew (Chairman)
Councillors E Buckmaster, S Bull, T Herbert,
Mrs D Hone, J Mayes, P Moore, N Poulton,
P Ruffles and C Woodward

ALSO PRESENT:

Councillors D Andrews, W Ashley, K Crofton,
P Gray, L Haysey, P Phillips, C Rowley and
B Wrangles

OFFICERS IN ATTENDANCE:

Claire Bennett	- Housing Strategy and Policy Officer
Lorraine Blackburn	- Democratic Services Officer
Cliff Cardoza	- Head of Environmental Services
Simon Drinkwater	- Director of Neighbourhood Services
Mark Kingsland	- Leisure Services Manager
Marian Langley	- Scrutiny Officer
Will O'Neill	- Head of Community and Cultural Services
George A Robertson	- Director of Customer and Community Services

ALSO IN ATTENDANCE:

Mathew Nicolson - SLM Ltd.
Alison Warner - SLM Ltd.

635 APOLOGIES

An apology for absence was received from Councillor N Symonds. It was noted that Councillor N Poulton was substituting for Councillor N Symonds.

636 MINUTES

In respect of Minute 438 Councillor P Ruffles sought an update in relation to the working group which had been set up to discuss Community Grants. The Director of Customer and Community Services advised that this update had been circulated electronically and was now being advertised in the community.

RESOLVED – that the Minutes of the meeting held on 22 November 2011 be confirmed as a correct record and signed by the Chairman.

637 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Mathew Nicolson and Alison Norman from Sport and Leisure Management (SLM) to the meeting.

638 HEALTH ENGAGEMENT PANEL

Councillor D Hone, Chairman of the Health Engagement Panel provided a summary of the work of the Panel. It was noted that Hertfordshire County Council's Health Scrutiny had taken place on 9 February 2012 when the main item had been a seminar on modern nursing and the challenges faced in ensuring high quality patient care. It was noted that a programme of topic groups had also been organised which the Chairman was also involved with.

It was noted that Councillor G McAndrew had been in attendance at the meeting on 12 December 2011 and not Councillor D Andrews as shown in the minutes. The Health

Engagement Panel would be asked to amend the minutes as necessary at their next meeting.

The Committee received the report.

RESOLVED – that the report be received.

639 ANNUAL REVIEW OF LEISURE CONTRACT - YEAR 3:
SPORT AND LEISURE MANAGEMENT LTD (SLM)

The Leisure Services Manager submitted a report reviewing the annual performance of the leisure contract by Sport and Leisure Management (SLM) Limited. Mathew Nicolson provided an overview of the contract to date. The Council's investment of £3.58m had transformed leisure facilities in the District. It was noted that membership throughout the District had increased generally, although there had been a slight decrease in membership at Ward Freman. This was explained. It was anticipated that there might be a growth in swimming in 2012 due to the Olympics.

Mr Nicolson referred to a recent survey of customer satisfaction via Gov.Metric which sought feedback on five specific areas. Generally, this had been positive. It was noted that SLM planned to invest an additional £20,000 at Grange Paddocks on fitness equipment which currently had 100 stations. Updates were provided in relation to leisure facilities at Fanshawe (which had received 3rd place in a national health club award), Leventhorpe and Presdales. It was noted that East Herts was the third top performing contract in the South East Region.

Mr Nicolson outlined SLM's eight-point leisure plan to mark the Olympics.

Councillor S Bull queried the cessation of free swimming for the 60plus age group. Mr Nicolson explained that this was consistent with what was happening with other contracts locally. In terms of encouraging the 60plus age group to swim, he explained that the swimming timetable had been amended by the inclusion of another swimming "slot" for this age group.

The Chairman queried what SLM was doing to minimise energy usage and reduce its “carbon footprint”. Mr Nicolson explained that that a variable speed device would be bought by the end of March 2012 which would reduce electricity usage by between 45-50%. The use of pool covers was also being investigated.

Councillor N Poulton commented that the rural villages were not provided with promotional leisure literature and asked that Councillors be provided with this information for dissemination.

Councillor C Woodward praised SLM for their award winning successes. Mr Nicolson stated that SLM would be submitting their “Quest” award status entry at the end of March. Councillor C Woodward referred to the comments submitted in relation to football, littering and complaints. Ms Norman stated that she was receiving less and less complaints on this issue.

Mr Nicolson provided guidance on the percentage of the respondent group involved in the survey.

Councillor E Buckmaster queried what new initiatives’ SLM might be undertaking. Ms Norman provided a summary.

Councillor P Ruffles complemented SLM on the “good news” and welcomed the report. He sought assurances from SLM that more comparative information be included within the report. By way of an example, he referred to his difficulty in being able to understand the certain scores contained in the report.

Councillor T Herbert expressed concern at the distinctions on gym usage between those who paid by direct debit and those who used the “pay as you go” arrangement. Mr Nicholson explained the need to incorporate elements of control which were not intimidating, for those not paying by direct debit.

The Chairman referred to the card system and that this did not record those who were using the gym and swimming on the

same occasion. Mr Nicolson outlined how the software worked in terms of it making a “percentage guess”.

The Chairman, on behalf of Members congratulated SLM on their award successes and on the progress made.

Members received the report.

RESOLVED – that the report be received.

640 EAST HERTS HOUSING STRATEGY 2008-2011 - UPDATE AND ACTION PLAN; DRAFT HOUSING STRATEGY 2012-2015

The Executive Member for Health, Housing and Community Support submitted a report which highlighted the successful performance of the Housing Strategy Action Plan 2008 - 2011 in achieving the three strategic objectives set out in the report now submitted. Members’ comments were also sought on the draft Housing Strategy for 2012 - 2015, the detail of which was set out in Essential Reference Paper ‘B’ of the report now submitted.

Councillor N Poulton referred to the need to promote homes which were under occupied and expressed his concern regarding a response he had received involving a particular case. The Housing Services Manager agreed to investigate this matter with Circle Anglia.

In response to queries from Councillor E Buckmaster and T Herbert regarding the definition of affordable housing and its application, the Housing Services Manager explained the Council’s policy. The Housing Services Manager referred to the District’s high levels of rent and property prices and the disparity in incomes which was particularly hard for young people.

Councillor K Crofton referred to the Council’s Housing Policy (the points system) and the anti-social behaviour of some families which was making life difficult for residents in some villages. He stated that these families did not have community ties with the area and contributed to their

dysfunctional attitude. Councillor K Crofton suggested that the points system be modified and that the policy should be applied flexibly. The Housing Services Manager explained how the points policy was applied and that the Localism Bill did allow an element of discretion in this regard.

Councillor C Woodward expressed concern at the level of empty homes in the District which currently stood at 585. He referred to the Council's reliance on the public to report those empty homes.

Councillor P Ruffles referred to under-occupation and sought clarification on the bedroom standard. He said that it was important that the character of neighbourhoods should be retained and of the aspirations of individuals in home owning. The Housing Services Manager explained the links with planning policy and the Local Development Framework. She undertook to provide a written response regarding the bedroom standard.

Members received the report.

RESOLVED – that (A) progress on the Housing Strategy Action Plan 2008-2011 be noted; and

(B) the draft Housing Strategy 2012 – 2015 be supported for the purpose of consultation with external partners and stakeholders.

641 COMMUNITY SAFETY REVIEW: REPORT OF THE TASK AND FINISH GROUP ADDRESSING THE ISSUE OF REASSURANCE

The Head of Community Safety and Health Services submitted a report on the findings of the Task and Finish group investigation into the public perception of crime and public reassurance, the detail of which was set out in Essential Reference Paper 'B' to the report now submitted. Councillor D Andrews, the Chairman of the Task and Finish Group, stated that it was a question of continuing to work with partners to target decreasing resources at public reassurance to get the message across that East Herts was a safe place to

live and work.

The Head of Community Safety and Health Services outlined the remit of the Task and Finish Group and drew attention to the discussion points and conclusions set out in the Essential Reference Papers. He referred to the need to launch a positive marketing campaign to illustrate what a safe place East Herts was to live and work in and to the need to continue to work with partners to deliver focussed information relating to community safety, including improving communication with vulnerable groups to get the message across. The need to continue to deal with anti-social issues in a timely manner such as littering and graffiti was raised as this was felt to create negative impressions.

Notwithstanding a recent newspaper article, the Head of Community Safety and Health Services commented on the good working relationship the Council had with the police. This was confirmed by the Director of Customer and Community Services. Councillor T Herbert commented on the need to get the Council's point across to the newspaper. The Head of Community Safety and Health Services suggested that any campaign should not have the Council's brand or logo but be undertaken independently. The good work of the PCSOs was recognised.

Members received the report and supported the action set out in the report now submitted.

RESOLVED – that (A) the Council's Communications Team, work with partners to design and deliver a common positive marketing campaign message aimed at promoting East Herts as a safe place to live for use by all partners and Members;

(B) the Council and its partners identify and improve communications with vulnerable target groups to deliver better focussed information and solutions relating to community safety; and

(C) the Council and its partners (including private / commercial concerns where appropriate) continue to

deal with graffiti cleaning, litter collection, dog fouling, fly-posting and fly tipping in a timely manner to minimise any risk of creating negative impressions.

642 AGEING WELL - HOW IS EAST HERTS WORKING TO MAKE THE DISTRICT A GOOD PLACE TO GROW OLD IN?

The Executive Member for Health, Housing and Community Support submitted a report which considered how East Herts could make the District a good one to grow older in. Following consideration of the issue at Community Scrutiny Committee on 22 November 2011, Members agreed to review the issue in an effort to initiate a discussion with the Executive to establish the Council's resilience and sustainability in terms of an "ageing well" and the "later life" agenda.

An overview of the population from a national and local perspective was detailed in the report now submitted. The report acknowledged that the Council did not have direct liability for issues such as retirement pensions or NHS health care, but that the "knock on" effect that constrained public finances could have on second and third tier authorities. That said, the Executive Member for Health, Housing and Community Support suggested that strategic questions centred on key themes set out in the report now submitted, be the basis on which to structure discussion with the Executive. The Executive Member stressed the need for a partnership and "joined up" approach in terms of the Council's policies and best practice.

Councillor P Gray urged Members to establish a general picture on how the Council approached age, what people wanted and what the Council could do in the future. Councillor J Mayes suggested that the Church groups be approached given their involvement with the elderly and referred to their wish to retain financial independence. Councillor C Rowley commented on the need for intergenerational involvement. Councillor P Ruffles referred to the rural element and problems of isolation particularly so, should there be an issue of ethnicity given that cultural backgrounds could have serious issues for small groups of people. Councillor K Crofton reaffirmed the issue of the

Council's points system and the need to keep people together.

Members supported the report.

RESOLVED – that (A) Corporate Management Team and Senior Officers be asked to look at best practice around the “ageing well” agenda and to report back to Community Scrutiny Committee on 28 August 2012 on what action the Council might take and the financial implications of such action;

(B) an informal Member Group of six be established to look at Members' role within respective wards; and

(C) the Council continue to work with its partners to establish where it can be of mutual help to one another.

643 COMMUNITY SCRUTINY: CORPORATE HEALTH CHECK
OCTOBER TO DECEMBER 2011

The Director of Customer and Community Services submitted a report on the performance of key indicators relating to Community Scrutiny Committee during the period October – December 2011. The Director drew Members' attention to the fact that there was one issue of concern which referred to the time taken to process Housing and Council Tax new claims. He assured Members that this had not been due to staff shortages, but related to a peak in demand.

Members received the report.

RESOLVED – that the report be received.

644 COMMUNITY SCRUTINY WORK PROGRAMME

The Committee considered items for scrutiny during the civic year 2012/13 and supported the inclusion of a report concerning “Ageing Well in East Herts” in August 2012.

The Scrutiny Officer stated that workshops would be established in April 2012 to consider future items for scrutiny.

The Committee approved the Work Programme as amended.

RESOLVED – that the work programme as amended,
be agreed.

The meeting closed at 9.30 pm

Chairman
Date

MINUTES OF A MEETING OF THE
HEALTH ENGAGEMENT PANEL HELD IN
THE COUNCIL CHAMBER, WALLFIELDS,
HERTFORD ON MONDAY 6 FEBRUARY
2012, AT 7.00 PM

PRESENT: Councillor S Bull (Chairman)
Councillors R Beeching, E Buckmaster,
K Crofton and N Symonds

ALSO PRESENT:

Councillors L Haysey and G McAndrew

OFFICERS IN ATTENDANCE:

Simon Barfoot	- Environmental Health Promotion Officer
Lorraine Blackburn	- Democratic Services Officer
Marian Langley	- Scrutiny Officer
George A Robertson	- Director of Customer and Community Services
Paul Thomas	- Environmental Health Manager

ALSO IN ATTENDANCE:

Ann Griffiths - NHS Trust

28 APOLOGIES

An apology for absence was received from Councillor Mrs D Hone.

29 MINUTES

It was noted that Councillor G McAndrew had been in attendance at the meeting and not Councillor D Andrews.

RESOLVED – that the Minutes of the Health Engagement Panel meeting held on 12 December 2012, as amended, be received as a correct record and signed by the Chairman.

30 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Ann Griffiths from the NHS Trust to the meeting. Ms Griffiths would be providing Members with a presentation on the "Choose and Book Scheme".

31 CHOOSE AND BOOK SCHEME - EXTERNAL SPEAKER
ANN GRIFFITHS (NHS)

Ann Griffiths provided Members with a presentation on the background and use of the "Choose and Book Scheme". The scheme aimed to empower individuals in terms of providing them with a choice of hospital to undergo treatment based on the patient's criteria and their personal circumstances.

In response to Members queries, Ms Griffiths explained that not all GPs were using the system at the moment, but hoped to see more use in the future. She explained the referral system in relation to complex orthopaedic treatment.

Councillor R Beeching questioned the 10 minute slot that Doctors allowed for a patient to discuss one problem and how this might impact on the use of the new system. Ms Griffiths stated that using the system correctly would take the GP just over 2 minutes although some surgeries were having GPs make just the original clinical short-list selection and then passing the rest of the booking process over to one of their support staff to finalise with patients.

Councillor R Beeching stated that the system could be very confusing for the elderly and the fact that you had to make a choice "there and then" which suggested that an individual could not research which hospital would offer the best

treatment. Ms Griffiths explained that the individual would be given a unique booking code and could change the appointment and hospital as the need arose.

The issue of transport to a hospital of choice was considered. Members were advised that the GP would scrutinise this issue in terms of whether this was needed, which would take account of those with special needs. Ms Griffiths stressed the need for patient engagement. She stated that there was a role to be played by the District Council and County Council in publicising the process and which surgeries used the “Choose and Book Scheme” and those who did not. Councillor R Beeching offered to keep a watching brief on this issue.

The Chairman, on behalf of Members, thanked Ann Griffiths for providing an insight into the “Choose and Book” Scheme.

RESOLVED – that the presentation be received.

32 HCC HEALTH SCRUTINY - FEEDBACK FROM CHAIRMAN

In the absence of the Chairman, Councillor R Beeching provided an update to Members, on Hertfordshire County Council’s Health Scrutiny matters. He stated that the briefing for county councillors on the LINK to Health Watch transition did not go ahead as scheduled. Councillor R Beeching provided updates on the scrutiny of mental health and Accident and Emergency issues, vulnerability audits, maternity care and safeguarding children. The issue of returning veterans had also been scrutinised at the County Council and caring for stroke patients. It was noted that the Health Service Community Plan would be considered by Hertfordshire County Council’s Scrutiny Committee on 9 February 2012.

Members received the update.

RESOLVED – that the update be received.

33 PUBLIC HEALTH STRATEGY ACTION PLAN - 2012-13

The Environmental Health Promotion Officer submitted a report regarding public health issues which impacted on the health of local residents and how the Council could impact positively on these areas in terms of supporting a Public Health Strategy Action Plan for 2012/13, the detail of which was set out in the report now submitted.

Members discussed the role of the Council's Leisure Contractor (SLM) in promoting good health. It was noted that community involvement in terms of promoting good health had been written into the leisure contract.

The Environment Health Promotion Officer stated that there were 50 actions proposed to address the six core themes, the detail of which were set out in Essential Reference Paper "B" attached to the report now submitted. Members complimented the Officer on the report and actions proposed and queried how the Council could realistically achieve the actions proposed. The Officer explained that he anticipated that pro-active partnership working would go some way to achieving the objectives.

In response to queries raised by Members, clarification was provided by the Environment Health Promotion Officer on some of the strategies proposed within the Action Plan attached to the report now submitted.

In supporting the Action Plan for 2012/13 as set out in the report now submitted, Members also requested that their thanks be recorded on the report presented by the Environment Health Promotion Officer.

RESOLVED – that the Public Health Strategy Action Plan for 2012/13 as set out in the report now submitted, be supported.

34 WORK PROGRAMME

The Scrutiny Officer submitted a report detailing the Panel's Work Programme for 2012/13. Members were sought from those who also held a Town and Parish role, who might wish

to attend a briefing on 22 March 2012 on the LINK to Health Watch transition.

The Executive Member for Health Housing and Community Support suggested that a future Health Engagement Panel include a consideration of the Health and Wellbeing Strategy consultation from Hertfordshire County Council. This was supported. It was also suggested that the future remit of the Health Engagement Panel itself be considered at the next meeting given the considerable changes to the NHS and public health which are coming forward in the new Health and Social Care Bill currently going through parliament. The Executive Member for Health, Housing and Community Support also felt that the Panel should be adopting a broader approach rather than just receiving passive presentations and needed to ensure that the speaker was orientated towards East Herts issues. This was supported.

An update was provided on the role of the East of England Local Government Association and their work from a health promotion viewpoint.

The issue of working with GPs was considered. The Executive Member for Health, Housing and Community Support felt that the Panel needed to be working with the leads of the new commissioning consortia rather than each GP independently.

Members received the report and supported the amendments as proposed.

RESOLVED – that (A) the work programme as amended be agreed; and

(B) the Scrutiny Officer be authorised to make changes, additions or arrangement as necessary to the work programme.

The meeting closed at 9.05 pm

Chairman
Date

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 12 JUNE 2012

LEADER OF THE COUNCIL

2011/12 END OF YEAR SERVICE PLANNING REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of 2011/12 Service Plan actions that have been achieved and details those that require a revised completion date.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</u>	
That:	
(A)	the revised completion dates against 2011/12 Service Plan actions be received; and
(B)	the Executive be advised of any recommendations.

1.0 Background

1.1 The 2011/12 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 15 February 2011 and approved by the Executive at its meeting on 8 March 2011. Community Scrutiny received a report detailing progress as at the end of September 2011 at its meeting on 22 November 2011. This report details progress as at the end of March 2012 for the following services:

- Community and Cultural Services
- Health and Housing
- Licensing and Community Safety
- Revenues and Benefits

1.2 The Corporate Management Team (CMT) is pleased to commend

the progress against service plans to Members. While there are some actions in the service plans which have required changes to their timetable, CMT congratulates Heads of Service and staff for delivering well, particularly in the context of the difficult times of 2011/12. C3W, shared services, staffing restructure, delivering efficiencies and severe recruitment constraints have made the operating environment extremely challenging for Heads of Service, managers and staff across the organisation.

- 1.3 Going forward this is the last time the monitoring of service plan actions will be presented in this format. For 2012/13 a different approach to reporting on service plan achievements will be adopted. However the report will always highlight revised completion dates and actions that have been deferred.

2.0 Report

- 2.1 In total, there are 29 actions in the 2011/12 Service Plans relevant to Community Scrutiny Committee, of which:

76% (22) actions have been achieved

10% (3) on target

14% (4) actions have had their completion date revised as set out in **Essential Reference Paper “B”**)

- 2.2 An overview of the achievements by Corporate Priority can be summarised as follows:-

Promoting prosperity and well being; providing access and opportunities. *Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.*

7 actions have been achieved

2 actions are on target

2 actions have had their completion dates revised as set out in **Essential Reference Paper “B”**.

Some of the key achievements were:

- New standards for caravan sites have been approved by Members. A caravan inspection plan has been agreed and work has started on improving the conditions of the mobile home sites in East Herts. *(Reported to Community Scrutiny Committee on 22 November 2011)*
- With the exception of one or two applications that are not yet Citrix compliant, the rollout of home, remote and flexible working for staff in Revenues and Benefits has been completed in accordance with the Changing the Way We Work agenda. *(Reported to Community Scrutiny Committee on 22 November 2011)*
- 1,810 energy efficiencies measures were completed in East Herts to help reduce the risk of fuel poverty before the Herts Essex Energy Partnership Fuel Poverty and Carbon Reduction scheme finished on 31 March 2012.
- East Herts Council and Stevenage Borough Council have joined forces to provide housing benefit, council tax, business rates and benefit fraud investigations, providing savings for both councils.
- Performance in Revenues and Benefits has been maintained despite increase caseload and workload. For example Housing Benefit/Council Tax Benefit new claims and change events were processed within 10.3 days, against a target of 10 days in 2011/12.

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

6 actions have been achieved

1 action is on target

1 action has had its completion date revised as set out in **Essential Reference Paper “B”**.

Some of the key achievements were:

- A balanced and diverse programme of arts and entertainment has been delivered at Hertford Theatre, in accordance with the agreed invest – to – save business plan. In a report

presented to Community Scrutiny in June 2012, it was reported that Hertford Theatre had exceeded its financial targets since its opening in December 2010 in regard to show programme income, hire income and booking income.

- A review of Community Safety was undertaken and reported to Community Scrutiny Committee on 22 November 2011 and 28 February 2012 and then the Community Safety Partnership Board. The review provided the partnership with a steer on the activities that it should prioritise in light of resources reducing and identified the need to launch a positive marketing campaign to illustrate what a safe place East Herts was to live and work in and to continue to work with partners to deliver focussed information relating to community safety.

Shaping now, shaping the future. *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.*

6 actions have been achieved

1 action has had its completion date revised as set out in **Essential Reference Paper “B”**.

Some of the key achievements were:

- The House Condition Survey identified an increase in non-decent homes due to a new rating system since the previous survey, but improved energy efficiency – the Assistance Policy is being revised in light of the survey findings and changes in demand etc. *(Reported to Community Scrutiny Committee on 22 November 2011)*
- The Council has successfully delivered the Rural Business Development Programme.
- The Council has made good progress in achieving the Council’s target for affordable housing with 132 affordable homes delivered in 2011/12, compared to 64 in 2010/11.
- The LOCATA system in Housing was upgraded to include an on-line housing application process to help improve customer

service and service efficiency and increase the number on on-line housing applications.

Leading the way, working together. *Deliver responsible community leadership that engages with our partners and the public.*

3 actions have been achieved

The key achievements were:

- The Community and Public Engagement task and finish group submitted a further report updating Corporate Business Scrutiny Committee on progress on implementing the recommendations from the review. All recommendations are now complete and the group will reconvene later in 2012 to review the public response and wider feedback on the new A5 format for Link magazine and to look at the Council's social media activities.
- Officers successfully supported East Herts Local Strategic Partnership in reviewing its priorities which resulted in three priority outcomes – Community safety, promoting economic well being and supporting the vulnerable being agreed. Working groups supporting the original themes have been brought together and three priority partnership actions have been agreed for each priority theme.
- The Council's community grants process, administered by the Community Projects Team, underwent an internal review in July 2011 to look at how they might be improved or streamlined. A report was submitted to the C3W Programme Board on 12 July 2011 which contained ten improvement options. Community Scrutiny Committee received a further report on 22 November 2011 providing members with an update on the community grants process and to provide a steer on how a range of grant "pots" could be refocused to better achieve the Council's corporate priorities.

2.3 **Essential Reference Paper "B"** details those 2011/12 Service Plan actions that have had their completion dates revised, have been deferred/suspended or have not provided an update. For ease of reference, these have been categorised by Corporate

Priority. Full progress comments on all 2011/12 Service Plan actions can be accessed by referring to the Council's performance management system, Covalent (www.covalentcpm.com/eastherts).

- 2.3 Community Scrutiny committee are requested to note the achievements against the 2011/12 service plan actions and agree the recommendation at the front of this report.
- 2.4 2011/12 actions that are still active will be reported as part of the 2012/13 service plan monitoring reports.
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

2011/12 Service Plans report to Corporate Business Scrutiny Committee on 15 February 2011.

2011/12 Service Plans summary of progress and exceptions report to Community Scrutiny on 22 November 2011.

Contact Member: Cllr A P Jackson – Leader of the Council.

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<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>Pride in East Herts <i>Improving standards of the built neighbourhood and environmental management in our towns and villages.</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:	There are no specific consultation implications arising directly from this report.
Legal:	There are no specific legal implications arising directly from this report.
Financial:	There are no specific financial implications arising directly from this report.
Human Resource:	There are no specific human resource implications arising directly from this report.
Risk Management:	There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.

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2011/12 End of Year Service Planning Report

Action Code	Action Title	Action Description	Due Date	Notes
Fit for purpose, fit for you				
By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.				
11-HH07	Identify and implement opportunities presented by changes in local and central govt. i.e. Forthcoming changes in Health legislation and devolution of PCTs, maximising reasonable cost recovery, reducing workload through improved use of IT,	<p>Target: Deliver core services whilst meeting MTFP challenges.</p> <p>Outcome: Sustained service delivery and reduced overhead costs.</p> <p>Critical Success Factors: Partner engagement and acceptance.</p> <p>Environmental Impacts: Improved use of IT should reduce paper and travel.</p>	31-Mar-2013	<p>Revised completion date from 31 March 2012 to 31 March 2013. Progress has been made engaging with new partners including the Health and Well Being Board. The Council is working with partners to create an effective role for the council. There are regular meetings with NHS partners. The role of the Health Engagement Panel is being reviewed.</p>
Promoting prosperity and wellbeing; providing access and opportunities				
By 2015 - Manage the environmental health of East Herts.				
11-HH03	Implemented an Air Quality Management Area (AQMA) in Hertford.	<p>Target: AQMA declared and action plan produced. (This related to Gascoyne Way. In 2011/12, likely to need to either extend this one or create a new one for the Tesco Area.)</p> <p>Outcome: Improved air quality in AQMA area of Hertford.</p> <p>Critical Success Factors: Adequate resources. Ability to influence reduction in traffic through the area.</p> <p>Environmental Impacts: Mitigation - aiming to reduce pollutants from traffic and CO2.</p>	31-Mar-2013	<p>Revised completion date. Original due date was 31 March 2012 and has been revised to 31 March 2013. The Hertford extension is yet to go through the technical process of being 'formalised', the delay has been caused through IT issues which are now resolved. The joint HCC EHDC action plan will be updated as soon as the new area is declared, although there are limitations to the realistic action that we are able to take unilaterally. We have obtained a DEFRA grant and Transport Research Laboratory are carrying out research around school traffic impacts upon air quality to identify options to reduce pollutants in these areas.</p>

Action Code	Action Title	Action Description	Due Date	Notes
By 2015 - Support the homeless and ensure those in need access the benefit they				
11-RB02	Roll out Capita products.	<p>Target: Increase capacity and range of service delivery options for customers.</p> <p>Outcome: Increased capacity, performance levels improved, reduction in manual process, reduction in prep time for staff working remotely.</p> <p>Critical Success Factors: Roll out and take up achieved, roll out by Capita, training etc.</p> <p>Environmental Impacts: Opportunities to reduce paper flow and possible reduction in staff travel due to increased remote / onsite working.</p>	31-Mar-2013	<p>Revised completion date. Original due date was 31 March 2012 and has been revised to 31 March 2013. Mobile and self service remain to be launched, as they were deferred until completion of the shared service going live which took place in January 2012. Roll out of mobile and self service to take place during 2012/13.</p>
Shaping now, shaping the future				
By 2015 - Increase the number of social and affordable homes delivered through innovative mechanisms in addition to traditional solutions.				
11-HH11	Review the Housing Strategy.	<p>Target: Obtain Council approval to a revised strategy.</p> <p>Outcome: Strategy in place.</p> <p>Critical Success Factors: Adequate sources and support from the Councils partners.</p> <p>Environmental Impacts: No direct inputs.</p>	29-Jun-2012	<p>Revised completion date. Original due date was 31 March 2012 and has been revised to 29 June 2012. The new draft Housing Strategy has been prepared. It has been considered by Community Scrutiny Committee and presented to a Housing Forum. The draft is now out for consultation. It is estimated that the Housing Strategy will be complete by June 2012 following approval by the Executive.</p>

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 12 JUNE 2012

REPORT BY THE CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – JANUARY 2012 - MARCH 2012 AND 2011/12 PERFORMANCE OUTTURNS

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 January 2012 to March 2012 and the relevant 2011/12 performance outturns.



RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:	
That:	
(A)	the reported performance for the period January 2012 to March 2012 be received;
(B)	the Outturns for 2011/12, as detailed in Essential Reference Paper C, be approved;
(C)	the revised targets of 0.02p for 2012/13, 0.16p for 2013/14 and 0.47p for 2014/15 for EHPI 2 – Net cost/subsidy per visit (swims and Gym) be approved; and
(D)	the revised targets to maintain performance achieved in 2011/12 for the next three years for EHPI 3a to 3c – Usage: number of Swims and EHPI 4a to 4b – Usage: Gyms; be approved.
(E)	The Executive be advised of any further recommendations.

1.0 Background

- 1.1 This is a performance report relevant to Community Scrutiny's terms of reference covering the period January 2012 to March 2012. In addition it also includes the 2011/12 performance outturns that relate to this Committee.
- 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 2012 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 2011/12 is detailed in **Essential Reference Paper 'C'**
- 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 and quarterly basis.
Essential Reference Paper 'C' Shows the 2011/12 annual outturns for performance indicators specific to Community Scrutiny.

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

Promoting prosperity and well-being, providing access and opportunities

Performance analysis

2.1 Performance for the following indicator was 'Green', which means that the target was either met or exceeded for March 2012:

- EHPI 129 - Response time to anti social behaviour (ASB) complaints made to East Herts Council.

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

Fit for purpose

Performance analysis

2.2 Performance for the following indicator was 'Green', which meant that the target was either met or exceeded for March 2012:

- 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.

Leading the way, working together

Performance analysis

- 2.3 **EHPI 3a - Usage: number of swims (under 16).** Performance was 'Red' for March/Quarter 4 2012. Figures for Quarter 4 show that there has been a decline in throughput when compared to the same period last year. This may be due to the prevailing economic climate; although the Quarter 4 target was not met, the end of year 2011/12 outturn target was met achieving 46,936 against a target of 46,328. The service will be monitoring any further declines that may suggest an emerging trend.
- 2.4 The following indicators were 'Green' meaning that the targets were either met or exceeded for March/Quarter 4:
- EHPI 2 – Net cost/subsidy per visit (Swims and Gym)
 - 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).
- 2.5 2011/12 performance outturns for the following customer satisfaction measures are not currently available. Data is scheduled to be extracted from the Govmetric database early in June 2012. The data will be presented to the Executive as part of the 2011/12 Performance Outturn report on 10 July 2012:
- 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 – Buntingford
 - EHPI 1f - % of customers satisfied with the service - Grange Paddocks

Please refer to **Essential Reference Papers 'B' and 'C'** for full details.

Unit Cost Indicators

- 2.6 2011/12 unit cost data for the following indicators are not currently available, as the outturns can only be calculated after the 2011/12 financial accounts have closed. The purpose of the unit cost indicators are to provide trend information on service cost, to enable Heads of Service to help manage service budgets effectively and drive out efficiencies. All unit cost outturns are reported to Members

through the Corporate Healthcheck process, once the Council's budget has been finalised:

- 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

PERFORMANCE INDICATORS WITH REVISED TARGETS

2.7 Since the 2011/12 Estimates and Targets report was presented to Executive on 6 March 2012, a number of services have requested to revise some annual targets. Below is a list of the performance indicators relevant to Community Scrutiny, where revised targets have been supplied:

- **EHPI 2 – Net cost/subsidy per visit (Swims and Gyms)** - The service has revised these targets to provide greater clarity and a value has now been provided for the next three years. The value has been calculated based on the usage for 2011/12 and the fact that the management fee is known for the next three years. Performance will fluctuate over the next three years due to a) planned changes in the management fee b) small variances due to RPIX and c) throughput. The revised targets are 0.02p for 2012/13, 0.16p for 2013/14 and 0.47p for 2014/15.
- **EHPI 3a to 3c – Usage: number of Swims and EHPI 4a to 4b – Usage: Gyms** - The service has revised these targets to maintain the performance achieved in 2011/12 for the next three years rather than seek a 1% increase due to the current economic conditions. The revised targets are as follows:

Performance indicator code and description	Revised performance target for 2012/13, 2013/14 and 2014/15
EHPI 3a – Usage: number of swims (under 16)	46,900
EHPI 3b – Usage: number of swims (16 – 60)	101,000
EHPI 3c – Usage: number of swims (60+)	24,300
EHPI 4a – Usage: Gym (16 – 60)	187,500
EHPI 4b – Usage: Gym (60+)	16,800

CONCLUSION

2.8 In conclusion Members are asked to:

- a) Note the performance indicator analysis for the period January 2012 to March 2012 in **Essential Reference Paper ‘B’** and the 2011/12 outturn position for all indicators listed in **Essential Reference Paper ‘C’**
- b) Agree the recommendations at the start of this report.

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:

- 2011/12 Estimates and Future Targets Report – Executive 6 March 2012.
- April 2011 – July 2011 Community Scrutiny Corporate Healthcheck report – Community Scrutiny 20 September 2011
- August 2011 – September 2011 Community Scrutiny Corporate Healthcheck report – Community Scrutiny 22 November 2011.
- October 2011 – December 2011 - Community Scrutiny Corporate Healthcheck report – Community Scrutiny 28 February 2012.
- Should members require any guidance notes or Performance Indicator definitions please contact a member of the Performance team in the contacts listed below.

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: Simon Chancellor – Head of Finance and Performance
Contact Tel Ext No 2050
Simon.chancellor@eastherts.gov.uk

Report Author: Karl Chui – Performance Monitoring Officer
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karl.chui@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<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>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between Chief Executive, Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>There are no financial implications.</p>
<p>Human Resource:</p>	<p>There are no Human Resource implications.</p>
<p>Risk Management:</p>	<p>There are no Risk implications.</p>

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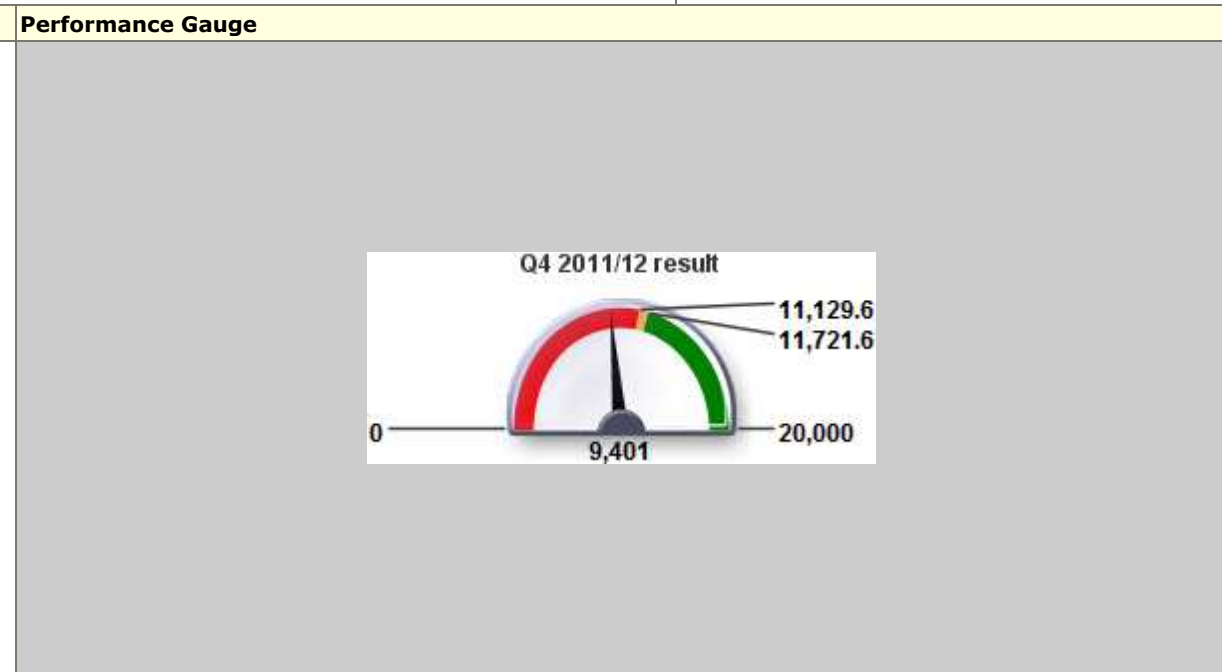
January to March Community Scrutiny Corporate Healthcheck 2011/12

Traffic Light Red
Description Leading the way, working together; People

Traffic Light Red
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 th February 2012.
EHP13a	Usage: number of swims (under 16)		9,401	11,840		Figures for 2011/12 Quarter 4 shows that there has been a decline in throughput for the same period last year. This may be due to the prevailing economic climate; the service will be monitoring any further declines that may suggest an emerging trend.	None



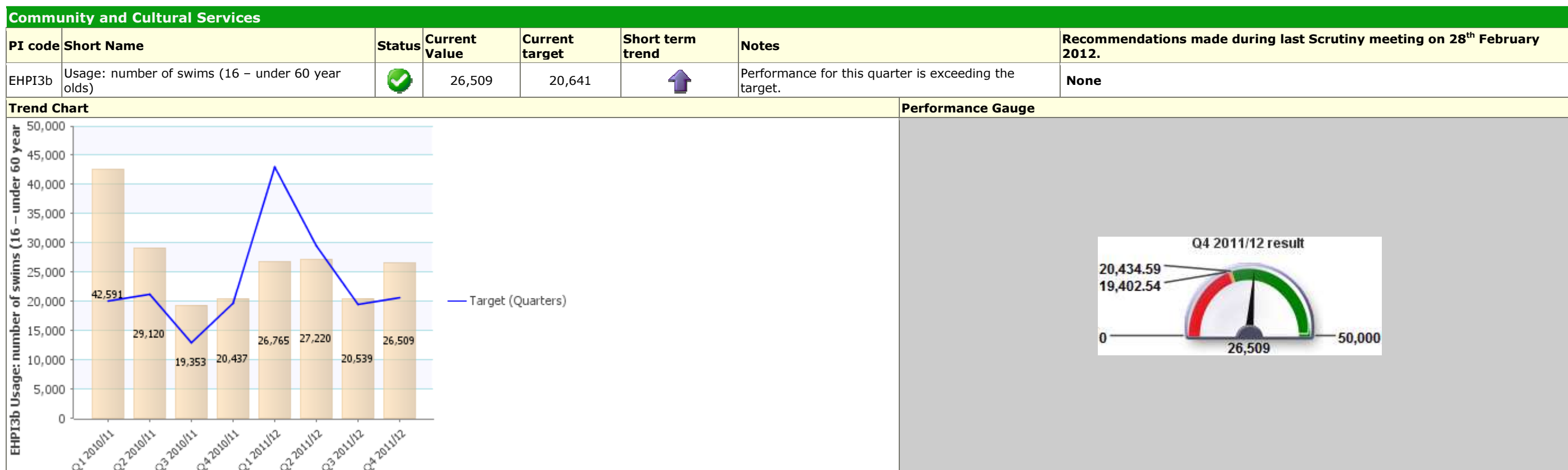
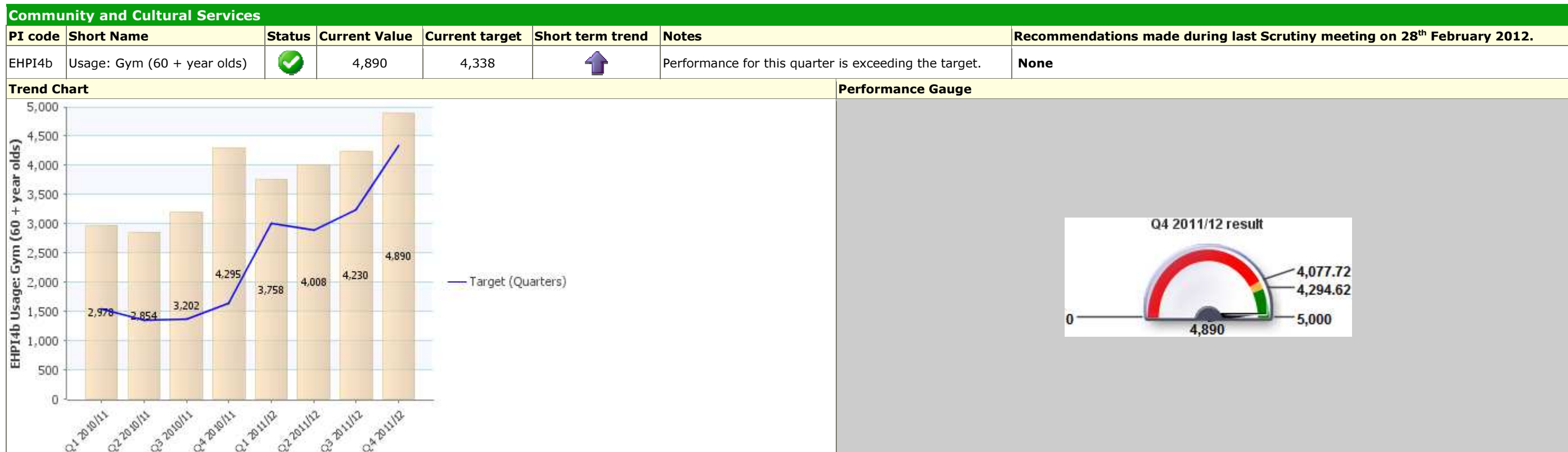
Traffic Light Green
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 th February 2012.
EHP14a	Usage: Gym (16 – under 60 year olds)		58,877	47,146		Performance for this quarter is exceeding the target.	None

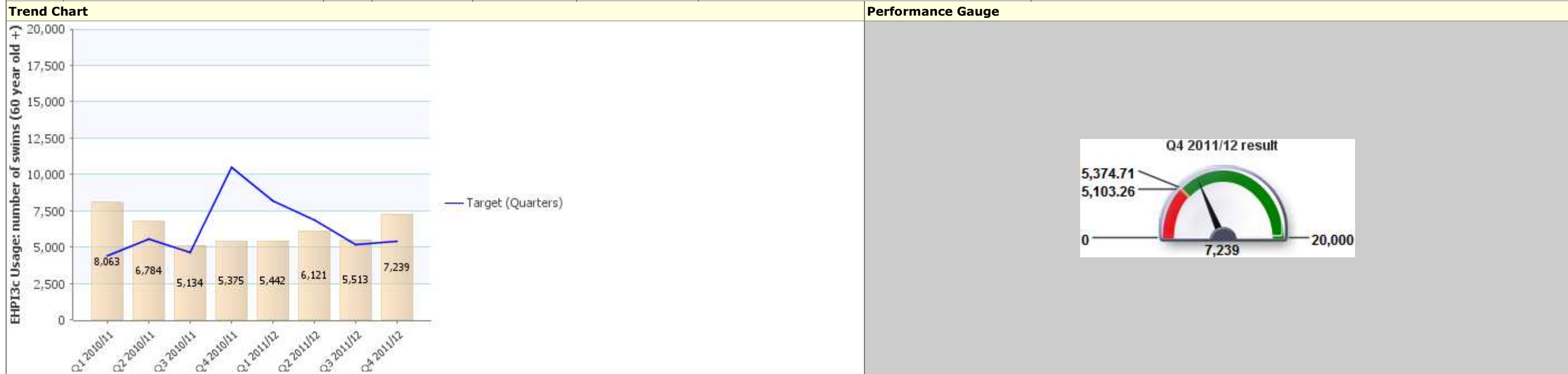
Trend Chart **Performance Gauge**





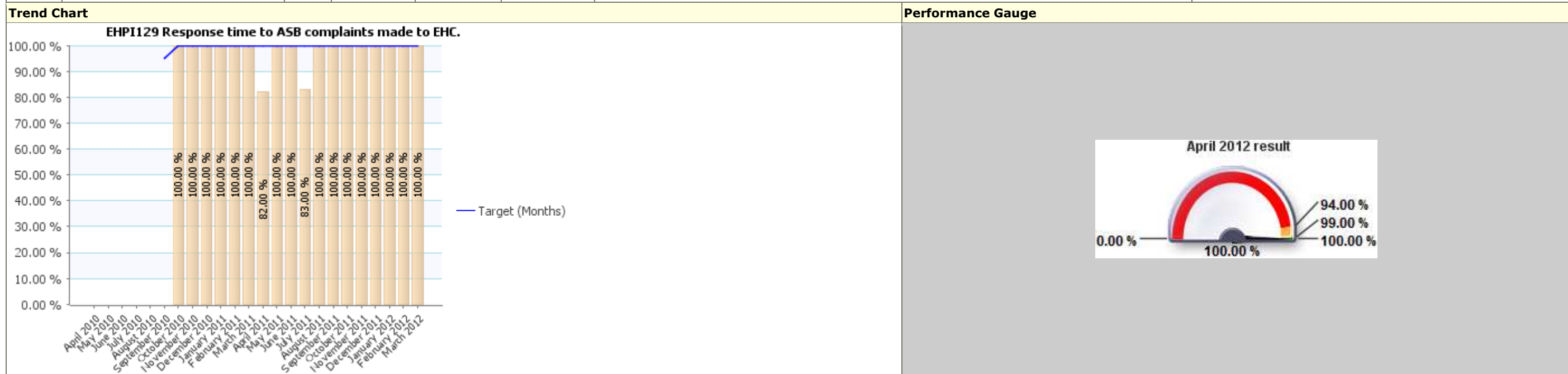
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 th February 2012.
EHP13c	Usage: number of swims (60 year old +)		7,239	5,429		Performance for this quarter is exceeding the target.	None



Licensing and Community Safety

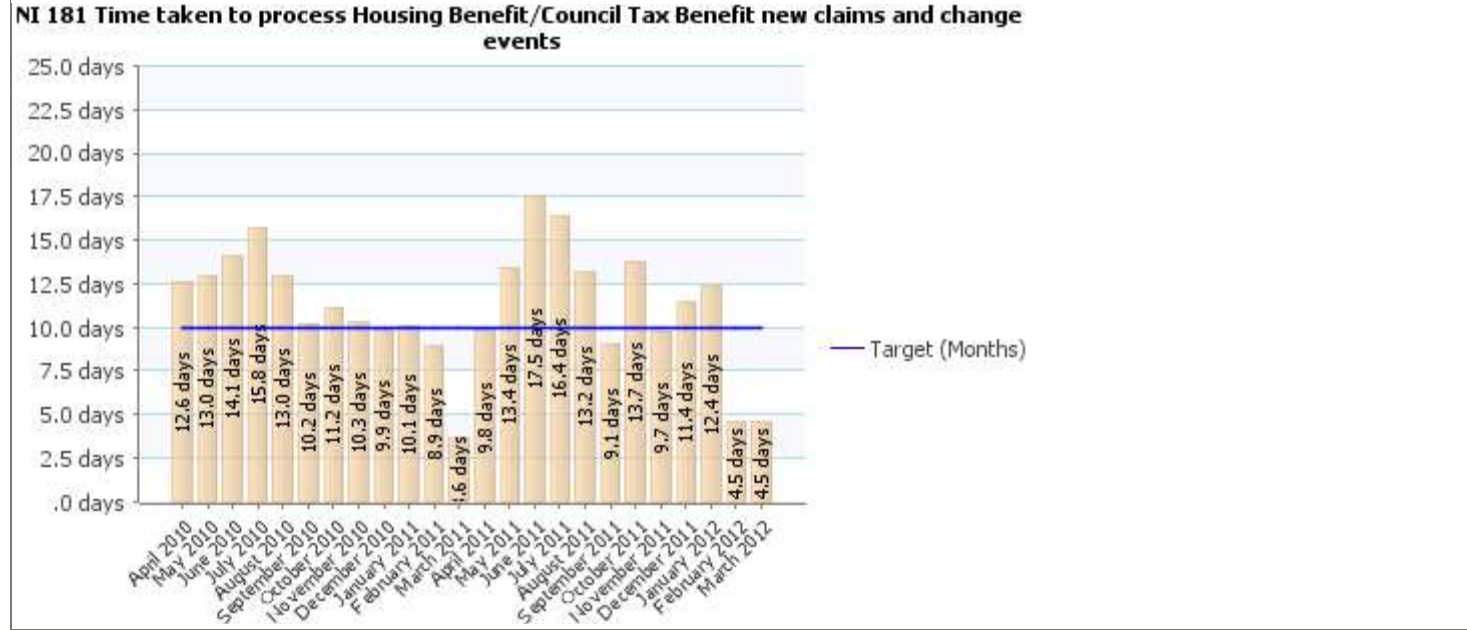
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 th February 2012.
EHP1129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		April 2012 There were two complaints made to the ASB officer at EHC, both of which were responded to within the minimum two working days.	None



Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 28 th February 2012.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		4.5 days	10.0 days		N181 for the period 13 February 2012 to 12 March 2012 was 4.53 days, giving an outturn for the year of 10.28.days	The Chief Executive and Director of Customer and Community Services assured Members that performance being off target in January 2012 had not been due to staff shortages, but related to a peak in demand.

Trend Chart **Performance Gauge**



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

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Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12		Performance		2012/13	2013/14	2014/15		
		Outturn	Target 2011/12	Outturn	Short term trend	Status	Notes	Target	Target	Target	
FIT FOR PURPOSE, SERVICE FIT FOR YOU: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation											
EHPI 156	Buildings accessible to people with a disability.	91.30%	90.91%	91.30%	—	😊	Performance on target. Performance shows that Public Areas in 91.30% of buildings operated by East Herts Council are suitable for and accessible to Disabled Persons. The Causeway Offices have not been excluded from this years outturn as East Herts were still occupying the building between April 2011 till November 2012. The Causeway was duly closed in November 2012 and will be reflected in the 2012/13 outturn.	90.91%	90.91%	90.91%	People, ICT & Property services
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	10.0 days	10.0 days	10.3 days	∨	😐	Performance slightly off target.	10.0 days	10.0 days	10.0 days	Revenues and Benefits
LEADING THE WAY, WORKING TOGETHER: Deliver responsible community leadership that engages with our partners and the public											
EHPI 1a	% of customers satisfied with the service - All	70%	70%	TBA	TBA	TBA	Performance data is not currently available as data is scheduled to be extracted from Govmetric database on June 2012. The data will be available to be presented in the Executive version of the Outturns report on 10 July 2012.	Plus 1%	Plus 1%	Plus 1%	Environmental Services
EHPI 1b	% of customers satisfied with the service - Leventhorpe	68%	68%	TBA	TBA	TBA	Performance data is not currently available as data is scheduled to be extracted from Govmetric database on June 2012. The data will be available to be presented in the Executive version of the Outturns report on 10 July 2012.	Plus 1%	Plus 1%	Plus 1%	Environmental Services
EHPI 1c	% of customers satisfied with the service - Hartham	71%	70%	TBA	TBA	TBA	Performance data is not currently available as data is scheduled to be extracted from Govmetric database on June 2012. The data will be available to be presented in the Executive version of the Outturns report on 10 July 2012.	Plus 1%	Plus 1%	Plus 1%	Environmental Services
EHPI 1d	% of customers satisfied with the service - Fanshawe	75%	70%	TBA	TBA	TBA	Performance data is not currently available as data is scheduled to be extracted from Govmetric database on June 2012. The data will be available to be presented in the Executive version of the Outturns report on 10 July 2012.	Plus 1%	Plus 1%	Plus 1%	Environmental Services
EHPI 1e	% of customers satisfied with the service - Buntingford	59%	59%	TBA	TBA	TBA	Performance data is not currently available as data is scheduled to be extracted from Govmetric database on June 2012. The data will be available to be presented in the Executive version of the Outturns report on 10 July 2012.	Plus 1%	Plus 1%	Plus 1%	Environmental Services
EHPI 1f	% of customers satisfied with the service - Grange Paddocks	77%	77%	TBA	TBA	TBA	Performance data is not currently available as data is scheduled to be extracted from Govmetric database on June 2012. The data will be available to be presented in the Executive version of the Outturns report on 10 July 2012.	Plus 1%	Plus 1%	Plus 1%	Environmental Services
EHPI 2	Net cost/subsidy per visit	£0.91	£0.90	£0.23	▲	😊	Performance exceeding target. The service has revised future targets to provide greater clarity and a value has now been provided for the next three years. The value has been calculated based on the usage for 2011/12 and the fact that the management fee is known for the next three years. Performance will fluctuate over the next three years due to a) planned changes in the management fee b) small variances due to RPIX and c) throughput. The revised targets are 0.02p for 2012/13, 0.16p for 2013/14 and 0.47p for 2014/15.	£0.02	£0.16	£0.47	Environmental Services

Page 50 Co	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12		Performance		2012/13	2013/14	2014/15		
		Outturn	Target 2011/12	Outturn	Short term trend	Status	Notes	Target	Target	Target	
EHPI 3a	Usage: number of swims (under 16)	48,631	46,328	46,936	▼	😊	Performance exceeding target. However 2011/12 total throughput down on previous year. This may be due to the prevailing economic climate, the service will be monitoring any further declines that may suggest an emerging trend.	46,900	46,900	46,900	Environmental Services
EHPI 3b	Usage: number of swims (16 - 60)	111,501	112,616	101,033	▼	😞	This is below target. 2011/12 throughput down on previous year total, however, this may not be a true reflection due to highlighted concerns raised in Q1 2010/11 and the potential double counting of Direct Debit gym members/swimmers. The service will continue to monitor and expects throughput stabilise in subsequent years.	101,000	101,000	101,000	Environmental Services
EHPI 3c	Usage: number of swims (60 +)	25,356	25,610	24,315	▼	😊	Performance slightly off from target this may be due to the current economic climate, the service will continue to monitor for future trends.	24,300	24,300	24,300	Environmental Services
EHPI 4a	Usage: Gym (16 - 60)	173,309	175,042	187,535	▲	😊	Performance exceeding target. Throughput has performed well against previous year and target.	187,500	187,500	187,500	Environmental Services
EHPI 4b	Usage: Gym (60 +)	13,329	13,462	16,886	▲	😊	Performance exceeding target. Throughput has performed well against previous year and target.	16,800	16,800	16,800	Environmental Services
PROMOTING PROSPERITY AND WELL BEING; PROVIDING ACCESS AND OPPORTUNITIES: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable											
EHPI 129	Response time to ASB complaints made to EHC.	100%	100%	97%	▼	😊	Performance slightly off target. Performance fell below 100% achievement on just two months of the year. This was caused by unexpected staff absence as a result of sickness and training.	100%	100%	100%	Community Safety and Health

Code	Indicator	Past Performance		Current Performance				Future Performance			Lead Service
		2010/11	2011/12	2011/12		2012/13	2013/14	2014/15			
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
SHAPING NOW, SHAPING THE FUTURE: Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including effective development control and other measures											
NI 154	Net additional homes provided	200	466	378			This is below target.	401	507	691	Planning and Building Control
NI 155	Number of affordable homes delivered (gross)	64	200	132			This is a substantial increase on last year and furthermore there has been significant refurbishment schemes which are not accounted for in this indicator.	200	200	200	Housing Services
EHPI 64	Vacant dwellings returned to occupation or demolished	10	10	11			Performance on target. 11 dwellings have been returned to occupation, 5 of which were vacant for more than 6 years.	10	10	10	Community Safety and Health

Status	
The 'smiley faces' reflect performance against target	
	indicator is 6% or more off target
	indicator is 1-5% off target
	indicator is on or above target
The 'arrows' reflect performance against 2010/11	
	performance is improving
	performance is the same
	performance is worsening

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 12 JUNE 2012

REPORT BY WILL O'NEILL, COMMUNICATIONS AND ENGAGEMENT
MANAGER

EAST HERTS SUSTAINABLE COMMUNITY STRATEGY 2009 TO 2024
– REVIEW OF PROGRESS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

This is an update report on the Local Strategic Partnership's (LSP) Sustainable Community Strategy (SCS) for East Herts (2009-2024).

<u>RECOMMENDATIONS FOR COMMUNITY SCRUTINY COMMUNITTEE</u>	
(A)	That Members approve the progress being made by the Local Strategic Partnership's (LSP) on the delivery of the Sustainable Community Strategy (SCS).

1.0 Background

1.1 The LSP is responsible for the development and delivery of the SCS. Whilst the LSP is chaired by East Herts Council, the committee is reminded that the SCS and its action plan are owned by the LSP. The SCS address areas of activity of all the members of the LSP and are not the sole responsibility of East Herts Council. Membership of the LSP is set out at **Essential Reference Paper "B"**

1.2 The LSP published the SCS for East Herts in 2009. In April 2009 the SCS was endorsed by East Herts Council's Executive following approval by Community Scrutiny Committee. Subsequently, the Community Scrutiny Committee was presented with a progress report in March 2011.

1.3 The full version of the SCS can be viewed at <http://www.eastherts.gov.uk/media/EastHertsFlippingBooks/scsfinal1/index.html> (paper versions available on request).

1.4 This report provides an update focusing on two elements:

(a) Delivery of SCS projects funded by the Local Area Agreement Performance Reward Grant (PRG) (monies made available to East Herts Council as a result of targets achieved at county and district level under a previous national performance framework).

(b) Development of a refreshed LSP focus on three priorities contained within the longer term SCS.

2.0 Report

(a) **PRG summary and progress**

2.1 The financial summary of the PRG programme presented at **Essential Reference Paper “C”** shows the level of PRG available, committed and spent as at the last LSP Board meeting on 21 May 2012.

2.2 **Essential Reference Paper “D”** shows the projects that have been funded through the PRG programme and the progress with delivery of those projects.

(b) **The LSP’s new focus on three priorities**

2.3 In recognition of the strength of the partnership and its capacity for innovation, East Herts LSP was recently awarded development funds by the local government development and learning agency IDeA (Innovation Development and Improvement Agency). This development grant has been used to facilitate new approaches to partnership working. Emerging from this process has been a streamlined structure that now consists primarily of the LSP board and an LSP strategy group, with a smaller number of sub groups, together with a sharper focus on the following three key priorities from the SCS:

- Promoting economic wellbeing
- Supporting vulnerable people
- Community safety

2.4 At its meeting on 21/05/12, the LSP board was presented with proposals relating to each of these priorities, as summarised below.

2.5 Promoting economic wellbeing.

- 2.5.1 The LSP board agreed to support a new initiative called 'Get East Herts Working'. This initiative was presented to the board by the Council's economic development manager Paul Pullin on behalf of a new working group consisting of Jobcentre Plus and Herts Regional College. The initiative seeks to deliver a range of interventions designed to remove barriers to employment. The full programme is set out at **Essential Reference Paper "E"**. The LSP agreed to match fund the group's development proposals with £20,000 from the remaining PRG revenue funds set out at **Essential Reference Paper "C"**

2.6 Supporting vulnerable people

- 2.6.1 The supporting vulnerable people working initiative is initially focusing on improvements to community and subsidised transport provision in the area. A first attempt to map provision is presented at ERP F. The LSP on 21/5/12 received a report on this initiative and agreed to use £5,000 of the remaining PRG revenue funds to support the development of a single point of contact for customers to access community transport provision. This work will be developed through the CVS's new Voluntary Car Scheme. The LSP also agreed in principle to support additional resources to this project once it had been properly established.

2.7 Community safety

- 2.7.1 The LSP was presented with an initiative from the Community Safety Partnership designed to address the gap between actual levels of crime and anti-social behaviour and the perception or fear of crime. The proposal was previously presented to the Community Scrutiny Committee on 28 February 2012 as part of the findings of the task and finish group on community safety. The initiative centres on a campaign of reassurance that East Herts is a very safe place to live and work. No additional resources were requested for this campaign other than an input into the campaign design from each of the partners' communications officers.

2.8 Conclusion

- 2.8.1 The committee is invited to consider and support the work of the LSP in its development and delivery of the SCS.

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers:

None.

Contact Member: Name – Cllr Anthony Jackson
tony.jackson@eastherts.gov.uk

Contact Officer: Will O'Neill – Communications and Engagement
Manager
Contact Tel No: ext 1594
will.oneill@eastherts.gov.uk

Report Author: Mekhola Ray, Engagement and Partnerships Team
Leader
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	<i>None</i>
Legal:	<i>None</i>
Financial:	<i>None</i>
Human Resource:	None
Risk Management:	None

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Core Group Members			
<i>Organisation</i>	<i>Representative</i>	<i>Position</i>	<i>Contact Details</i>
East Herts Council	Councillor Tony Jackson	LSP Chairman / Leader / Housing Theme Lead	tony.jackson@eastherts.gov.uk
Broxbourne & East Herts CVS	Angela Alder	Vice Chairperson	aalder4277@aol.com
Business Sector - (GSK)	Martin Wigley	Operations Manager	martin.p.wigley@gsk.com
Hertford Regional College	Mike Carver	Chairman	Mike.Carver@eastherts.gov.uk
Herts County Council	Chris Hayward	Hertfordshire County Council	chris.hayward@hertsccl.gov.uk
Herts Chamber of Commerce	Tim Hutchings	Chief Executive	timhutchings@hertschamber.com
Police Authority	Sally Newton	Police Authority Lead East Herts	sally.newton@hertsccl.gov.uk
Riversmead HA	Keith Cotton	Board Member	KEITH@CRISPAIR.CO.UK
South Anglia HA	Murray Foster	Board Member	m.sc.foster@blueyonder.co.uk
NHS	Sue Beck	Public Health Partnership Manager	sue.beck@hertfordshire.nhs.uk

Essential Reference Paper B

LSP Strategy Group

Strategy Group Officers			
Organisation	Representative	Position	Contact Details
Herts Constabulary	Gerry McDonald	Chief Inspector	gerry.mcdonald@herts.pnn.police.uk
Herts Police Authority	Gail Cambery	District Manager	dm@ehcas.org.uk
Riversmead Housing Assoc.	Paul Huckstep	Executive Director	paul.huckstep@riversmead.org.uk
South Anglia Housing Assoc.	Tracy White	Managing Director	tracy.white@circleanglia.org
CVS Broxbourne & East Herts	Ian Richardson	Chief Officer	ian@cvsbeh.org.uk
Herts County Council	Mike Collier	Assistant Director of Performance & Business Support	mike.collier@hertscc.gov.uk
Hertford Regional College	Christine Harrison	Next Step - Centre Manager	charrison@hrc.ac.uk
Herts Chamber of Commerce	Tim Hutchings	Chief Executive	timhutchings@hertschamber.com
Fire Service	Steve Holton	District Commander	steve.holton@hertscc.gov.uk
Primary Care Trust	Peter Wright	Public Health Partnership Manager	peter.wright@herts-pcts.nhs.uk
East Herts Council	George A Robertson	Chief Executive & Director of Customer and Community	george.robertson2@eastherts.gov.uk
Town Clerk Representative	Will O'Neill	Communications and Engagement Manager	will.oneill@eastherts.gov.uk
	Nina Villa	Hertford Town Council Clerk	nina@hertford.gov.uk

East Herts Council Representatives		
Organisation	Representative	Position
	Mekhola Ray	Engagement and Partnership Team Leader
	Simon Barfoot	Environmental Health Promotions Officer
East Herts Council	Brian Simmonds	Head of Community Safety and Health Services
	Bryan Thomsett	Head of Planning Policy
	Paul Pullin	Economic Development Manager

Updated May 2012

Everyone Matters - East Herts Local Strategic Partnership (LSP) Board Report on Performance Reward Grant (PRG)

The purpose of the report is to update the board on progress made on the PRG funded programme of projects and to invite consideration of approach to remaining unallocated funds.

The Recommendations:

- The board receives the updated summary schedule of spend against allocated projects at appendix A
- The board notes the update position regarding the Stanstead Abbots community centre and the health inequalities fund as explained in appendix B and C
- The board considers how it wishes to address the available funding of £48,067 Capital and £51,723 Revenue

Background and current position

East Herts PRG funding arrangements were based on the understanding that EHLSP would receive £250k revenue funding and £250k Capital funding for each of 2 years. To consider the funding for year 1, the Board received a report from officers in March 2010 identifying a range of services funded by the council which were under threat. Subsequently, the Board made the decision to sustain those services under threat by utilising £190k worth of funding from the Local Area Agreement (LAA) PRG for a further two years. The remaining amount available from LAA PRG funding was then offered to all LSP partners.

It was agreed by the Board that each LSP partner could apply/ bid for both capital and revenue funding using a bidding process to be considered by the Board. Each application received from partners would be considered on its' own merit. Subsequently in 2010/11 fourteen projects were funded under the first round PRG. Eleven of those projects achieved their targets.

Due to personnel changes and external match funding not being available there had been some time delay in starting the Community Centre project as planned. The project has now been progressed as a scaled down project (please see update in Appendix B).

The other two projects Air Alert and Sele Fruit Tree have been delivered but they did not need the full amount awarded by the Board.

Sele Fruit Trees Project was scaled back after it was agreed to plant trees in phases and keep them concealed, due to problems with vandalism. This impacted on the group's ability to use the trees for educational purposes with children – as originally intended. Low take up of training by volunteers also resulted in less expenditure.

Eleven more fruit trees were planted in January 2012 and a group of volunteers are still involved in the care and maintenance

Air Alert's underspend resulted due to equipment purchased (Ozone Monitoring Unit) costing less than originally budgeted. The Ozone Monitor is currently operating from Anstey Primary School and monitoring data is being collected and

analyzed on a regular basis. Data shows that ozone is still a problem in rural East Herts.

With the underspend from Air Alert and the Sele Fruit Tree projects and the uncommitted funds from PRG round 1 and 2 the Board now has Capital £48,067 and Revenue £51,723 remaining to allocate. Please see attached table (Appendix A).

Mekhola Ray, Engagement and Partnerships Team Leader
May 2012

ESSENTIAL REFERENCE PAPER C
Appendix A

Type of Grant	Starting PRG budget A	Grant funding agreed B	Grants Funding Claimed C	Funding still to be claimed D	Agreed but no longer required E	Unallocated Yr 1 Funding F	Funding available to LSP for new projects (E+F)	Comments
CAPITAL Round 1	£217,000	£204,640	£163,353	£36,370	£4,917	£12,360	£17,277	<p>Explanation of Column D</p> <ul style="list-style-type: none"> £34,750 Herts Community Foundation (please see update in Appendix B); £1,697 Health Inequalities Fund 10/11 & 11/12 (Please see attached paper Appendix C for proposed agreement by the Health Inequalities Group for reallocation of this amount)
CAPITAL Round 2	£30,790	£0	£0	£0	£0	£30,790	£30,790	
TOTAL CAPITAL R1&2	£247,790	£204,640	£163,353	£0	£0	£48,067	£48,067	
REVENUE Round 1	£60,000	£49,105	£44,925	£0	£4,180	£10,895	£15,075	Explanation of Column E £4,180 Sele Fruit Trees
REVENUE Round 2	£38,843	£2,195	£1,670	£525	£0	£36,648	£36,648	Explanation of Column D £525 Cardiac Rehab
TOTAL REVENUE R1&2	£98,843	£51,300	£46,595	£525	£4,180	£47,543	£51,723	

Appendix B

Herts Community Foundation Community Centre project

The CVS for East Herts have now formally agreed with the Hertfordshire Community Foundation, the details of a modified one story for the site of the Nigel Copping Community Centre in Stanstead Abbots. The building costs are fully funded and outline planning permission is already in place. Heads of Terms are currently being prepared with the intention of the CVS taking up residence in the building in the spring of 2013, with the Hertfordshire Community Foundation being the landlord.

Therefore The CVS expect to shortly request payment of PRG Capital costs of £34,750. This has previously been agreed by East Herts LSP to fully fund infrastructure and the buildings fit-out costs for the CVS, including all work stations, IT equipment/server, telephone system, signage, reception and training /meeting room facilities and furniture etc.

**Proposed Allocation of remaining Capital Funds – 2011/12 Fund
under the Health Inequalities Fund**

Name of Organisation:	Proposed Capital Amount:	Spend evidence:
North Herts Crossroads Care (working in East Herts)	£300	Support continued expansion of group referral and support in East Herts through promotional materials including DVD's/media and/or physical equipment purchase
Street FM – Smoking and Youth Drug Awareness work	£300	Support continued expansion of Young people's smoking and drug education awareness through purchase of promotional materials including DVD's/media etc and/or physical equipment purchase
Bedazzle – Arts and Healthy lifestyles with vulnerable Young people	£300	Support continued expansion of Young vulnerable people through arts and health through purchase of promotional materials including DVD's/media etc and/or physical equipment purchase
Homestart East Herts – providing support for Mums/Dads/Families	£400 (smaller amount awarded in original bid allocation)	Support purchase of physical equipment/items including books/dvd's etc for resource packs to support families
HARSACC – Herts Area Rape Crisis	£320 (smaller amounts awarded in original bid allocation)	Support purchase of physical promotional items/dvd's/equipment etc for support of East Herts residents affected by rape.
Total Remaining: £1697	Total: £1620 allocated	Balance £77

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ESSENTIAL REFERENCE PAPER 'D'

Update on Performance Reward Grant funded Projects

The LSP funded 13 community projects taking forward various actions within the different themes of the Sustainable Community Strategy. The table below shows the summaries the progress to date on each project.

Name of Project	Current status
Cross Herts Community Counseling	Sessions delivered and counselling completed with clients
Sele Fruit Trees Project	Completed. 20 trees planted over past 2 years and voluntary group involved with maintenance
Next Steps Bishops Stortford Job Club – Twice weekly Job Club facilities	Project completed. Met objectives.
Health Inequalities Fund 2010/11 & 2011/2012	In total, 24 different capital grants were awarded over the 2 years, providing equipment that helped to enhance services delivered by health and social care charities and community and voluntary groups. Types of groups supported included: mental health charity, several young persons charities, counselling service and trusts managing wildlife or play areas.
Active East Herts Grants Scheme	17 community organisations were allocated capital funding to purchase sports equipment to enhance services. Types of sports supported included 3 swimming clubs, 3 cricket clubs, 2 hockey clubs and others.
Stronger Communities Grant Fund	Project has exceeded all milestones and has awarded capital monies to 25 grass roots community and voluntary organisations to support and enhance their activities
Homeless Prevention - Education Project "Home Truths"	Project completed. Numbers of young people educated exceeded projected figure.

ESSENTIAL REFERENCE PAPER 'D'

Name of Project	Current Status
Ozone Monitoring & Air Alert	Monitoring ongoing from Anstey Primary School and is compared with results collected in Bedfordshire. Data collected showed that ozone still a problem in rural East Herts.
Family Intervention Project	Project is expanding into the rest of East Herts. 35 high risk families have been assisted. Data has shown a decrease in the offending and calls to police since the start of the project in the families we have worked with.
Village Hall Broadband	11 village halls/community centres had high speed broadband installed. These included: Seth Ward Community Centre in Buntingford, Hunsdon Village Hall, Little Berkhamstead Village Hall, Tewin Memorial Hall, Sawbridgeworth Memorial Hall, Hertford Heath Village Hall, Walkern Sports & Community Centre, Tonwell Village Hall, Thundridge Village Hall, Place House Hall in Ware, Bayford Village Hall and Hornsmill Community Centre.
Cardiac Rehabilitation	Project completed to a high standard and is now being run by the Council's leisure contractor
Ware Skatepark Project	Project received 35K from the Big Lottery last summer. Skatepark was completed in September 2011 with a opening event in October which attracted over 100 children. Timetable of events is published to ensure positive usage; young person's charity Child UK delivers play rangers activities there over school holidays.
Furniture Re-Use Scheme	Planning permission for usage of Hoe Lane Garages in Ware was received in March and project is underway.
Hertfordshire Community Foundation (HCF)	East Herts and Broxbourne Councils for Voluntary Service and HCF have agreed details of a modified community centre building in Stanstead Abbots. Outline planning permission in place. Heads of Terms being prepared with the intention of building being occupied by March 2013.

ESSENTIAL REFERENCE PAPER 'E'

Getting East Herts Working

Actions proposed	Estimated costs over a 2 year period
Setting up a Work Club in Hertford Setting up an Executive Work Club in the district Provision of Work Experience Group Information sessions (Above sessions are likely to be delivered from premises offered by the Citizens Advice Bureau)	£24, 600 (based upon 2 Work Clubs per week with majority of funding for facilitation)
Under 19 provision which is not funded by the Skills Funding Agency including preparation for recruitment and production of quality CV's	£5,400
Identification of Work Experience placements within the partnership and with key partner contractors	No additional cost
Removing barriers to work placements, e.g. providing support to those requiring CRB checks before they can take up a specific work placement	£3,000
Removing barriers by funding /supporting those who need Light Goods Vehicle (LGV) licenses.	£5,000
A programme to promote apprenticeships / apprenticeship opportunities and pre Apprenticeship training within the partnership and with local business	No additional cost
Promotion of a range of local events supporting economic well being, e.g. youth employment fairs	£1,000
Analysis of employment supply and demand focussing both geographically and on sectors to identify gaps. This links to the Wolfe Report and to the Innovation Codes concept.	£2,000

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE: 12 JUNE 2012

REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

Purpose/Summary of Report

- To review and determine the Community Scrutiny Committee's future work programme

<u>RECOMMENDATION FOR DECISION:</u> that the work programme detailed in this report be agreed
--

1.0 Background

1.1 Items previously required, identified or suggested for the Community Scrutiny work programme are set out in **Essential Reference Paper B**.

2.0 Report

2.1 An article explaining the role of scrutiny and inviting suggestions from residents was published in the spring 2012 'council tax' edition of LINK magazine. No new topics for scrutiny have been received from the public to date.

2.2 New suggestions for Community Scrutiny arising from the Members' scrutiny planning workshop and from the feedback/consultation paperwork are listed below. Members are invited to consider the topics and indicate whether they wish to confirm them as part of the 2012/13 work programme and suggest a preferred date (subject to availability of any relevant officer/resources).

2.3 Table of topics

Topic/issue	Why/outcome	Priority/comment
Review of our taxi licensing process and procedures – for Comm Scrutiny <i>(People)</i>	Contribute to the Community Safety message ‘safe in East Herts’ following recent press stories	High – has support of Executive member, Corporate Management Team and Head of Service. Request for a Task & Finish group asap
Keeping a focus on the “Ageing Well” theme <i>(People)</i>	Demographic pressures (publication of census results later this year)	High - but also integrate into all reviews and reports (and include within equalities impact assessments)
Topics raised at planning session		
Member interest in: Impact of Housing Benefit capping (for Community Scrutiny)	Concern re impact on quality of family life, the potential for an increase in homelessness and social deprivation in district	Raised in Housing Strategy report at Community Scrutiny (especially impact on under 35s) – already asked for more details in 2012/13. Also need to keep option to review Council Tax Benefit proposals – (and later consider the wider issue/impact of Universal Credit being phased in between October 2013 and October 2017).

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**.

Background Papers

None

Contact Member: Cllr Graham McAndrew – Chairman Community Scrutiny Committee
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Contact Officer: Jeff Hughes – Head of Democratic and Legal Support Services
Extn 2170
jeff.hughes@eastherts.gov.uk

Report Author: Marian Langley – Scrutiny Officer
marian.langley@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p> <p>Effective use of the scrutiny process contributes to the Council's ability to meet one or more of its corporate objectives:</p>
Consultation:	Potential topics for scrutiny are always invited from members of the public, the Executive and all Members.
Legal:	According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of members on that committee who are not members of the largest political group on the Council.
Financial:	Any additional meetings and every task and finish group has resource needs linked to officer support activity and time for officers from the services to make the required input.
Human Resource:	none
Risk Management:	Matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for review would risk inefficient use of resources. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.

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Community Scrutiny Committee work programme 2012/13

meeting	date	topic	Contact officer/lead	Next Exec
THIS	CIVIC YEAR			
Meeting 2/4 in 2012/13	28 Aug 2012 Report deadline 15 Aug	<ul style="list-style-type: none"> • Report from Health Eng Panel • Ageing Well – follow up • TBC • Healthcheck through to June 2012 • Work Programme 	<ul style="list-style-type: none"> • Chairman of the Panel • Executive Member • X • Lead Officer - Performance • Scrutiny Officer 	9 Oct 2012 6 Nov 2012
Member information	On-line consultation	<ul style="list-style-type: none"> • 2013/14 Proposed Service Options 		
Meeting 3/4 in 2012/13	20 Nov 2012 Report deadline 7 Nov	<ul style="list-style-type: none"> • Report from Health Eng Panel • Community Grants review of applications and Q1/Q2 allocation • TBC • Annual Equalities Report • Service plan monitoring Apr 2012 – Sept 2012 (Community only) • Healthcheck through to Sept 2012 • Work programme 	<ul style="list-style-type: none"> • Chairman of the Panel • Comm Eng Manager/ Grants officer • X • Comm Eng Manager/ Equalities Officer • Lead Officer – Corporate Planning • Lead Officer - Performance • Scrutiny Officer 	4 Dec 2012
JOINT SCRUTINY	15 Jan 2013	<ul style="list-style-type: none"> • 2013/14 Budget items 		
JOINT SCRUTINY	12 Feb 2013	<ul style="list-style-type: none"> • 2013/14 Service Plans • 2012/13 Estimates and 2013/14 Future targets 		
Meeting 4/4 in 2012/13	12 Mar 2013 Report deadline 27 Feb	<ul style="list-style-type: none"> • Report from Health Eng Panel • Leisure Contract – year 4 • TBC • Healthcheck through to Dec 2013 • Work programme 2013/14 	<ul style="list-style-type: none"> • Chairman of the Panel • Invite SLM • X • Lead Officer - Performance • Scrutiny Officer 	

The four principles of good public scrutiny:

- *provides ‘critical friend’ challenge to executive policy-makers and decision-makers*
- *enables the voice and concerns of the public and its communities*
- *is carried out by ‘independent-minded governors’ who lead and own the scrutiny role*
- *drives improvement in public services*

Currently within East Herts Council, the criteria for selecting issues:

For the Scrutiny Committee to select an issue to review, it must meet all of the following criteria:

- Of local, and preferably current, concern
- Linked to the council’s corporate objectives
- Capable of being influenced by this committee
- Of manageable scope – focused rather than too wide ranging
- Of sufficient scope to warrant a scrutiny review – not something that can be easily fixed by meeting with the service provider
- Not being scrutinised elsewhere (eg another Scrutiny Committee)

At the last scrutiny evaluation there was a feeling, in the light of the current economic climate and limited resources, that there should also be some consideration given to

- areas where significant costs might be incurred or could be saved
- minimising the level of risk associated with the topic/issue
- the length of time since the topic was last reviewed.