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Jeff Hughes
*Head of Democratic and Legal
Support Services*

MEETING : COMMUNITY SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 22 NOVEMBER, 2011
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

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

Conservative Group Substitutes: Councillors N Poulton

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

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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. Apologies

To receive apologies for absence

2. Chairman's Announcements

3. Minutes (Pages 7 - 16)

To receive the Minutes of the meeting held on 20 September 2011.

4. Declarations of Interest

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

5. Health Engagement Panel (Pages 17 - 24)

To receive the Minutes of the meeting held on 18 October 2011 and a verbal update from the Health Engagement Panel Chairman

6. Update on Community Grants (Pages 25 - 32)

7. Equalities: Delivering better services for our Customers (Pages 33 - 50)

8. Community Safety: A Focussed Review - Task and Finish Group Interim Report (Pages 51 - 64)

9. 2011/12 Service Plans - Summary of Progress and Exceptions Report (Pages 65 - 72)

10. Community Scrutiny Corporate Healthcheck Report August to September 2011 (Pages 73 - 96)

11. Community Scrutiny Work Programme (Pages 97 - 104)

12. 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
20 SEPTEMBER 2011, AT 7.00 PM

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

ALSO PRESENT:

Councillors L Haysey and J Wing.

OFFICERS IN ATTENDANCE:

Claire Bennett	- Housing Strategy and Policy Officer
Marian Langley	- Scrutiny Officer
Peter Mannings	- Democratic Services Assistant
George A Robertson	- Director of Customer and Community Services
Lizzie Robertson	- Community Safety Co-ordinator

299 APOLOGY

An apology for absence was submitted on behalf of the Committee Chairman Councillor G McAndrew. Councillor S Bull chaired the meeting.

300 MINUTES

In response to a query from Councillor P Ruffles in respect of apprenticeships, the Director of Customer and Community Services undertook to report back on apprenticeships in East Herts and with the council's main contractors. Councillor C Woodward commented that he

would like a report to be submitted to Human Resources Committee on this matter.

Councillor Ruffles commented on whether Housing Associations had undertaken an occupation audit to establish whether there was under occupation of properties. Councillor S Bull explained that there was an agenda item on this matter.

In response to a query from Councillor Ruffles on the Micro Hydro Plan adjacent to Hertford Theatre, the Director advised that a report with an updated business case would be reported to the Executive in November.

Councillor Woodward sought an update as to whether a response had been received from SLM in relation to the quality of the pool at Grange Paddocks and disabled access. The Director undertook to follow this up and seek an answer for Members.

RESOLVED – that the Minutes of the meetings held on 21 March 2011 and 14 June 2011 be confirmed as a correct record and signed by the Chairman.

301 DECLARATIONS OF INTEREST

Councillor S Bull declared a personal interest in the matter referred to at Minute 306 – Monitoring and Review of the Homeless and Homeless Prevention Strategy Action Plan 2008 - 2013 on the grounds that he was the Council's representative for South Anglia Housing Association.

302 HEALTH ENGAGEMENT PANEL

Councillor D Hone, Chairman of the Health Engagement Panel, provided a summary of the work of the Panel and the County Council Health Scrutiny Committee. She commented that the Committee had received a petition in respect of the Cheshunt Urgent Care Centre. The Committee had also requested regular updates in relation

to the closure of the Bushey Lane Centre.

The Committee received the report.

RESOLVED – that the update be noted.

303 HEALTH ENGAGEMENT PANEL - MEMBERSHIP

The Chairman of the Health Engagement Panel submitted a report asking the Community Scrutiny Committee to approve an additional seat on the East Herts Health Engagement Panel.

Councillor D Hone explained that there had been occasions when the attendance from the Panel had been low due to attendance at other council and health related events. She emphasised that a good attendance was important when there were often external partners giving presentations.

RESOLVED – that (A) the developing workload and increasing importance of health and public health issues at District level be recognised; and

(B) the membership of the Health Engagement Panel be increased from 5 to 6 Members.

304 COMMUNITY SAFETY: REPORT ON PROGRESS TOWARDS OUTCOMES AND ACTIONS ON THE THREE YEAR PLAN

The Head of Licensing and Community Safety submitted a report on the progress achieved against the East Herts Community Safety Partnership 3 year Community Safety Plan. The Committee was advised that the report summarised 3 years worth of work, which would be of particular interest to the new Members.

Members were advised of the background to the Community Safety Action Plan, as well as the priorities of the Community Safety Partnership. The Committee was referred to pages 50 and 51 of the report now submitted

for details of the most recent summarised crime figures for East Herts.

Members were advised that the opinions of the public had shaped the priorities of the Community Safety Partnership. The Committee was further advised that there had been a low response rate to the most recent on-line public consultation.

In response to a query from Councillor E Buckmaster, Members were advised key staff were accredited Officers with authoritative status to address anti-social behaviour. They are permitted to confiscate alcohol and to request the address of anyone committing anti-social behaviour, for example. Powers for individual officers varies depending on nature of job.

Councillor C Woodward queried whether there were plans to train any more Officers to carry out this work as staff changed. Members were advised that training was carried out by Hertfordshire Police in groups as it was not cost effective to train individuals. Potential Officers were vetted by the Police then given specific training in the appropriate use of the available powers. There were 29 Officers across the Council who were currently permitted to carry out such work.

Councillor P Ruffles sought and was given clarification on whether 71 anti-social behaviour contracts was a low figure. He also received a response in relation to the role of street pastors in East Herts. Councillor N Symonds and the Executive Member for Health, Housing and Community Support spoke positive of their experience of going out alongside the pastors for an evening.

Councillor Symonds commented on the frequent changes in police officers assigned to cover her ward. She stressed that this made it challenging for the police to be aware of the specific problems affecting the District. Officers undertook to provide feedback to Hertfordshire Constabulary.

Councillor S Bull appealed to Members to ensure they completed the Community Safety Questionnaire that had been circulated. He also urged the Committee to encourage the public to complete the questionnaire.

Councillor J Wing referred to ongoing problems of graffiti in Ware. Members were advised that graffiti was always removed from East Herts Council property and was also promptly removed from other premises with the owner's permission if graffiti was of a racist or offensive nature.

The Committee received the report.

RESOLVED – that the report be noted.

305 COMMUNITY SAFETY REVIEW

The Head of Community Safety and Health Services submitted a report to inform the Committee of the East Herts District Council Community Safety Review.

Members were advised that a Task and Finish Group would be set up to review Community Safety in East Herts. Four Members had already volunteered for the Task and Finish Group and a further couple were being sought to join them. A further report would be submitted to the November 2011 meeting of the Committee and a final report would be submitted to Members in February 2012.

The Committee received the report.

RESOLVED – that the report be noted.

306 MONITORING AND REVIEW OF THE HOMELESS AND HOMELESS PREVENTION STRATEGY ACTION PLAN 2008 - 2013

The Executive Member for Health, Housing and Community Support submitted a report that highlighted successful performance on the third year of the Homeless and Homeless Prevention Strategy Action Plan 2008 – 2013. The report also presented Members with a review of the Action Plan.

Members were advised that the situation regarding the East Herts homeless was continuously fluid and Officers were closely monitoring the situation. The Committee was advised that there were a number of significant changes to legislation that were likely to have an impact on homelessness and the ability of the Housing Options Service to access the private sector to prevent homelessness.

The Committee was advised that access to the private sector was becoming increasingly challenging and that this was the primary prevention tool for Housing Options. The Localism Bill would also provide the Council with increased powers to discharge its homeless duty by use of the private sector.

Members were advised that Housing Associations would shortly begin offering fixed term tenancies, with an option to review the situation at the end of the fixed term, rather than the current lifetime tenancies. Housing Associations were currently developing policies regarding eligibility. A proportion of tenancies would also be offered at up to 80% of the full market rent.

The Committee was advised that Officers were particularly aware of the changes to local housing allowance and were working with the Council's Benefits Service to identify those at risk of losing their accommodation where the reduction in housing allowance may make their current accommodation unaffordable. At particular risk were applicants under the age of 35

currently in one bedroom accommodation who would have their housing allowance reduced to a single room rate.

Officers were also concerned that this included males from broken relationships with access rights to children only being eligible for housing where there were single rooms with shared facilities.

Councillor N Symonds expressed concerns regarding Herts Young Homeless Group not offering the best help to a number of cases recently involving young people. Members were advised that Herts Young Homeless Group was primarily funded by Hertfordshire County Council and the Crouchfield Trust. East Herts Council did not currently provide funding to support housing assistance and where this had occurred, the amounts were small.

The Committee was advised that there were a number of positive stories relating to the work of Herts Young Homeless Group. Members were advised however, that this organisation was incredibly stretched in the current financial climate in terms of the number of young people being referred to them.

In response to a further query from Councillor Symonds, Members were advised that Officers were aware of problems in relation to private landlords being reluctant to accept tenants on housing benefit.

The Committee was also made aware of problems with Multi-Agency Public Protection Arrangements (MAPPA) applicants and Housing Associations often being unwilling to take the risk of housing these applicants. Officers did attempt to secure places for MAPPA applicants in the private sector if the Housing Associations were unable to assist. Officers also had to consider such cases carefully from a community safety perspective.

The Committee received the report.

RESOLVED – that the report be noted.

307 COMMUNITY SCRUTINY CORPORATE HEALTHCHECK -
APRIL - JULY 2011

The Director of Customer and Community Services submitted an exception report on performance indicators relating to Community Scrutiny Committee for the period April to July 2011.

The Director apologised and corrected paragraph 3.0 in that the reference to the 2009/10 financial accounts should have been in relation to the 2010/11 accounts. He also apologised in that there had been some difficulties in presenting the Essential Reference Paper to Members in that some of the explanations had not been very helpful. He undertook to circulate an updated version later in the week.

RESOLVED – that the report be noted.

308 COMMUNITY SCRUTINY WORK PROGRAMME

The Committee considered items for scrutiny during 2011/12 and additional items for inclusion within the Committee's Work Programme. These were set out in the report now submitted.

In response to a query from Councillor P Ruffles, the Director of Customer and Community Services undertook to identify the relevant Citizens Advice Service information from the internet and circulate this link to Members.

The Scrutiny Officer asked the Committee to accept an additional report on the agenda of their next meeting concerning community grants. This was agreed.

Councillor J Wing commented on the process where by grant funding was awarded. The Director stressed that Members had reviewed and approved these new processes last year.

The Scrutiny Officer referred to the speakers due to attend the next Health Engagement Panel, which would cover Accident and Emergency Services at QEII hospital and the work of Children Centres in the District and invited all Members to attend.

The Executive Member for Health, Housing and Community Support updated the Committee in respect of speakers from the Hertfordshire NHS Trust. Councillor L Haysey advised that Nick Carver and Richard Beasley would be giving a presentation to Council in December in relation to developments within the Hertfordshire NHS Trust.

Councillor Ruffles commented on whether the Committee could scrutinise the good work of the East Herts Museums and also in relation to the arts. Councillor Haysey acknowledged the good work that had been done which would be continued. She highlighted the need to ensure Members were kept informed as to what was happening across the District.

Members approved the Committee’s Work Programme as now submitted, with the addition of a report in respect of Community Grants to be submitted to the November 2011 meeting of the Committee.

RESOLVED – that the work programme be approved.

The meeting closed at 8.20 pm

Chairman
Date

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MINUTES OF A MEETING OF THE
HEALTH ENGAGEMENT PANEL HELD IN
THE COUNCIL CHAMBER, WALLFIELDS,
HERTFORD ON TUESDAY 18 OCTOBER
2011, AT 7.00 PM

PRESENT: Councillor Mrs D Hone (Chairman)
Councillors R Beeching, E Buckmaster,
K Crofton and N Symonds

ALSO PRESENT:

Councillors P Moore, L Haysey and
B Wrangles

OFFICERS IN ATTENDANCE:

Simon Barfoot	- Environmental Health Promotion Officer
Lorraine Blackburn	- Committee Secretary
Marian Langley	- Scrutiny Officer
George A Robertson	- Director of Customer and Community Services

ALSO IN ATTENDANCE:

-

10 APOLOGY

An apology for absence was submitted from Councillor A S Bull.

11 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Councillor K Crofton to his first meeting. She also welcomed Sarah Brierley, Director of Business Development Partnerships, Lesley Dustaghear both

from East and North Herts NHS Trust, Jenny Turner (Churchfields Children's Centre) and Jennifer Henderson (Silver Birches Children's Centre).

The Chairman stated that with Members' consent, she would be changing the order of the items so that the Briefing from Sarah Brierley would come before the update on the Hertfordshire County Council's Health Scrutiny.

12 DECLARATIONS OF INTEREST

Councillor N Symonds declared a personal interest in the matter referred to at Minute 15 - Introduction to East Herts' Children's Centre, in that she was on the Partnership Board of "The Squirrels".

13 MINUTES

RESOLVED – that the Minutes of the Health Engagement Panel meeting held on 21 June 2011 be received as a correct record and signed by the Chairman.

14 BRIEFING: DEVELOPMENT OF A LOCAL A&E SERVICE AT THE QEII (2012-2014) - SPEAKER: SARAH BRIERLEY EAST AND NORTH HERTS NHS TRUST

Sarah Brierley provided Members with the proposed changes to adult and children's emergency department care at the QEII in Harlow. She explained the strategic context of the proposed changes, in that it supported the delivery of quality health care for Hertfordshire; it was integral to the NHS Trusts "Our Changing Hospitals Programme" and that it supported service changes in relation to the Surgicentre (at the Lister Hospital) Emergency Surgery, and care provision in relation to Maternity, Cardiology (and stroke). Essentially it was about the way services were provided in terms of quality of care and the improvement of clinical outcomes and summed it up in terms of getting the best value for money. Updates were provided in relation to the Surgicentre at the Lister Hospital

and what had been happening over the last year in terms of the services provided there and of the fact that most surgeons were concentrated at the Lister Hospital.

Arrangements around urgent care provision at the QEII and the Lister and models of care provision were discussed. It was noted that the aim for the QEII was for it to become a local general hospital. Members were provided with an outline on how the adult emergency services would be provided and the implications for both adult patients and children's emergency services. Assurances were provided that anyone turning up at QEII as an emergency patient out of the full A&E service working hours would be stabilised before a transfer to the Lister where more specialist care could be provided.

Sarah Brierley stated that the new arrangements would have implications for the Trust's staff and that proposals and working arrangements were currently out for consultation. It was noted that the Trust had a commitment to avoid clinical staff redundancies. She stated that the strategy would help the Trust to continually improve the quality of the service to the local community and that the changes would support the continued provision of clinically viable and sustainable services in Hertfordshire. She welcomed comments on the proposals and how the new services could be disseminated into the community.

In response to a query about A&E care at the QEII, Sarah Brierley provided clarification regarding the triage services in operation and of the role of paramedics in making an assessment of an emergency. In response to a query about "hot clinics" for children, Lesley Dustaghear explained the three methods of referrals. In response to a query regarding transport to the Lister if someone presented at QEII and getting home, Lesley Dustaghear explained that patients would not be left stranded and there were some community transport options available to get back home. Sarah Brierley advised that she would write to Members regarding Air Ambulance provision.

Lesley Dustaghear explained that the Trust had developed robust pathways and that if someone turned up at the QEII

complaining of chest pains, they would be given an ECG and then transported over to the Lister if that was considered appropriate.

The Chairman referred to car parking at the Lister and the QEII. Sarah Brierley explained the parking fee strategy and the rationale for this and arrangements for people with disabilities.

Sarah Brierley referred to the methods of communications which could be used in publicising the provision of services and of the need to provide this information in a sustained way. A Member suggested that information could be provided via the posting which contained Council Tax invoices.

The Chairman, on behalf of Members, thanked Sarah Brierley and Lesley Dustaghear for attending and providing Members with an update on the new arrangements.

RESOLVED – that the presentation be noted.

15 INTRODUCTION TO EAST HERTS CHILDREN'S CENTRES

The Executive Member for Health, Housing and Community Support submitted a report on the work of the East Herts Children's Centres and what opportunities there may be for partnership working through the remit of the Council's Public Health Strategy 2008-2013. The Chairman welcomed Jenny Turner (Churchfields Children's Centre) and Jennifer Henderson (Silver Birches Children's Centre). It was noted that there were now 10 Children's Centres within East Herts District.

Jenny Turner provided an outline of the role of the Children's Centre; a universal service which provided support to families with children under 5 years of age. The core purpose was explained which aimed at reducing inequalities in child development and provided support to parents including health issues and improving parenting skills.

Members were provided with Key Performance Indicators on the number of children who were obese. The Children's

Centre at Bramble Hill showed that it had below average figures for the District. Jennifer Henderson explained what the Children's Centres were doing in terms of Active Play Sessions and health eating which had impacted favourably on these statistics. The Funky Food (June 2011) delivered in partnership with East Herts Council had been particularly well received and was attended by a lot of adults. Graphs were provided which showed how well the social experience from a number of projects had been received. It was anticipated that feedback shown in the graphs could be incorporated into the development of a number of initiatives and services.

Jennifer Henderson referred to the hope to establish a sensory garden with fruit and vegetables at Silver Birches. She stressed the need to support parents so that they are in "the right place" to be able to support their children in learning and development.

In response to a query regarding plans for a cultural exchange of food, Jennifer Henderson said that this was encouraged in each of the centres and that a number of children already did this.

In response to a query concerning communicating with Hertfordshire Safeguarding Board, Jenny Turner explained that she would be investigating this issue in terms of ICT as this was considered one of the highest priorities and to share these concerns with parents.

The Executive Member for Health, Housing and Community Support praised the work of the Children's Centres. It was noted that 70% of the children in the District attended a Children's Centre. Councillor N Symonds commented on the beneficial effects of Children's Centres in the district. She was 110% behind the Children's Centres and the work they were doing. She suggested that Silver Birches Children's Centre contact the Rotarians to see what they could do to help, particularly in relation to preparing the new vegetable garden.

Officers thanked the Children's Centre for their presentation and asked that their statistics be emailed to him, so that these could be linked into the Public Health Action Plan and

strategy.

The Chairman, on behalf of Members thanked Jenny Turner and Jennifer Henderson for providing Members with an update on Children's Centres.

Members congratulated the East Herts Children Centres for the work undertaken and for the difference they were making to people's lives.

RESOLVED – that (A) the work of the Children's Centres be noted and that the ongoing work of the East Herts Children's Centres be supported within the remit of the Public Health Strategy 2008-2013; and

(B) East Herts Children's Centres be congratulated on the work they are undertaking and of the difference this is making to people's lives.

16 REPORT ON ANY LOCAL DEVELOPMENTS FROM EXECUTIVE MEMBER: VERBAL UPDATE

The Executive member for health Housing and Community support provided an update in relation to the recent award to the Council of the Royal Society for Public Health (RSPH) 2011 Health Promotion and Community Well-being Organisation and partnership Award. She congratulated Simon Barfoot and all those involved in helping to achieve the award. The RSPH Chairman, Selwyn Hughes would be attending Full Council on 14 December to formally present the award.

Members thanked the Executive Member for the update.

RESOLVED – that the update be noted.

17 HCC HEALTH SCRUTINY - FEEDBACK FROM CHAIRMAN

The Chairman provided an update following the meeting of Hertfordshire County Council's Health Scrutiny Committee on 22 June 2011. She referred to the closure of Windmill House

and that the Health Scrutiny on 19 October 2011 would consider the Hertfordshire QUIPP (Quality Improvement, Productivity and Prevention) Plans for 2012/13 and that five local Trusts would be attending to have their plans scrutinised by Members of the Health Scrutiny Committee.

Councillor N Symonds said that she had attended a meeting on 4 July 2011 in Watford and was concerned that the health service provision in the East Herts area was not up to the same standard as that provided in the west of the county. She stated that following the last meeting and presentation by Darren Leech she had been successful in obtaining a copy of the "Purple Book" which she had promoted to the Princess Alexandra Hospital and that all nurses had been trained in its use. She was now taking the "Purple Book" to Addenbrookes Hospital in the hope of getting it rolled out there. Councillor N Symonds said that she had attended a conference recently on health and welling being and congratulated Simon Barfoot on his report.

RESOLVED – that the updates be noted.

18 WORK PROGRAMME

The Scrutiny Officer submitted a report detailing the work programmed for the Health Engagement Panel for the civic year 2011/12. It was noted that a speaker who could report on mental health services in the east of the District had been identified and could attend the meeting on 12 December 2011.

Members were advised that Richard Beazley (Chairman) and Nick Carver (Chief Executive) would be attending next meeting of Council to provide Members with a presentation on developments linked to East and North Herts NHS Trust

It was noted that there would be a meeting on 11 November 2011 in Welwyn Garden City on Public Health in Herts on "new opportunities and new directions". The meeting would run from 9.30 am to 3 pm. Neither the Executive Member nor Chairman of the HEP could attend on this date and Councillor N Symonds confirmed that she wished to attend. Simon

Barfoot and the Scrutiny Officer would also be attending.

Councillor R Beeching referred to East Herts involvement with the County Council in relation to the Safeguarding Children Group under Section 11 of the Children’s Act. He asked that the Council be provide with an update on the work of the Group at the meeting on 12 December 2011. Members supported this request and asked that this be included on the work programme at the next meeting.

Members noted the work programme as amended.

RESOLVED – that the work programme as amended by approved.

The meeting closed at 8.50 pm

Chairman
Date

EAST HERTS COUNCIL

COMMUNITY SCRUTINY - 22 NOVEMBER 2011

REPORT BY CLAIRE PULLEN, COMMUNITY PLANNING
AND PARTNERSHIPS MANAGER

UPDATE ON COMMUNITY GRANTS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

To provide members with an update on the community grants process and provide information that members may consider, looking at the range of grant “pots” and how they might be refocused to better achieve the Council’s corporate priorities

	RECOMMENDATIONS FOR COMMUNITY SCRUTINY:
(A)	To note progress on community grants processes as set out in Section 2.2; and
(B)	That Members consider possible alternative focus for community grants and options for implementation (Section 2.3)

1.0 Background

1.1 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 10 improvement options.

1.2 Of these 10 recommendations, three were not agreed, four were agreed and three were considered to need Member approval.

1.3 Information about the range of grant “pots,” criteria and priorities for community grants – as well as information on organisations allocated a grant in 2011– can be found online at www.eastherts.gov.uk/grants . **Essential Reference Paper “B”** attached, lists the 12 “pots” and their current budgets.

2.0 Report

2.1 This report notes progress on agreed review recommendations and offers members options for implementation, which arose during the review.

2.2 Since July 2011, progress has been made in several areas, including:

Application Process

2.2.1 A PDF and Word version of all grant applications are now available on the council website and applications can also be submitted on line.

2.2.2 A Frequently Asked Questions (FAQ) list has been produced and is posted on the Council website.

2.2.3 All successful applicants are now required to sign a Grant Claim Form whereby they agree to Terms and Conditions requiring them to provide appropriate publicity and marketing materials which demonstrates how people and groups have been helped and supported by the scheme and the importance of the assistance provided by East Herts Council.

Publicity/Marketing

2.2.4 Information on recently allocated grants is regularly distributed to the Communications Team, Members’ Bulletin and the Council for Voluntary Services Broxbourne and East Herts.

2.2.5 Adverts, listing available funding and closing dates, have been published in local newspapers.

2.2.6 A presentation about the criteria and priorities of Council funding and eligible projects was delivered at the Rural Parish Conference on 15 September 2011.

2.2.7 A separate flyer about the Performance to Excellence (Sports) grants has been produced and distributed to council leisure venues and sports clubs.

Payments

2.2.8 The grant claim form has been amended to require bank account details be provided in order that payments are made by direct bank transfer wherever possible.

2.3 The table below summarises options for Members' consideration:

Initial thoughts	Possible Options for Implementation
<p>Create a single grants fund from which all grants that the Community Projects Team administers are paid out.</p> <p>The fund would continue to have the overall purpose of improving economic, environmental and social well being.</p>	<p>Single fund (both capital and revenue) to include other grant schemes such as commissioned services, Local Environmental Action Fund (LEAF) and Senior Citizen/Disabled Persons Holiday Parties.</p> <p>Proposed name: <i>People, Places & Prosperity Community Fund</i>.</p> <p>Proposed priorities:</p> <ul style="list-style-type: none"> • Vulnerable groups • Community safety • Economic growth, and <p>East Herts Local Strategic Partnership themes such as East Herts Character - built & natural, and East Herts health, well-being and play.</p>

Initial thoughts	Possible Options for Implementation
Delegate officers to assess and authorise all small grant payments without the need to get approval from a director or executive member.	Proposed that officers can authorise grants under £2,000
Split the single grants fund into Large Grants (£2,001 or more) and Small Grants (£2,000 or less)	<p>Small grants to have simpler application process, light touch assessment.</p> <p>Small grants could be paid out within three to five weeks.</p>
Expand grant categories or themes so that more people and groups can apply	<p>Proposed one-off themes:</p> <ul style="list-style-type: none"> • 2012 Olympics – Ready4Winners • Diamond 60 Street Parties (Neighbourhood grants, community celebrations)

2.4 It is proposed that the “legacy” outcomes of the single grant fund are:

- Improved access to indoor/outdoor sports and leisure facilities, especially for vulnerable groups
- More people taking responsibility/interest for the area around them
- More people feeling like they belong to their neighbourhood, and believing that people of different backgrounds get on well together (social cohesion)

- 2.5 The majority of the grant funding available is in the form of capital grants. Capital grants provide the right tools for people to get involved with projects that improve facilities such as green spaces or community buildings – inspiring ownership and pride. Community buildings that are “fit-for-purpose” provide pleasant places for all people in the area to meet up, especially those without access to a car, and participate in community events and festivals.
- 2.6 Members are asked to consider options for implementation and advise officers how they wish to proceed.
- 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

Report : “Review on Council’s Discretionary Community Grants Programme” Community Scrutiny 27 July 2010.
<http://online.eastherts.gov.uk/moderngov/CeListDocuments.aspx?Committeeld=116&MeetingId=1457&DF=27%2f07%2f2010&Ver=2>

Hard copies can be made available for Members on request from the Community Projects Team.

Contact Member: Councillor Linda Haysey, Executive Member for Health, Housing and Community Support

Contact Officer: Claire Pullen, Community Planning and Partnerships Manager, Ext 1459

Report Author: Claire Pullen, Community Planning and Partnerships Manager, ext 1459

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></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>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Caring about what's built (and) where <i>Care for and improve our natural and built environment.</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>
<p>Consultation:</p>	<p>Various discussions with other officers administering grant schemes</p>
<p>Legal:</p>	<p>None</p>
<p>Financial:</p>	<p>No new budgets</p>
<p>Human Resource:</p>	<p>None</p>
<p>Risk Management:</p>	<p>None</p>

ESSENTIAL REFERENCE PAPER “B”

EAST HERTS COMMUNITY GRANT “POTS” (Capital & Revenue)

Scheme Name	What is funded	Budget in 2011/12
1) Community Capital Grants Scheme	Large-scale building or refurbishment projects and large items of equipment	£83,000
2) Partnership Investment Fund (Capital)	Leverage to pull in external funding for large scale building projects	£26,000
3) Community Planning Grant Scheme (Capital)	Small items of equipment that improve community assets or services	£20,000
4) East Herts Village Hall Challenge (Capital)	Competition for rural village halls to identify “ <i>Best Run Village Hall</i> ”	£11,000
5) Councillor Revenue Grants	Running costs for small community groups and health and social care charities that offer services directly benefitting local people	£8,000
6) Community Revenue Grants		£5,000
7) Performance to Excellence Grants Sports (Revenue)	Special schemes geared to helping 11 to 16 year olds residents achieve sporting and artistic excellence	£4,000
8) Performance to Excellence Grants Arts (Revenue)		
9) Summer Activities Grants (Revenue)	Project funding for community groups offering activities for children and young people during the summer holidays	£25,000
10) Local Environmental Action Fund (LEAF)	Project funding for community groups running environmental improvement projects	£4,000
11) Senior Citizen/Disabled Persons Holiday Parties	Funding at £1 per person for organisation having parties between Nov and January	£5,000
12) Arts Development Grants	Funding for community arts projects	£6,050

ESSENTIAL REFERENCE PAPER “B”

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE - 22 NOVEMBER 2011

REPORT BY DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

EQUALITIES - DELIVERING BETTER SERVICES FOR OUR CUSTOMERS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

The purpose of this report is to update members on progress made since the last annual report was presented to Community Scrutiny on 26 October 2010. The report also alerts members of the evolving equalities legislation particularly, Section 149 of The Equality Act 2010, The Public Sector Equality Duty which came into force in April 2011.

<u>RECOMMENDATION FOR : Community Scrutiny Committee</u>	
(A)	To note summary of key findings from the Equalities Impact Assessment Work Programme for 2008-2011 so that information gathered is used to prioritise future equality actions;
(B)	To endorse the refresh of the existing Corporate Equality Policy, Scheme and Action Plan and revisit in 2012/2013; and
(C)	To note and consider the changes in obligation to the Council arising from the new Public Sector Equality Duty which came into force in April 2011.

1.0 **Background**

1.1 In 2008 the Council adopted a generic approach to equalities. This involved agreeing a Comprehensive Corporate Equality Policy, Scheme and Action Plan. This has proved to be a good choice of direction. Officers have considered the Equality Policy and are content any changes required were minor and that it continues to serve its purpose as a touchstone for the Council.

- 1.2 A new Public Sector Equality Duty, Section 149 of the Equality Act 2010, came into force in 1 April 2011. The Public Sector Equality Duty replaces the three previous duties on race, disability and gender and extends it to cover age, sexual orientation, religion or belief, marriage and civil partnership, pregnancy and maternity and gender reassignment, all of which are now known as protected characteristics.
- 1.3 The change in legislative requirements complements the approach already taken by the Council, moving away from publishing long, formulaic documents towards focussing on the main issues of delivering equal access to services. Equalities Impact Assessments continue to be a useful and important analytical tool and demonstrate the Council's commitment to having due regard and that the relevant equality issues have been considered.

2.0 Report

- 2.1 The Council can evidence progress made through 43 completed Equalities Impact Assessments across all services and functions. Examples of Modifications to services can be summarised as follows:

Environmental Services

Improved standards of neighbourhood management

- the introduction of the Community Toilet Scheme in Ware and Bishop's Stortford has increased the number and distribution of public toilets. This enables the service to be more accessible for people with mobility problems and people with disabilities.
- the live reporting system "ECHO" used for the Waste and Recycling contract has enabled closer monitoring of the Waste Collection service. This ensures that 'Exempt' customers who are unable to present their bin at the boundary, due to infirmity or disability, receive a more reliable service.
- the work carried out through the Parks Improvement programme has focused on improving access e.g., Pishiobury Park, Southern Country Park and The Ridgeway. The easy access route down into the Dell has vastly improved access to all residents including those with mobility problems. Specific play improvements such as at Bentley Road and King George have also improved access to play in general.

Housing Register, Allocations and Homelessness **Multi-Agency approach**

- priority is given to those who need to move from accommodation on medical or welfare grounds
- priority given to households who are pregnant or have children
- 16 to 17 year olds are now defined as having priority housing needs

Revenues and Benefits **Safeguarding Residents**

- a home visiting service is provided to assist elderly, disabled and vulnerable clients. This is supported by expanded home working and mobile working
- for some claimants, English may not be their first language, they can access help via the language line facility in the following areas:
 - Where to get help and advice in the UK
 - Information about rights to live and work in the
 - Welfare benefits
 - Housing
 - Public services
 - Driving in the UK
- provide assistance to those having difficulty reading and writing

Community and Cultural Services **Council as a Community Leader**

- incorporation of a new set of questions in Grants application form indicate funding preferences and priorities focus on small local groups, first time applicants and vulnerable people
- the Sustainable Community Strategy addresses inequality and quality of life by encouraging residents to influence policy by joining Citizens Panel, Youth Council, VCS Forums, Rural Conferences, etc

People and Organisational Services

Reasonable Adjustments

- the development and implementation of a new Adaptive/Assistive Technology Assessment for Officers and Members detailing impairment type, severity and the range of appropriate Adaptive/Assistive Technology solutions that are available.
- 2.2 The Equalities Officers Group continues in its function as an internal working group. The group ensures that the Council is fulfilling its duty to measure the impact of its policies and services on its employees and on the wide range of residents it serves. The Equalities Officers Group has been used as a consultative forum in helping to develop and shape the Equalities Impact Assessment Work Programme for 2012-2015.
- 2.3 The Equalities Champions are advocates within their respective services. They encourage colleagues to complete the equalities monitoring questions to reinforce the Corporate Equality messages.
- 2.4 The Council is making an impact beyond its remit on the wider community; an example of this is the sharing of the newly developed Adaptive/Assistive Technology Assessment with Hertfordshire County Council to be rolled out through HAFLS (Hertfordshire Adult and Family Learning Services).
- 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

Essential Reference Paper "B"

Contact Member: Councillor Linda Haysey
Executive Member for
Community Development, Leisure and Culture

Contact Officer: George A Robertson
Director of Customer and Community Services
Ext 1410

Report Authors: Marianne McWhinnie
Community Projects Officer (Equalities)
Ext 1595

Mekhola Ray
Community Projects Team Leader
Ext 1613

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></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>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>
<p>Consultation:</p>	<p>The Council consults with marginalised and vulnerable groups through its work on community engagement and customer care. Internal Consultation has also taken place with Equalities Officers Group members and the Director of Customer and Community Services. This recognises that fact that equality considerations must be an integral part of all relevant work across the Council.</p>
<p>Legal:</p>	<p>The Equality Act 2010 is the law which bans unfair treatment and helps achieve equal opportunities in the workplace and in wider society. The Public Sector Equality Duty, Section 149 of the Act, places a legal requirement on public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations in the course of developing policies and delivering services.</p>
<p>Financial:</p>	<p>Service user involvement is a key aspect and will incur consultation costs for the need to provide aids such as interpreters, advocates for people with learning difficulties or mental health issues as appropriate. As there is no central budget for this, it is expected that all services undertaking consultation should take these issues into consideration and make financial arrangements as appropriate.</p>

Human Resource:	Staff dealing direct with customers will need annual refresher training on the implications of the Equality Act 2010. This is already included in and can be monitored through PDR's.
Risk Management:	The Equality and Human Rights Commission will pursue formal legal action where public authorities do not take sufficient and reasonable steps to comply with the duty.

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Comprehensive Corporate Equality Plan 2012-2015

Introduction

This Corporate Equality Plan provides a three year action plan detailing how the objectives laid out in the Council's Comprehensive Equality Policy will be achieved. The plan details the Council's response to its general and specific duties under various pieces of legislation listed in the Comprehensive Equalities Policy.

The policy updates the Council's commitment to equality in light of new legislation and the Equality Framework for Local Government. It lays out the Council's key objectives in relation to equality and the roles and responsibilities of different parts of the Council to achieve these objectives.

This plan incorporates and replaces the Council's previous Comprehensive Corporate Equality Plan 2008-2011. The plan and policy provides a single framework for all equality groups to ensure that the Council's duties under The Equality Act 2010 are addressed in a combined strategic document.

Equality Impact Assessment Programme

The Corporate Equality Plan also includes our planned programme of Equality Impact Assessments over the next three years. The assessments will identify how our different services and policies impact on different parts of the community and will make recommendations to improve equality in service delivery and employment. The assessments will be published and consulted on. The programme was developed in light of our list of functions relevant to our equality duties. This list can be found in the Council's Generic Equality Scheme at our website www.eastherts.gov.uk.

Contacting the Council

We welcome feedback on this plan and our work on equality. If you have any comments about any part of the Council's work on equality please contact the Community Projects Team on:

Phone: 01279 655261
Textphone: 07734 334504
E-mail: enquiries@eastherts.gov.uk
Mail: The Council Offices, Wallfields, Pegs Lane,
Hertford, Herts, SG13 8EQ

Corporate Equality Plan 2012-2015

Objective	Actions/Activities	Responsible Team / Officer	Timeline
Promoting Community Leadership And Community Cohesion			
The Council will continue with the Comprehensive Corporate Equality Plan which sets out more detailed targets and actions for each service that will be delivered each year to implement this policy.	Refresh Comprehensive Corporate Equality Plan every 3 years or when legislation requires. Monitor Equality Plan annually.	Corporate Management Team, Heads of Service Equalities Officers Group	Review annually
To develop leadership ensure members and senior managers have an understanding of equality.	Review training needs	People and Organisational Services, Democratic Services, CMT & Equalities Officers Group	Review annually
Improving Consultation, Community Engagement And Communication			
Utilise consultation mechanisms which include the participation of minority communities, disadvantaged groups and those who are socially excluded	Consult with minority community organisations on improving engagement.	Strategic Direction, Community Projects Team	Review annually
All public meetings to be held in venues accessible to people with disabilities ensuring compliance with the Disability Discrimination Act wherever possible	Minimum access requirements for buildings produced as guidance for departments when using venues. Guidance adopted by all departments.	Strategic Direction, Equalities Officers' Group & Business Support All Services	Review annually
Publicise the Comprehensive Equality Policy and Comprehensive Corporate Equalities Plan	Publish Policy and Plan on website.	Community Projects Team supported by the Web Team	January 2012
Ensure that if needed information on key Council services can be made available in other languages and formats for non-English speakers and disabled people.	Continue with corporate guidance on translation services and alternative formats.	Equalities Officer Group, Heads of Service	Review annually

Objective	Actions/Activities	Responsible Team / Officer	Timeline
Promoting Equality In Service Delivery			
Undertake equality impact assessments of relevant functions, policies and proposed policies and publish the results.	Continue to implement equalities impact assessment programme.	Corporate Management Team, Heads of Service	Review annually
Incorporate equality objectives into service plans ensuring all services are flexible and respond to the needs of different groups within the community.	Equality Action Plans to be integrated into all service plans and updated annually.	Heads of Service and Strategic Direction	Review annually
Continue to implement equalities impact assessment programme.	Ensure Equality Impact Assessment process is simple, useful and compliant	Equalities Officers Group, Heads of Service	Review annually
Ensure Equality Impact Assessment training is available for managers and staff who manage services, develop policies and strategies	Review training needs and provide ongoing guidance and support	Community Projects Officer (Equalities), Equalities Officers Group	Review annually
Ensure that procurement procedures for commissioning and awarding of tenders are free from all institutional discrimination.	Review procurement procedures in line with national guidance.	Procurement Officer & CMT	Review annually

Objective	Actions/Activities	Responsible Team/Officer	Timeline
Promoting Equality Of Opportunity In Employment And Training			
Recruit and treat applicants for jobs or promotion on objective criteria, having regard to relevant experience, potential, skills and abilities. No applicant or employee will be placed at a disadvantage by requirements or conditions which are not necessary to the job or which constitute direct or indirect discrimination.	Check all job descriptions and person specifications for vacant posts to ensure compliant with policy.	People & Organisational Services and Heads of Service	Review annually
Ensure that all employees understand their responsibility for implementing the Comprehensive Equality Policy and review this through the PDR process.	Ensure equality policy addressed in induction courses. Ensure equality policy covered in employee handbook. Review appraisal guidance to address equality.	People & Organisational Services, Corporate Management Team	Review annually
Ensure that staff will be trained to carry out all duties in line with equalities legislation and the implementation of the Council's commitments in the Comprehensive Equality Policy	Deliver Corporate Training Programme Include in PDRs	People & Organisational Services People & Organisational Services & ALL	Review annually
Provide a training plan which integrates diversity and equal opportunities. This plan will be consulted on with staff, managers and unions.	Review training needs in relation to equality and incorporate in Corporate Training Programme	People & Organisational Services & Equalities Officers Group, Heads of Service	Review annually
Ensure that all employment policies and procedures are consistent with current legislation and all relevant Codes of Practice.	Undertake review of policy and procedure and recommend changes. Ensure policies are regularly updated to comply with changing legislation.	People & Organisational Services	Review annually
Ensure that proactive measures are put in place to identify and address areas of inequality in all areas of human resource management.	Develop monitoring and reporting systems for HR policies with regards to equality.	People & Organisational Services	Review annually

Objective	Actions/Activities	Responsible Team/Officer	Timeline
Undertake workforce profiling by ethnic group, gender, disability, age, religion and sexual orientation, analyse implications of such profiling against community profiling, and publish the results.	Publish current data on ethnic group, gender, disability and age, religion and sexual orientation. (Undertake pilot collection of religion and sexual orientation data.)	People & Organisational Services	Report annually
Monitor by ethnic group, gender, disability, and age applicants for jobs, staff promotion and training, grievances, harassment, bullying, disciplinary action, performance appraisals, training and dismissals and report on findings.	Produce annual report to Equalities Officers Group and Corporate Management Team.	People & Organisational Services & Equalities Officers Group	Report annually
Undertake exit interviews to monitor reasons for staff leaving or transferring post.	Identify any equalities themes to exit interviews.	People & Organisational Services & Equalities Officers Group	Review annually
Provide clear employment policies and procedures which promote equal opportunities and family friendly employment practice.	Undertake review of policy and procedure and recommend changes	People & Organisational Services & Equalities Officers Group	Review annually
Monitor complaints from staff against harassment, victimisation and bullying and any other discriminatory behaviour	Provide annual report to Corporate Management Team & Members	People & Organisational Services	Report annually
Carry out a second Equal Pay Audit and Local Labour Market Review. Thereafter, monitor pay regularly in partnership with Unison.	Report produced detailing comparisons between employees of different genders in recruitment, training and retention, and shared with Unison.	People & Organisational Services	April 2012
Safeguard the individual rights of any employee who wishes to complain.	Monitor complaints of victimisation by staff.	People & Organisational Services	Review annually

Objective	Action Planned	Responsible Team / Officer	Timeline
Evaluating The Success OF Our Equalities Commitments			
Continue with self-assessment procedures to monitor performance against the Equality Framework for Local Government.	Update and maintain self-assessment against Equality Framework Achieving Level and maintain data.	Corporate Management Team, Heads of Service & Equalities Officer Group	Review annually
Share and compare experiences with other councils throughout the Hertfordshire Diversity Network in order to benchmark our progress and learn from others	Attend meetings, workshops, work on time limited projects and seek external challenge.	Community Projects Officer (Equalities), Equalities Officers Group	Review annually
Promote the use of customer feedback, service delivery feedback, Citizens' Panel survey information and information gathered from user satisfaction surveys to provide further monitoring information. and best practice	Provide guidance on sources of monitoring data and feedback.	Strategic Direction and Equalities Officer Group.	Review annually
Review the Comprehensive Equality Policy every three years, or when new legislation requires it to be reassessed.	Undertake review	Corporate Management Team	Review annually

Equality Impact Assessment Programme 2012-2015

Department	Service / Policy For Assessment	Lead Officer	Target Completion Date
Strategic Direction	Communications Performance Consultation Strategy	Lois Prior Ceri Pettit Lorna Georgiou in conjunction with Community & Cultural Services	2012 2012
Housing	Housing Strategy Housing Register and Allocations Policy Homelessness & Homeless Prevention Strategy Local Investment Plan Private Sector Housing Enforcement Policy Empty Homes Strategy Affordable Warmth Strategy Private Sector Housing Assistance Policy	Claire Bennett Claire Bennett Claire Bennett Claire Bennett Sheila Winterburn Sheila Winterburn Sheila Winterburn Sheila Winterburn	New 2013/14 Review 2012/2013 Review 2014/2015 New 2012/2013 2013 2013 2013 2014
Community and Cultural Services	Leisure Grants Sustainable Community Strategy (incorporating Cultural Strategy & LSP) Economic Development Strategy Community Engagement Strategy Youth Engagement Strategy Parish Conference Community Transport & Bus Subsidies Hertford Theatre	Mark Kingsland Claire Pullen Marianne McWhinnie/ Mekhola Ray Paul Pullin Mekhola Ray Valdis Belinis/Mekhola Ray Valdis Belinis/Mekhola Ray Valdis Belinis/Will O'Neill Rhys Thomas/Will O'Neill	2012 2013 2012 2012 2012 2012 2013 2012 2012 2013

Environmental Services	Refuse and Recycling Healthcare Waste (contained in Refuse & Recycling) Environmental Crime (Enforcement) Street Cleansing Pest Control Animal Services Parks and Open Spaces Play Areas Grounds Maintenance	Cliff Cardoza/Jean Petrie	September 2013 September 2013 September 2013 September 2013 September 2013 September 2013 April 2013 April 2013 September 2013
Planning and Building Control	Statutory Planning Policy Building Control Development Control Application Process Duty Planning Officer	Bryan Thomsett/Claire Sime Trevor Clements Paul Burt Paul Burt	2012 2013 2013 2012
Customer Services	Parking Strategy Customer Service Strategy Website FOI/Data Protection	Andrew Pulham Neil Sloper Alasdair McWilliams Chris Cooper	March 2012 March 2012 March 2012 March 2012
People and Organisational Services	Personnel – Recruitment & Selection PDR Process Learning & Development Reward – Equal Pay Policies Payroll IT	Jaleh Nahvi Jaleh Nahvi Helen Farrell Claire Kirby Jaleh Nahvi Gill Coleman David Frewin	2013 2013 2013 2012 2012 2013 2013
Democratic and Legal Support	Democratic Services Legal	Jeff Hughes Jeff Hughes	2012 2012

Revenues and Benefit Services	Fraud Policy Overpayments Policy Appeals Benefits Council Tax Billing and Collection Discretionary Housing Payments Take up Strategy Baliff Code of Practice Corporate Debt Policy Fit and Proper Landlord Test Safeguard Policy Visiting Team	Su Tarran	2012 2012 2012 2012 2012 2012 2012 2012 2012 2012 2012
Community Safety, Licensing & Health Services	Licensing Enforcement Policy Statement of Gambling Principles Statement of Licensing Policy Taxi Licensing Policy Community Safety Plan	Chris Clowes Paul Newman Paul Newman Paul Newman Lizzie Robertson	Annually January 2013 January 2014 New January 2012 Annually April
Financial Services	Asset Management and Valuation Accountancy	Martin Shrosbree Mandy Barton	2012 2012
Business Support Services	Building Surveyors Engineers Facilities	Roy Crow	2013 2013 2013
Corporate Risk and Procurement	Insurance and Risk Assurance Procurement	Graham Mully Chris Gibson	July 2013 July 2013

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 22 NOVEMBER 2011

COMMUNITY SAFETY – A FOCUSSED REVIEW TASK AND FINISH GROUP INTERIM REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To inform the Committee of the scope of and progress on the Community Safety review to date.
- To invite the Committee to consider and comment on the early findings of the Task and Finish Group.

RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:	
(A)	That the Committee notes and comments on work undertaken and planned, and;
(B)	that the Committee notes and comments on the early findings of the Task and Finish Group

1.0 Background

1.1 This Task and Finish Group was asked, to produce recommendations about two key issues, which the Community Safety Partnership Board could consider:

- With partnership resources reducing, how should the partnership prioritise the activities it supports? (Including funding CCTV)
- Despite East Herts having low crime levels and ranking so highly in independent quality of life surveys, why do residents appear more fearful of crime than the actual incidents of crime suggest?

1.2 Partnership income is now £55,218 compared to approximately £120,000 in 2010 (including an aligned Police 'BCU' grant).

1.3 The grant funding is held by the Local Authority, but it is not owned by them, it is owned by the partnership and it resources a wide range of activity which support identified Community Safety

priorities.

- 1.4 The reduction has meant that the Partnership board has already severely reduced the activities it can support. The current activities and level of support is shown below:

<u>Safer Stronger communities fund allocations</u>	
Grant	£55,218
1 PCSOs	£41,000
2 Diversionary activities	£2,500
3 Life Project	£4,000
4 Taxi Marshals	£5,000
5 JAG (Operational response) pot	£2,718
	<u>£55,218</u>

- 1.5 It is unlikely that the board will be able to sustain the same level of activity next year.

- 1.6 Also the existing structure to pay for CCTV, which is not funded by the grant, is untenable. The Task and Finish group have been asked to identify an equitable solution for CCTV charges to Town Councils.

- 1.7 The second task about reassurance will be the subject of a later report.

2.0 Report

- 2.1 Because of the need to align decisions with budgetary processes, the first task (Resources) has been prioritised.

- 2.2 The Task and Finish Group recommendations are the subject of the attached interim report set out in **Essential Reference paper "B"**.

- 2.3 The second task (Reassurance) will be subject of a later, separate report.

- 2.4 The report lists the projects in an order of priority as a basis for funding withdrawal together with the matters considered. It provides a number of recommendations and summarises this information in a recommended funding strategy template.

- 2.5 The group also examined the topic of the Public Space Surveillance CCTV network charges to Town Councils at length. These are considered inequitable and therefore unsustainable at present.
- 2.6 The group examined a range of funding models and have identified a clear preference which gives cause for optimism.
- 2.7 This matter is unable to proceed without prior Town Council consultation.
- 2.8 The group will report on progress once the appropriate Town Councils have been approached and consulted as to their views.
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found in **Essential Reference Paper A**.

Background Papers

Essential Reference Paper "B"

Contact Member: Cllr D Andrews – Chairman of Task and Finish Group

Contact Officer: Brian Simmonds – Head of Community Safety and Health Services – Extn 1498

Report Author: Brian Simmonds – Head of Community safety and Health Services – Extn 1498

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>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>
<p>Consultation:</p>	<p>Cross party T&F group, wide community and practitioner consultation – see report</p>
<p>Legal:</p>	<p>N/A</p>
<p>Financial:</p>	<p>Not applicable at this stage</p>
<p>Human Resource:</p>	<p>N/A</p>
<p>Risk Management:</p>	<p>N/A</p>



**East Herts District Council
Community Scrutiny Task & Finish Group**

Community Safety

Task: With partnership resources reducing, how should the Community Safety Partnership prioritise the activities it supports?

Interim report to Community Scrutiny

7th November 2011

Introduction

This Task and Finish group was set by the Community Scrutiny Committee, with the intention of providing advice to the Community Safety Partnership Board, a multi agency group made up of senior representatives of various different agencies. This report deals with one of two subjects that the group has been asked to look at, namely partnership funding and public reassurance.

The Task and Finish group was invited to make:

- Recommendations about future grant allocations
- Recommendations about how the East Herts Public Space Surveillance camera network should be funded
- Identify high, medium and low risks to how the CSP priority – keeping crime levels low and improve public confidence through reassurance and crime prevention measures – can be delivered.
- Highlighting activity that effectively contributes to delivering the CSP priority.

The first two items are the subject of this interim report and are timed to coincide with the budget process.

Methodology

Members were provided with detailed information about the projects that were currently funded by the Community Safety Partnership, including feedback from the recent Conversation Café and Rural Conference.

- Taxi Marshals
- PCSOs
- Diversionary activities
- Life Project
- JAG (Operational response) pot

Each was discussed in turn with members considering the relative merits, measurable outcomes and impact of the schemes. It quickly became apparent that each scheme was valuable and contributed to addressing the Partnership Reassurance priority. The group consequently considered how withdrawal of any project would impact upon the reassurance priority.

The group agreed that it was necessary to construct list with projects in an order which reflected the “least worst” option for making cuts or withdrawing funding.

Report

Taxi Marshals:

Taxi marshals disperse and clear people (potential victims as well as aggressors) as quickly as possible away from Hertford town centre. This prevents crowd build up and reduces the opportunity for confrontation. Seen as a visible, capable guardian and provide a focal point and reassuring presence.

The group recognised that their value was difficult to evidence through quantitative data as their role is largely preventative. It was recognised that prevented events may not be discovered and therefore would be very difficult to measure.

The group heard how local people and those living in Hertford town centre reported that things are better since the scheme started. A local councillor confirmed the positive impact

Essential Reference Paper “B”

reported by local residents, which prompted concern over the negative impact that their withdrawal could have on the ‘reassurance’ message to public especially if coupled with cut backs in other community safety funding/projects.

The group were made aware of the different sources of funding for taxi marshals, including a Hertford Town Council Contribution, EHDC contribution and match funding by the County Council.

The group agreed that

- Realistically, the scheme impacted upon a limited number of people in a limited area and is of generally of ‘no interest’ to EH residents across most of the district.
- Hertford town operated reasonably well on a Thursday (“the new Friday”) when marshals were not on duty.
- Other town centres operated well without such a scheme
- Often doormen at establishments elsewhere can fulfil the same role

After some further discussion on overlap of roles between police, taxi marshals and street pastors – members concluded:

- Taxi Marshals have value but should be funded by contributions from the licensed trade/night time economy outlets which benefit from the scheme.
- With no strong local PubWatch or town business body, the idea would need the active support/input of the Town Centre Manager.
- Members proposed that the levy could be based on the customer capacity of the outlet and the length of their opening hours (after midnight).
- The CSP board should work towards moving the funding responsibility across on a voluntary standing in the first instance but that new Localism proposals should provide a route to more formal imposition of collecting this levy as part of the conditions of licensing.

Decision: The group agreed that despite having introduced and supported taxi marshals in Hertford, it reluctantly recommends that the CSP consider withdrawing its contribution for this project whilst exploring suggestions about alternative funding.

Diversionsary Activities:

The group was again presented with detailed information including the most recent evaluation report. The group were impressed that despite funding having already been cut from £7K to £2.5K, statistics shown to members illustrated the high number of young people who had been involved in activities in the last year, demonstrating the demand.

The group noted that because of the relatively low cost of this project, withdrawing funding would provide very little resource to other projects.

The group were informed that the activities were so popular because they changed every year as they were based on demand and requests from young people themselves.

The group heard how the organisers benefited from equipment which had already been purchased and was now available for use every year and so the main costs were essentially venue hire and transport costs. Providing transport is vital to get involvement with young people in rural communities with poor public transport.

Members heard about low cost/high attendance events such as Rock at the Castle which took place on Halloween 2010. The group also heard of police reports of disturbances by

Essential Reference Paper “B”

youths overturning cars this Halloween and noted that no such concert had taken place this year. The group noted national concerns about opportunities for young people generally.

Members valued the project and were impressed with the amount done on very little funding. It recognised that much more could be done at very little extra cost.

The group suggested:

- activities which attract high attendance and have lowest cost should be used as far as possible to get value for money
- explore use of more school and other partner premises/equipment/minibuses to lower costs where possible
- County Councillors with a request to use some of their ‘personal’ Locality Budget to fund all/part of an activity going on in their area.

Decision: The group recognised the value for money provided by this project and agreed to recommend that the CSP continues with this funding

PCSOs:

An additionally funded PCSO is allocated to each of the following:

- Stanstead Abbots/Ware
- Hertford Sele
- Bishop’s Stortford North
- Bishop’s Stortford South

The group received detailed quarterly activity reports provided by police as well as a summary sheet. These activity reports are the same as those routinely published in the Members Information Bulletin. This information summarised the activities of “our” 4 PCSOs.

The group recognised the extent the officers could be considered “ours” from the different funding sources;

- SSCF Grant contribution
- LAA Performance Reward Grant contribution
- Local Police contribution (matching)
- East Herts Council contribution

The group recognised the fragility of the funding sources for these officers. The amount of Grant funding and Performance Reward Grant (currently used towards PCSOs) is not known for next or future years – and it cannot be counted on. If East Herts signs a new SLA to continue with 4 PCSOs then any loss of grant funding would have to be made up by the council resulting in a higher expenditure than currently. The group found this to be unsustainable. However, need to balance any cuts in PCSOs with the negative reassurance message to the public.

The group again noted how difficult it was to measure real value. Much of PCSOs work is preventative (as described previously above re Taxi Marshals). They have time to talk, offer a reassuring presence on the streets, become the visible face of policing and crucially produce/report community intelligence. It was noted that PCSOs provide much more than bare statistics can show, and hence the group noted the ‘freetext’ reports alongside the figures.

It was noted that the number of times these PCSOs used their enforcement powers is very limited, although a new tranche of traffic penalty fixed notices have been added to their existing powers. In an area like East Herts, the likelihood of them happening to come

Essential Reference Paper “B”

across a crime as they walk around is very low – so ‘arrests’ will be minimal. The group acknowledged that Policing is intelligence led and the PCSO contribution to this is important, especially when they get to know an area and its residents very well and vice versa. The group also agreed that continuity adds value to their role and outcomes.

The group agreed that whilst the officers should be ancillary or extra to usual policing cover, the nature of their role has, in reality, been absorbed in to core resources as other police funding has been reduced over recent years.

The group had concerns that with further reductions in funding, the police could withdraw PCSOs from any where as they deem fit for operational reasons as they have the management of these officers.

Recommendation: That EH should actively work with the police to promote and help recruit more “Specials” to work within their local communities. Any additional special constables could be used as a positive message to counter any negative response to the reduction in PCSOs operating in the district.

Decision: The group accepted how difficult this decision was, but unanimously agreed that they would recommend that partnership funding should be reduced incrementally as the grant diminished. The Police should decide, on an operational basis, which posts would be the ‘least worst’ to cut.

LiFE:

Members heard that this project is part of a national Fire and Rescue Service scheme and is widely thought of as being the most successful youth diversion scheme existing. As such the group understood why in recent years the CSP has strongly supported this project. The group heard that as grant income has reduced, the allocations have reduced accordingly, in recent years from £10K to £6K and now down to £4K this year.

The group understands that the project has sought and secured some other third party funding – including County Councillors allocating some of their locality budgets to it. The group agreed on the success of the scheme but noted that the analysis provided by the organisers was 5 years out of date, so current impressions are anecdotal.

Members decided that LiFE would be most likely to continue even without CSP funding and they agreed that the courses definitely had merit.

Recommendation: Members noted that the course is very intensive and wondered whether there was some scope for exploring a “LiFE Light” option which would link up with “Diversion Plus”.

Recommendation: Members would like to see a Post-LiFE follow up scheme so the previous good work could be consolidated with some follow up on/with ‘graduates’ from previous LiFE courses to touch base with them, remake contact, re-engage and maybe see whether they might be in a position to move on into other mainstream community agencies or voluntary groups.

Despite strong support from the CSP in recent years, the group has no alternative but to reluctantly recommend withdrawal of funding for this project.

JAG:

This is the only operational funding available for responding to specific, identified needs on the street in respect of community safety. The group received a summary of recent projects

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(2009/10 and 2010/11) and noted that particularly useful, well received and reassuring projects have been

- Tack marking equipment and Hare coursing warning signs
- Police cycles and riding kit
- Pagers for intelligence gathering and community alerts - RIGS
- Funding support for Street Pastors and Neighbourhood Watch.

The group noted that because of the relatively low cost of this project, withdrawing funding would provide very little resource to other projects.

Members thought that having an unallocated ‘contingency’ budget of 5% (of whatever the final budget for 2012/13 turns out to be) was vital. It would allow flexibility and a quick response to any identified need. This in itself would be reassuring and give a positive message.

Members agreed to recommend to the CSP that they continue with this level of funding.

In Summary:

Members thought all existing schemes have merit, make a positive contribution to community safety, help to reassure the public and contribute to making EH a safe place to live and work in. Making any cuts is challenging and they have looked at the ‘least worst’ options.

The group decided that as the extent of future funding cuts were unknown as yet, they recommended a ranking order for making cuts in the funding outlining which should ‘go’ first, through to the one which should have the funding ‘protected’ as far as possible.

Reduction of funding should apply to this order of items:

First	LiFE (as national scheme and has alternative funding sources)
Second	Taxi Marshals
Third	PCSOs (in 0.5 FTE increments)
Fourth	Diversions activities
Fifth	JAG pot

BS HCS&HS

Recommended CSP grant funding strategy

This is a list of CSP funded projects which the Community Scrutiny (Task and Finish group) has reviewed in detail. They have been ranked in order should grant funding further reduce. The project which the Scrutiny committee recommend the CSP should withdraw first is listed at the top with the remainder following in order.

Project	Discussion points	Recommendations	Decision
LiFE project	<p>Successful youth diversion scheme</p> <p>Funding has been reduced already</p> <p>Some alternate funding already secured</p> <p>Analysis out of date.</p> <p>LiFE likely to continue even without EH funding</p> <p>All agreed that the courses definitely had merit.</p>	<p>Members wondered whether there was scope for exploring a “LiFE Light” option which would link up with “Diversion Plus”.</p> <p>Members would like to see a Post-LiFE follow up scheme so the previous good work could be consolidated with some follow up on/with ‘graduates’ from previous LiFE courses to touch base with them, remake contact, re-engage and maybe see whether they might be in a position to move on into other mainstream community agencies or voluntary groups.</p>	<p>Despite strong support from the CSP in recent years, the group has no alternative but to reluctantly recommend that the CSP consider withdrawal of funding for this project.</p>
Taxi Marshals	<p>Recent HCC evaluation considered</p> <p>The scheme impacts upon a limited number of people in a limited area.</p> <p>Hertford town operated reasonably well when marshals were not on duty.</p> <p>Other town centres operated well without</p>	<p>Taxi Marshals have value but should be funded by contributions from the licensed trade/night time economy outlets which benefit from the scheme.</p> <p>With no strong local PubWatch or town business body, the idea would need the active support/input of the Town Centre Manager.</p>	<p>The group noted that despite having introduced and supported taxi marshals in Hertford, it reluctantly recommends that the CSP consider withdrawing its contribution for this project whilst noting suggestions about alternative funding.</p>

	<p>such a scheme</p> <p>Often doormen at establishments elsewhere can fulfil the same role</p>	<p>Members proposed that the levy could be based on the customer capacity of the outlet and the length of their opening hours (after midnight).</p> <p>The CSP board should work towards moving the funding responsibility across on a voluntary standing in the first instance but that new Localism proposals should provide a route to more formal imposition of collecting this levy as part of the conditions of licensing.</p>	
PCSOs	<p>The fragility of the different funding sources. Liabilities should other funding fail.</p> <p>Fewer PCSOs and the reassurance message.</p> <p>Difficulty of measuring value. Bare statistics and PCSOs preventative role.</p> <p>Improved communications between police and public.</p> <p>Volume of community intelligence. Excellent local knowledge.</p> <p>Use of any enforcement powers</p> <p>Role of PCSOs in intelligence led policing</p> <p>PCSOs - Ancillary or absorbed into core police establishment</p>	<p>Continuity adds value to their role and outcomes.</p> <p>East Herts should actively work with the police to promote and help recruit more Special police constables to work within their local communities.</p> <p>Any additional special constables could be used as a positive message to counter any negative response to the reduction in PCSOs operating in the district.</p>	<p>The group accepted how difficult this decision was, but unanimously agreed that they would recommend that partnership funding should be reduced incrementally as the funding diminished.</p> <p>The Police should decide on an operational basis, which posts would be the 'least worst' to cut. This could be by 0.5 of a post at a time as per available funding.</p>

	Increasing likelihood of abstraction.		
Diversions activities	<p>Problem focussed activities, chosen by participants.</p> <p>High number of young people involved despite funding cuts, demonstrating demand.</p> <p>Withdrawing funding would provide very little resource to other projects.</p> <p>Existing equipment and resources in place.</p> <p>Main costs limited to venue hire and transport costs. Support for rural communities with poor public transport.</p> <p>Diversion can be focused at times of likely problems – ie Halloween</p> <p>National picture about opportunities for young people generally.</p> <p>Much more could be done at very little extra cost.</p>	<p>Activities which attract high attendance and have lowest cost should be used as far as possible to get value for money.</p> <p>CSP to explore use of more school and other partner premises/ equipment/ minibuses to lower costs where possible</p> <p>The CSP approach County Councillors with a request to use some of their ‘personal’ Locality Budget to fund all/ part of an activity going on in their area.</p>	<p>Decision: The group recognised the value for money provided by this project and agreed to recommend that the CSP continues with this funding</p>
Joint Action Group ‘pot’	<p>This is the only operational funding available for responding to specific, identified needs on the street in respect of community safety.</p> <p>Recent projects were particularly useful and well received.</p>	<p>An unallocated ‘contingency’ budget of 5% (of whatever the final budget for 2012/13 turns out to be) was vital. It would allow flexibility and a quick response to any identified need. This in itself would be reassuring and give a positive message.</p>	<p>Members agreed to recommend to the CSP that they continue with this level of funding.</p>

Essential Reference Paper "B"

	Relatively low cost. Flexibility and quick response to any identified need.		
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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 22 NOVEMBER 2011

REPORT BY LEADER OF THE COUNCIL

2011/12 SERVICE PLANS – SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of progress against 2011/12 Service Plan actions relevant to Community Scrutiny Committee and details an action that requires a revised completion date at **Essential Reference Paper “B”**.

<u>RECOMMENDATIONS FOR COMMUNITY SCRUTINY COMMITTEE:</u>	
(A)	The summary of progress against 2011/12 Service Plan actions be received and the Executive be advised of any recommendations; and
(B)	The action requiring a revised completion date be noted.

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. This report covers the period 1 April to 30 September 2011 for the following services:-

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

- Revenues and Benefits

2.0 Report

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

14% (4) have already been achieved

83% (24) are on target

3% (1) has had its completion date revised.

In addition, an action from the 2010/11 Community and Cultural Services Service Plan had a revised completion date before 30 September 2011 and has now been achieved.

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.*

2 actions have been achieved

8 actions are on target

1 action has had its completion date revised (detailed in **Essential Reference Paper “B”**).

The 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.
- 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, resulting in increased capacity and improved performance.

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

1 action has been achieved

7 actions are on target

The achievement was:

- Electronic Document and Records Management has been implemented in Health and Housing and Customer Service Improvement is now progressing in line with the agreed action plan, resulting in more efficient services at reduced net cost.

Pride in East Herts. *Improve standards of the neighbourhood and environmental management in our towns and villages.*

1 action has been achieved

4 actions are on target

The achievement was:

- 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.

The achievement from the 2010/11 Community and Cultural Service Plan was:

- Work to revamp Bishop's Stortford market is under way – North Street is closed to traffic between Bridge Street and Barrett Lane on Thursday market days for a one year trial.

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.*

2 actions are on target

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

3 actions are on target

2.3 **Essential Reference Paper “B”** details a 2011/12 Service Plan action that has had its completion date revised. 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).

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 joint meeting of Scrutiny Committees on 15 February 2011.

2011/12 Service Plans report to the Executive on 8 March 2011.

Contact Member: Councillor A Jackson, Leader of the Council

Contact Officer: Simon Drinkwater, Director of Neighbourhood Services, Ext. 1405

Report Author: Dave Cooper, Performance Officer, Ext. 2242

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</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>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>
<p>Consultation:</p>	<p>There are no specific consultation implications arising directly from this report.</p>
<p>Legal:</p>	<p>There are no specific legal implications arising directly from this report.</p>
<p>Financial:</p>	<p>There are no specific financial implications arising directly from this report.</p>
<p>Human Resource:</p>	<p>There are no specific human resource implications arising directly from this report.</p>
<p>Risk Management:</p>	<p>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.</p>

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2011/12 Service Plan actions by Corporate Priority where completion dates have been revised.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
<p><i>Strapline: Promoting prosperity and well being; providing access and opportunities</i> <i>Corporate Priority: Enhance the quality of life, health and well being of individuals, families and communities, particularly those who are vulnerable</i></p> <p><i>By 2015 - Support the homeless and ensure those in need access the benefits they are entitled to.</i></p>					
11-RB01	Revenues and Benefits	Investigate and, if appropriate, commence shared service opportunities with Stevenage Borough Council.	<p>Target: Identify opportunities to improve service delivery and / or performance and / or efficiencies. Business case completed 31 May 2011.</p> <p>Outcome: Measurable targets.</p> <p>Environmental Impacts: Possible increase in business travel alongside more electronic working.</p>	05/12/11	Revised completion date from 31 May 2011 to 5 December 2011. Shared service agreement signed 1 August 2011. Staff transferred to East Herts Council 1 August 2011. Go-live date 5 December 2011.

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 22 NOVEMBER 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – AUGUST 2011 - SEPTEMBER 2011

WARD (S) AFFECTED: All

Purpose/Summary of Report:

To report on the performance of the key indicators that relate to Community Scrutiny for the period August 2011 to September 2011.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY:</u>	
(A)	That the reported performance be scrutinised and the Executive be informed of Members' recommendations.

1.0 Background

1.1 This is a performance report relevant to the Community Scrutiny terms of reference covering the period from August 2011 to September 2011.




1.2 The report contains a breakdown of the following information by each Corporate Priority:



- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should members want more detailed information on a specific month, they should refer to that month's Executive Corporate Healthcheck report available on the council website.
- The indicators where data is collected monthly, with performance

for September 2011 presented in detail (the most up to date available) with previous months summarised in a trend chart.

- The indicators where data is collected quarterly, with performance for Quarter 2 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.

- 1.3 As of 2011/12 financial year following the 2010/11 PI outturns report to members on 31 May 2011, members agreed a number a performance indicators to be discontinued. This report has been updated to reflect those changes.
- 1.4 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.
- 1.5 **Essential Reference Paper ‘B’** Shows the full set of performance indicators that are reported on a monthly, quarterly and yearly basis. The codes used in relation to performance indicator monitoring are as follows:

Status	
	This PI is 6% or more off target.
	This PI is 1-5% off target.
	This PI is on target.

Short Term Trends	
	The value of this PI has changed in the short term.
	The value of this PI has not changed in the short term.

2.0 Report – Indicators grouped by corporate priority

Promoting Prosperity and well-being, providing access and opportunities

Performance analysis

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

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

2.2 The crime indicators below are for information only as comparative data was historically obtained from the Iquanta database. However, since the database has been modified, the comparative data for these indicators is no longer available:

- NI 15 – Serious violent crime rate.
- NI 16 – Serious acquisitive crime rate.
- NI 20 – Assault with injury crime rate.

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

Fit for purpose

Performance analysis

2.3 Performance for the following indicator was 'Green', which means that the target was either met or bettered for September:

- 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

2.4 **EHPI 3b - Usage: number of swims (16 – under 60 year olds).** Performance was 'Red' for Quarter 2. Quarter 2 shows normal seasonal increase on from the previous Quarter, although down against target. Leisure Services and Everyone Active are investigating

what appears to be inconsistent 2010/11 Quarter 1 & Quarter 2 throughput figures.

- 2.5 **EHPI 3c - Usage: number of swims (60 year old +)**. Performance was 'Red' for Quarter 2. Quarter 2 throughput shows normal seasonal increase on from the previous Quarter. The trend shows an increase on 2009/10 Quarter 2 and only slight decrease on 2010/11 Quarter 2 figures. The service expected a short fall against target as target is affected by throughput figures relating to previous government funded free swims for this age group.
- 2.6 The following indicators were 'Green' meaning that the targets were either met or exceeded for September/Quarter 2:
- EHPI 3a - Usage: number of swims (under 16).
 - EHPI 4a - Usage: Gym (16 – under 60 year olds).
 - EHPI 4b - Usage: Gym (60 + year olds).

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

Unit Cost Indicators

- 3.0 Members are reminded that the following unit cost performance indicators were previously reported to Members unaudited. The Unit cost indicators have now been audited and there has been no change from what was previously reported. Full details of these indicators are listed in **Essential Reference Paper B**. These indicators are used by officers as a tool to help identify possible service efficiencies:
- EHPI 2 - Net cost/subsidy per visit
 - EHPI 8.11 - Net cost of Housing and Council Tax Benefit per claim
 - EHPI 8.12 - Net cost of Collecting Council Tax per property
 - EHPI 8.33 - Net cost of Licensing per Hackney Carriage licence
 - EHPI 8.34a - Net cost of Licensing per LA2003 Premises Licences
 - EHPI 8.34b - Net cost of Licensing per all Premises Licences (LA2003, GA2005 and Misc)
 - EHPI 8.35 - Net cost of East Herts funded Police Community Support Officers per head of population
 - EHPI 8.37 - Net cost of Environmental Health per food inspection
 - EHPI 8.38 - Net cost of Environmental Health per health and safety inspection
 - EHPI 8.40 - Net cost of the Homelessness Service per presentation
 - EHPI 8.41 - Net cost of swimming pool per swim
 - EHPI 8.42 - Net cost of Citizen Advice Bureau per contact

- EHPI 8.43 - Net cost of Meals on Wheels per number served per annum

3.0 Implications/Consultation

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

Background Papers:

- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix B - Complete list of Performance Indicators by Corporate Priority
- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix C – report reading guidance notes
- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix E – Performance indicator definitions

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

Contact Officer and Report Author:
In terms of performance issues












Karl Chui, Performance Officer – ext 2243

ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
Consultation:	Performance monitoring discussions have taken place between Chief Executive, Directors and Heads of Service.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no Human Resource implications.
Risk Management:	There are no Risk implications.





Community Scrutiny Corporate Healthcheck August – September 2011/12

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

Traffic Light Red
Description Leading the way, working together

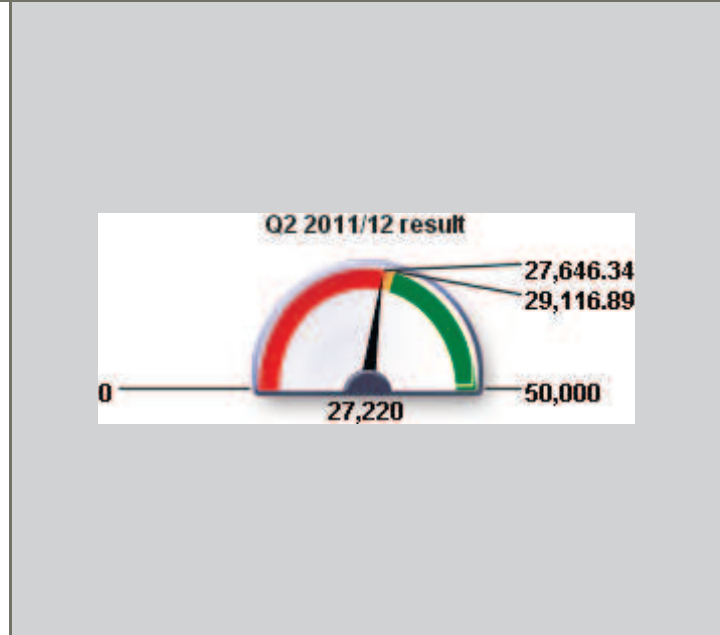
Community and Cultural Services



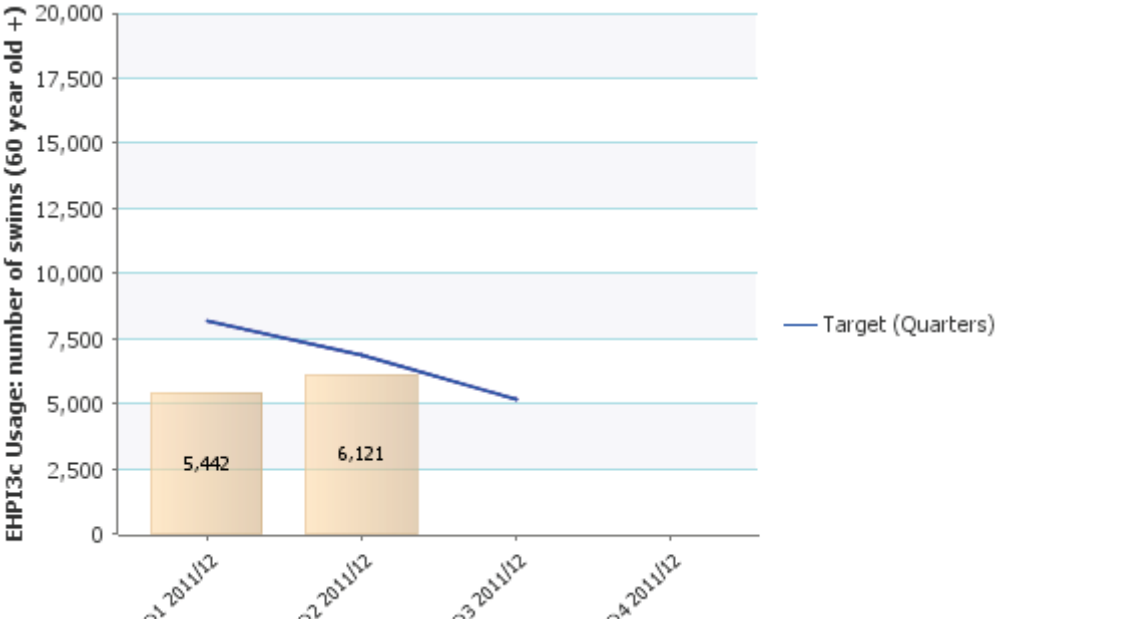
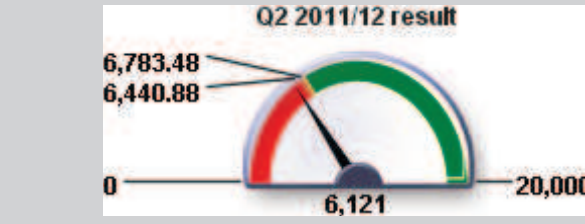
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP13b	Usage: number of swims (16 - under 60 year olds)		27,220	29,411		Q2 shows normal seasonal increase on Q1 figure, although down against target. Leisure Services and Everyone Active investigating what appears to be inconsistent Q1 & Q2 2010/11 throughput figures.	None

Trend Chart



Performance Gauge



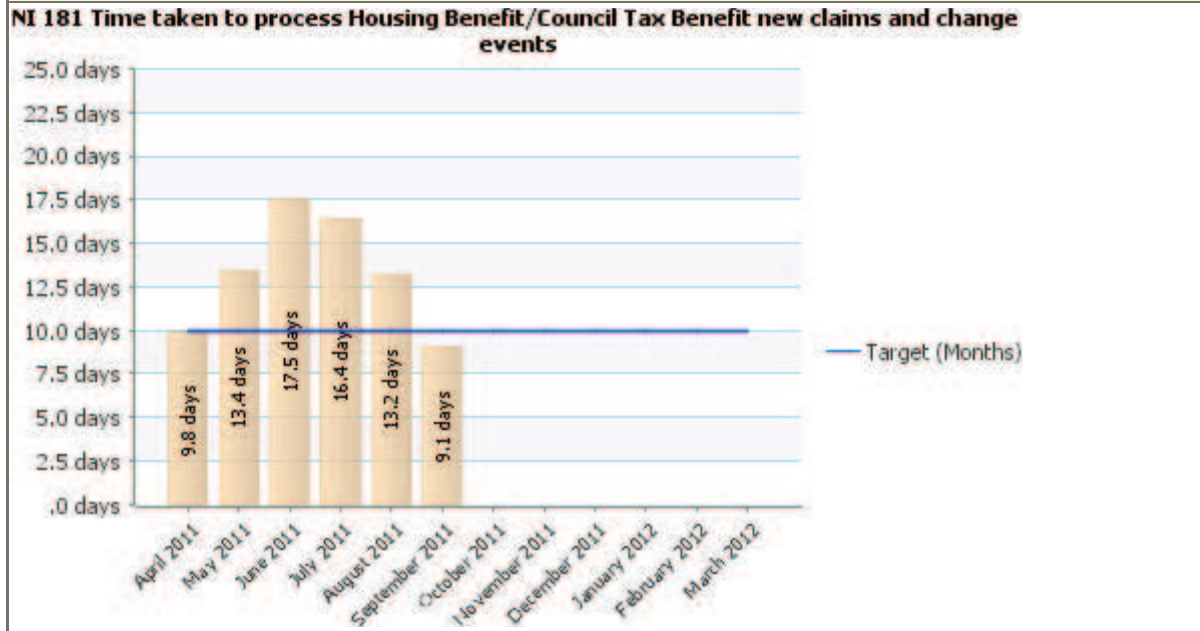
Community and Cultural Services																														
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011																							
EHP13c	Usage: number of swims (60 year old +)		6,121	6,852		Q2 throughput shows normal seasonal increase, shows increase on Q2 2009/10 and only slight decrease on Q2 2010/11 figures. Service expected short fall against target as target affected by throughput figures relating to previous government funded free swims for this age group.	None																							
Trend Chart						Performance Gauge																								
 <p>EHP13c Usage: number of swims (60 year old +)</p> <table border="1"> <caption>Target and Actual Usage Data</caption> <thead> <tr> <th>Quarter</th> <th>Actual Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2011/12</td> <td>5,442</td> <td>~8,000</td> </tr> <tr> <td>Q2 2011/12</td> <td>6,121</td> <td>~7,000</td> </tr> <tr> <td>Q3 2011/12</td> <td>-</td> <td>~6,000</td> </tr> <tr> <td>Q4 2011/12</td> <td>-</td> <td>~5,000</td> </tr> </tbody> </table>						Quarter	Actual Usage	Target (Quarters)	Q1 2011/12	5,442	~8,000	Q2 2011/12	6,121	~7,000	Q3 2011/12	-	~6,000	Q4 2011/12	-	~5,000	 <p>Q2 2011/12 result</p> <table border="1"> <caption>Performance Gauge Values</caption> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>6,783.48</td> <td>Green</td> </tr> <tr> <td>6,440.88</td> <td>Red</td> </tr> <tr> <td>6,121</td> <td>Current Result</td> </tr> </tbody> </table>		Value	Color	6,783.48	Green	6,440.88	Red	6,121	Current Result
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6,440.88	Red																													
6,121	Current Result																													

Traffic Light Green
Description Fit for purpose, services fit for you

Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		9.1 days	10.0 days		Performance exceeding target.	None

Trend Chart **Performance Gauge**

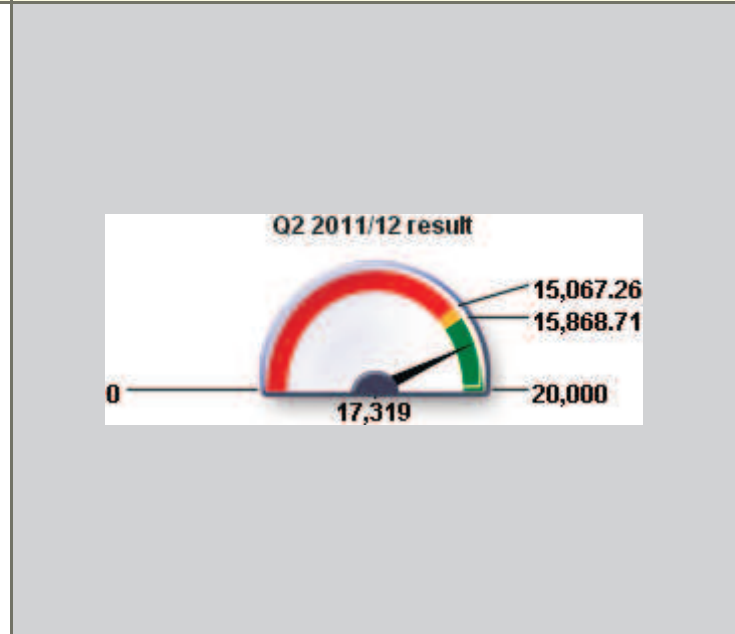


Traffic Light Green
Description Leading the way, working together

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP13a	Usage: number of swims (under 16)	✓	17,319	16,029	↑	Under 16 swim figures for 2011/2012 Q2 have seen a healthy growth and compare well against previous Q2 figures from 2009/10 and 2010/11.	None

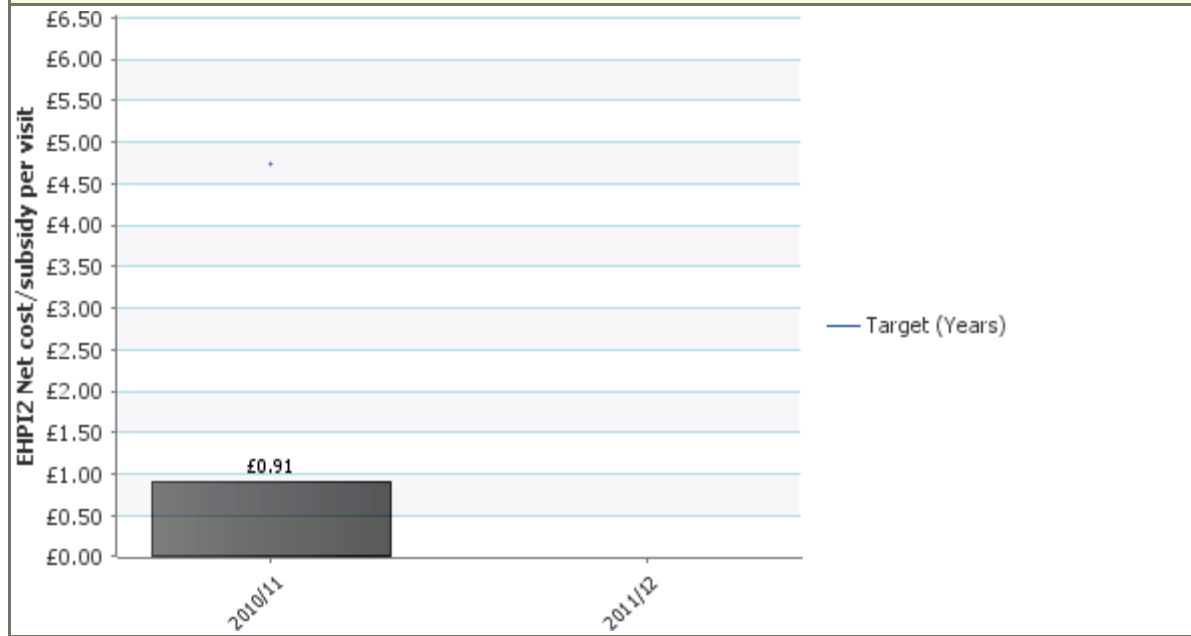
Trend Chart **Performance Gauge**



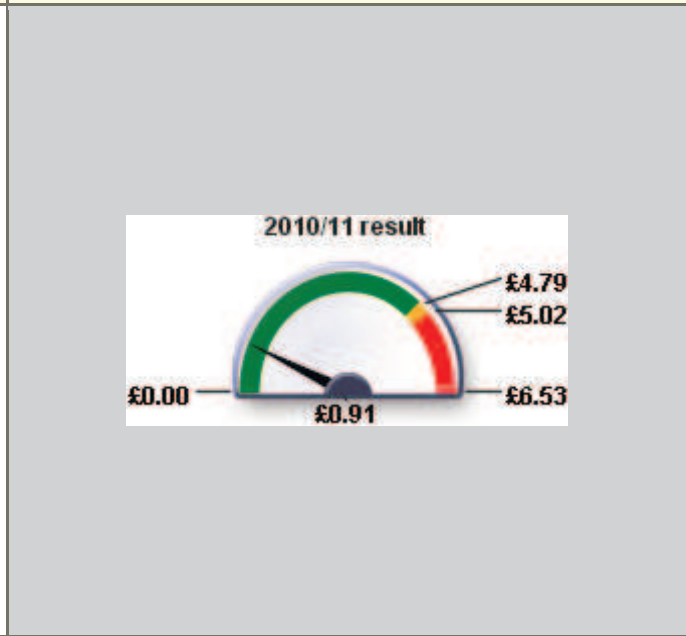
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP12	Net cost/subsidy per visit (Swims and Gym)		£0.91	£4.74		12 monthly management fee (including Retail Price Index) divided by total visits for the 12 month period, April 2010 - Mar 2011, equals cost per user subsidy; £405,283.42/446,268 = £0.91	None

Trend Chart

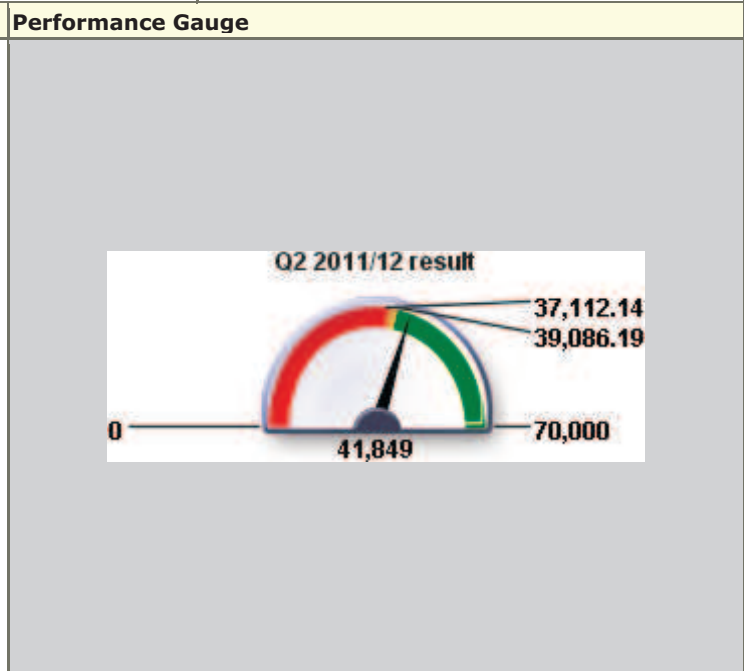
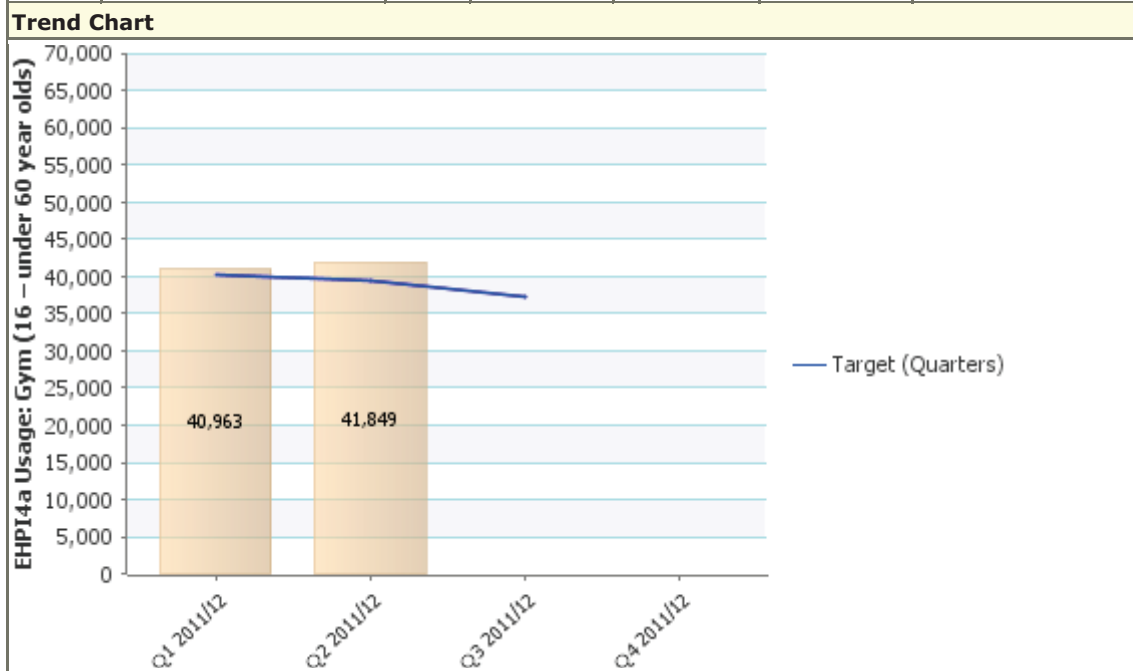


Performance Gauge





Community and Cultural Services

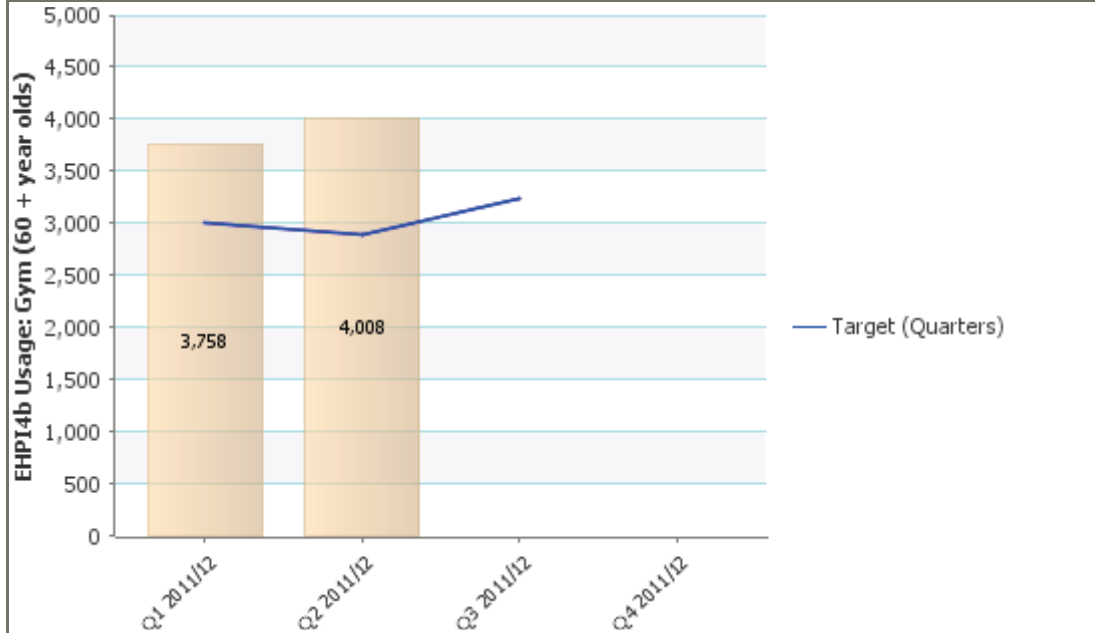
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI4a	Usage: Gym (16 – under 60 year olds)		41,849	39,481		Performance is on target and consistent with seasonal trends.	None



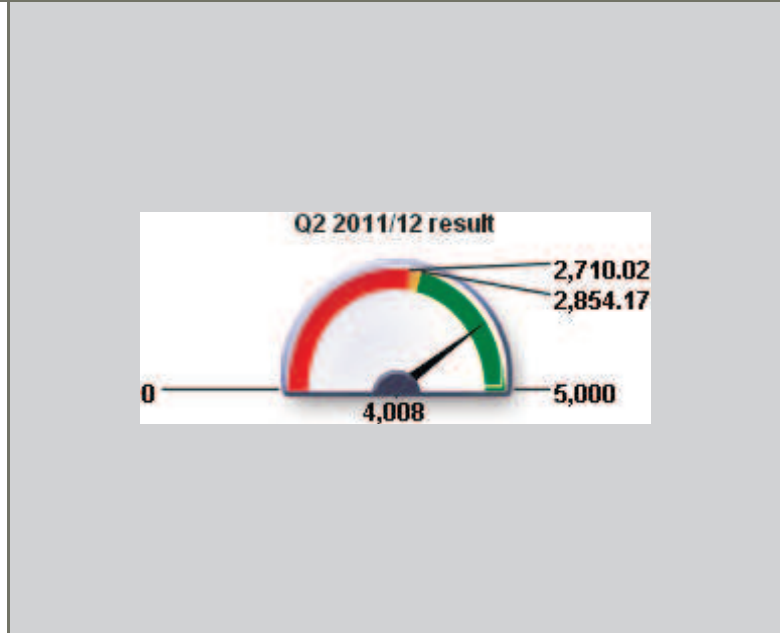
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP14b	Usage: Gym (60 + year olds)		4,008	2,883		Performance is on target.	None

Trend Chart



Performance Gauge

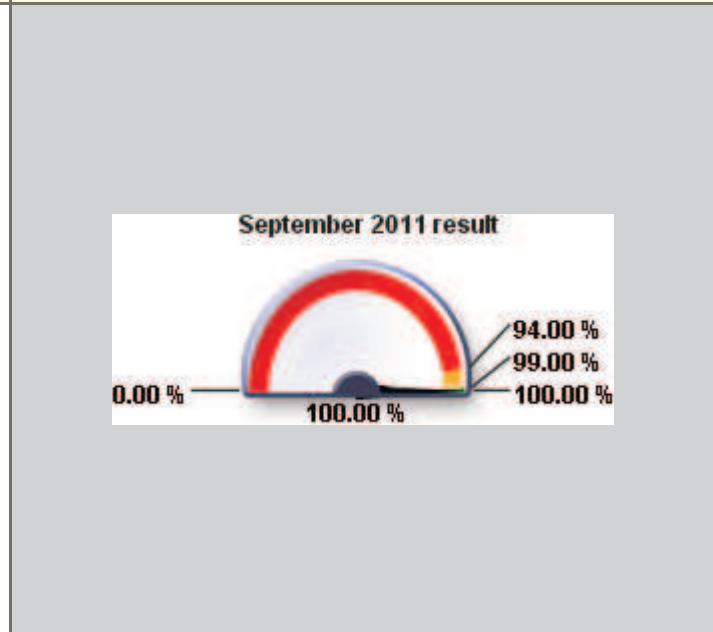
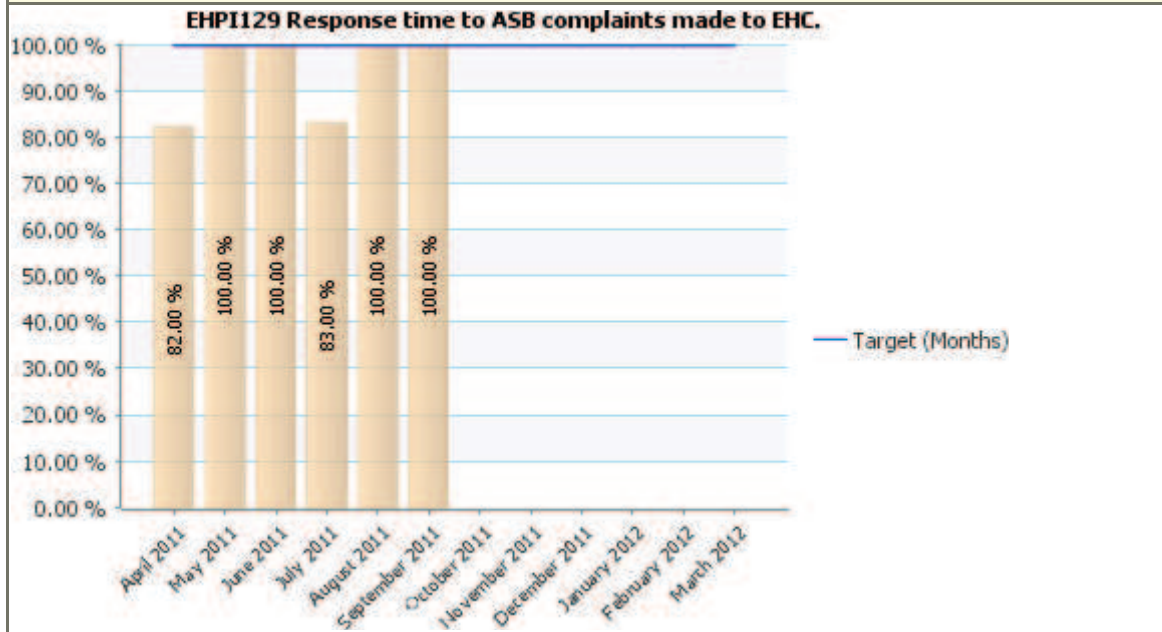


Traffic Light Green
Description Promoting prosperity & well being providing access & opportunities

Licensing and Community Safety



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 4 complaints directly made to the ASB and Projects Officer for September.	None

Trend Chart **Performance Gauge**





Traffic Light Data Only
Description Fit for purpose, services fit for you

Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP18.33	Net cost of Licensing per Hackney Carriage license		£109.36			Costs have decreased from the previous year from £182.04 to £109.36.	None
Trend Chart						Performance Gauge	
						2010/11 result £109.36	



Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP18.34a	Net cost of Licensing per LA2003 Premises Licenses		£210.67			Costs have decreased from the previous year from £226.88 to £210.67.	None
Trend Chart						Performance Gauge	
						2010/11 result £210.67	



Licensing and Community Safety							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP18.34b	Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)		£214.80			Costs have decreased from the previous year from £222.42 to £214.80.	None
Trend Chart						Performance Gauge	
						2010/11 result £214.80	



Licensing and Community Safety							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP18.35	Net cost of East Herts funded Police Community Support Officers per head of population		£0.62			Costs have decreased from the previous year from £0.75 to £0.62.	None
Trend Chart						Performance Gauge	
						2010/11 result £0.62	

Revenues & Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP18.11	Net cost of Housing and Council Tax Benefit per claim		£74.38			Costs have decreased from the previous year from £82.35 to £74.38.	None
Trend Chart						Performance Gauge	
						2010/11 result £74.38	

Revenues & Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP18.12	Net cost of Collecting Council Tax per property		£16.82			Costs have decreased from the previous year from £17.83 to £16.82.	None
Trend Chart						Performance Gauge	
						2010/11 result £16.82	

Traffic Light Data Only
Description Promoting prosperity & well being providing access & opportunities



Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP18.41	Net cost of swimming pool per swim		£5.06			Costs have decreased from the previous year from £24.34 to £5.06.	None
Trend Chart						Performance Gauge	
						2010/11 result £5.06	



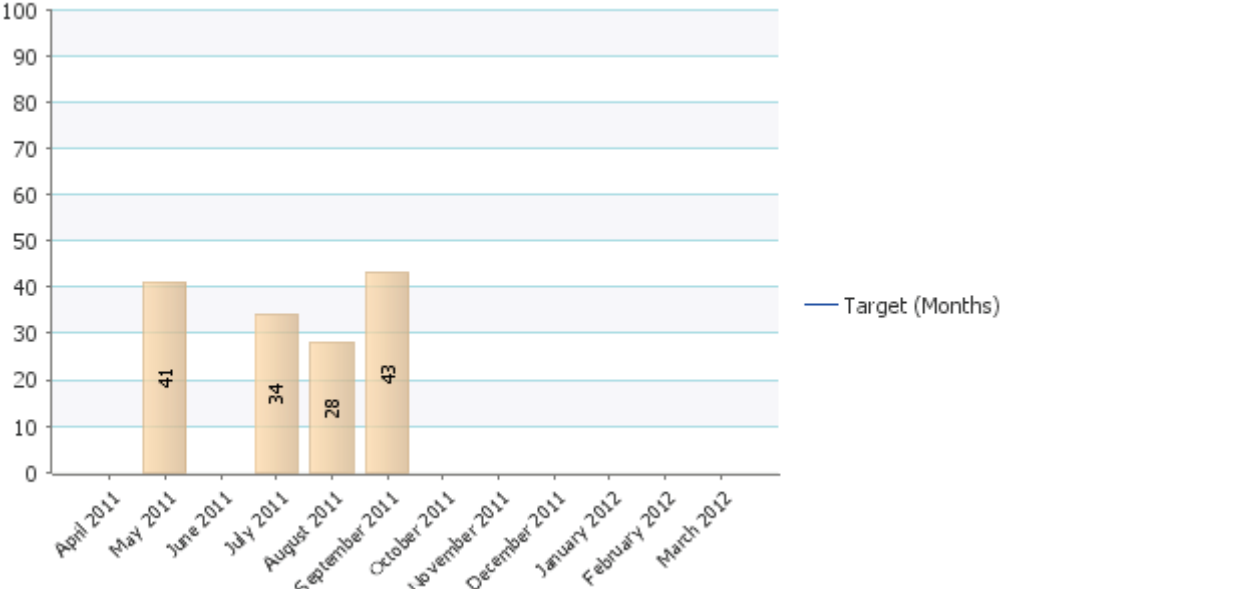
Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHP18.42	Net cost of Citizen Advice Bureau per contact		£13.42			Costs have decreased from the previous year from £18.96 to £13.42.	None
Trend Chart						Performance Gauge	
						2010/11 result £13.42	

Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.43	Net cost of Meals on Wheels per number served per annum		£679.07			Costs have decreased from the previous year from £684.25 to £679.07.	None
Trend Chart						Performance Gauge	
						2010/11 result £679.07	



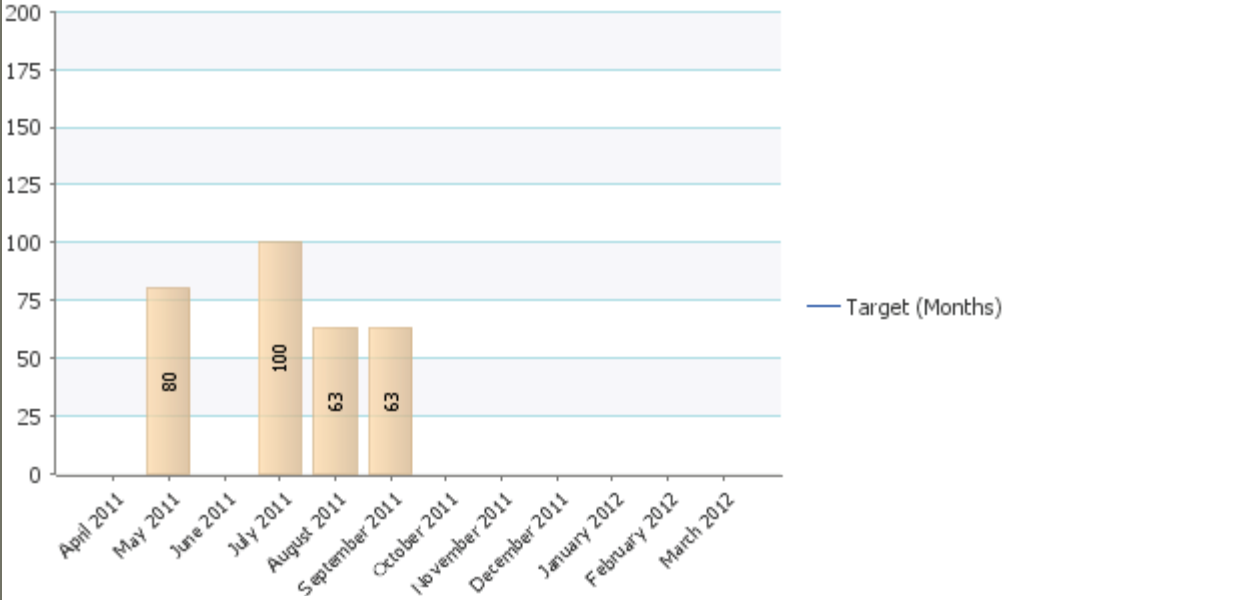
Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.37	Net cost of Environmental Health per food inspection		£2,798.00			Costs have decreased from the previous year from £3,368.08 to £2,798.00	None
Trend Chart						Performance Gauge	
						2010/11 result £2,798.00	

Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.38	Net cost of Environmental Health per health and safety inspection		£13,092.54			Costs have increased from the previous year from £10,498.93 to £13,092.54.	None
Trend Chart						Performance Gauge	
						2010/11 result £13,092.54	

Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011
EHPI8.40	Net cost of the Homelessness Service per presentation		£5,079.86			Costs have been reduced from the previous year from £5,533.67 to £5,079.86.	None
Trend Chart						Performance Gauge	
						2010/11 result £5,079.86	

Licensing and Community Safety																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011										
NI 20	Number of Assault with injury crime rate offences per 1,000 population		43			Instant Atlas data not available for month of September	None										
Trend Chart						Performance Gauge											
<p>NI 20 Number of Assault with injury crime rate offences per 1,000 population</p>  <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>May 2011</td> <td>41</td> </tr> <tr> <td>July 2011</td> <td>34</td> </tr> <tr> <td>August 2011</td> <td>28</td> </tr> <tr> <td>September 2011</td> <td>43</td> </tr> </tbody> </table>						Month	Value	May 2011	41	July 2011	34	August 2011	28	September 2011	43	<p>September 2011 result 43</p>	
Month	Value																
May 2011	41																
July 2011	34																
August 2011	28																
September 2011	43																

Licensing and Community Safety																																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th September 2011																										
NI 15	Number of most Serious violent crime rate per 1,000 population		4			Instant Atlas data not available for month of September	None																										
Trend Chart						Performance Gauge																											
<p>NI 15 Number of most Serious violent crime rate per 1,000 population</p> <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2011</td><td>0</td></tr> <tr><td>May 2011</td><td>5</td></tr> <tr><td>June 2011</td><td>0</td></tr> <tr><td>July 2011</td><td>1</td></tr> <tr><td>August 2011</td><td>2</td></tr> <tr><td>September 2011</td><td>4</td></tr> <tr><td>October 2011</td><td>0</td></tr> <tr><td>November 2011</td><td>0</td></tr> <tr><td>December 2011</td><td>0</td></tr> <tr><td>January 2012</td><td>0</td></tr> <tr><td>February 2012</td><td>0</td></tr> <tr><td>March 2012</td><td>0</td></tr> </tbody> </table> <p>— Target (Months)</p>						Month	Value	April 2011	0	May 2011	5	June 2011	0	July 2011	1	August 2011	2	September 2011	4	October 2011	0	November 2011	0	December 2011	0	January 2012	0	February 2012	0	March 2012	0	<p>September 2011 result 4</p>	
Month	Value																																
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Licensing and Community Safety																																	
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NI 16	Number of Serious acquisitive crime rate per 1,000 population		63			Instant Atlas data not available for month of September	None																										
Trend Chart						Performance Gauge																											
<p>NI 16 Number of Serious acquisitive crime rate per 1,000 population</p>  <table border="1"> <caption>Chart Data</caption> <thead> <tr> <th>Month</th> <th>Crime Rate per 1,000 population</th> </tr> </thead> <tbody> <tr> <td>April 2011</td> <td>-</td> </tr> <tr> <td>May 2011</td> <td>80</td> </tr> <tr> <td>June 2011</td> <td>-</td> </tr> <tr> <td>July 2011</td> <td>100</td> </tr> <tr> <td>August 2011</td> <td>63</td> </tr> <tr> <td>September 2011</td> <td>63</td> </tr> <tr> <td>October 2011</td> <td>-</td> </tr> <tr> <td>November 2011</td> <td>-</td> </tr> <tr> <td>December 2011</td> <td>-</td> </tr> <tr> <td>January 2012</td> <td>-</td> </tr> <tr> <td>February 2012</td> <td>-</td> </tr> <tr> <td>March 2012</td> <td>-</td> </tr> </tbody> </table>						Month	Crime Rate per 1,000 population	April 2011	-	May 2011	80	June 2011	-	July 2011	100	August 2011	63	September 2011	63	October 2011	-	November 2011	-	December 2011	-	January 2012	-	February 2012	-	March 2012	-	<p>September 2011 result 63</p>	
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March 2012	-																																

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 22 NOVEMBER 2011

REPORT BY: CHAIRMAN OF COMMUNITY SCRUTINY COMMITTEE

COMMUNITY SCRUTINY WORK PROGRAMME 2011/12

WARD(S) AFFECTED: none

Purpose/Summary of Report

This report is intended to support the Community Scrutiny Committee in reviewing and planning its work programme for 2011/12.

<u>RECOMMENDATION FOR : Community Scrutiny Committee</u>	
(A)	that the work programme shown in this report be reviewed and agreed, and
(B)	that the scrutiny officer be asked to make any changes, additions or arrangements as might be discussed in the meeting.

1.0 Background

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

2.0 Report

2.1 Essential Reference Paper B shows the detail of agenda items for the remaining 2011/12 committee meetings.

2.2 New topics will be added onto the draft agendas for 2012/13 following consultation with members in spring 2012 as part of the scrutiny evaluation/planning workshops.

2.3 No new topics for scrutiny have been received from the public. An article explaining the role of scrutiny and inviting suggestions from

residents will appear in the spring 2012 'council tax' edition of LINK magazine.

- 2.4 Members of Community Scrutiny are reminded that the Health Engagement Panel will meet on Monday 12 December 2011 (Council Chamber, starting at 19:00).
- 2.5 An external speaker has been invited to outline the new mental health services available for people on the west of the district. This session helps to meet requests made by HEP members to:
- hear from Herts Partnership Trust (HPT) and learn more about this important area of work
 - focus on services offered to residents in the district who live closer to the Essex/Camb's border
- 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'** which follows.

Background Papers

Four principles of good public scrutiny published by CfPS (Centre for Public Scrutiny) [click here for link to CfPS external site](#)

East Herts Council own current guidelines for selecting issues for review. A summary of this information is printed at the back of Essential Reference Paper B.

Contact Member: Cllr Graham McAndrew, Chairman: Community Scrutiny Committee

Contact Officer: Lorna Georgiou, Performance and Improvement Co-ordinator and acting manager – Extn 2244

Report Author: Marian Langley, Scrutiny Officer – Extn 1612

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives</p>	<p>Effective use of the scrutiny process contributes to the Council's ability to meet two core objectives:</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>In monitoring the performance of the council's services and action plans, the Committee is monitoring the Council's achievement of all of its corporate objectives.</p> <p>Any additional issues identified for scrutiny will relate to at least one of the Council's corporate objectives.</p>
<p>Consultation:</p>	<p>Potential topics for scrutiny are always invited from members of the public, the Executive and all Members.</p>
<p>Legal:</p>	<p>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.</p>
<p>Financial:</p>	<p>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.</p>
<p>Human Resource:</p>	<p>none</p>
<p>Risk Management:</p>	<p>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.</p>

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Community Scrutiny Committee work programme 2011/12 and into 2012/13

Still to be scheduled: Implications of Localism Bill

meeting	date	topic	Contact officer/lead	Next Exec
THIS	CIVIC YEAR			
Member information	on-line from 21 Nov 2011	<ul style="list-style-type: none"> 2012/13 Proposed Service Options 		
JOINT SCRUTINY	17 Jan 2012	<ul style="list-style-type: none"> 2012/13 Budget items Residents' Survey - results 		
JOINT SCRUTINY	14 Feb 2012	<ul style="list-style-type: none"> 2012/13 Service Plans 2011/12 Estimates and Future targets 		
4 in 11/12	28 Feb 2012 Report deadline 15 Feb	<ul style="list-style-type: none"> Report from Health Eng Panel Leisure Contract – end of year 3 East Herts Housing Strategy 2011 – 2014 annual monitoring of progress on action plan Final report from Community Safety review task & finish group East Herts Sustainable Communities Strategy – <i>the specific strand for scrutiny to be confirmed</i> Healthcheck through to Dec 2012 Work programme 2012/13 	<ul style="list-style-type: none"> Chairman of Panel Invite SLM Claire Bennett T&F Chairman and Brian Simmonds Will O'Neil/Mekhola Ray (George Robertson) Lorna Georgiou/Karl Chui Marian Langley 	06 Mar 2012 22 May 2012
meeting	date	topic	Contact officer/lead	Next Exec
NEXT	CIVIC YEAR			
1 in 12/13	12 June 2012 Report deadline 30 May	<ul style="list-style-type: none"> Report from Health Engagement Panel End of financial year annual report for Hertford Theatre Service Plan monitoring Oct 2011 – March 2012 (Community only) 	<ul style="list-style-type: none"> Chairman of the Panel Director Customer and Community Services Lead Officer – Corporate Planning 	10 July 2012 7 Aug 2012 4 Sept 2012

**Scrutiny work programme
Essential Reference Paper B**

		<ul style="list-style-type: none"> • Healthcheck through to March 2012 (which includes relevant 2011/12 Out-turns and 2012/13 Targets) • Work Programme 	<ul style="list-style-type: none"> • Lead Officer - Performance • Scrutiny Officer 	
2 in 12/13	<p>28 Aug 2012</p> <p>Report deadline 15 Aug</p>	<ul style="list-style-type: none"> • Report from Health Eng Panel • TBC • TBC • Healthcheck through to June 2012 • Work Programme 	<ul style="list-style-type: none"> • Chairman of the Panel • X • X • Lead Officer - Performance • Scrutiny Officer 	<p>9 Oct 2012</p> <p>6 Nov 2012</p>

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.

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