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Jeff Hughes
*Head of Democratic and Legal
Support Services*

MEETING : COMMUNITY SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 28 AUGUST, 2012
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

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

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

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

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DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
 - must not participate in any discussion of the matter at the meeting;
 - must not participate in any vote taken on the matter at the meeting;
 - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
 - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
 - must leave the room while any discussion or voting takes place.

2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.

3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.

4. It is a criminal offence to:

- fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
- fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
- participate in any discussion or vote on a matter in which a Member has a DPI;
- knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

AGENDA

1. Apologies

To receive apologies for absence

2. Minutes (Pages 7 - 14)

To receive the Minutes of the meeting held on 12 June 2012.

3. Chairman's Announcements

4. Declarations of Interest

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

5. Health Engagement Panel (Pages 15 - 20)

To receive the Minutes of the meeting held on 19 June and a verbal update from the Health Engagement Panel Chairman

6. Health Engagement Panel: Proposed Change of Name (Pages 21 - 24)

7. East Herts "Ageing Well" - Review of Progress (Pages 25 - 36)

8. Hertford Theatre - Annual Report 2011/12 (Pages 37 - 54)

9. Review of Taxi Licensing in East Herts - Initial Report and Scope (Pages 55 - 62)

10. Housing Strategy Action Plan 2012 - 2015 (Pages 63 - 88)

11. Annual Performance Report for Riversmead and South Anglia Housing Associations 2011/12 (Pages 89 - 94)

12. Community Scrutiny Corporate Health Check (April - June 2012) (Pages 95 - 112)

13. Work Programme (Pages 113 - 122)

14. 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
12 JUNE 2012, AT 7.00 PM

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

ALSO PRESENT:

Councillors P Ruffles

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Marian Langley	- Scrutiny Officer
Mekhola Ray	- Community Projects Team Manager
George A Robertson	- Chief Executive and Director of Customer and Community Services

62 APPOINTMENT OF VICE CHAIRMAN

It was moved by Councillor R Beeching and seconded by Councillor C Woodward that Councillor S Bull be appointed as Vice Chairman for the Civic Year 2012/13.

RESOLVED – that Councillor S Bull be appointed Vice Chairman for the Civic Year 2012/13.

63 APOLOGY

An apology for absence was submitted from Councillor T

Herbert.

64 MINUTES

RESOLVED – that the Minutes of the meeting held on 28 February 2012 be confirmed as a correct record and signed by the Chairman.

65 CHAIRMAN'S ANNOUNCEMENTS

The Chairman thanked Councillors E Buckmaster, P Moore and P Ruffles for their contribution to Community Scrutiny Committee during the last civic year. He welcomed new Members of the Committee and substitutes.

The Chairman referred Members to the Members' Information Bulletin for week ending 25 May 2012 which contained a progress update from the Citizens' Advice Bureau. Copies were available on request.

The Chairman informed the Committee that the report on Hertford Theatre would be presented to Members on 28 August 2012 to allow time for figures to be based on audited accounts.

66 DECLARATIONS OF INTEREST

Councillor D Hone declared a personal interest in Minute Number 67 - Report of the Health Engagement Panel, by virtue of the fact that she was a Member of the East and North Herts NHS Trust.

67 REPORT FROM HEALTH ENGAGEMENT PANEL

Councillor D Hone, former Chairman of the Health Engagement Panel, provided a summary of the recent work of the Panel. The Minutes of the Health Engagement Panel held on 6 February 2012 were also submitted for information. These were noted by the Committee.

The Chairman thanked Councillor D Hone for Chairing the

Health Engagement Panel and urged Members to attend future meetings. He acknowledged Councillor N Symonds as the new Chairman of the Panel.

The Committee received the report and noted the Minutes.

RESOLVED – that (A) the report be received; and

(B) the Minutes of the Panel meeting held on 6 February 2012, be noted.

68 END OF YEAR SERVICE PLAN REPORT 2011-12

The Chief Executive and Director of Customer and Community Services submitted a report which provided a summary of the 2011/12 Service Plan actions for four services which had been achieved and those which required revised completion dates, the detail of which was set out in the Essential Reference Papers now submitted. He stated that Corporate Management Team (CMT) had commended the work of Heads of Service and staff for their work during a year which had presented a particularly challenging environment.

Members praised the work which had been achieved.

In response to a query from Councillor R Beeching, the Chief Executive and Director of Customer and Community Services explained how the target for affordable homes was calculated.

Councillor M Wood praised the efforts of Revenues and Benefits staff for their efforts in the light of an increasing workload. It was noted that new claims were currently being processed within a 4-5 day turnaround.

The Chairman referred to the numerous challenges and difficulties faced by staff over the last two years and praised all staff for their efforts.

The Committee received the report.

RESOLVED – that (A) the revised completion dates

against the 2011/12 Service Plan actions be noted; and

(B) the comments made by Corporate Management Team in congratulating staff, be endorsed.

69 COMMUNITY SCRUTINY CORPORATE HEALTH CHECK -
JANUARY - MARCH 2012 AND 2011/12 PERFORMANCE
OUTTURNS

The Chief Executive and Director of Customer and Community Services submitted a report on the performance of key indications relating to Community Scrutiny Committee for the period January to March 2012 and the performance outturns. He asked Members to note minor amendments to the recommendations.

In response to a query from Councillor N Symonds regarding response times to Anti Social Behaviour complaints, the Chief Executive and Director of Customer and Community Services stated that he would ask the Head of Licensing, Community Safety and Environmental Health to provide a written response.

In response to a query from Councillor R Beeching regarding a revised target of £0.47p (net cost subsidy per visit swim and gym) the Chief Executive and Director of Community Services explained that the figure should be viewed in the context of having reduced from over £7 since the start of the contract. The contractual arrangement between the Council and SLM was explained. In response to a question whether further major investment was appropriate, he suggested that any further major investment would be best considered after the contract's natural end.

The Chairman urged Members who were not familiar with Covalent to contact Officers so that training could be organised.

The Committee received the report.

RESOLVED – that (A) performance for the period

January to March 2012 be received;

(B) outturns for 2011/12 as detailed in Essential Reference Paper “C” of the report submitted, be received;

(C) the revised targets of £0.2p for 2012/13, £0.16p for 2013/14 and £0.47p for 2014/15 for EHPI2 – Net cost subsidy per visit (swims and Gym) be supported; and

(D) the revised targets to maintain performance achieved in 2011/12 for the next three years for EHPI 3a to 3c – Usage; number of Swims and EHPI 4a to 4b (Usage: Gyms; be supported.

70 EAST HERTS SUSTAINABLE COMMUNITY STRATEGY: 2009 - 2024 REVIEW OF PROGRESS

The Communications and Engagement Manager submitted a report on the East Herts Sustainable Community Strategy (2009 to 2024) and of the progress made. The Engagement and Partnerships Team Leader provided the background to the report, including the work of the Local Strategic Partnerships (LSPs) and the subsequent launch of the Sustainable Community Strategy (SCS) in 2009.

The LSP has focused its priorities as:-

- Promoting economic wellbeing;
- Supporting vulnerable people; and
- Community safety.

In response to a question about performance reward grant, the Chief Executive and Director of Customer and Community Services explained the background in terms of the Government’s initial funding of LSPs, Local Area Agreements and how the grant funding had been allocated between the District and Hertfordshire County Council. Bids which had been supported by the LSP and which met specific criteria, were detailed in the Essential Reference Papers, attached to

the report now submitted.

Councillor N Symonds expressed concern regarding the absence of “Dial a Ride” in villages. The Chief Executive and Director of Customer and Community Services stated that the facility was provided by the County Council and suggested the Member might wish to discuss this further with their County Council representatives in attendance.

The Committee received the report and endorsed the Strategy’s priorities.

RESOLVED - that (A) the progress made by the Local Strategy Partnerships (LSPs) on the delivery of the Sustainable Community Strategy (SCS) be supported; and

(B) the LSP’s three priorities as detailed in the report now submitted, be endorsed.

71 COMMUNITY SCRUTINY WORK PROGRAMME

The Scrutiny Officer submitted a report outlining the future work of Community Scrutiny Committee. The Scrutiny Officer referred to the possible review of taxi licensing processes and procedures, and the rationale for this. She explained that Licensing Committee had devolved powers in terms of any recommendations which might be made by a Task and Finish Group. Members supported the establishment of a Task and Finish Group to review the processes and procedures.

Members considered the possibility of Housing Associations reporting back to Community Scrutiny. Following a lengthy debate on the advantages and disadvantages of having each of the key associations attend a future meeting of Community Scrutiny Committee, Members were reminded of what other avenues existed for Members to scrutinise the actions of Housing Associations, rather than have key officers attend meetings.

Members considered the suggestion that a report on the

Housing Stock (Transfer of Residual Undertaking) Annual Statement and the Action Plan to support the new East Herts Housing Strategy (including how the “Ageing Well” theme might be integrated into housing matters, be reported to Members. This was supported.

Members were reminded that the report on Hertford Theatre would also be reported to the next meeting of Community Scrutiny Committee.

Members received the report and supported the amendments, as proposed.

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

The meeting closed at 8.30 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 19 JUNE 2012,
AT 7.00 PM

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

ALSO PRESENT:

Councillors D Andrews, P Ballam,
Mrs R Cheswright, L Haysey,
Mrs D Hollebon, G McAndrew, P Phillips and
C Rowley

OFFICERS IN ATTENDANCE:

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

1 APPOINTMENT OF VICE CHAIRMAN

It was moved by Councillor P Moore and seconded by Councillor N Symonds, that Councillor K Crofton be appointed Vice Chairman for the Civic Year 2012/13.

RESOLVED – that Councillor K Crofton be appointed Vice Chairman for the Civic Year 2012/13.

2 MINUTES

RESOLVED – that the Minutes of the Health Engagement Panel meeting on 6 February 2012 be approved as a correct record and signed by the Chairman.

3 CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded Members that, following the conclusion of the meeting of the Health Engagement Panel, there would be a workshop to consider health and wellbeing strategy priorities which linked into the formal consultation process co-ordinated by Hertfordshire County Council. A formal response would be submitted on behalf of the Council and the workshop had been designed to assist in this process.

The Chairman thanked former Chairman Councillor Mrs D Hone for her help and support in furthering the work of the Health Engagement Panel.

The Chairman drew Members' attention to the new arrangements in terms of recording attendance and reminded Members to ensure that the Attendance Sheet was signed before leaving the meeting.

4 REVIEW OF EAST HERTS PUBLIC HEALTH STRATEGY : 2011/12 ACTION PLAN YEAR END REVIEW

The Executive Member for Housing and Health submitted a report updating Members on the Council's work in implementing the 2011/12 Action Plan.

The Environmental Health Promotion Officer provided a presentation to Members summarising the content of the Action Plan for 2011/12 which contained 45 projects around key topic areas of:

- Smoking
- Physical Activity

- Healthy eating
- Obesity
- Other health factors
- Powers of influence

Of the projects, it was noted that 41 had been achieved. The 2011/12 Action Plan strengths were outlined and analyses of the success of the projects provided.

Councillor P Moore referred to a difficult situation at a children's centre when a child had been repeatedly given an unhealthy lunch by the mother. She queried what could be done to help carers ensure that healthy meals were provided without provoking a negative response and undermining the working relationships with vulnerable families. The Environmental Health Promotion Officer explained what projects had been undertaken to raise awareness of healthy eating in the District. He referred to the social complexities of relating to certain individuals and the need to work alongside them and introduce new ideas in a mutually supportive manner.

Councillor G McAndrew commented that, as a foster parent, it could be difficult introducing some children to healthy diets as previous caregivers had brought up these children on a diet of sweets and crisps. This was, he stated, a normal diet and way of life in some families. He urged those involved when working with such individuals, to move slowly when introducing new ideas.

Councillor K Crofton sought and was provided with clarification on the source of some statistics.

Councillor D Andrews queried the comparison of statistics relating to deaths from smoking with those from road accidents. The Environmental Health Promotion Officer undertook to review these figures.

Councillor G McAndrew queried whether social media could be used in promoting the health strategy. The Chief Executive and Director of Customer and Community Services

stated that the communication team were looking at ways of making better use of new media and of the associated issues in ensuring the Council's reputation was not compromised.

Councillor S Bull referred to the project aimed at encouraging people not to smoke. The Environmental Health Promotion Officer stated that those individuals were encouraged to seek the advice from professionals. The use of electronic cigarettes was discussed. It was noted that the use of these cigarettes was not currently regulated, could be dangerous and these items were being tracked by Trading Standards.

The Chairman, on behalf of the Health Engagement Panel, thanked the Environmental Health Promotion Officer for his excellent work.

The Health Engagement Panel supported and commended the progress made in implementing the Public Health Strategy Action Plan for 2011/12 as set out in the report now submitted.

RESOLVED - that the progress made with implementing the Public Health Strategy's Action Plan for 2011/12 as set out in the report now submitted, be supported and commended.

5 WORK PROGRAMME

The Chairman of the Health Engagement Panel submitted a report on the future work programme of the Panel.

The Executive Member for Housing and Health suggested that the Panel invite the district/borough council representative on the Health and Wellbeing Board (Cllr Lynda Needham from North Herts) to speak on the work of the Board and the role of district councils within the new arrangements. The Executive Member for Housing and Health also suggested that the local lead General Practitioners (GPs) be invited to speak on the issue of GP Commissioning Groups. This was supported.

Councillor R Beeching was concerned about the issue of "E"-

Safety (and children) and suggested that this be a matter for consideration. The Scrutiny Officer suggested that this matter could be referred for consideration within the wider remit of Community Scrutiny Committee under community safety and be part of their statutory duty to review at least one Crime and Disorder topic each year. This was supported.

RESOLVED – that the work plan, as amended be approved.

The meeting closed at 8.10 pm

Chairman
Date

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 28 AUGUST 2012

REPORT BY CHAIRMAN OF HEALTH ENGAGEMENT PANEL

HEALTH ENGAGEMENT PANEL – PROPOSED NAME CHANGE

WARD(S) AFFECTED:

Purpose/Summary of Report

- The purpose of the report is to consider a proposed name change of the Health Engagement Panel.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</u>	
That:	
(A)	with immediate effect, the Health Engagement Panel be renamed the “Health and Wellbeing Panel”.

1.0 Background and report

1.1 At the workshop to consider future health priorities and strategies (which followed the conclusion of the Health Engagement Panel (HEP) on 19 June 2012), Members discussed the name and remit of the Panel. In doing so, Members felt that the name of the HEP should be changed, in order to reflect the changing focus of its priorities and in order to reflect local and national health agendas and priorities.

1.2 It was suggested that the Panel’s name be changed to “Health and Wellbeing Panel”.

1.3 As the HEP reports to Community Scrutiny Committee, it is for this Committee as the “parent” committee, to approve such a name change.

1.4 It is not proposed to alter the Panel’s terms of reference:

To consider matters relating to health in East Herts, in particular to:

1. scrutinise local health issues in the East Herts area;
2. scrutinise partner actions to reduce health inequalities in the East Herts area;
3. scrutinise arrangements for the provision of health care in the East Herts area;
4. make recommendations to the Community Scrutiny Committee on health issues; and
5. consider matters referred to it by the Community Scrutiny Committee.

2.0 Implications/Consultations

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

Background Papers

None

Contact Member: Councillor L Haysey
linda.haysey@eastherts.gov.uk

Contact Officer: Jeff Hughes, Head of Democratic and Legal Support Services, ext 2170
jeff.hughes@eastherts.gov.uk

Report Author: Lorraine Blackburn, Democratic Services Officer
lorraine.blackburn@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.
Consultation:	<i>Consultation(workshop) with Members of the Health Engagement Panel.</i>
Legal:	<i>Not applicable.</i>
Financial:	<i>Not applicable</i>
Human Resource:	<i>There are no Human Resource Implications</i>
Risk Management:	<i>There are no Risk Management Implications..</i>

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 28 AUGUST 2012

REPORT BY COUNCILLOR LINDA HAYSEY, EXECUTIVE MEMBER
FOR HEALTH, HOUSING AND COMMUNITY

EAST HERTS AGEING WELL – REVIEW OF PROGRESS.

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This is an update and progress report on the East Herts Ageing Well agenda following the three recommendations made by the Community Scrutiny Committee Meeting on 28 February 2012.

RECOMMENDATION FOR COMMUNITY SCRUTINY that:

(A)	the Committee notes and supports the progress made by Members and Officers against the three recommendations made at their meeting on 28 February 2012; and
(B)	Members recommend to the Executive that the ambitions set out in paragraph 2.9 of the report now submitted, are integrated into the strategic policy making of the Council via the Equalities Impact Assessment

1.0 Background

1.1 “There are now more people over state pension age in the UK than children and by 2050 a 65 year old man in Britain can expect to live to 91”, LGA (Local Government Association) First magazine March 2012. The place-based approach to Ageing Well is being delivered through the LGA on behalf of the Department of Work and Pension (DWP). It is designed to identify ways in which services for older people can be improved through working across services in a locality effectively. It is also hoped that older people will be engaged in the process.

1.2 The current demography (Census 2011, Office for National Statistics ONS) for East Herts older population is:

- 65 plus is 15.3% (21,100) of the East Herts total population
- 75 plus is 7.2% (9,900) of the total East Herts population
- 85 plus is 2% (2,700) of the total East Herts Population.

1.3 Following a discussion with the Executive Member for Health, Housing and Community on 28 February 2012 Community Scrutiny Committee resolved that:

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

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

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

1.4 Engagement of older people has been identified in Hertfordshire as a priority for the County. Stevenage, St Albans and East Herts District Councils were chosen by the County Council as pilot areas for the initiative. It was suggested by the Hertfordshire County Council (HCC) that the focus for the work would have a number of components:

- i. To agree a model for engaging older people in the work of the Hertfordshire Health and Wellbeing Board, linked to District level engagement structures;
- ii. To agree outline action plans in St Albans and East Herts for the implementation of a locality approach to Ageing Well, which could be used as a starting point for similar approaches in other localities.
- iii. The locality-based approaches would explore/engage older people’s forums together with local public, voluntary and community sector services and activities and help to strengthen their preventative role and achieve a wider range of health and wellbeing outcomes.

1.5 Following a discussion with HCC Adult Commissioning Services, East Herts Council was one of the three districts alongside

Stevenage and St. Albans to participate in a pilot Ageing Well programme in October 2011. HCC assigned the work to Shared Intelligence (an independent consulting agency). East Herts Officers worked with consultants from Shared Intelligence with support from Members and ran a pilot project in January 2012. The purpose of the initiative was to carry out research to build up a picture of how residents in Hornsmill estate view and prepare for “ageing well” (report is attached as Background Paper). The reason for choosing Hornsmill was that work was already underway since January 2011 to establish a Council presence on the estate and revitalise the community centre).

1.6 HCC has also established a Member level Ageing Well group where each district is represented by their relevant portfolio holders. The group is led by HCC Adult Care Commissioning Services.

2.0 Report

2.1 All three priorities resolved as in 1.2 are being considered by the Corporate Management Team (CMT) as part of their strategic consideration. The progress made on the three priorities is as follows:

2.2 Recommendation 1.2 – (A) The Ageing well agenda is being taken forward by the Equalities Officers’ Group for the Council, within existing resources. Through the existing Corporate Equalities Group, officers from all service departments will collate further information on the potential service and budget implications for the Council and put together a report at a later date. This will be reported to Community Scrutiny Committee at a later date.

2.3 Recommendation 1.2 (B) An informal Member group with nine members across the district has been set up as in 2.8.

2.4 Recommendation 1.2 (C) The work is linked to East Herts Local Strategic Partnership’s (LSP) Sustainable Community Strategy for East Herts (2009 -2024) Health and Well Being delivery theme group. It is proposed that the Ageing Well initiative be discussed at the Local Strategic Partnership (LSP) meeting to establish where the gaps are and where partnership working can support the work of the Council. Relevant outcomes will be reported to Community Scrutiny at a later date.

2.5 Members carried out their reviews/information gathering exercise in May and June 2012 as part of future proofing the Council

policies and procedures for an ageing well population. They have collected information about activities in parishes /towns which are used largely by older people, such as lunch clubs, walking clubs, bowls clubs etc. They also gathered information about activities or community events which residents would like to see happening, such as a lunch club. (Spreadsheet attached as **Essential Reference Paper “B”**)

2.6 The Ageing Well Members’ Audit covers all five towns and a proportion of surrounding rural areas. A large list of thriving groups and activities across East Herts has emerged with some exclusively for older residents and others for all ages currently with a majority membership of older residents. The groups, clubs and activities have been categorised as follows - physical exercise, luncheon clubs, skills & training, arts & crafts, amateur dramatics, historic, food & drink, gardening, nature, civic, games, talking groups, church and social with physical exercise, social clubs and arts and crafts. The total number of groups within these categories are then listed by area and finally summarised with total numbers across East Herts. This creates an up to date but evolving picture with the recent emergence of a new skills & training group as a result of broadband installation in a small parish hall.

2.7 This work will enable the Council to communicate with the groups’ active participants and start the dialogue on gaps in service provision and how best to address those gaps in a climate of reduced budget.

2.8 The Informal Member group membership:

Councillor Linda Haysey
Councillor Eric Buckmaster
Councillor Peter Gray
Councillor Michael Newman
Councillor Patricia Moore
Councillor Tim Page
Councillor Nigel Poulton
Councillor Charles Rowley
Councillor Stan Bull

Officer Support:

Engagement and Partnerships Team Leader
Engagement and Partnerships Officer (Equalities and Consultation)

2.9 Members agreed East Herts “Ageing Well Ambitions” as making the District a good place to grow old in. Members’ suggested approach for the Council is to:

Strategy and Partnerships:

- Be prepared to make East Herts towns and parishes a good place to grow old in
- Use existing contacts and structures to connect and collaborate
- Gather intelligence/case studies to discover what works well and replicate
- Find the gaps or obstacles that can realistically be addressed to improve the experiences of an aging population
- Encourage councillors to keep up to date with matters/issues that concern older people
- Create an attitude among councillors that in all they do they are minded to consider the impacts or benefits to older people. To always consider 'what can we do to make things better'
- Establish a means of communication among various bodies.

People and places:

- Use the overlapping connections to enable change e.g. District Councillors who are also Parish and County Councillors
- Understand what organisations are doing at ground level e.g. Parish and Town Councils
Local Strategic Partnerships (LSP)
Relevant national and local charities,
Housing associations
Churches, religious bodies
Clubs/associations with interest in ageing people or with a membership of ageing people
residents association
interest groups
schools that have connections with older people
medical centres, doctors surgeries
- Create informal communication/dialogue with these bodies
- Establish a process of 'alerts' for situations that need addressing
- Being aware of situations where people can suddenly become vulnerable e.g. bereavement
- set up informal groups of local volunteers who can assist as required, e.g. urgent need of transportation, or helping with digibox tuning
- Broadcast/publicise successful activities around the district or beyond

Achieving cost effective services

- Learn from best practices for minimising costs of delivering added value service through collaboration of 3 tiers of local government and/or private sponsorship.

e.g. community transport, residents or community infrastructure projects, good use of New Homes Bonus for community benefit, purposeful use of Council community grants system

Prosperity and well being

- Ensure East Herts Councils policies reflect the needs of an ageing population
- Ensure District Plan reflects the needs of older people
- Encourage Towns and Parishes to include policies for older people in Local Plans
- Encourage businesses that are older people 'friendly' to use or to work in.
- Encourage older people to be engaged in appropriate economic activity/employment
- Encourage able older people to volunteer or use their life skills to help others
- Encourage appropriate healthy activities.
- Encourage older people to participate in relevant education

Possible Next Steps

- Create a database of organisations to establish 'touching points' for example existing councillor involvement.
- Gather case studies on council website.
- List useful website links for reference
- Set up local meetings with residents to discover local gaps/needs using existing funding (e.g. Councillor Community Engagement Grant)
- establish priorities as a group
- Follow up with a wider meeting of interested parties to move concept forward.
- Roll out concepts to Parish and Town Councils including Rural Parish Conference

Invite Community Scrutiny Committee to recommend these ambitions to be considered for future decisions making and planning.

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:

1. HCC Ageing Well Report final

Contact Member: Name – Cllr Linda Haysey

Linda.haysey@eastherts.gov.uk

Contact Officer: Will O'Neill – Head of communications, engagement and cultural services
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will.oneill@eastherts.gov.uk

Report Author: Mekhola Ray, Engagement and Partnerships Team Leader
mekhola.ray@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	<i>As referred to in the report 1.4, 2.5 and 2.7</i>
Legal:	<i>None</i>
Financial:	<i>None at this time. Any proposals in future will be subject to consideration through the budget setting process.</i>
Human Resource:	None
Risk Management:	None

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AGEING WELL MEMBERS AUDIT

ESSENTIAL REFERENCE PAPER B

Physical Exercise		Luncheon Club		Arts & Crafts		Amateur Dramatics		Historic		Food & Drink		Gardening	
Nature		Civic		Games		Talking Groups		Church		Social		Skills & Training	
Area													
Bishops Stortford & Surrounding Area	Physical Exercise						14			Physical Exercise			38
	Social						5						
	Church						2			Luncheon Club			3
	Games						2						
	Arts & Crafts						12			Skills & Training			2
	Talking Groups						4						
	Gardening						3			Arts & Crafts			26
	Civic						1						
	Historic						2			Amateur Dramatics			2
	Skills & Training						1						
	Nature						1			Historic			4
	Social						6			Food & Drink			3
	Buntingford	Gardening						2					
Talking Groups							1			Gardening			10
Physical Exercise							2			Nature			4
Social							5						
Historic							1			Civic			7
Hertford & Surrounding Area	Physical Exercise						3						
	Talking Groups						2			Games			7
	Nature						1						
	Skills & Training						1			Talking Groups			9
	Games						2						
Hertford Rural South Ward	Physical Exercise						2			Church			6
	Arts & Crafts						2			Social			27
	Gardening						4						148
	Nature						1						
	Civic						6						
Sawbridgeworth & Surrounding Areas	Arts & Crafts						4						
	Historic						1						
	Food & Drink						2						
	Amateur Dramatics						2						
	Games						2						
	Physical Exercise						7						
	Social						2						
	Luncheon Club						1						
	Talking Groups						1						
	Church						4						
	Physical Exercise						9						
	Arts & Crafts						8						
	Food & Drink						1						
Datchworth Walkern Watton-at-Stone & Aston Ward	Social						6						
	Luncheon Club						2						
	Nature						1						
	Gardening						1						
	Talking Groups						1						
Mundens & Cottered Ward	Games						1						
	Social						2						
	Physical Exercise						1						
Ware & Surrounding Areas	Social						1						
							148						

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY SCRUTINY - 28 AUGUST 2012

REPORT BY EXECUTIVE MEMBER FOR HEALTH, HOUSING AND COMMUNITY SUPPORT

HERTFORD THEATRE – ANNUAL REPORT 2011/12

WARD(S) AFFECTED: all

Purpose/Summary of Report

- To provide an annual review of Hertford Theatre for the year 2011/12.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</u>	
That:	
(A)	the annual report on Hertford Theatre for the year 2011/12 be reviewed.

1.0 Background

1.1 Following refurbishment and installation of a digital cinema in 2010, Castle Hall was transformed into Hertford Theatre, re-opening just in time for its first professional Pantomime in December 2010.

1.2 Community Scrutiny Committee on 14 June 2011 considered and approved a report on performance from the opening of the theatre to the end of the 2010/11 financial year. It was noted that there was a favourable variance against the original invest-to-save business plan of £61,113 (un-audited). Subsequently, final audited accounts including allocated central support service costs (but excluding a one off capital impairment) show a favourable variance of £52,281 against the original business plan.

1.3 The report below summarises highlights of Hertford Theatre's first full year of trading from April 2011 to end of March 2012 incorporating pointers for future development. A financial summary is presented at **Essential Reference Paper "B"**.

2.0 Report

2.1 The report concentrates on the following elements of the theatre's business:

- Footfall
- Feedback, complaints and compliments
- Theatre shows
- Cinema
- Panto
- Hire
- Café/bar
- Gallery
- Staffing, apprentice and volunteers
- Marketing
- Financial summary
- Future developments and vision

2.2 Footfall

2.3 The estimated footfall for the Theatre for 2011/12 was 111,104. This is in line with anticipated volume for the first full year since re-opening. Levels might have been higher but in August 2011 the contracted operator withdrew. In November 2011 an in-house café/bar operation began. Future income levels for the theatre are predicted to be higher as the venue continues to establish itself. The figure of 111,104 is made up as follows:

Ticket sales	50,564
Regular classes	20,500*
Show crews	300
Little bees	140 (20x7wks)
Lazy daisy	100
Functions	8,300**
Day trade café	31,200***
Total footfall	111,104

Footfall Key:

*Classes comprise of: Fun with Drum, Fun With Dance, Hertford School of Dance, Expressions Dance, Graham School of Dance, Zumba – calculated on average number of pupils over 37 weeks.

**Calculated on the events held over the year - Panto Press Launch, Big Drawer Exhibition, Eco Film Festival, Hertford Youth Theatre, Sports Awards, Dance Festival, EHDC Staff Awards, Harlow College, Courtyard Arts, External Meetings, Auditions,

U3A, National Trust, Christenings, Wakes, Diamond Wedding Anniversary, Serco, Unison, European Study Tours, Conferences, Play Readings, Herts Regional College, Children's Party, Art Previews.

***Calculated on 100 customers per day over 6 days per week, 52 weeks per annum.

3.0 Feedback, complaints and compliments

3.1 The feedback received at the theatre continues to be extremely positive. This is monitored via the feedback cards at the box office and via the website. A selection of recent feedback is presented at **Essential Reference Paper "C"**. The feedback received informs the programme e.g. Richard Digance and Dr Phill Hammond have been brought in and repeated as a result of requests from customers.

3.2 Only one official complaint was received and that was relating to an accident involving furniture.

4.0 Theatre shows

4.1 There were 65 distinct shows (excluding Panto) in 2011/12 against an original business plan target of 30. 12,936 tickets were sold with an average attendance of 199 per event. Attendance in last quarter of 2011/12 was 3,739 against 2,978 in 2010/11.

4.2 Sell outs in 2011/12 included: Jeremy Hardy, Tim Vine, Shappi Khorsandi, Rock Choir, Friend or Foe, Stickman, Richard Herring, Magic: A Kind of Queen, Charlie and Lola, Counterfeit Stones and Mark Steele.

4.3 The theatre has established itself as a leading member of the Arts Council funded 'House' organisation; a consortium of 130 venues across the South East actively working together to promote live theatre across the region.

4.4 Income from live theatre and other shows in 2011/12 reached £173,495 against an original business plan of £121,376. However, this original business plan target for shows included anticipated income from the cinema. From October 2011 a decision was made to account for cinema income as separate budget line. If this cinema income of £25,795 (as shown in ERP B) is added back on top off the £173,495 then it can be seen that the income

from live shows and cinema against the business plan target has been exceeded by 60%.

5.0 Cinema

5.1 There were 223 screenings in 2011/12 with 12,711 tickets sold at an average attendance of 57 per screening. The average in the last quarter 2011/12 was 105 against 96 per screening in the last quarter of 2010/11. There were sell-out screenings of Best Exotic Marigold Hotel, The Woman in Black, The Artist, Salmon Fishing in the Yemen, The Muppets and Iron Lady.

5.2 Alternative content (e.g. live broadcasts from Royal Opera House) proved a very popular innovation with Rigoletto selling 250 tickets for the one show. This is an area we are seeking to develop in conjunction with our programmers City Screen.

5.3 During the course of 2011/12 a management decision was taken to separate out the cinema budget. The income for the cinema for the full year was £65,654 against expenses of £34,481.

6.0 Pantomime

6.1 Panto is often a person's first experience of live theatre. It is a key tool for building new audiences and furthering the profile of the theatre. Schools, groups and families that come to the theatre for Panto at Christmas frequently return for other events throughout the year.

6.2 The theatre's second professional Panto was Aladdin in 2011/12 following Cinderella in 2010/11. 2011/12 saw an increase of 50% in ticket sales from 5,000 to 7,500. The Panto for 2012/13 is Dick Wittington. Sales as at the end of July 2012 for Dick Wittington are up by nearly 600% on this time last year.

6.3 The income from the Panto rose to £68,777 in 2011/12 against £31,862 in 2010/11. The income is still short of the target set in the original business plan of £96,948. It is now acknowledged that the original target was overly ambitious for the first few years, particularly in the current economic climate. However it should also be acknowledged that the Theatre only re-opened in December 2010 and there is a clear progression in the number of ticket sales year on year as a new customer base is established.

7.0 Hire

Main Auditorium

- 7.1 The main auditorium was hired for 108 days in 2011/12. Hirers included local amateur and professional arts organisations such as HD&OS, WOS, HSO, Mayhem, Rare, Top Hat and Theatre Train. Plus regional and national organisations such as U3A, National Trust, Ballet Central, Three Counties Youth Ballet and the NHS.

Studio

- 7.2 The studio was hired for 949 hours in 2011/12: Average of 4 hours per operational day (48 weeks Tuesday to Saturday). The studio is regularly booked from 3pm – 8pm every weekday during term-time and all day on Saturday. Local arts businesses such as Hertford School of Dance, Expressions Dance, Little Bees and Graham School of Dance all operate out of Hertford Theatre Studio.

River Room

- 7.3 The River Room was hired for 570 hours in 2011/12: Average of 2.5 hours per operational day (48 weeks Tues-Sat). The River Room is a popular hire during the day with regular music sessions for the Under 5's with Fun with Drum/Dance and Lazy Daisy on Tues, Weds and Thurs mornings during term time. It is also a meeting place for local business initiatives via EHDC, Hertford Market Traders Association, Employment Service, SERCO and Unison.

Combined hire

- 7.4 The combined hire income for 2011/12 was £120,507 against a budget and the original business plan target of £61,050.

8.0 Café/bar

- 8.1 Hertford Theatre opened a new in-house café/bar operation in November 2011, following the withdrawal of the previous contractor.
- 8.2 The bar currently works on a reduced bottle offer, enabling speed of service during an interval which has worked very successfully; one red, one white and a rose wine, three bottled larger, a cider, a real ale, five spirits and a selection of soft drinks. Only tea and filter coffee are offered during intervals to aid efficient service. We

staff one member of staff to hundred customers. During shows this focussed offer enables a maximum return with minimum wastage.

- 8.3 The café offers a simple offer in the café of hot and cold beverages, fresh sandwiches, cakes, cakes, confectionery and crisps. Since taking over the café/bar we have trialled a number of different sandwich suppliers, finally opting with a local company Scarborough's. Day to day trade continues to be unpredictable with no consistent pattern but the management maintain maximum flexibility in terms of staffing, shortening and extending casual staff hours as appropriate. Menu development options include offering speciality coffees, lunch time meal deals, and possibly soup and paninis.
- 8.4 The total income from the bar/café for the period from re-opening as an in-house operation in November 2011 to the end of the financial year was £69,695.
- 8.5 In addition to the bar/café offer, Scarborough's offer our customers a range of catering options for events, parties, meetings and other hires.

9.0 Gallery

- 9.1 The gallery has exhibited 12 separate exhibitions during the period 2011/12, presenting work by both professional and non-professional artists and arts organisations including Courtyard Arts, Hertford Arts Society and Hertfordshire Visual Arts Forum. The theatre is now working close partnership with Courtyard Arts to deliver a rolling programme of exhibitions and art-based events within the building.
- 9.2 The commission from sales of art from the gallery in 2011/12 was £2,070. Whilst the value of having a gallery as an attractor of additional footfall for the bar/café and for general marketing purposes has not been quantified, it is clear that it adds significantly to the Hertford Theatre offer and ambience.

10.0 Staffing, apprentice and volunteers

Staffing

- 10.1 Staffing costs exceeded the original business plan estimates by £46,654. This was due to a combination of factors primarily:

- Starting an in-house café/bar operation following the withdrawal of the contracted service.
- An increased draw on casual staff to cope with increase in the levels of business overall.
- The sponsorship of year long apprentice in the lighting and technical department.
- Costs associated with the tail end of the year-long restructuring process; including some redundancy costs.

Apprenticeship

10.2 The Theatre has just come to the end of very successful apprenticeship scheme in partnership with Hertford Regional College. The apprenticeship was in the technical lighting back stage area of the theatre's operation and proved to be mutually beneficial. The theatre is exploring the business case for retaining these skills in-house.

Volunteers

10.3 The volunteer scheme was launched in July 2011. So far 76 volunteers have been recruited with currently 57 active, with 7 volunteers waiting to join the scheme. The volunteers have been a valuable asset to the theatre and come from all walks of life: students, retired/semi-retired, full time workers - a cross section of ages from 16 – to over 65. Most volunteers are local to Hertford, however we have some who travel from further a field such as Buntingford and Chelmsford.

10.4 Volunteers Duties include: welcoming patrons to the theatre, checking and tearing tickets on the door, seating patrons in the auditorium/Studio, monitoring patrons during shows, playing a vital role should we have to evacuate during a show, selling programmes, merchandise and ice-creams, preparing the auditorium for shows, envelope stuffing for programme mail outs, handing out fliers at events such as the Hertford Christmas Light Switch on and being ambassadors for the theatre and spreading the word.

10.5 Due to the number of volunteers involved known at the theatre, a volunteer has taken on the role of Volunteer Co-ordinator, who works closely with the Front of House Manager to organise and rota the team each season. This has been successfully implemented now for several months and ensures we issue shifts

in a fair manner, and cover all shifts.

11.0 Marketing

11.1 The marketing budget has exceeded business plan and budget estimates by £16,896. This overspend has in large part been paid back through increased incomes (ref paragraphs on Hires, Cinema and Shows) and to some extent reflects the success of venue in terms of the greater than anticipated levels of business. There have also been some apportioned central costs that are being renegotiated with the council's printing and design services. Nevertheless plans are in place for 2012/13 to reduce the expenditure in line with the budget for 2012/13 as follows:

- The main seasonal cinema and live performance brochure has been redesigned and the cost reduced by using the council's in-house print and design unit rather than outsourcing it.
- 'Contra' deals have been negotiated with Paradise Wildlife Park and Van Hage to utilise mutually beneficial, no cost partnership advertising.

11.2 The marketing reach is being expanded (within budget) so that the seasonal brochure is delivered to thirteen other towns across Hertfordshire.

11.3 Hertford Theatre now has over 400 Facebook friends with activity taking place three times a week including competitions, promotions and photos. The option to use Twitter is being considered.

11.4 In 2011/12, 1,400 customers signed up to an emailing list and received regular updates about shows, films and forthcoming activity. The mailing list currently holds just under 10,000 names. The seasonal brochure is mailed to this list which is frequently revised and updated in line with requirements of Data Protection. The Theatre is seeking to increase the numbers on the list substantially as part of the drive to grow audience numbers.

11.5 A press database has been compiled with twenty two organisations receiving regular press updates. The Hertfordshire Mercury and the Welwyn and Hatfield Times featured over 100 articles relating to shows at Hertford Theatre, equating to over £10,000 worth of free advertising.

- 11.6 A database has been set for schools, (secondary and primary) they receive information about relevant forthcoming productions three times a year. A number of 'core' schools now regularly attend shows at Hertford Theatre. The theatre offers free 'added value' tours and discussions groups to all interested schools.
- 11.7 The design and print of the publicity material has been brought in-house to release funds for additional promotional activity for the Panto. This year we are working in partnership with Paradise Wildlife Park and Van Hage Garden centre to heighten Panto-awareness. Marketing activity includes promotion on our partners' Facebook pages, attending launch of the ice rink at Van Hage's and holding the-press launch at Paradise Wildlife Park. Other activities include a presence at the launch of the Hertford Christmas light switch on, shopping events at Van Hage, brochure and flyer distribution.
- 11.8 From early July 2012 the theatre has been operating a 'select a seat' service for on line bookings.
- 12.0 Financial summary
- 12.1 The second year i.e. 2011/12 of the original business plan was updated into the council's formal estimate budget for 2011/12. A summary of financial performance is therefore presented against both the council's budget and the original business plan, as follows:
- 12.2 Against the original business plan for 2011/12, approved in May 2009, overall net expenditure for 2011/12 (as yet unaudited) shows an adverse variance of £16,954.
- 12.3 Against the council's estimate budget for 2011/12, overall net expenditure for 2011/12 (as yet unaudited) shows a positive variance of £7,391.
- 12.4 The overall net expenditure (unaudited for 2011/12) for the first 15 and a half or so months since re-opening against the same period in the original invest-to-save business plan shows a favourable variance of £35,327 (i.e. £52,281 positive variance in 2010/11 minus £16,954 adverse in 2011/12).
- 12.5 A full set of budget figures and the original business plan numbers for 2011/12 are presented at **Essential Reference Paper "B"**.

13.0 Future developments and vision

13.1 The team at the theatre has recently agreed a new vision statement, as follows:

To be one of the best mid-scale, multi-disciplinary, receiving and producing arts venues in the UK.

13.2 As well as the initiatives already referred to in the body of the report and the continued sourcing of quality live performances for a range of audiences, the following developments have been identified as part of the drive to achieve that vision:

- A review of the option to develop of external signage on the building to promote events.
- Using the Council's Link Magazine more to market the Theatre.
- The development of the mailing lists by working in partnership with other business organisations e.g. Hatfield House and Van Hage.
- Targeting the 5,000 lapsed attendees who have yet to visit the refurbished Hertford Theatre.
- Working in partnership with Hertford Library on events such Baby Rhyme Time and Story Telling.
- Working in partnership with Hertford Museum and Courtyard Arts on the National Event 'The Big Draw'.
- The development of a film club in partnership with a local commercial sponsor.
- With the purchase of a new carpet and soft furnishings, the foyer and café area has been transformed into a more comfortable coffee lounge; customer feedback to these changes has been positive. Building on this there are plans to include a charity bookshelf, children and adult board games, newspapers and magazines.
- Explore the options for bringing the rear riverside terrace into more use.
- Explore the feasibility of upgrading or replacing the existing auditorium seating.
- Review of benefits and options for creating a new governance arrangement.

14.0 Implications/Consultations

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

Background Papers

Executive 11/5/10: Invest to save business plan.

Contact Member: Linda Haysey, executive member for health, housing and community support
Linda.Haysey@eastherts.gov.uk

Contact Officer: Will O'Neill – head of communications, engagement and cultural services
Contact Tel No 07860 112438
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Report Author: Will O'Neill – head of communications, engagement and cultural services
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

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

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Essential Reference Paper B	2011/12	2011/12	2011/12	2012/13
	original business plan	budget	ACTUAL (subject to audit)	budget
	£		£	£
HERTFORD THEATRE				
EXPENDITURE				
Employees				
Employees	296,514	282,260	318,778	295,900
in house bar/café			21,470	29,020
Redundancy Costs			4,064	0
Staff Appointment	2000	50	856	0
Childcare Fees			0	50
Premises				
Property Maintenance Recharge	41,400	43,000	46,607	43,000
Repairs & Maintenance	1,300	1,350	1,291	1,300
Refuse Clearance	2,660	2,660		2,660
Building Insurance	10,300	13,500	6,170	7,500
Electricity	25,200	25,700	19,864	25,700
Gas	16,000	16,300	24,402	16,300
NNDR	13,400	12,810	10,894	16,370
Water Charges	1,950	1,950	2,812	1,950
Purchase of Fixtures & Fittings	600	600	499	600
Cleaning Materials	2,050	2,100	1,770	2,100
Window Cleaning	1,000	1,000	845	1,000
Transport Related Expenses				
Car Expenses	1,500	770	1,287	840
Lease Car Costs		1,110	2,144	0
Travel Allowance		300	160	300
Supplies & Services				
Purchase & Mtce of Equipment	6,700	6,800	6,706	6,800
Protective Clothing & Uniform	400	400	383	400
General Stationery	620	620	760	620
Printing	150	150	545	150
Tickets Charge	500	500	8,148	8,300
Marketing	23,000	23,450	39,896	25,000
Promotional Expenditure	89,620	91,400	141,862	98,000
Telephones/Alarms	700	700	589	700
Postages	6,070	6,200	10,272	10,000
Subsistence		150	137	150
Training	300	300	196	350
Pantomime	88,065	89,850	84,569	89,850
Cinema Expenses			16,929	30,000
Misc & Third Party Insurance	3,890	4,020	3,720	3,770
Other Expenses	150	150	176	180
Licences	4,000	4,100	6,115	4,100
Credit Card Charges	1,500	1,500	2,317	1,500
Vending/ café bar Supplies	21,000		26,646	35,000
Supplies for Sale				0
Third Party Payments				
Misc Hired & Contracted Services	4,200	4,300	2,857	3,500
Support Services & Divisional Costs				
Divisional Costs	62,340	37,480	42,110	55,410
Support Services Costs	23,790	55,520	99,540	88,440
(word processing) Desk Top Publishing	2,080	2,450	20,260	8,170
Internal Printing			560	0
Capital Financing Costs				
Impairment				0
Capital Charges	140,000	149,970	47,234	54,740
software costs	1,180			
TOTAL EXPENDITURE	896,129	885,470	1,026,440	969,720
INCOME				
gov grant deferred	140			
Customer & Client Receipts				
Pantomime	96,948	96,950	68,777	60,000
old total hire (hall, river room kitchen)	61,050	61,050		
Hire of Hall - Current Year			106,167	102,300
Hire of Kitchen - Current Year				0
Box Office Commission	5,000	5,000	795	1,000
Hertford Theatre Promotions	121,376	121,400	173,495	150,000
Hire of River Room - Current Year			6,435	0
Hire of Studio - Current Year			7,905	0
Cinema Income			25,795	63,000
Sale of Electricity		11,000		0
Gallery Sales			2,071	3,000
Vending Sales			4,540	180
Bar Concession/in house bar café	67,400	21,350	69,695	140,000
Reduced Income				0
Phone Coin Box Income	400	400	184	0
Postages	1,700	1,700	1,375	1,200
Rechargeable Income	7,930	7,950	7,929	4,000
TOTAL INCOME	361,804	326,800	475,161	524,680
NET EXPENDITURE TO SUMMARY	534,325	558,670	551,279	445,040

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Essential Reference Paper “C”

Hertford Theatre Customer feedback

“The live screening of Verdi’s Macbeth was a triumph. More of these ‘live’ performances (ballet/opera/theatre) please!”

“Great to have a theatre and cinema in Hertford. Keep up the quality of both your wide film selection and plays.”

“ Scattered by Motionhouse. FABUOOOLUS! This show will be hard to beat!”

“Thanks for the brilliant art exhibition – inspiring and informative about refugees. Well done!”

“I have so enjoyed many of your events – including (sometimes especially) those that have been less well attended eg films It Happened One Night, Metropolis and the live act Paul Robeson – Please keep it up.”

“Many thanks for a fantastic show (Aladdin) this afternoon Emma & Rhys the children are buzzing about it and the Head is telling Jo to book for the same time next year!! It was so lovely the actors being in the foyer as we left.”

(on Hamlet from a local school)

“I wanted to thank the staff at the theatre for their organisation and welcome and to say that the production really illuminated some ideas for the students and was thoroughly enjoyable. Just the right ingredients and timing for the kids (and us!). I will certainly be booking with you again where appropriate and have been wholeheartedly impressed with the communication, professionalism and forethought given to the whole process. It is so refreshing to deal with theatres who appreciate the necessities and difficulties of organising a school trip and can offer good quality productions which stimulate and educate as well as entertain. Please pass on our thanks to the theatre company if possible.”

“Members of the audience needed to move about in the hall, real-life creaking!! Could thought be given to carpeting the hall? Footsteps very audible”

“Hiya, every year I come and the Counterfeit Stones are brilliant. The only disappointing thing is it finishes so early. How about disco afterwards.”

“Great staff. Excellent Service. Ran out of real ale. Disappointed but will return.”

EAST HERTS COUNCIL

NON-KEY DECISION – SCRUTINY COMMITTEE - 28 AUGUST 2012

REPORT BY EXECUTIVE MEMBER FOR COMMUNITY SAFETY ENVIRONMENT

REVIEW OF TAXI LICENSING IN EAST HERTS – INITIAL REPORT AND SCOPE

WARD(S) AFFECTED: All

Purpose/Summary of Report

- This report summarises the first stages of this review, and presents the scoping document for committee members consideration and agreement.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</u>	
<u>that:</u>	
(A)	the scoping document for the Review of Taxi Licensing in East Herts attached to this report as Essential Reference Paper “B”, be considered and agreed; and
(B)	the Task and Finish group be asked to report back to Community Scrutiny Committee on 20 November 2012.

1.0 Background

1.1 On 12 June 2012 Community Scrutiny Committee agreed to set up a Task and Finish Group to undertake a review of Taxi Licensing in East Herts.

1.2 The Leader of the Council made a commitment to a review of taxi licensing services in a press briefing following a series of articles in the Mercury newspaper looking at criminal convictions among taxi licence holders.

2.0 Report

2.1 The membership of the task and finish group is;

- Councillor Beeching,
- Councillor Crofton,
- Councillor Hollebon,
- Councillor Pope,
- Councillor Poulton and
- Councillor Wood

Invited observer:

- Councillor Cheswright

2.2 The group met on 1 August 2012 and have;

- agreed the scope,
- identified the purpose and intended outcomes;
- identified benchmarking required against other local authorities;
- identified the witnesses they wish to call;
- and set a timetable for further meetings.

2.3 The draft scope is attached (see essential reference paper B). Members are asked to consider and agree the document.

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

Notes of the taxi task and finish group meeting are available on request from the Scrutiny Officer by email;

scrutiny@eastherts.gov.uk

Contact Member:

Councillor Roger Beeching - Chairman Taxi
Licensing Task and Finish Group

Contact Officer:

Brian Simmonds – Head of Community Safety and
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Paul Newman – Licensing Manager

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<i>People</i> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.
Consultation:	<i>No consultation has taken place in producing this report, consultation to take place has been identified in the scoping document attached as essential reference paper B</i>
Legal:	<i>This section should refer to any statutory requirements arising from the proposals.</i>
Financial:	<ul style="list-style-type: none">• <i>The report presents a scope for a review of taxi licensing services, and one proposed outcome is to reduce the cost of the service.</i>
Human Resource:	<i>None.</i>
Risk Management:	<i>See report.</i>

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ESSENTIAL REFERENCE PAPER 'B'

SCOPE: Review of Taxi Licensing

What is the purpose of the review – what would it achieve?

- Look for further cost savings
- Propose a criminal convictions policy
- Ask how far/whether delegated decision making can be introduced
- Benchmark against other local authorities and look at best practice elsewhere.
- Update/refresh the policy itself to reflect any changes

How would you judge if it were successful?

- Achieve further cost savings
- Have a clear and robust convictions policy
- Operate with delegated powers in certain situations
- Have an up-to-date policy which reflects best practice in comparison with neighboring authorities
- Improve the reputation/image and public confidence in the service

It was considered that people who could benefit would be

- Travelling public
- Council tax payers
- Taxi drivers themselves (through having an effective, efficient and economic system)

What would be the distinct stages and timing of the review?

Meeting (01) 01 August 2012 – was for planning.

Meeting (02) 06 September 2012

Theme: is the process effective?

Cover convictions, complaints/compliance and standards.

Meeting (03) 24 September 2012

Theme: is the process efficient?

Cover the process itself and get drivers' perspective of making a licence application with East Herts

Meeting (04) 18 October 2012

Theme: is the process economic?

Cover the steps leading up to decision making and look at benchmarking against other authorities and costs

Look at (internal) parallels with other statutory processes - ie Development Control.

This (04) meeting will also look at

- light touch/refresh of Policy coming out of findings & recommended changes
- any implications for training arising
- any media/communication messages arising

<p>Meeting (05) 01 November 2012 Theme: conclusions Agree final report Discuss managing reputation issues/media messages/website info</p> <p>NOTE: the review is not considering the statutory elements of decision making and formal appeals.</p>
<p>How could our residents (and partners) be involved?</p> <p>Meeting (02) = Police will be invited to this meeting Meeting (03) = Driver reps will be invited (this will be held in Bishop's Stortford) Meeting (04) = Head of Service and Chairman of Dev Control will be invited. Meeting (05) = Communications team leader will be invited</p>

<p>Documents/evidence/research</p> <p><i>What?</i> EH current taxi licensing documentation and appendices Convictions policy and any general taxi licensing policy documents published by neighbouring authorities. Any examples of best practice elsewhere.</p> <p><i>Why?</i> Benchmarking Consistency</p>	<p>Is EH Policy still valid and up-to-date? How might it need to be amended? Check police views on where to 'set the bar' regarding convictions (including lapse time before application)</p> <p>What has been EH experience based on 45 conviction cases since 2007</p> <p>Are we in line with local thinking and best practice?</p>
<p>Support required from officers</p> <p><i>Who/What?</i> Licensing Manager Head of Service Scrutiny officer</p> <p><i>Head of Service (DC)</i> <i>Communications team leader</i></p>	<p>Research and advice Overview and wider context. Budgets. Support and admin</p> <p>As a witness As a witness</p>
<p>Witnesses</p> <p><i>Police</i></p> <p><i>Taxi drivers and reps</i></p> <p><i>HoS and Chairman of DC</i></p>	<p>Questions to be asked</p> <p>Views on convictions</p> <p>Experience of making a license application to EH</p> <p>Feedback on processes and suggestions for improvement.</p> <p>Experience of parallel/similar process of devolved statutory decision making</p>

<i>Communications team leader</i>	Management of reputation and info for public/press
<p>On going monitoring of action plan, outcomes and impact</p> <p>Recommendations will go first to Community Scrutiny for their comments and support.</p> <p>Recommendations will then go to Licensing Committee at the next full committee as they have devolved powers (not to Executive as is more common for scrutiny reports)</p>	<p>Questions to be asked</p> <p>Do members support the recommendations</p> <p>Will the committee accept the recommendations</p> <p>What monitoring would Licensing Committee want</p>

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 28 AUGUST 2012

REPORT BY REPORT BY EXECUTIVE MEMBER FOR HEALTH, HOUSING AND COMMUNITY SUPPORT

HOUSING STRATEGY ACTION PLAN 2012-2015

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To present the action plan for the Council's new Housing Strategy 2012 -15 to Community Scrutiny for consideration and comment and recommendation for adoption.

RECOMMENDATIONS FOR Community Scrutiny: That:

(A)	Community Scrutiny supports the Housing Strategy 2012-15 action plan and recommends it to the Executive for adoption alongside the main Strategy document
(B)	Community Scrutiny receives an annual report on the progress of the action plan.

1.0 Background

1.1 The Housing Strategy for East Herts and associated action plan is the high level strategic document that sets the direction for housing within the district from 2012-15 whilst having regard to longer term housing challenges and wider housing agendas.

1.2 The Strategic Housing Service, with the assistance of Planning Policy and Private Sector Housing, has drafted a Housing Strategy and action plan for the period from 2012 to 2015. The Housing Strategy was considered by Community Scrutiny on 28 February 2012 and has been subject to consultation by our external partners and stakeholders.

2.0 Report

2.1 The Strategic Housing Service with assistance from Planning Policy and Private Sector Housing has drafted the next Housing Strategy and associated action plan for the period 2012-2015 for East Hertfordshire. The Strategy is for a three year period but will be reviewed annually by Community Scrutiny and by the Council's Housing Forum. The annual review will be an opportunity to measure progress being made on the actions and identify new targets or actions following best practice or new legal requirements that can be included for following years.

2.2 The Housing Strategy 2012-2015 was presented and discussed at the Community Scrutiny meeting of 28 February 2012. Following this meeting the process of external consultation with partners and stakeholders began with a Housing Forum event on 7 March 2012 which was chaired by Councillor Haysey. The document was then put onto the Council's website for wider consultation for 6 weeks.

2.3 Three comments were received by external stakeholders and a copy of the consultation comments is included at **Essential Reference paper 'B'**.

2.4 Following the 6 week consultation the Housing Strategy document was updated and an action plan was developed by the Housing, Planning Policy and Private Sector Housing Services. The action plan structure follows the 3 Housing Strategic Challenges identified in the Housing Strategy and agreed at Community Scrutiny at their meeting on 25 January 2011:

- | | |
|--------------|--|
| Challenge 1. | Maximise the delivery of a range of new affordable homes, whilst ensuring the best use of existing housing |
| Challenge 2. | Meeting the needs of a growing elderly population |
| Challenge 3. | Meeting the needs of vulnerable people and stronger communities |

2.5 A copy of the proposed Action Plan is attached at **Essential Reference Paper 'C'**.

3.0 Implications/Consultations

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

Background Papers

None

Contact Member: Councillor Linda Haysey, Executive Member for Health Housing and Community Support
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Contact Officer: Simon Drinkwater, Director of Neighbourhood Services - Ext No 1405
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	The Housing Strategy was discussed at Community Scrutiny on 28 February 2012. External consultation with partners and stakeholders began with a Housing Forum event on 7 March 2012 which was chaired by Councillor Haysey. Following this the document was put onto the Council's website for wider consultation for 6 weeks. The action plan was developed after this consultation process.
Legal:	<i>None</i>
Financial:	<i>None</i>
Human Resource:	<i>None</i>
Risk Management:	<i>None</i>

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Housing Strategy 2012-15 – Consultation responses from external stakeholders

1. Comments from Riversmead Housing Association

Our Response

We welcome the opportunity to contribute to the East Herts Council consultation on the 2012-2015 draft Housing Strategy. The document builds upon a number of documents that include the Local Investment Plan that Riversmead Housing Association have contributed to in past months. The document sets out the background *what we know* and describes the policy and operational response in *what is happening*. The document is welcomed at a time of unprecedented change in the provision of both affordable and open market purchase housing. The time period of three years seems to be sensible in terms of the pressure for change.

General feedback

We note that the consultation information is on the East Herts Website but we wondered how you are “signposting to the website” and how you are involving residents and stakeholders.

It is important that a range of communication methods and opportunities are used to ensure that people have the opportunity to provide feedback and also so that they are aware of the proposed changes and the possible implications for them.

A: Consultation began at the Housing Forum on 7th March 2012 at the Council's offices which was attended by developers, housebuilder, registered providers and other stakeholders in housing. Housing Officers brought to the attention of stakeholders and partners the consultation of the Housing Strategy whenever the opportunity arose at meetings held or attended. A decision was made not to undertake resident consultation other than via the council's website as this has in the past been very time intensive for officers and the resources are no longer available to do this.

Specific Feedback

Strategic Housing Objective 1-Maximise the delivery of new affordable homes, whilst ensuring the best use of housing.

- 1 We would wish to see that the proposed strategy supports Housing Register Applicants who are not in receipt of Housing Benefit (HB). This group may be finding it harder to access tenancies charging up to 75% of market rent or the Local Housing Allowance which ever is

lower and could mean that it is unlikely that they will be allocated a social housing property and this may not be conducive to maintaining sustainable communities. Sustainable communities ideally include a diverse number of housing options each of which contribute to the overall success of that community.

- 2 We would welcome a continued discussion about the strategy including the ability to let a proportion of affordable rent homes (both in new developments and relets) for those housing applicants who are working and in receipt of a low wage.

A: As above

- 3 We are aware that tenants in receipt of HB who are in their 40's and 50's and who need to move for under occupation reasons may not be able to move as there may be a shortage of one and two bedroom properties. This will mean that their rent will not be met in full and the implications of this may be:

- increasing rent arrears for social housing landlords and the inability to maximise our income and provide new homes
- increased number of evictions for social housing tenant
- increasing the demand on your homeless service.
- Poor use of social housing assets (Better use of our existing asset base is a key aim in our 2012/2013 Business Plan).

- 4 The SHMA forecast referred to on page 21 of the strategy takes account of the future demographics but emphasis should be made of the effect of the Housing Benefit Reform Act and under occupation (see point 3).

- 5 Under occupation (page 24 on your draft housing strategy), it mentions that those who are under occupying and those are over occupying are allocated the same number of points, "twenty points for every bedroom". However, we would welcome discussion as to how we can work together to free up the homes to allow the down and upsizing to take place, (the potential chain effect) whilst still managing the more highly pointed applicants (medical points).

A: The Council recognises the need to address housing need for all its residents. However the Housing Strategy can only identify that the legislation and reforms that will impact on existing individual policies. The impact of these will need to be considered in more detail as they emerge and come into effect. The Council will shortly begin consultation on changes to its Housing Register and Allocations Policy. Any agreed revisions will need to reflect the changes brought in by the Localism Act and current and proposed future Welfare benefit reforms. The points raised here will form part of the discussions with our stakeholder on changes to our Housing Register and Allocations Policy and the wider implications of those changes to residents and who we allocate homes to. There will be a Housing Forum on 11th July to begin this process.

Strategic housing Objective 2: Meeting the needs of a growing elderly population

Whilst we recognise that there has been significant improvements in the provision locally for housing with care and support (flexicare) for older people, we would also welcome consideration to the provision of specialist dementia care units. With the predicted demographics of an ageing population the demands on this type of housing will increase.

A: As you are aware the future housing needs of major vulnerable groups is made by Herts County Council and they are currently working on a document for East Herts to assess current and future needs. East Herts District Council would like to work closely with Hertfordshire County Council and their Accommodation Solutions team and registered providers to assess the level of future needs for specific client groups and identify housing solutions.

Strategic Housing Objective 3: Meeting the needs of vulnerable people and stronger communities

Sharing information in this area would help to ensure a consistent and joined-up approach to meeting housing needs. We would welcome this approach.

We would welcome the opportunity to be involved in the review of EHC's Housing Register Policy referenced on page 37 3rd para . At the same time we have to meet requirements placed upon ourselves to put in place a tenancy strategy and ourselves to have a tenancy management policy that fit together. Claire and Chris meet earlier this year to kick start that process further work is necessary over the coming weeks

RHA's Board has an increased appetite to develop and provide a range of new homes for the local community . Our Business plan for the year 2012/13 has a target of 49 homes to be completed and 84 new starts on site. We are in the middle of recruiting a new business manager to help us deliver this more ambitious programme. The new programme could for the first time see an element of out right sale something that to date we have not been able to offer. The new programme already has a higher element of shared ownership included to help meet the costs of providing additional affordable homes. Wherever possible we would seek to work with the *grain* of local community views and wishes hence our commitment to hold pre planning application consultation meetings and to take steps to amend our plans where possible and appropriate.

A: East Herts District Council support Riversmead to develop their housing offer in the district and we are pleased to see that the organisation is investing in staff to develop business. We would welcome the opportunity to continue the strong working partnership we have established with Riversmead into delivering future affordable homes for residents. On a housing basis, we fully support Riversmead consultation approach to working with the local community on development plans.

Pg 17 we will be interested to hear the outturn of the Strategic Housing Market Assessment (SHMA) refresh when available.

A: The SHMA is an area of work of East Herts District Council Planning Policy team and we will ensure that Registered Providers along with other housing stakeholders are informed of any information updates.

Pg 17 we would like to look closely at going to a weekly Choice Based Letting advertising cycle.

A: This can be considered but the Council will need to assess the impact of the additional work and changing work cycles for the team that this will bring.

Pg 19 RHA stock is 100% compliant with Decent Homes so query the 40% non compliant number has come from second para

A: We are aware that RHA stock is 100% compliant with Decent Homes: the Housing Strategy references the source of this anomaly.

Pg 26 priorities agree

Pg 28 Our Board have asked us to explore with you and the County Council the need for an flexicare scheme in Ware

A: Agreed

Pg 35 Community Alarms we would like to explore the potential to widen this service with you in the coming year(s).

A: Agreed

Pg 37 we need to make sure there is a really good pipeline in 2014 for the young persons living in the Crouchfield Foyer who will need to move. We are sure you will have given this thought but we could help with this provision as part of our pipeline of new homes or remodelling of our assets.

A: The Young Persons Project at Baker Street, Hertford is a key facility which Aldwyck Housing Association are delivering providing accommodation and support for people between 18-24 years old. East Herts District Council will be working closely with Aldwyck and Registered Providers in the district to ensure that the pipeline is secure for transitions to full tenancies.

Pg 39 Monitoring could include stakeholders going forward.

A: Agreed

Christopher Wright
Director of Housing Services
Riversmead Housing Association

Representations on East Herts Housing Strategy **On behalf of Bishop Stortford North Consortium Ltd**



1. Representations are made in response to the publication of the East Herts Housing Strategy (2012 – 2015).
2. As a consortium of developers seeking to achieve the delivery of considerable housing, community and transport infrastructure at Bishop Stortford, we are keen to work with the Council to achieve their various objectives set out in the Local Development Framework (LDF), Sustainable Community Strategy (SCS), Local Investment Plan (LIP) and Housing Strategy. We support the development of new affordable housing through registered providers offering intermediate housing and affordable rents, and will work with them to ensure the effective delivery of housing to address the specific needs of the area. The opportunity exists for Bishop Stortford North to achieve the delivery of much needed open market and affordable housing through the implementation of a flexible strategy which maintains the viability of the site and delivery of a range of social and economic infrastructure.
3. Firstly we are broadly supportive of the Council's Strategy which seeks to achieve the development of a range of housing to meet the local needs and aspirations in East Hertfordshire. The strategic housing objectives are supported, particularly the aim to maximise the delivery of a range of new affordable homes, whilst ensuring the best use of existing housing. However, we are concerned about the high level of affordable housing required and particularly the very ambitious proportion of social rented housing which is set.
4. The strategy purports to assess and plan for current and future housing needs of the local population as well as plan and facilitate new supply. However, it is unclear how this has been done and there are no specific targets or policies which demonstrate how the objectives will be implemented or monitored.
5. The findings of the Strategic Housing Market Assessment (SHMA) (2010) are a useful basis for the Housing Strategy, both in terms of the tenure mix, and housing size mix. However, it is not clear how the very useful findings from the SHMA, which indicated that the majority of affordable housing requirements should be made through intermediate affordable housing, are being translated into Council policy which is seeking the exact opposite with

the majority requirement for social rented. A clearer demonstration of how the SHMA has been used to formulate the strategy and also planning policy is required.

6. We understand that a refresh of the SHMA is currently being undertaken and hope that this will be fed into the Housing Strategy and used by the Council to inform negotiations in relation to the delivery of affordable housing on sites.

A 4-6: These points will be addressed through the District Plan and the Housing Strategy will be updated to reflect changes to planning policy and updates to housing policy.

7. We note that there is a significant shortage of 2 and 3 bedroom properties and support the Council in their desire to meet identified needs. It is also clear that in recent years there has been a predominance of flats built in East Herts. Discussions with the local Housing Associations Riversmead and Stort Valley have confirmed both these points. New housing should also ensure that these issues are addressed.

A: East Herts Council supports this view that 2 and 3 bedroom properties are the current identified need, however future Welfare Reforms may have an impact on the profile of future needs groups and the Council needs to be mindful of this.

8. The Housing Strategy should make clear that affordable housing should be delivered taking account of the specific local circumstances that exist, and not just applying district wide standards. Locally based demographic and market information should be used to inform the delivery of housing. This would ensure that there is not an oversupply of some types and sizes of houses and that the imposition of a standard district wide target for house type, size and tenure results in development that is not needed locally. It is essential that the strategy supports the importance of reflecting the local circumstances and needs that exist in the area in which the housing is being delivered. This is particularly important if there is a lack of a certain type of housing or a predominance of types of household, which may require a different mix of house types, sizes and tenures.

9. The use of up to date demographic information is essential to understand the population and its characteristics. While this has and should be done at a district wide East Herts level, it is also important to understand the existing and future demographic profile of the population at the local ward and parish level. We support the Housing Strategy objective which seeks to meet the needs of a growing elderly population and recognise that there is considerable evidence of an increasing elderly population within East Herts. However, there

will be variations across the area and within the different towns and rural communities. Evidence should be provided to illustrate these differences and recognition of the variation should be included within the Strategy.

10. As highlighted above locally based statistics and other information should be used to inform the delivery of housing for elderly people. This is particularly important in relation to the delivery of large urban extension sites which should respond directly to the existing and future composition of the town and its surroundings.

A 8-10: Within the East Herts Council Housing Strategy is the New Affordable Housing Commissioning Brief which is a key document providing an overview of the position on affordable housing. The Council works with developers when agreeing individual Section 106 clauses on affordable housing to ensure the right size of property is delivered to meet housing need within the overall agreed scheme being developed. The Council works closely with the County Council to identify future housing need for vulnerable groups such as the elderly.

11. We support the monitoring of the strategy on an annual basis, however, it is noted that there are no specific targets set out within the strategy setting out exactly what is to be achieved, how and by when.

A: This will be part of the Action Plan that will be part of the Housing Strategy 2012-2015.

12. The Draft New Affordable Homes Commissioning Brief – February 2012 at Appendix 5 sets out the standards that are required. This includes 40% affordable homes of which 75% rented and 25% intermediate, with 1/3 1, bed, 2 bed and 3 bed. These standards are applied across East Hertfordshire. These are very ambitious targets which affect viability. It should also be noted that this amount of social rented has rarely been achieved. The targets and proportions do not reflect the findings of the SHMA and there is no flexibility within them to respond more directly to the local needs of different communities. Recognition needs to be included within both the Housing Strategy and the Commissioning brief that District wide standards are a starting point which can be informed by more detailed local information about house types, tenures, sizes to ensure that the best mix of housing is provided for the area

A: The Draft New Affordable Homes Commissioning Brief sets out an overview of the affordable housing needs in new developments. The Council is very successful at achieving 40% affordable housing on new developments.

Comments Hertfordshire County Council

Maddy Hill

Commissioning Manager - Accommodation Solutions

- 7 -

Health and Community Services

I asked Joint Commissioning Team and other commissioners for comments on the strategy - the following came forward.

Mental Health

Having looked at the East Herts Strategy - it matches the issues/plans we envisage for East Herts.

There has always been a lack of accommodation for MH in East Herts and move on in particular - nominations to property will be particularly good if East Herts can accommodate this in their plan. The strategy does however focus on lower level MH needs.

The current work (mapping and demand) that I am doing will be looking at the need for higher level placements in East Herts. It would be useful to know from East Herts on whether they recognise this as a need?

A: East Herts Council does recognise that there is a shortage of accommodation and support for residents with mental health issues and will continue to work with the County Council and Registered Providers to identify future opportunities for housing.

Drugs and Alcohol

In relation to Drug and Alcohol, Vale House Stabilisation services are not currently delivering rehab services in the East although the Floating support aspect continues to be delivered but capacity is limited.

For Drugs and Alcohol we in the process of procuring countywide accommodation services whereby the Vale House Stabilisation rehab building in Hertford may be utilised for a 'recovery' type accommodation provision. This is still very much in the very early stages and due to some issues with the building, there are no guarantees that Vale will be in a position to submit a bid.

Learning Disability

Pleased to see that there is a commitment to adults with learning disabilities and that 13 units have been set aside for nominations - can I ask a bit more about these - which schemes are they, are they fully occupied? In terms of demand for accommodation for adults with learning disabilities in East Herts, this is the district in the county that we believe has the biggest deficit across the county going forward in Supported Living accommodation (i.e. independent flats) so would be keen to look at agreeing further nominations if possible.

A: There are two schemes in East Herts, one is Bishop's Stortford and one in Hertford which are both parts of a larger development. They are fully occupied and applicants are put forward and supported by the Learning Disability Team at Hertfordshire County Council.

Housing Strategy

Action Plan 2012-2015

Action Plan 2012-15

1. Introduction

This high level strategy has highlighted a number of the key challenges and housing issues in East Herts. Our three year action plan has been developed around the Strategic Objectives of:

- Maximise the delivery of new affordable homes, whilst ensuring the best use of existing housing
- Meeting the needs of a growing elderly population
- Meeting the needs of vulnerable people and stronger communities

The three Strategic objectives and subsequent priorities and actions, reflect the challenges highlighted in the Housing Strategy.

2. Detailed Action Plans

The actions contained in the Housing Strategy Action Plan are relatively high level. Detailed action plans around specific issues such as homelessness and empty properties can be found in the relevant sub strategies and work plans.

3. Monitoring and communications

The Strategy Action Plan will be updated every six months by officers to monitor progress and monitored by the Council's Community Scrutiny Committee by an annual report. We recognise that it is important to report on progress with East Herts' residents and partners. Progress on the Housing Strategy will be made available to all residents and partners through the strategic housing section of the council's website and the Council's Housing Forum.

June 2012

Priorities	Outputs and Targets	Lead	Target date	Key Partners
Strategic Objective 1: – Maximise the delivery of new affordable homes, whilst ensuring the best use of existing housing				
<p>1. Optimise opportunities for increasing new affordable housing supply, particularly family sized homes and the range of affordable housing options through effective partnership working</p>	<p>Investigate and undertake, if considered necessary, work to refresh the SHMA.</p> <p>- Aim to deliver up to 40% affordable housing on eligible housing sites</p> <p>Achieve the right mix, tenure and proportion of affordable housing based on need.</p> <p>Maximise funding opportunities for the delivery of new affordable housing</p> <p>Promote and assist our register provider partners to release larger homes that are under occupied</p>	<p>East Herts Housing Services and Planning Policy</p> <p>East Herts Housing Service and Planning</p> <p>East Herts Housing Service and Planning</p> <p>Housing Service</p> <p>Housing Service and Registered Providers</p>	<p>Annual monitoring</p> <p>Annual monitoring</p> <p>Annual monitoring</p> <p>Annual monitoring</p>	<p>Broxbourne Borough Council, Brentwood Borough Council, Epping Forest District Council, Harlow District Council, Uttlesford District Council</p> <p>East Herts Housing Service, Planning, Developers and Registered Providers</p> <p>East Herts Housing Service, Planning, Developers and Registered Providers</p> <p>Housing Service</p> <p>Housing Service and Registered Providers</p>
<p>2. Monitor the impact of the Council's Local Plan Policies on the delivery of new affordable housing and take action as appropriate</p>	<p>- Relevant Core Indicators and key information monitored in the East Herts Annual Monitoring Report, with appropriate action guided by Strategic Housing Market Assessment and Strategic Housing Land Availability Assessment</p>	<p>East Herts Planning Policy</p>	<p>Annual monitoring</p>	<p>Herts County Council, East Herts Housing Services and Planning Policy</p>

3. Generate new affordable housing planning policies for inclusion within the East Herts District Plan to replace current policies in the Local Plan.	~ Affordable housing requirement ~ Affordable housing site size thresholds ~ Affordable housing tenure split ~ Affordable housing dwelling sizes	Planning Policy Planning Policy Planning Policy		East Herts Housing services and Planning Policy
4. Work with partners to meet identified rural affordable housing needs	Appropriate rural housing developed	Housing Service	Annual monitoring	Housing Service, Parish Council's and Registered Providers
5. Run a Housing Forum at least 3 times a year and consult on proposed housing reforms	Consult, inform and let influence our external stakeholders on the Council's future housing policies.	Housing Service	Annual monitoring	Housing Service and external housing stakeholders
6. Launch the East Herts Council backed Local Authority Mortgage indemnity Scheme (LAMS).	First time buyers are more likely to be able to access private housing. Monitor the take-up of the scheme.	Housing Service	Quarterly Monitoring	Housing Service, residents and mortgage lender
7. Review and update Affordable Warmth Strategy and action plan 2007-12, to ensure strategy is fit for purpose for Green Deal and HECA.	Enable and encourage the provision of affordable warmth in private sector homes through advice, grants, discounted measures and partnership initiatives	Private Sector Housing	2013-14	Private sector Housing , residents and landlords
8. Implement the actions in the Empty Homes Strategy	Bring Private sector empty homes back into use through encouragement and using appropriate legislation.	Private Sector Housing	Annual monitoring	Private sector Housing, home owners.
9. Regulate private rented sector housing via advice, inspection, enforcement and House in Multiple Occupation (HMO) licensing	Ensure HMO accommodation is suitable and of a good standard	Private Sector Housing	Annual monitoring	Private Sector Housing, Landlords

Priorities	Outputs and targets	Lead	Target date	Key Partners
Strategic Objective 2: Meeting the needs of a growing elderly population				
10. Continue to work with our Registered Providers to either regenerate their existing older persons housing, or re-commission for alternative client group, or re-develop.	Monitor number of units of older persons accommodation made fit for purpose or re-developed.	Registered Providers	Annual monitoring	Housing Service and Registered Providers
11. To work with the County Council and Registered Providers to identify future opportunities within the district for flexi-care.	New flexicare accommodation provided in appropriate locations.	County Council and Registered Providers	Annual monitoring	County Council, Housing Service and Registered Providers
12. To introduce and monitor a fixed price tendering scheme for certain adaptation works through Papworth Trust Home Solutions.	Aim for swifter joint process with Home Improvement Agency for completion of level access shower works through Disabled Facilities Grant.	Private Sector Housing	Annual monitoring	Private Sector Housing
13. Continue with the Ageing Well Initiative and monitor the outcomes		East Herts Council	Annual monitoring	

Priorities	Outputs and targets	Lead	Target date	Key Partners
Strategic Objective 3: Meeting the needs of vulnerable people and stronger communities				
14. Promote community cohesion and support the local economy by providing housing that is affordable for local people.	~ Monitor the mix of market and affordable housing in terms of type and tenure in sustainable locations	Planning policy and Housing service	Annual Monitoring	Planning Policy, Housing, Developers and Registered Providers
15. Ensure that housing policies and practices promote equalities and diversity	- Carry out Equality Impact Assessments on: revised Housing register and Allocations policy and Housing Strategy Through the District Plan, seek to deliver Gypsy & Traveller pitches and Travelling Showperson plots.	Housing Service Planning policy	Apr-13	Housing Service Planning Policy
16. Continue to prevent homelessness through the provision of good quality advice and developing new solutions to housing need	Develop and publish Homeless and Homeless Prevention Strategy.	Housing Service	Sep-13	Housing Service
17. Work with supported accommodation Providers to provide and make effective use of supported accommodation and appropriate access to move on accommodation in the district	Monitor existing and new supply of supported accommodation. Develop new and monitoring existing re-housing protocol with supported accommodation Providers.	Housing Service	Annual Monitoring	Housing Service, Registered Providers and Herts County Council
18. Monitor effect of changes introduced in April 2012 in the way Herts County Council deal with Disabled Facilities Grants, and liaise as appropriate to ensure effective joint service.	Monitor trends in number of grants approved	Private Sector Housing	Annual Monitoring	Private Sector Housing

<p>19. Review the council's allocations policy in response to legislation changes.</p>	<p>Develop and publish a revised Housing Register and allocations Policy for the Council.</p>	<p>Housing Service</p>	<p>Mar-13</p>	<p>Housing Service, range of housing stakeholders including Registered Providers</p>
<p>20. Produce a Tenancy Strategy for the District</p>	<p>Develop and publish a Tenancy Strategy for East Herts</p>	<p>Housing Service</p>	<p>Apr-13</p>	<p>Housing Service, range of housing stakeholders including Registered Providers</p>
<p>21. Maximise the opportunities to enhance and develop services to vulnerable residents of East Herts</p>	<p>- Ensure adequate representation by East Herts Council at the County Council's various working groups for vulnerable residents and maintain regular liaison with providers of supported accommodation.</p>	<p>Housing Service</p>	<p>Annual Monitoring</p>	<p>Housing Service, Herts County Council and Registered Providers</p>
<p>22. Review future Home Improvement Agency Services and funding levels in conjunction with the HIA in the light of changing County Council services and reduced core funding.</p>	<p>Seek to identify opportunities for continued support for East Herts residents with reduced core funding</p>	<p>Private Sector Housing</p>		<p>Private Sector Housing, Papworth, Herts County Council</p>
<p>23. Provide guidance and advice to residents, tenants and landlords on their rights and responsibilities through a variety of media</p>	<p>- Review and expand information on Council's website, provide articles for the Council's resident magazine, press releases.</p>	<p>Housing Service, Private Sector Housing</p>	<p>Annual Monitoring</p>	<p>Housing Service, Private Sector Housing</p>

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 28 AUGUST 2012

REPORT BY REPORT BY EXECUTIVE MEMBER FOR HEALTH, HOUSING AND COMMUNITY SUPPORT

ANNUAL PERFORMANCE REPORT FOR RIVERSMEAD AND SOUTH ANGLIA HOUSING ASSOCIATIONS 2011/12

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- The report advises the committee on the progress made by the two large scale voluntary transfer housing associations on the three undertakings that remain following the end of the Delivery of Promises Programme in 2007.

<u>RECOMMENDATIONS FOR Community Scrutiny: That:</u>	
(A)	The Committee note performance by both Riversmead and South Anglia Housing Associations on the three remaining stock transfer undertakings for the year 2011/12.

1.0 Background

1.1 In March 2002 the Council sold its stock of some 6,500 dwellings to Riversmead and Stort Valley (now South Anglia) housing associations in return for a capital receipt, 75% nomination rights and a five year programme of improvements to the stock, which has been termed the 'Delivery of Promises'.

1.2 The undertakings were of two types. The majority concerned improvements to the housing stock transferred and had targets for either minimum spend or number of improvements. The five year Delivery of Promises programme came to an end in March 2007 and a report was presented to the Performance Scrutiny

Committee in July 2007. Additionally there were other conditions attached to the sale of the stock which had a much longer time frame for example nomination rights to their empty properties.

1.3 At the Community Scrutiny Committee meeting in July 2008 it was agreed that officers should report annually on the remaining stock transfer undertakings.

2.0 Report

2.1 The majority of the promises following stock transfer ended after five years but three of the promises have a much longer life span. These remaining promises are monitored by the Housing Service.

2.2 Nomination percentages. The Stock Transfer Nomination Agreement states that the two housing associations give the Council 3 out of every 4 of their vacant homes (of the homes that were transferred) for the Council to nominate to households on its Housing Register. This agreement is in perpetuity.

2.3 Aids and Adaptations. The agreement states the amount that each housing association is expected to spend on aids and adaptations for their own tenants before the Council can be requested to financially contribute to adaptations to their own stock. The figure set for the first year, £185,000 per annum, is subject to an agreed annual increase based on RPI. This agreement lasts for 30 years from the sale of the stock.

2.4 Right to Buy Clawback agreement. The agreement entitles the Council to a financial settlement or clawback, from the housing associations, from the sale of each home where the tenant had a 'preserved' right to buy entitlement. The percentage clawback reduces over time to zero percent after 20 years from date of the sale of the stock.

2.5 The performance of the two housing associations is shown below.

2011/12	Target	Riversmead Housing Association	South Anglia Housing Association
Percentage nominations to vacant homes	75%	100%	100%
Spend on	At 11/12	£249,145	£259,017

aids and adaptations	£246,698		
Homes sold under the preserved Right to Buy	40 per annum each	2	3

- 2.6 There are three points to note from the figures presented. South Anglia and Riversmead Housing Associations both belong to the Council's Common Housing Register. Therefore the Council's Housing Register contains all of South Anglia and Rivermead Housing Association tenants, in East Herts, needing to transfer to an alternative home in East Herts. In return for this the Council has nominations rights to all of their vacant homes. Therefore the target percentage nomination to vacant homes under this agreement is 100%.
- 2.7 The type of aids and adaptations works varies from small scale hand rails and grab rails, for which tenants can self refer through the repairs service for both housing associations, to major works recommended by Adult Care Services at Herts County Council. However the although the spend on aids and adaption's is in excess of the level set by stock transfer agreement it is less than in previous years. This is of concern and the housing associations believe it is in part due to the reduce number of referrals they are currently receiving from Herts County Council compared to previous years.
- 2.8 The preserved Right to Buy (RTB) claw back agreement was based on a target of the housing associations selling 40 properties each per year, based on the previous ten years performance. However sales have experienced a significant down turn with five being sold in 2011/12 and five in 2010/11. A total of 234 properties have been sold in the ten years since stock transfer; an average of 23 per annum. This is significantly less than the target of 40 per annum. This is in the main due to significant capping of the eligible discount and high valuations of the properties therefore making them generally unaffordable. In addition the number of tenants eligible for the preserved Right to Buy is reducing each year. This has significantly reduced the expected income for the Council under this agreement.
- 2.9 The government has recently doubled the national discount levels which brings East Herts' discount cap to £75,000. This is to try to reinvigorate the right to buy nationally. The government has

carried out a national advertising campaign and the Council has also done a local press release. Both housing associations have reported an increase in the number of enquiries but it is too soon to say whether this will translate into sales.

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

Stock Transfer Agreements 2002

Contact Member: Councillor Linda Haysey, Executive Member for Health Housing and Community Support
Linda.haysey@eastherts.gov.uk

Contact Officer: Simon Drinkwater, Director of Neighbourhood Services - Ext No 1405
Simon.drinkwater@eastherts.gov.uk

Claire Bennett, Manager Housing Services – Ext No 1603
Claire.bennett@eastherts.gov.uk

Report Author: Claire Bennett, Manager Housing Services – Ext No 1603
Claire.bennett@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	<i>Both Riversmead and South Anglia Housing Associations.</i>
Legal:	<i>None</i>
Financial:	<i>If the Housing Associations had met the annual target of 40 sales each this would have resulted in the Council receiving substantially more funds in clawback receipts since the transfer.</i>
Human Resource:	<i>None</i>
Risk Management:	<i>None</i>

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 28 AUGUST 2012

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

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – APRIL 2012 - JUNE 2012

WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To report on the performance of the key indicators that relate to Community Scrutiny for the period April 2012 to June 2012.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</u>	
That:	
(A)	The reported performance for the period April 2012 to June 2012 be received; and
(B)	the Executive be advised of any further recommendations.

1.0 Background




- 1.1 This is a performance report relevant to Community Scrutiny's terms of reference covering the period April 2012 to June 2012.
- 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 June 2012 presented in detail (the most up to date available)



- with previous months summarised in a trend chart.
- The indicators where data is collected quarterly, with performance for Quarter 1 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.
- The indicators where data is collection annually, with performance for 2011/12 presented in detail.

1.3 All Councillors have access to Covalent (the council’s performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team are able to provide support and training on using the Covalent system if required.

1.4 **Essential Reference Paper ‘B’** Shows the full set of performance indicators that are reported on a monthly and quarterly basis. Essential Reference Paper B has been sorted by status e.g. all performance indicators that are ‘red’ are listed first etc.
Essential Reference Paper ‘C’ Shows the Leisure Satisfaction performance indicators that are reported on an annual 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

People

Performance analysis

2.1 **EHPI 1f - % of customers satisfied with the service - Grange Paddocks.** Performance outturn was ‘Red’ for 2011/12. Although the 2011/12 value is down on both previous and target values, the score sits well in the banding that is used by our leisure provider to report customer satisfaction, with all three years sitting in the 'Good' band. It The average Net Promoter Score (NPS), a management tool used to

gauge customer loyalty. Grange Paddocks sits within the 'Excellent' band for measuring NPS scores, as it did for the previous year. NPS assists in getting a clear measure of your performance through customer's eyes. (full details in **Essential Reference Paper C**)

- 2.2 **EHPI 3a – Usage: number of swims (under 16).** Performance was 'Red' for Quarter 1. Throughput has declined when a comparison is made against the same period last year. The decline in this age group is not seen in the other age categories. The service is monitoring the continuing reduction and is in discussion with SLM on ways to improve throughput for this age group.
- 2.3 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance was 'Red' for June 2012. Performance for the periods from 15 June 2012 to 13 July 2012 is 16.57 days. The cumulative position is at 13.5 days. Members have agreed additional resources to help ameliorate matters.
- 2.4 **EHPI 1a, 1b and 1d - % of customers satisfied with the service – All, Leventhorpe and Fanshawe.** Performance outturns for these indicators were 'Amber' for 2011/12. Although the 2011/12 value is slightly down on both previous and target values the score sits well in the banding that is used by our leisure provider to report customer satisfaction, with all three years sitting in the 'Good' band. (full details in **Essential Reference Paper C**)
- 2.5 **EHPI 4b – Usage: Gym (60 + year olds).** Performance was 'Amber' for Quarter 1. Throughput was slightly off target but is following the normal seasonal trend.
- 2.6 Performance for the following indicators were 'Green', which means that the targets were either met or exceeded for June/Quarter 1 2012, they were:
- EHPI 129 – Response time to anti social behaviour (ASB) complaints made to East Herts Council.
 - EHPI 1c - % of customers satisfied with the service – Hartham
 - EHPI 1e - % of customers satisfied with the service – Buntingford
 - EHPI 3b - Usage: number of swims (16 – under 60 year olds)
 - EHPI 3c - Usage: number of swims (60 year old +)
 - EHPI 4a - Usage: Gym (16 – under 60 year olds)

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

CONCLUSION

2.7 In conclusion Members are asked to:

- a) Note the performance indicator analysis for the period April 2012 to June 2012 in **Essential Reference Paper 'B and C'**.
- b) Agree the recommendations at the start of this report.

3.0 Implications/Consultation

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

Background Papers:

- 2011/12 Estimates and Future Targets Report – Executive 6 March 2012.
- Should members require any guidance notes or Performance Indicator definitions please contact a member of the Performance team in the contacts listed below.

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

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

Report Author: Karl Chui – Performance Monitoring Officer
Contact Tel Ext No 2243
karl.chui@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	People <i>This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i>
Consultation:	Performance monitoring discussions have taken place between 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.

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April – June Community Scrutiny Corporate Healthcheck 2012/13

Traffic Light Red
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHP13a	Usage: number of swims (under 16)		9,503	12,501		Figures for 2012/11 Quarter 1 shows that there has been a decline in throughput for the same period last year, although slightly up on the previous quarters throughput. This may be due to the prevailing economic climate, the service is monitoring the continuing decline and is in discussion with SLM on ways to improve throughput for this age group.	None



Trend Chart



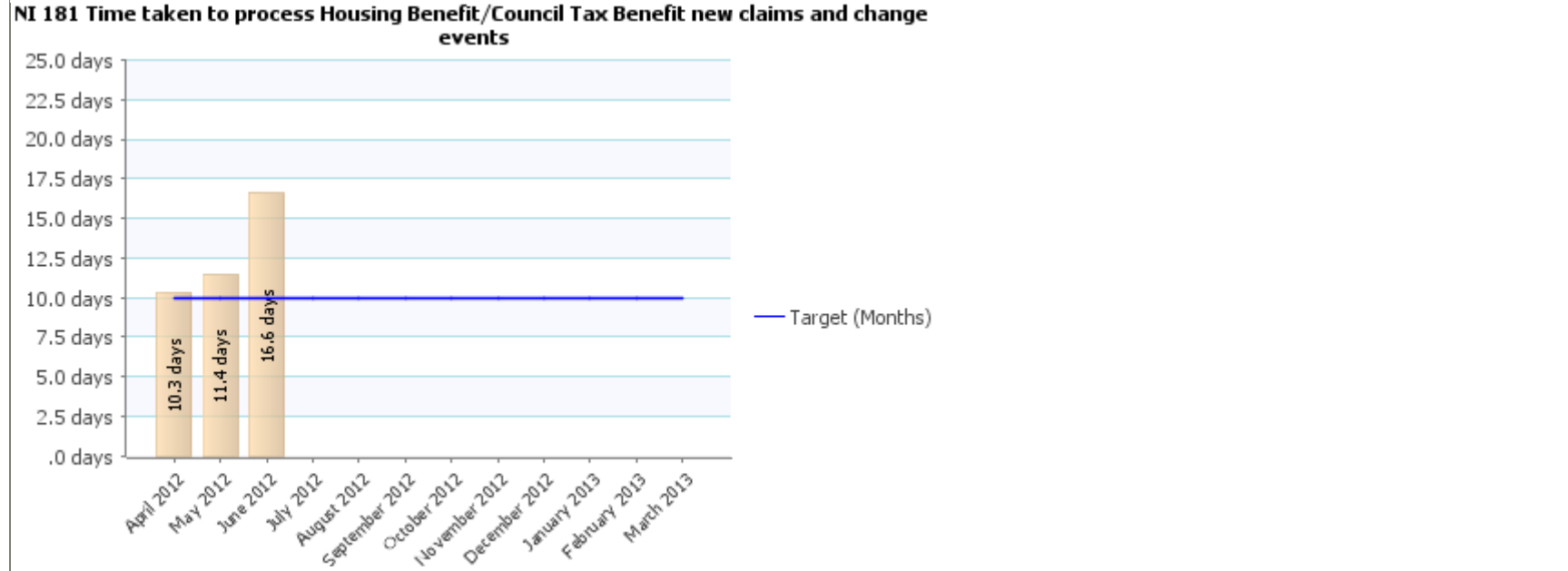
Performance Gauge



Revenues and Benefits Services



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		16.6 days	10.0 days		Performance for the periods from 15 June 2012 to 13 July 2012 is 16.57 days. The cumulative position is at 13.5 days.	None

Trend Chart **Performance Gauge**

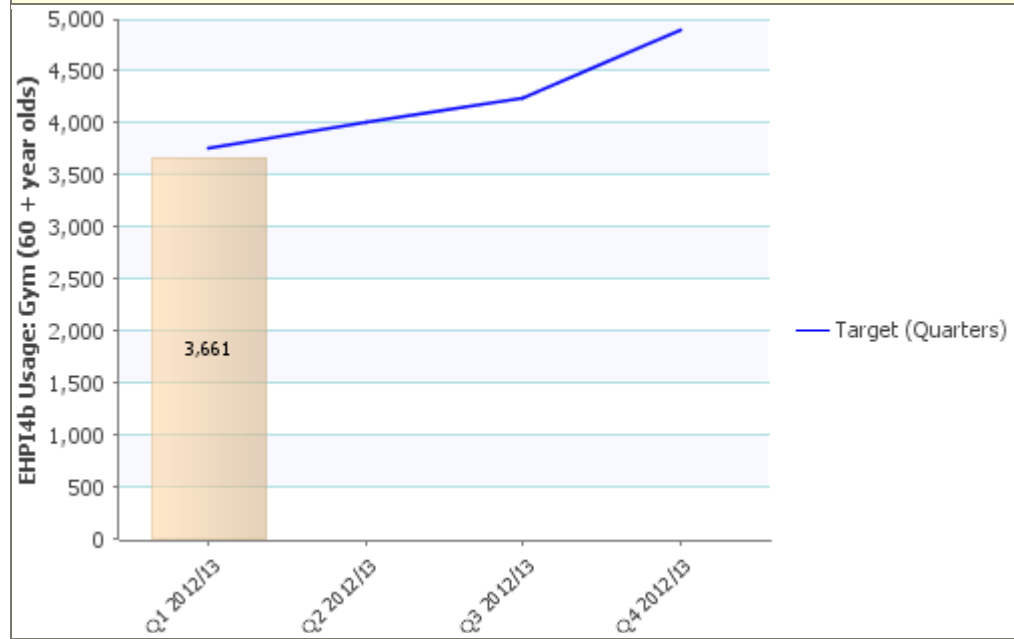


Traffic Light Amber
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI14b	Usage: Gym (60 + year olds)		3,661	3,758		Throughput slightly down on target, but following normal seasonal trend.	None

Trend Chart



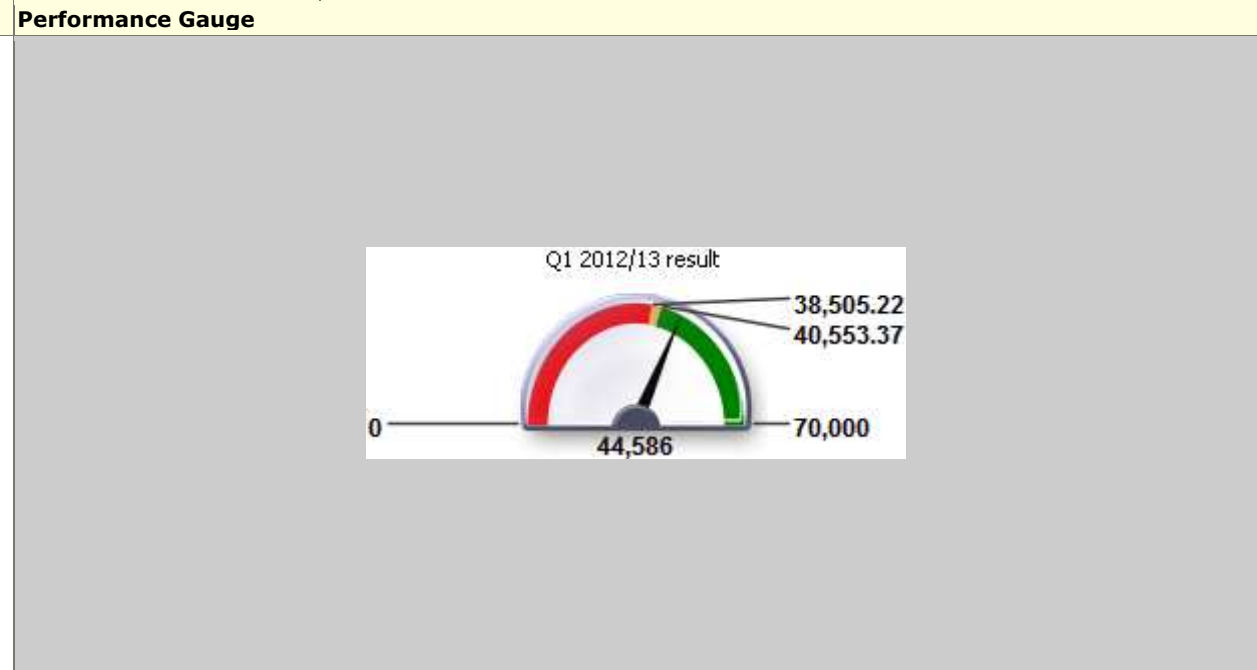
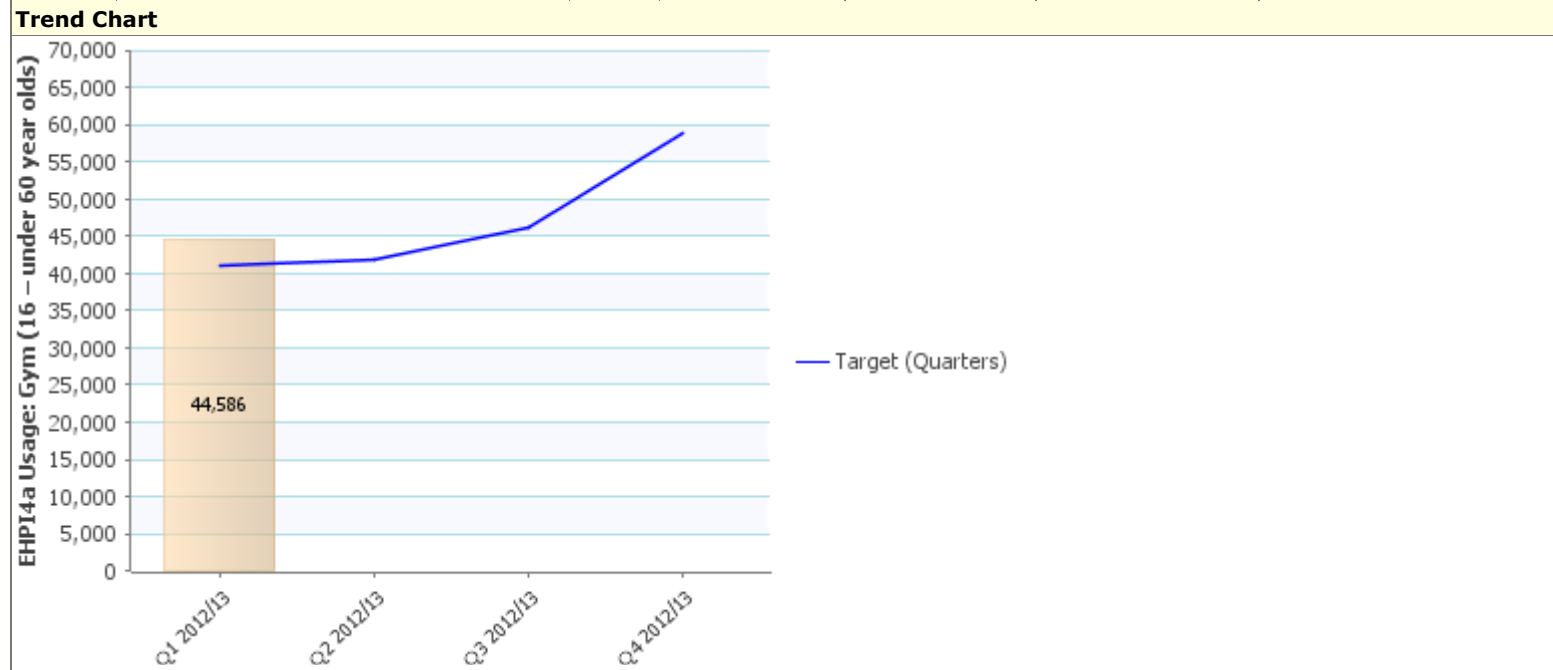
Performance Gauge

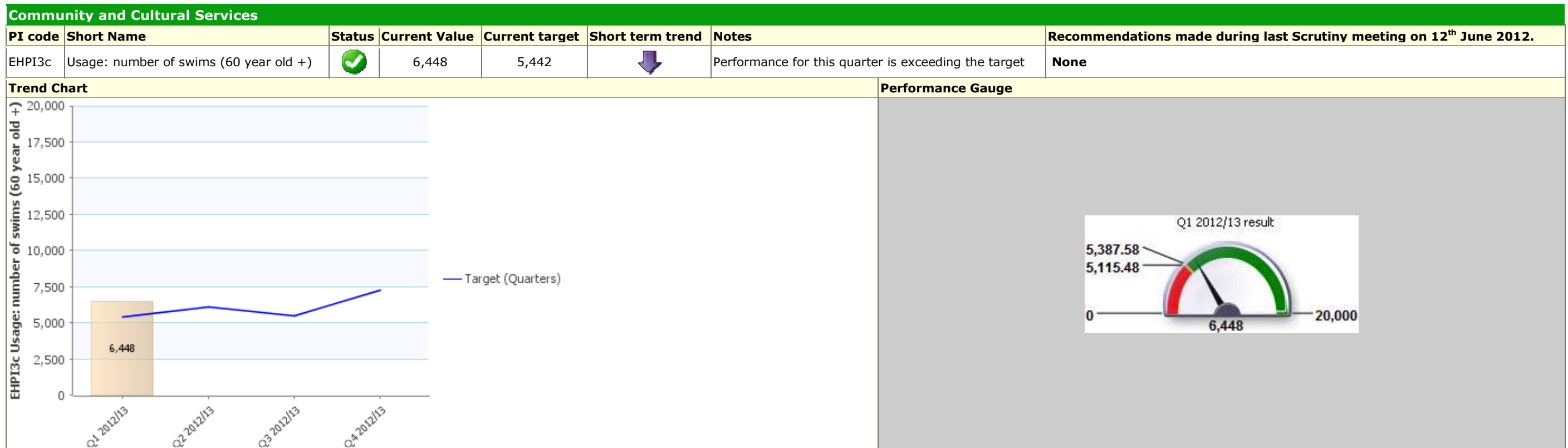
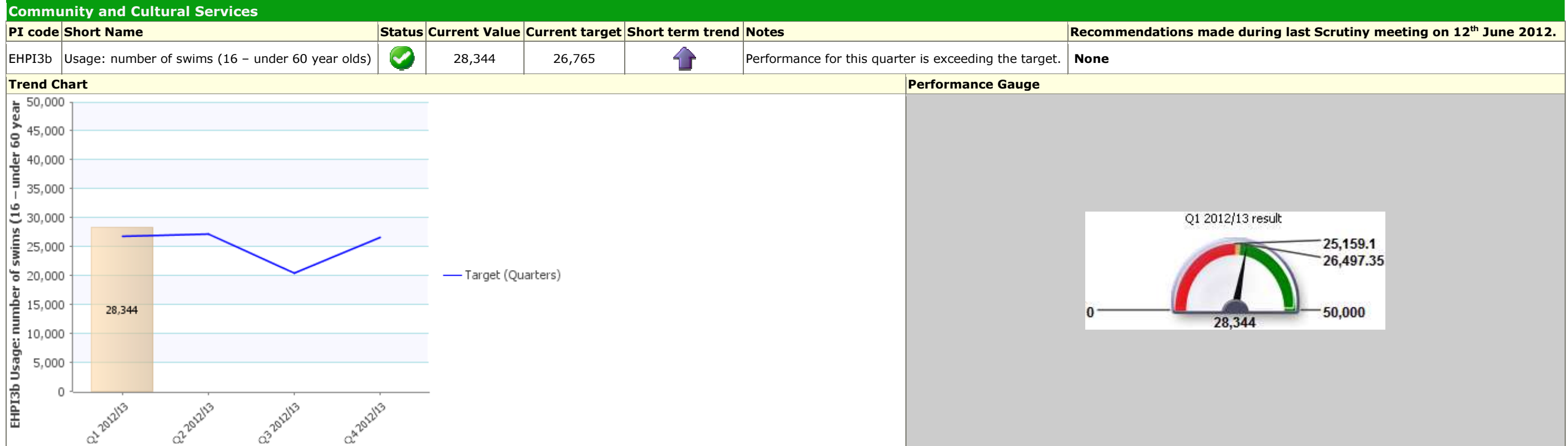


Traffic Light Green
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHP14a	Usage: Gym (16 – under 60 year olds)		44,586	40,963		Performance for this quarter is exceeding the target.	None

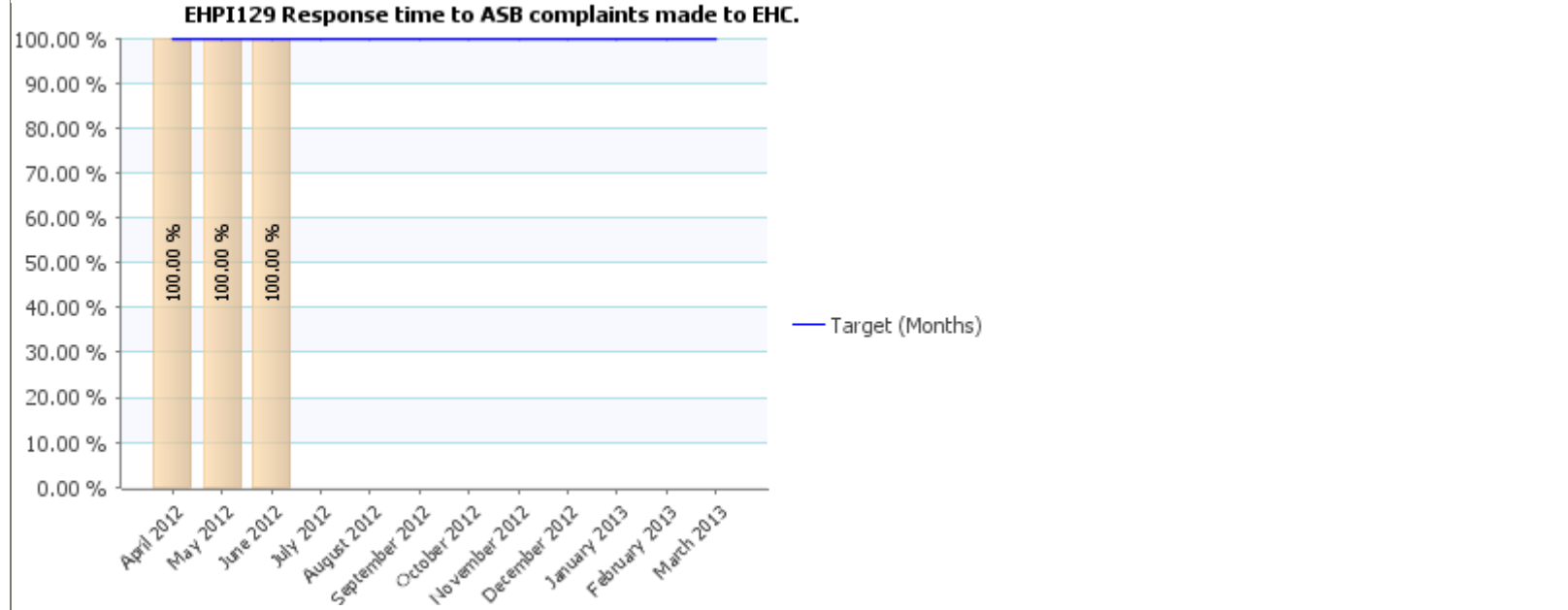




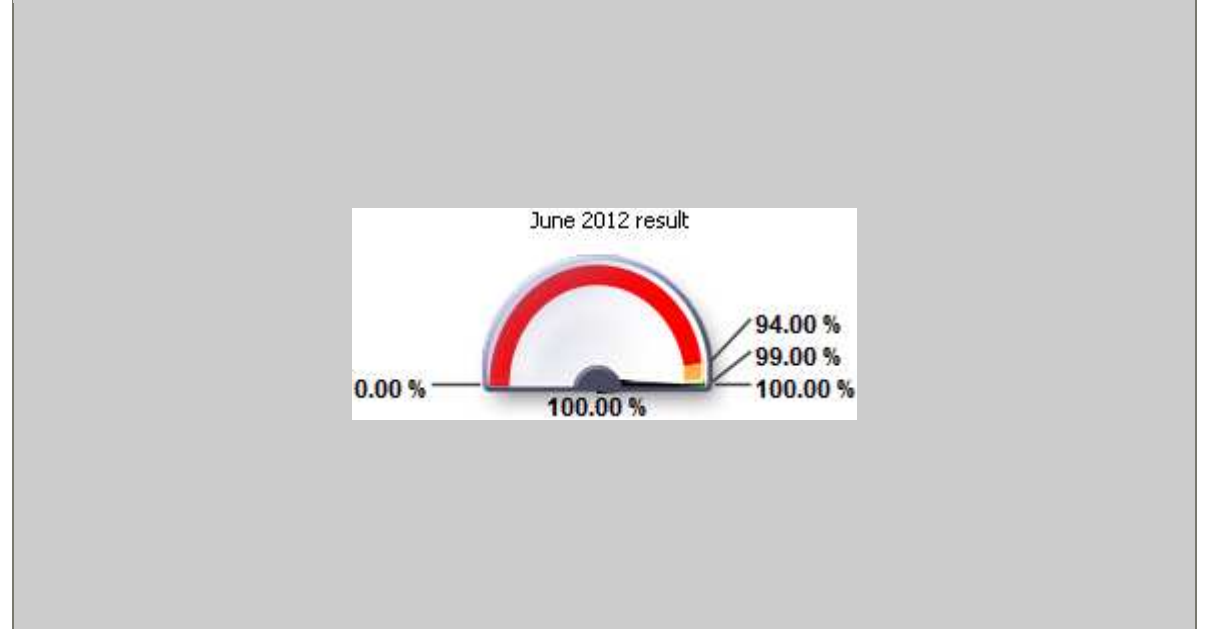
Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHP1129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		June 2012 There were twelve complaints made to the ASB officer at EHC, all of which were responded to within the minimum two working days.	None

Trend Chart



Performance Gauge



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



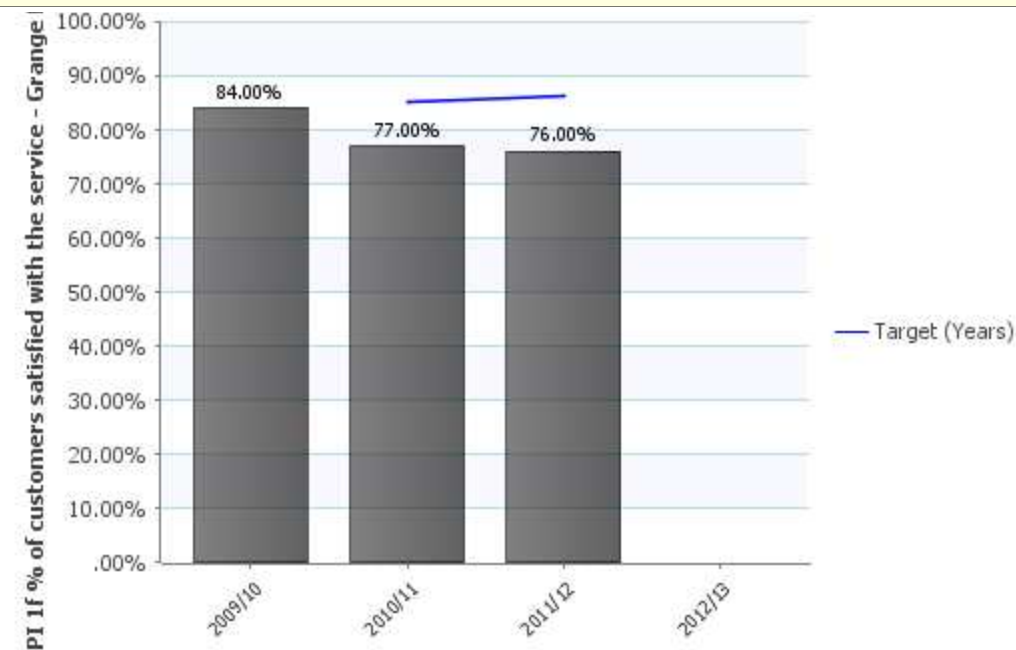
Community Scrutiny Corporate Healthcheck 2012/13 (outstanding 2011/12 annual outturns)

Traffic Light Red
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI 1f	% of customers satisfied with the service - Grange Paddocks		76.00%	86.00%		Although the 2011/12 value is slightly down on both previous and target values, the score sits well in the banding that is used by our leisure provider to report customer satisfaction, all three years sitting in the 'Good' band. It is also worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for Grange Paddocks sits within the 'Excellent' band for measuring NPS scores, as it did for the previous year too. NPS assists in getting a clear measure of your company performance through it's customers eyes.	None

Trend Chart





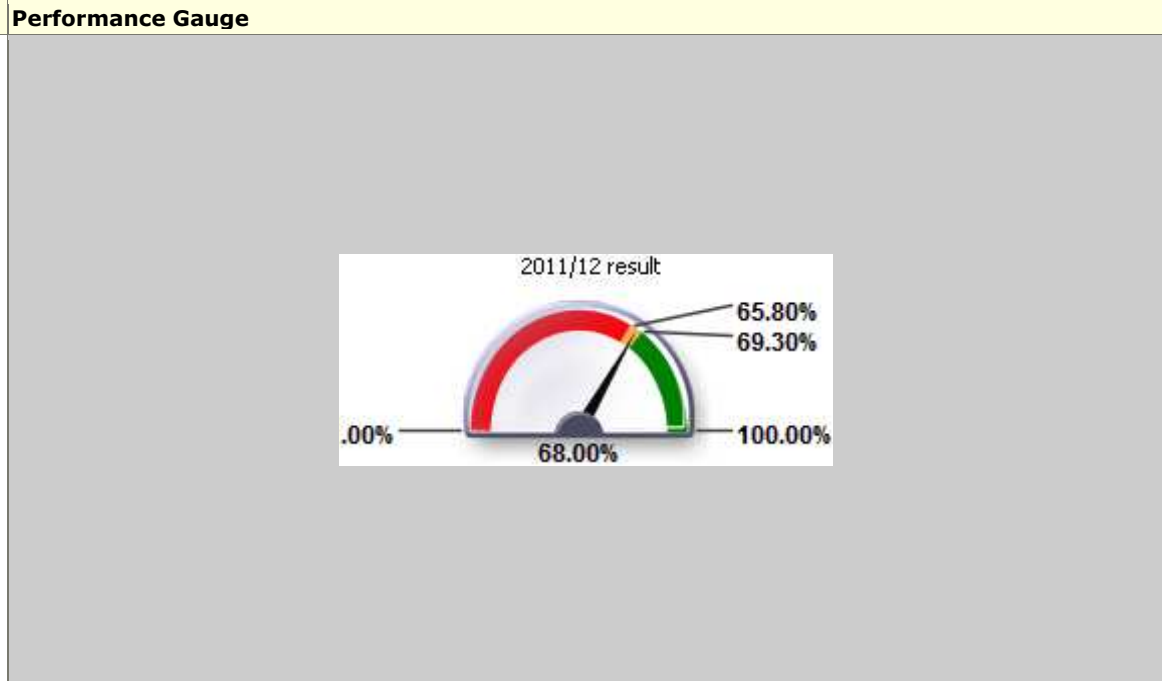
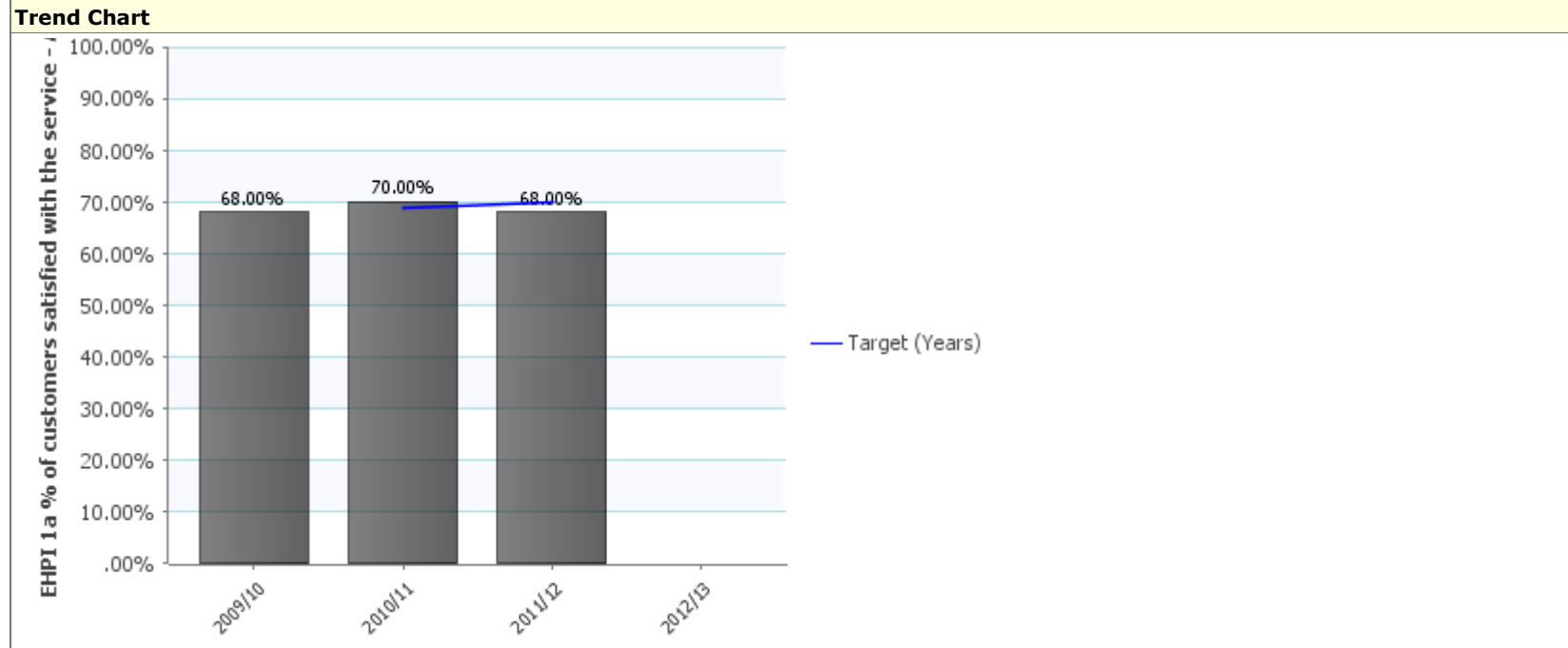
Performance Gauge





Traffic Light Amber
Description People

Community and Cultural Services

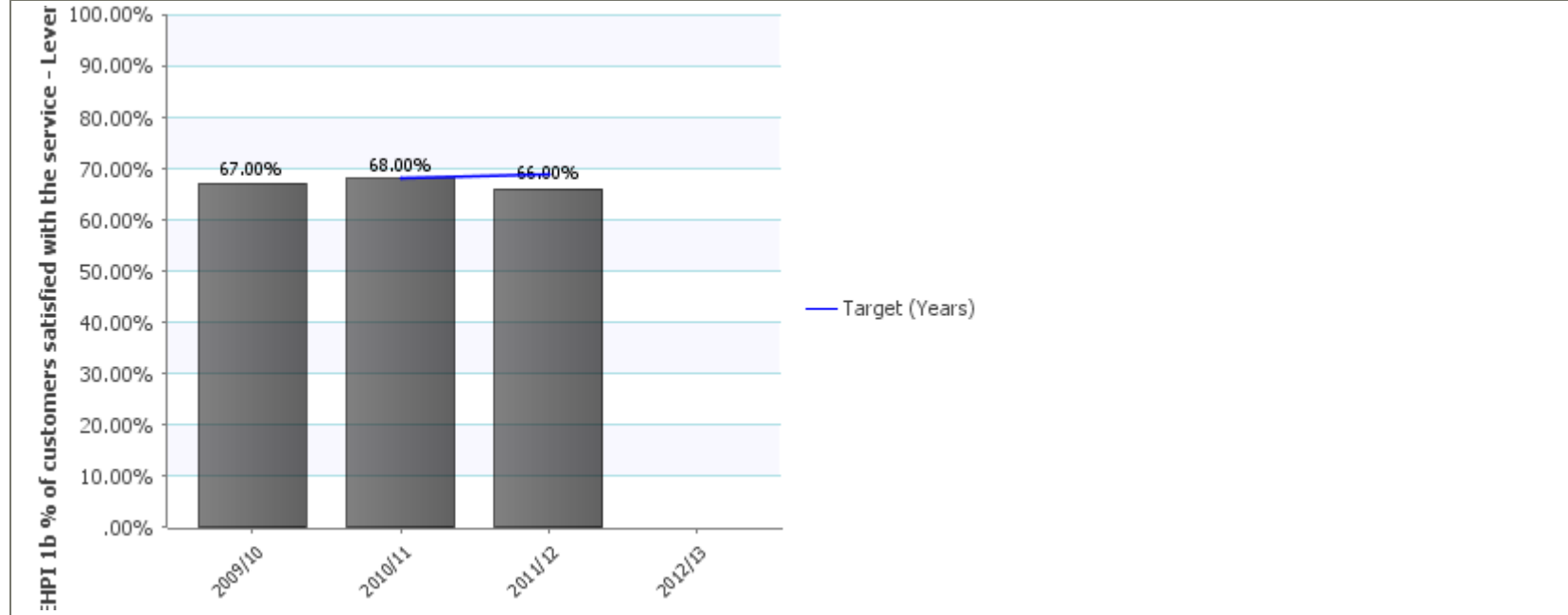
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHP1 1a	% of customers satisfied with the service - All		68.00%	70.00%		Although the 2011/12 value is slightly down on both previous and target values the score sits well in the banding that is used by our leisure provider to report customer satisfaction, all three years sitting in the 'Good' band. It is also worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for the leisure contracts five sites sits within the 'Excellent' band for measuring NPS scores, as it did for the previous year too. NPS assists in getting a clear measure of your company performance through it's customers eyes.	None



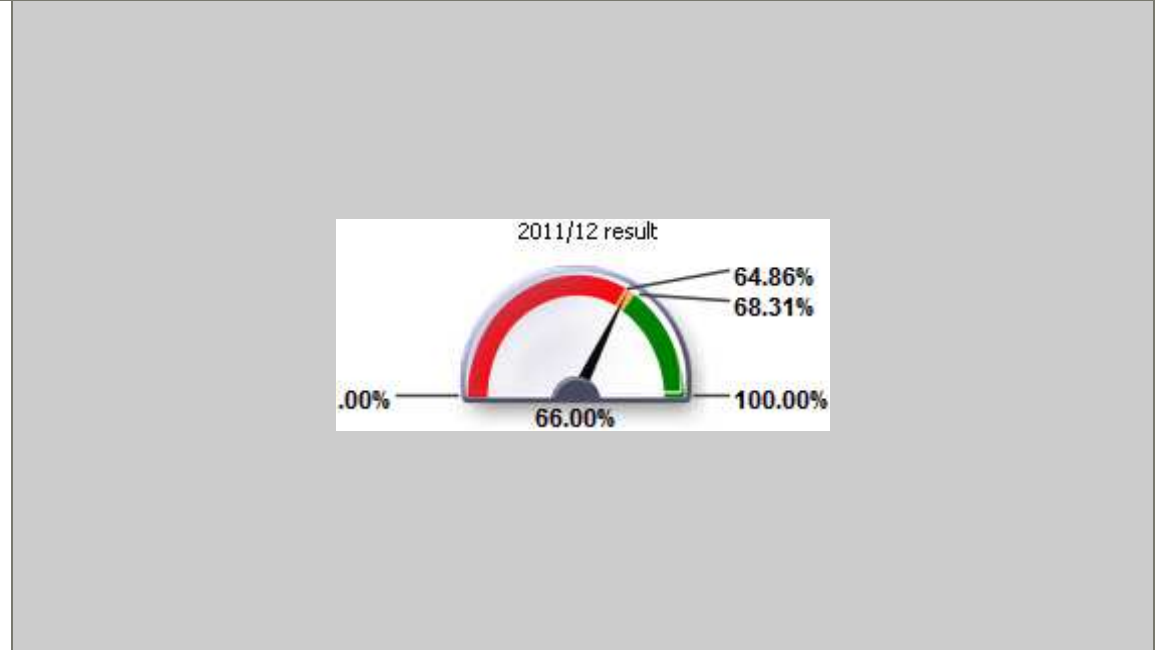
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI 1b	% of customers satisfied with the service - Leventhorpe		66.00%	69.00%		Although the 2011/12 value is slightly down on both previous and target values the score sits well in the banding that is used by our leisure provider to report customer satisfaction, all three years sitting in the 'Good' band. It is also worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for Leventhorpe sits within the 'Good' band for measuring NPS scores. NPS assists in getting a clear measure of your company performance through it's customers eyes.	None



Trend Chart



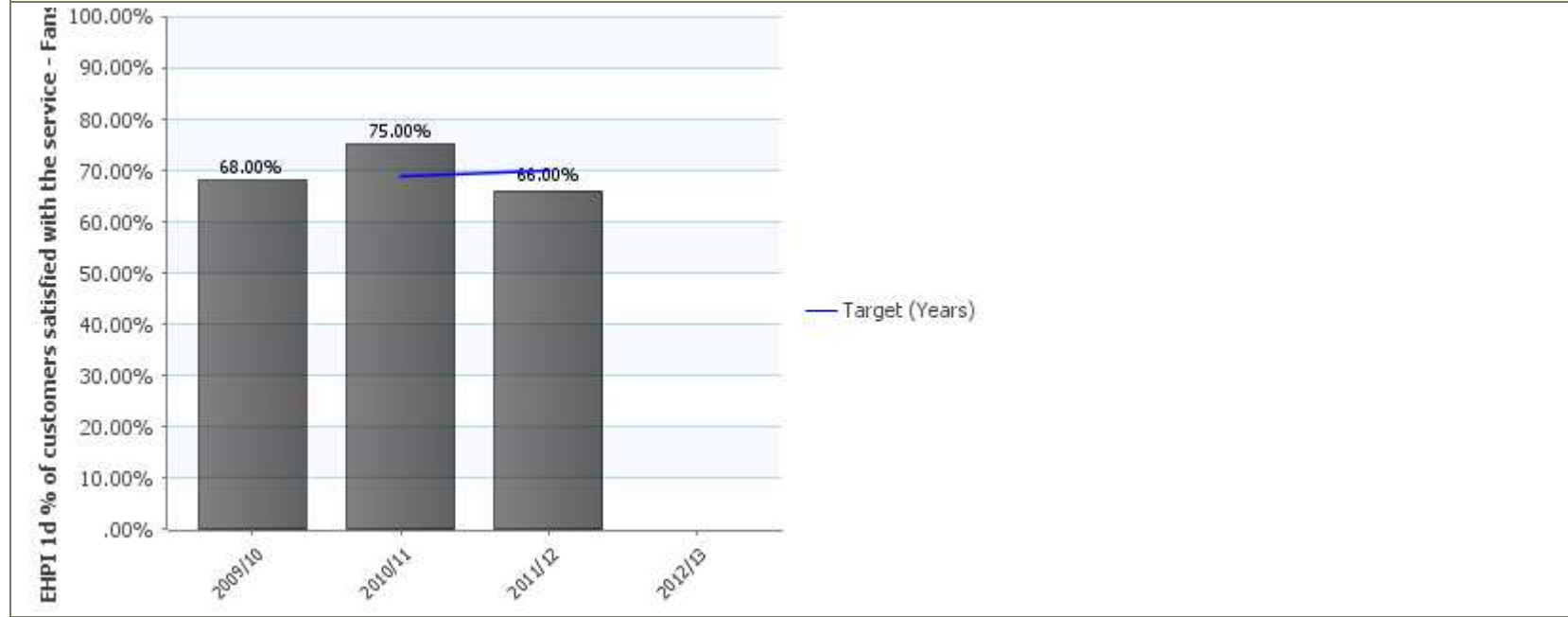
Performance Gauge



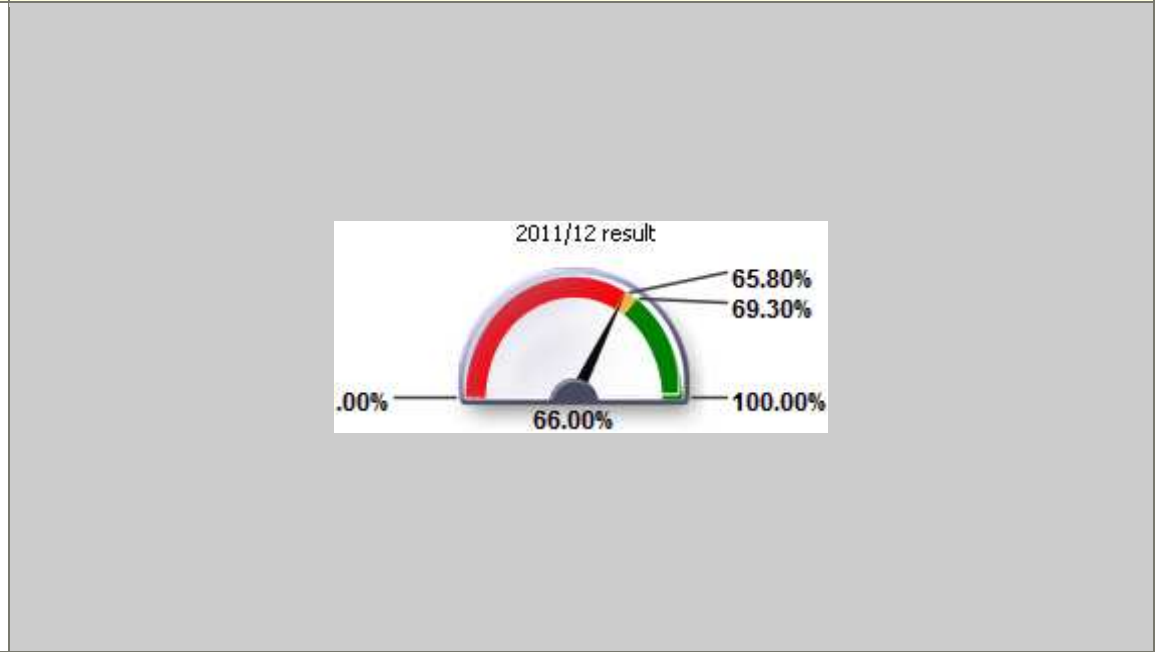
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI 1d	% of customers satisfied with the service - Fanshawe		66.00%	70.00%		Although the 2011/12 value is slightly down on both previous and target values the score sits well in the banding that is used by our leisure provider to report customer satisfaction, all three years sitting in the 'Good' band. It is also worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for the leisure contracts five sites sits within the 'Excellent' band for measuring NPS scores, as it did for the previous year too. NPS assists in getting a clear measure of your company performance through it's customers eyes.	None

Trend Chart



Performance Gauge

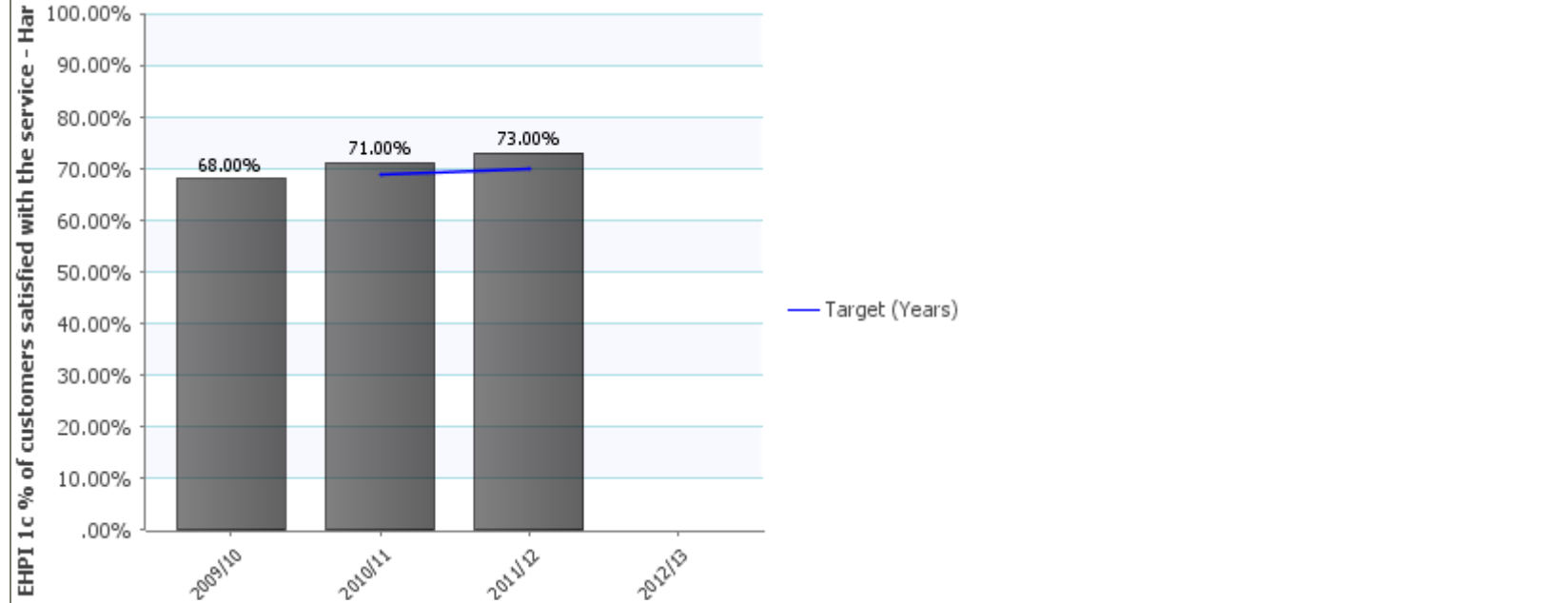


Traffic Light Green
Description People

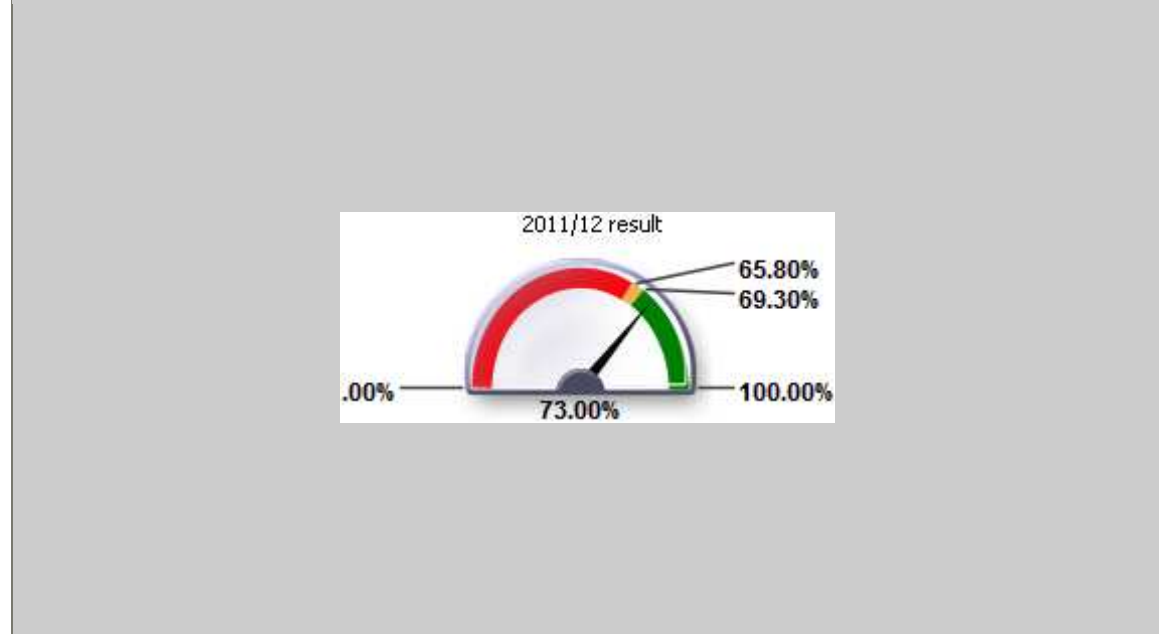
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI 1c	% of customers satisfied with the service - Hartham		73.00%	70.00%		Performance on target.	None

Trend Chart

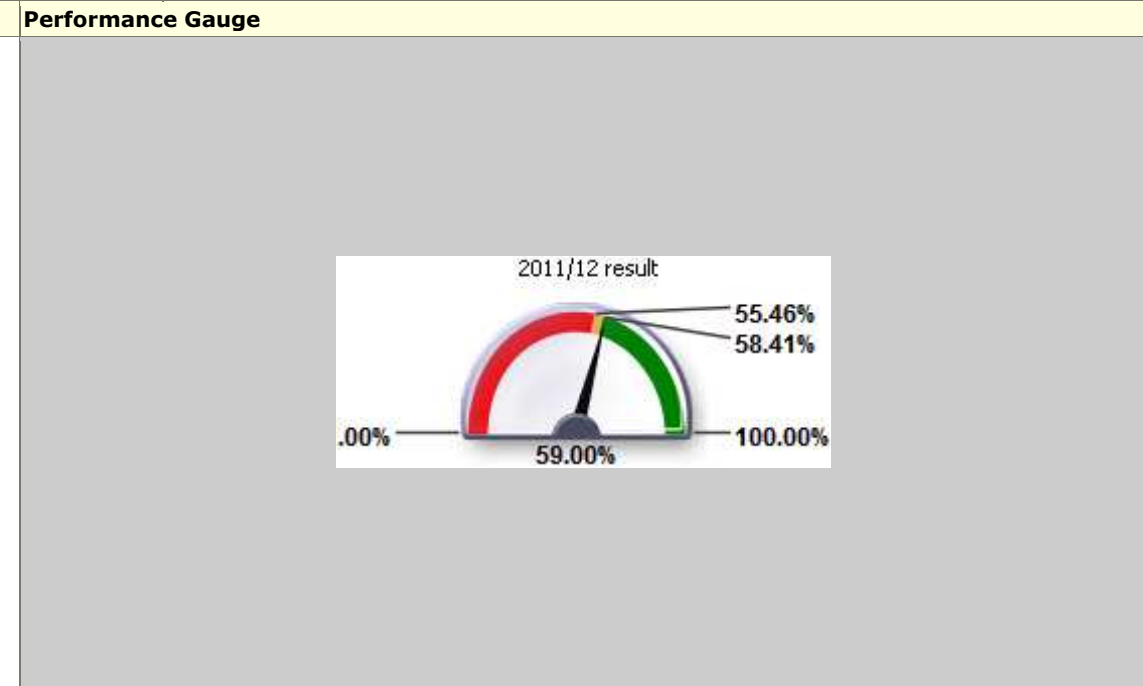
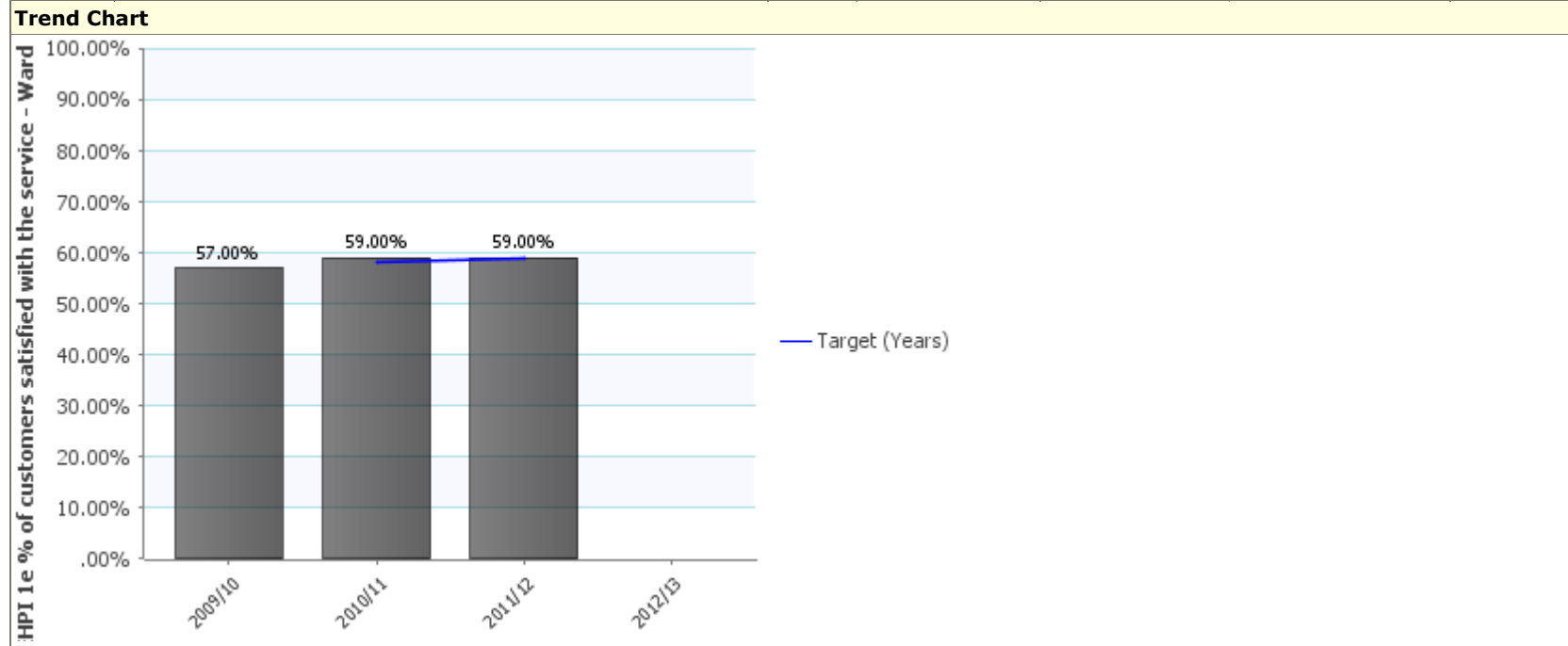


Performance Gauge



Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 th June 2012.
EHPI 1e	% of customers satisfied with the service - Ward Freman		59.00%	59.00%		Performance on target.	None



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

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE: 28 AUGUST 2012

REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

Purpose/Summary of Report

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

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

1.0 Background

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

2.0 Report

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

2.2 The timing of some housing related reports coming to this committee has had to be rescheduled to fit with external pressures such as public/partner consultation periods.

2.3 To support members in their consideration of housing related matters, in the reading of committee reports and in discussions with officers/partners a quick reference guide has been compiled of the frequently used abbreviations and acronyms. **Essential**

Reference Paper C is attached to this report and will be updated as new terminology appears and comes into common usage. Please let the Scrutiny Officer know of any terms you think should be corrected or added to the list.

3.0 Implications/Consultations

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

Background Papers

None

Contact Member: Cllr Graham McAndrew – Chairman Community Scrutiny Committee
graham.mcandrew@eastherts.gov.uk

Contact Officer: Jeff Hughes – Head of Democratic and Legal Support Services
Extn 2170
jeff.hughes@eastherts.gov.uk

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

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p> <p>Effective use of the scrutiny process contributes to the Council's ability to meet one or more of its corporate objectives:</p>
<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 2012/13

meeting	date	topic	Contact officer/lead	Next Exec
THIS	CIVIC YEAR			
Meeting 3/4 in 2012/13	20 Nov 2012 Report deadline 7 Nov	<ul style="list-style-type: none"> • Report from Health Eng Panel • Community Grants - review of applications and Q1/Q2 allocation • Annual Equalities Report • Draft East Herts Tenancy Strategy • Consultation on revisions to EH Housing Register Policy (Localism Bill) • T&F report on review of Taxi licensing policy and processes • Service plan monitoring Apr 2012 – Sept 2012 (Community only) • Healthcheck through to Sept 2012 • Work programme 	<ul style="list-style-type: none"> • Chairman of the Panel • Comm Eng Manager/ Grants officer • Comm Eng Manager/ Equalities Officer • Housing Services Manager • Housing Services Manager • T&F Chairman and HoS (Brian) + Paul • Lead Officer – Corporate Planning • Lead Officer - Performance • Scrutiny Officer 	4 Dec 2012 8 Jan 2013 5 Feb 2013 5 Mar 2013
Member information	Prob on line during Dec	<ul style="list-style-type: none"> • 2013/14 Proposed Service Options 		
JOINT SCRUTINY	15 Jan 2013	<ul style="list-style-type: none"> • 2013/14 Budget items 		
JOINT SCRUTINY	12 Feb 2013	<ul style="list-style-type: none"> • 2013/14 Service Plans • 2012/13 Estimates and 2013/14 Future targets 		
Meeting 4/4 in 2012/13	12 Mar 2013 Report deadline 27 Feb	<ul style="list-style-type: none"> • Report from Health Eng Panel • Leisure Contract – year 4 • Draft (revised) EH Housing Register Policy • CRIME & DISORDER report (TBC) • Healthcheck through to Dec 2013 • Work programme 2013/14 	<ul style="list-style-type: none"> • Chairman of the Panel • Invite SLM • Housing Services Manager • X • Lead Officer - Performance • Scrutiny Officer 	4 June 2013

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.

Abbreviations & Acronyms which may be used in ‘housing’ related reports/discussions

Version 1		Version as at January 2012
Acronym	Meaning	Explanation
ACS	Adult Care Services (Herts CC)	Herts CC Dept dealing with adults with care needs/disabilities
ADHAC	Agricultural Dwelling-House Advisory Committee	Committee which meets to decide whether a dwelling is still required for an agricultural worker
AOT	Assertive Outreach Team (Community Mental Health Team)	
ASB	Anti-Social Behaviour	
BME	Black, Asian & Minority Ethnic/Black & Minority Ethnic	
BRMA	Broad Rental Market Area	Division of areas for Local Housing Allowance purposes - EH has 3
CBL	Choice-Based Lettings	System of allowing Housing Register applicants to choose where to live
CB	Child Benefit	
CLG	Department for Communities & Local Government	
CMHT	Community Mental Health Team	Primary Care Trust team for people with mental health issues
CTC	Child Tax Credits	
CSF	Children, Schools & Families (Herts CC)	Herts CC Dept dealing with the needs of children & families
DLA	Disability Living Allowance	
DV	Domestic Violence	
ESA	Employment Support Allowance	Replaced Incapacity Benefit
HA	Housing Application	
HB	Housing Benefit	
HCA	Homes & Communities Agency	
HHSRS	Housing, Health & Safety Rating System	System that Environmental Health use to assess safety in the home

HMO	House in Multiple Occupation	Shared accommodation - rooms let individually in one property
HPU	Homeless Persons Unit	Not used in East Herts, but some LAs still refer to temporary accommodation as such.
HR	Housing Register	
HSSA	Housing Statistical Appendix	Local Authority annual return on housing stock/numbers
HV	Home Visit	Carried out by Housing Options to verify applicant's details
IS	Income Support	
ISS	Independence Support Service	Herts CC Dept dealing with care leavers
JSA	Job Seeker's Allowance	Replaced Unemployment Benefit
LCHO	Low Cost Home Ownership	Shared equity, fixed equity and other home ownership options
LDF	Local Development Framework	Portfolio of local development documents for planning strategy for EH
LDT	Learning Disabilities Team	Primary Care Trust team for people with learning disabilities
LHA	Local Housing Allowance (Housing Benefit)	Set levels of HB payable for different sizes of properties with BRMAs
LSP (EHLSP)	(East Herts) Local Strategic Partnership	
MAPPA	Multi Agency Public Protection Arrangement	Panel convened to deal with high risk members of the community, often ex-prisoners
MARAC	Multi Agency Risk Assessment Conference	Panel convened to deal with domestic violence
NTA	Notice of Transfer Application	Housing Options send NTA to housing associations whose tenants have requested a transfer
NTQ	Notice to Quit	Issued by a private landlord
NOSP	Notice of Seeking Possession	Issued by a housing association/local authority
PPO	Persistent & Prolific Offender	
RDS	Rent Deposit Scheme	'Housing Options' fund for helping homeless clients into private rented properties
RSL	Registered Social Landlord (no longer used)	Housing association
SCS	Sustainable Community Strategy	Prepared on behalf of LSP to set out vision & priorities for the

**Community scrutiny work programme
Essential Reference Paper C**

		area and mechanisms for delivery
SHLAA	Strategic Housing Land Availability Assessment	Identification of deliverable sites available, suitable and achievable for housing
SHMA	Strategic Housing Market Assessment	Technical study that assesses housing need and demand
SP	Supporting People	Funding for providing support by housing providers for elderly and vulnerable tenants
TA	Temporary Accommodation	
WA	Women's Aid	Organisation providing advice and refuges for women escaping domestic violence - now called Safer Places
WTC	Working Tax Credit	

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