



MEETING : COMMUNITY SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 12 MARCH, 2013
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

One Vacancy

Conservative Group Substitutes: Councillors C Rowley
Liberal Democrat Group Substitutes: Councillor J Wing
Independent Group Substitute:

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

CONTACT OFFICER: Lorraine Blackburn
01279 502172
E-mail: lorraine.blackburn@eastherts.gov.uk

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 - 18)

To receive the Minutes of the meeting held on 20 November 2012

3. Chairman's Announcements

4. Declarations of Interest

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

5. Report from the Health and Wellbeing Panel (Pages 19 - 26)

To receive:

- (A) the Minutes of the meeting held on 11 December 2012; and
- (B) a verbal update from the Health and Wellbeing Panel Chairman.

6. Annual Contract Performance for 2012 (Pages 27 - 44)

7. Crime and Disorder – Police Crime Commissioner's Budget and Plans: Implications for East Herts

To Follow.

8. Community Scrutiny Health Check (October - December 2012) (Pages 45 - 60)

9. Work Programme (Pages 61 - 68)

10. Urgent Business

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

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

PRESENT: Councillor G McAndrew (Chairman)
Councillors R Beeching, T Herbert, J Mayes,
N Symonds and M Wood

ALSO PRESENT:

Councillors L Haysey and P Ruffles

OFFICERS IN ATTENDANCE:

Claire Bennett	- Manager of Housing Services
Lorraine Blackburn	- Democratic Services Officer
Simon Drinkwater	- Director of Neighbourhood Services
Marian Langley	- Scrutiny Officer
Paul Newman	- Interim Licensing Manager
Will O'Neill	- Head of Communications, Engagement and Cultural Services
Claire Pullen	- Engagement and Partnership Officer
Mekhola Ray	- Community Projects Team Manager

418 APOLOGIES

Apologies for absence were received from Councillors S Bull, Mrs D Hone, Mrs D Hollebon and C Woodward. It was noted that Councillor C Rowley was substituting for Councillor Mrs D Hollebon.

419 CHAIRMAN'S ANNOUNCEMENTS

The Chairman referred to agenda pages which had been mis-printed and asked if Members had received replacement pages.

420 MINUTES

The Chairman referred to Minute 275 (Annual Performance Report from Riversmead and South Anglia Housing Associations 2011/12), and stated that the "Bedroom Tax" would be effective from April 2013 and not "October 2012" as stated.

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

421 HEALTH AND WELLBEING PANEL

Councillor N Symonds, the Chairman of the Health and Wellbeing Panel provided Members with an update on the work of the Panel and of health related activities which she had agreed to undertake. Councillor N Symonds referred to the last meeting of the Health and Wellbeing Panel and stated that the feedback from that meeting had been very positive.

It was noted that the next meeting of Hertfordshire County Council's Health Scrutiny had been cancelled and notification of a revised date was awaited.

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

(B) the Minutes of the Health and Wellbeing Panel meeting held on 16 October 2012, be noted.

422 CONSULTATION ON POSSIBLE REVISIONS TO EAST HERTS HOUSING REGISTER POLICY

The Executive Member for Health, Housing and Community Support submitted a report seeking comments on potential

revisions to the East Herts Housing Register Policy, which had been prompted by the introduction of the Localism Act 2011, the detail of which was set out in the report now submitted. It was noted that, as a result of the Act, the Council had more discretion in how it could frame the Housing Register Policy. The Manager of Housing Services sought comments from Members on what they might wish to see included in the Register and how applicants' priority for social housing might be assessed for inclusion in the Register, as a basis for consultation.

The Manager of Housing Services explained that Essential Reference Paper "B" summarised the position in terms of how the Council might frame the Register Policy.

Councillor N Symonds thanked the Officers for the report. She expressed concern about Anti-Social Behaviour (including drug dealing) by one or two tenants which caused problems for many others. She cited two locations where she knew this was occurring. The Manager of Housing Services explained the difficulty in terms of the burden of proof and of the need to frame tenancy agreements in a more robust manner.

Councillor N Symonds referred to ex-servicemen and of the need to ensure that this category of people were not penalised. She referred to the needs of the elderly suggesting that more bungalows be built. The Manager of Housing Services explained that with regard to ex-service personnel, future legislation would allow the Council to give additional preference "points" to Armed Forces Service personnel leaving the Service where they already fell into one or more "preference category" for housing, e.g. medical need. Councillor R Beeching supported this approach. He also agreed that firm action be taken against those tenants acting antisocially.

The Manager of Housing Services explained the Council's role in housing those who were found to be intentionally homeless if they had lost a previous home due to anti-social behaviour and of the possible benefits of "starter tenancies" especially regarding known perpetrators of anti-social

behaviour. The Manager of Housing Services explained that it was about “managing expectations of behaviour” once they had a tenancy and the role of the housing associations. The Young Persons Project in Baker Street, Hertford and the role of the YMCA in Bishop’s Stortford were discussed in terms of the provision of more suitable housing for young people in East Herts and the training that would be mandatory on budgeting, how to manage a tenancy and expectations of behaviour.

Councillor T Herbert suggested that reasonable preference and additional points might be given to those who had benefitted the community in some way. The Manager of the Housing Services agreed that this could be considered but that some Community Benefit was easier to quantify for the award of additional points than others, for example fostering and potential adopters.

The Manager of Housing Services explained that from a developer perspective, building bungalows was not economically viable. Councillor S Bull suggested that developers should be encouraged to ensure a good “mix” of properties and commented on the role of Parishes in letting the Council know what properties were needed in their areas. The Manager of Housing Services advised that there has been a large number of 4 bedroom private properties being built in the District compared to previous years and that from an affordable home perspective, this was not the highest need accommodation size. The Housing Service therefore, often had discussions regarding the best mix of affordable homes with developers and housing associations on these sites. The impact of the “Bedroom Tax” was discussed in relation to the larger properties.

The Committee Chairman referred to a letter which Councillor J Ranger had submitted to him regarding choice based lettings, of people choosing to move to more rural areas then wanting to move back to areas where there were more amenities. He queried whether extra points could be allocated on a locality basis for people wishing to stay in villages. The Manager of Housing Services explained the fundamentals of the Choice Based Scheme and how points

were allocated. She agreed that this could be reviewed but needed to be robust to make it fair and transparent. The Manager of Housing Services also emphasised the need for the Policy to be robust as this was open to judicial review challenge.

Members agreed the report and supported the future options detailed in Essential Reference Paper “B” of the report now submitted and that the essence of Members’ comments detailed above be taken on board and included within the Draft East Herts Housing Register and Allocations Policy

RESOLVED - that the future options detailed in Essential Reference Paper “B” of the report now submitted be approved, and that the essence of Members’ comments now detailed, be taken on board and included within the Draft East Herts Housing Register and Allocations Policy.

423 HOUSING STRATEGIC TENANCY STRATEGY 2012 - 2015

The Executive Member for Health, Housing and Community Support submitted a report on the Council’s first draft Strategic Tenancy Strategy, the detail of which was set out in Essential Reference Paper “B” of the report now submitted. The Manager for Housing Services explained the difficulty in co-ordinating with 10 – 12 other registered providers each developing their own Tenancy Policies to manage their tenancies to dovetail with the Council.

Councillor R Beeching queried the rent level of affordable rents. The Manager for Housing Services stated that the new affordable rents being implemented by registered providers were set at 80% of local market rents and that registered providers of housing were obliged to “plough back” a percentage of the additional rent into new developments. However, this did not need to be within this District. This was managed by the Homes and Communities Agency who had contracts with the registered providers to build additional affordable homes.

Members reviewed the draft Tenancy Strategy and agreed

that the document be circulated for consultation with stakeholders and that their comments be included within the Strategy, for approval by the Executive.

RESOLVED – that (A) the draft Tenancy Strategy be agreed and circulated for the purpose of consultation with stakeholders; and

(B) comments from stakeholders be incorporated within the Draft Tenancy Strategy submitted for approval by the Executive.

424 REVIEW OF TAXI LICENSING POLICY AND PROCESSES
(TASK AND FINISH REPORT)

Councillor R Beeching, as the Chairman of the Task and Finish Group, submitted a report summarising the findings following a review of the Taxi Licensing process in East Herts, the detail of which was set out in the report now submitted and the revised Essential Reference Paper “B”. Councillor R Beeching thanked the Scrutiny Officer and Licensing Manager for their help managing and bringing clarity to the process.

In response to a query from Councillor T Herbert concerning the introduction of a “uniform”, the Chairman explained that it was not a uniform as such. Rather, it was about introducing uniformity of clothing, e.g. a standard polo shirt which, it was felt, could give clients a feeling of confidence and professionalism of their taxi drivers.

The Executive Member for Health, Housing and Community Support stated that drivers needed to be aware of the needs of the elderly and those with physical difficulties. The Licensing Manager suggested that several drivers had already undertaken a NVQ Level 2, which addressed such issues and that funding was provided by the Government. He also suggested that holding the NVQ award taken alongside the authorities own ‘penalty point’ scheme, could be used as the basis of a Gold Standard status amongst East Herts drivers.

Members endorsed the approach and the findings of the Task and Finish Group and agreed the recommendations as set out

in the report now submitted.

RESOLVED – that (A) the findings of the Task and Finish Group be endorsed;

(B) Licensing Committee be recommended to agree that a robust “Convictions Policy” be introduced, the detail of which was set out in Essential Reference Paper “B” of the report now submitted;

(C) Licensing Committee be recommended to agree that some decision making relating to taxi licensing could be devolved to designated officers in line with the terms set out in any agreed “Convictions Policy” along the lines of the assessment grid detailed in Essential Reference Paper “B”; and

(D) Licensing Committee be recommended to agree that they receive a progress report on the suggested actions set in the report now submitted when actions have been evaluated.

425 EAST HERTS AGEING WELL - REVIEW OF PROGRESS

The Executive Member for Health, Housing and Community Support submitted a report on the progress made against earlier recommendations made by Members at their meetings on 28 February and 28 August 2012, the detail of which was set out in the report now submitted.

Members noted and supported the progress being made by Members and Officers.

RESOLVED – that the progress made by Members and Officers against the three recommendations made at Community Scrutiny Committee on 28 February and 28 August 2012, be noted and supported.

426 COMMUNITY GRANTS REVIEW OF APPLICATIONS QUARTER 1 AND QUARTER 2 ALLOCATION

The Executive Member for Health, Housing and Community

Support submitted a progress report on the Community Grants programme following policy amendments made by the Executive on 10 January 2012, which included the establishment of a one-off Jubilee and Olympic Fund; a general community capital pot; and a simpler application process for projects costing less than £2,000, the detail of which was set out in the report now submitted.

The Community Engagement and Partnerships Officer provided a breakdown of those organisations which had received grants. The grants had been classified into Summer Activities; Olympic / Jubilee; Community capital (large and small 1st round (rural); Councillor Engagement; and Performance for Excellence (Arts and Sport). It was noted that the total community capital budget for 2012/13 was £198,600 and the total revenue budget for the same period stood at £49,390. The Community Engagement and Partnerships Officer drew attention to the huge difference even small grants could make to a community / organisation and drew Members' attention to comments received following successful grant applications, the detail of which was set out in the report now submitted.

The Chairman referred to the fact that more people were approaching the Council for assistance from a diminishing pot. He referred to the New Homes Bonus which would benefit the towns more than rural areas. The Executive Member for Health, Housing and Community Support explained how the grant process now worked and said that Officers attempted to allocate funds fairly and geographically. It was noted that priority for our own funding pots was usually given to rural areas. The Head of Communications, Community Engagement and Cultural Services explained that Officers had contacted Towns and asked them to make the District Council aware of their local town allocation policy for use of this new money and what help could be provided from the towns' portion of the New Homes Bonus for applicants in the town.

Members praised Officers for their work and the success of events. Councillor M Wood referred to the former Councillor Grants which he said, helped Members engage with their

community. He queried whether this could be reintroduced. The Executive Member for Health, Housing and Community agreed that there were issues within the grants scheme which needed to be reviewed and agreed to discuss this issue with other Executive Members at the appropriate budget time. Members supported this approach.

RESOLVED – that (A) the progress made in allocating grants according to the new policies be noted; and

(B) the Executive be requested to review community grants and specifically, the allocation of grant monies formerly distributed by Members in order to allow grants to be used in the most flexible and appropriate way possible.

427 2012/2013 SERVICE PLANS - SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

The Chief Executive and Director of Customer and Community Services submitted a report which provided a mid-year summary of the Council's achievement against its priorities for 2012/13 and sets out those service plan actions which were off target and which had a revised completion date, the detail of which was set out in the report now submitted. The report also monitored the outstanding service actions from 2011/12, the detail of which is set out in Essential Reference Paper "D".

Members noted the progress against the Council's priorities, the revised completion dates against the 2012/13 Service Plan actions and agreed that the 2011/12 Service Plan actions be received.

RESOLVED – that (A) the progress against the Council's priorities and the revised completion dates against the 2012/13 Service Plan be noted; and

(B) the 2011/12 Service Plan actions be received.

428 COMMUNITY SCRUTINY CORPORATE HEALTH CHECK JULY - SEPTEMBER 2012

The Chief Executive and Director of Customer and Community Services submitted a report on the performance of key indicators relating to Community Scrutiny Committee for the period July – September 2012.

The Chairman drew attention to EHPI 3a (Usage: number of swims Under 16) and confirmed that Sports Leisure Management (SLM) would be asked to provide an update when they next presented their annual report on contract performance. This was supported.

RESOLVED – that (A) the performance for the period July to September 2012 be noted;

(B) SLM be requested to provide an update on the issue of Under 16 swims when presenting their annual report on contract performance.

429 WORK PROGRAMME

The Scrutiny Officer submitted a report outlining the future work of Community Scrutiny Committee. She referred to the recent Police Commissioner Election and the Council's responsibility to receive an annual Crime and Disorder report. In the circumstances, it was suggested that the new Police Commissioner be invited to the next meeting to give Members a 15 minute presentation and that Councillor M Alexander be also invited to attend in his role as this authority's representative on the new Police and Crime Panel. This was supported.

Members also supported the suggestion that SLM be requested to address the issue of Under 16 swimming and meeting the needs of older residents when they report on the Leisure Contract performance. This was supported.

The Committee supported the updates.

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

The meeting closed at 8.45 pm

Chairman
Date

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MINUTES OF A MEETING OF THE
HEALTH AND WELLBEING PANEL
(FORMERLY KNOWN AS THE HEALTH
ENGAGEMENT PANEL) HELD IN THE
COUNCIL CHAMBER, WALLFIELDS,
HERTFORD ON TUESDAY 11 DECEMBER
2012, AT 7.00 PM

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

OFFICERS IN ATTENDANCE:

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

ALSO IN ATTENDANCE:

Sarah Wren MBE	- Healthwatch
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11 APOLOGY

An apology for absence was received from Councillor E
Buckmaster.

12 MINUTES

RESOLVED – that the Minutes of the meeting held
on 16 October 2012 be approved as a correct

record and signed by the Chairman.

13 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Sarah Wren MBE, the Chairman of Healthwatch, the organisation taking over from the LINK in April 2013. The Chairman referred to Ms Wren's previous experience and achievements.

The Chairman clarified that Councillor Haysey was still awaiting a date from the Princess Alexandra Hospital regarding a "coffee morning date".

14 DISCUSSION WITH THE NEW CHAIRMAN OF HEALTHWATCH

The Chairman of the Health and Wellbeing Panel submitted a report which set out the statutory background to Healthwatch and outlined the similarities and the differences between the new arrangements and those for LINK. The Chairman advised that a discussion paper, with a number of questions regarding Healthwatch Hertfordshire had already been forwarded to Ms Wren, the detail of which was set out in Essential Reference Paper "B" of the report now submitted.

Ms Wren provided an update on the current situation in terms of the physical development of Healthwatch and its background. She explained that the company would be limited by guarantee and that the structure of the company and its links with the County Council in terms of funding, were still being developed. Ms Wren explained that it was essential to the success of Healthwatch that the company be properly funded. It would be a conduit for information and would make sure that the people on the Healthwatch Board heard a "voice" from everyone, including respected partners. The role of both the District and County Council in this process was important. Ms Wren stated that at the present time, its statutory responsibilities were still unfolding, but crucially, Ms Wren would have a seat on the Health and Wellbeing Board.

In response to a query from the Chairman concerning former members of the LINK moving over to Healthwatch, Ms Wren explained how the appointments would be made based on skills and knowledge. She emphasised the need that Members would need to bring their skills to the fore on developing a clear strategic direction for Healthwatch.

The Chief Executive and Director of Customer and Community Services referred to Hertfordshire Leaders' Group and the role they could play as a partner and reference group in future. The Executive Member for Health, Housing and Community Services stated that there were some District Councillors who had a health remit within their portfolios and they had begun to form a network group of their own. She hoped that any feedback they might have could be fed back to the Health and Wellbeing Board (HWB).

Councillor R Beeching expressed concern about feeding back into the process and of the "suspicions" about HWB at the County Council, how this was being constructed and the role of scrutiny at the County Council. Ms Wren assured Members that it was her role to ensure that there was a two-way feedback of information and of the importance of transparency in the process. Ms Wren explained that it was important to collate all views and of the need for Healthwatch to have power and influence.

In response to a query about powers, she stated that Healthwatch would not have power to "enter and view" across a county border, but it was hoped that the establishment of positive working relationships would foster access to any relevant establishments by negotiation.

In terms of the contribution Healthwatch would make to the HWB, Ms Wren stressed the importance of trust in fostering a good working relationship. The Scrutiny Officer referred to the possibility of a conflict of interest in

relation to Healthwatch investigating an issue in future where it might have been party to a relevant commissioning decision through its place on the HWB. Ms Wren felt that there would not be a conflict with scrutiny or “enter and view” and explained why.

Councillor S Bull referred to the issue of transportation to hospitals in Hertfordshire and the concerns he had regarding some patients being given access to transportation and the conflicting roles of GPs in offering these arrangements. Ms Wren explained that she was aware of this issue. Councillor L Haysey said that the Council had arranged for a meeting to consider the issue of hospital transport at the beginning of January 2013.

Ms Wren explained the roles between Healthwatch and the County Council. She explained that she was keen that Healthwatch acted as a social enterprise in its own right, had security of funding and proper data collection systems in place.

In response to a query from Councillor S Bull, Ms Wren explained the rationale behind not having substitute arrangements on the Healthwatch Board.

In response to a query from the Chief Executive and Director of Customer and Community Services, Ms Wren explained that Healthwatch would draw up service level contracts and key performance indicators. She explained how Board Members would be elected and the processes involved.

The Chairman, on behalf of Members thanked Ms Wren for providing a breakdown of the role and aspirations of Healthwatch. She stated that she looked forward to working with Healthwatch and urged the organisation not to forget Town and Parish Councils and the important role they offered in providing a local perspective.

RESOLVED – that the presentation be received.

15 REVIEW OF EAST HERTS PUBLIC HEALTH STRATEGY
2012/13 AND INTERIM ACTION PLAN REVIEW

The Executive Member for Health, Housing and Community Support submitted a report updating Members on the implementation of the 2012/13 East Herts Public Health Strategy Action Plan.

The Environmental Health Promotion Officer reminded Members that the 2012/13 Action Plan contained 51 projects for implementation before the end of March 2013. It was noted that 13 projects had been completed with a further 33 on track for completion by March 2013, the detail of which was set out in Essential Reference Paper "B" of the report now submitted. The Environmental Health Promotion Officer provided a presentation showing what projects had been undertaken and the progress to date.

In response to a query concerning consultation with Environmental Health Officers and planning issues (i.e. contaminated land), Officers explained that they received weekly planning lists but would investigate to see whether the process could be formalised to include the wider public health implications of any application.

The report concluded with a discussion on potential projects for inclusion in the 2013/14 public health action plan. These ideas would be brought to the Panel at the next meeting.

RESOLVED – that (A) the progress in implementing the East Herts Public Health Strategy Action Plan 2012/13 be noted; and

(B) Officers be asked to review the planning consultation process, from a public health viewpoint of any new applications for planning consent, in order that comments from a public health viewpoint can be fed back formally into the planning consultation process.

16 HCC HEALTH SCRUTINY - FEEDBACK FROM THE CHAIRMAN

The Chairman advised that she had recently visited Shrodells Hospital and had been very impressed with the mental health work undertaken there and the support given to patients. She summarised the work and praised the work of the Crisis Intervention Team. The Chairman hoped that a similar model might be introduced in East Herts.

The Executive Member for Health, Housing and Community Support asked if Officers could raise this issue as a local concern. Councillor K Crofton felt that this was a good opportunity for Healthwatch to review if NHS funding could be found.

RESOLVED – that Officers co-ordinate with Healthwatch and explore the possibility of a looking for an increase in mental health provision in the District..

17 WORK PROGRAMME

The Chairman submitted a report setting out the Health and Wellbeing Panel's future work programme for 2012/13, the detail of which was set out in Essential Reference Paper "B" of the report now submitted.

The Executive Member for Health, Housing and Community Support suggested that Members might wish to consider a report on hospital transportation given Members' earlier concerns. This was supported. The Scrutiny Officer suggested that the Chairman of the Health and Wellbeing Board be invited as a guest speaker to the Health and Wellbeing Panel meeting in October 2013. This was supported.

Members approved the Work Programme as now amended.

RESOLVED – that the Work Programme as now amended, be approved.

The meeting closed at 9.05 pm

Chairman

Date

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 12 MARCH 2013

REPORT BY HEAD OF ENVIRONMENTAL SERVICES

ANNUAL LEISURE CONTRACT PERFORMANCE REPORT FOR 2012

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To present the fourth annual review of the council's ten year leisure contract with Sport & Leisure Management Ltd (SLM) – trading as Everyone Active.

<u>RECOMMENDATIONS FOR COMMUNITY SCRUTINY:</u> That:	
(A)	The committee scrutinise and comment on the fourth year's performance by the council's leisure contractor Sport & Leisure Management Ltd.

1.0 Background

- 1.1 On 1 January 2009, following a competitive tender process, the Council entered in to a ten year fixed fee contract with the leisure provider SLM, trading as Everyone Active.
- 1.2 As part of the tendering process for the leisure contract, potential contractors submitted a variant bid to their base bids that showed indicative development proposals for investment in the Council's facilities at Grange Paddocks and Hartham that would reduce ongoing revenue costs while improving the quality of services.
- 1.3 After consideration by Community Scrutiny, the Executive on 5 May 2009 approved a capital investment of £3.58m for major refurbishment and development at Grange Paddocks and Hartham leisure centres.
- 1.4 This fourth annual review covers two main elements:
- a) Performance in relation to the specification of the contract.

b) Qualitative successes and improvements.

2.0 Report

Performance

- 2.1 Officers have been pleased with the overall performance and professionalism of the Everyone Active team. Generally feedback from the public is positive and there are a number of areas that suggest the contract is proving a success for all parties, i.e. the council, the residents and the contractor.
- 2.2 The medium term financial planning savings targets are being achieved and there have been no contract variations.
- 2.3 **Essential reference paper 'B'** 'Performance Review Information' sets out SLM's performance against the main elements identified in the contract. It identifies the performance indicators which the council requires monitoring information on and provides an assessment of current performance and commentary to provide context, it includes: QUEST; National Benchmarking Surveys (NBS); biennial Resident Survey; Performance Indicators for Customer Satisfaction, Gym & Swim throughput and the 'Net cost/subsidy per visit'.
- 2.4 Hartham Leisure Centre and Fanshawe Pool & Gym achieved scores in the highest band available in their recent QUEST assessments. QUEST is a Sport England continuous improvement tool - to help managers enhance, improve and continue to improve the quality of service to customers.
- 2.5 Hartham achieved an 'Excellent' banded result through QUEST Plus, a two-day assessment in October 2012. The resultant report highlights the key strengths of the site and management of the facility and suggests areas for improvement. The process also generates, with the management, a Service Improvement Plan to work to. The report was complimentary of the centres' management style towards continuous improvement as a means to enhance performance; the opportunity to provide staff with additional qualifications through a continuous professional development framework; and how the Management have explored the potential sales opportunities through engagement with the different forms of social networking.
- 2.6 In June 2012 Fanshawe achieved 'Satisfactory' result through 'QUEST Entry', a one-day operational assessment aimed at smaller sites. The resultant report highlighted the key strengths of the site and

management of the facility and possible areas for improvement. The report was complimentary of the centre's management style towards continuous improvement as a means to enhance performance; the opportunity to provide staff with additional qualifications through a continuous professional development framework; the general 'atmosphere' of the centre; and complementary of the new gym equipment and refurbished gym training room.

- 2.7 National Benchmarking Surveys (NBS) were carried out at Grange Paddocks Leisure Centre and Hartham Leisure Centre by the Sport Industry Research Centre, Sheffield Hallam University in October and December 2012 respectively. The NBS is a form of data benchmarking, whereby performance is measured and compared with national statistical benchmarks for each indicator. As well as providing measures important for statutory reporting purposes this information is useful for strategy development and action planning as well as immediate management decisions.

The report identifies performance across four perspectives:

access (usage by specific market segments)

finance

utilisation (overall throughput)

customer satisfaction with services at the centre

Information is then used to help develop the management and performance of the centre. The performance and benchmarking information provided in the individual report relate to all users of the facility (including spectators) and to the operational performance of the whole centre, unless it is a joint provision centre where, for example, a school pays for and runs the school programmes – in which case the report covers just the public use and management.

- 2.8 The National Benchmarking Survey (NBS) for Grange Paddocks showed that:

access performance (which represents the extent to which facilities are used by disadvantaged groups and new users, these are indicators of effectiveness, particularly in the context of social inclusion), was mixed.

financial performance (representing subsidy, cost and income performance, these are indicators of efficiency and economy) was very strong;

utilisation (representing the scale and nature of usage of facilities, these are indicators of effectiveness and efficiency) was strong;

overall customer satisfaction (representing the extent to which users are satisfied with different attributes of the facility and how important these attributes are to them - indicators of effectiveness) was lower than the relevant industry standard.

2.9 The NBS for Hartham showed similar strengths and weaknesses;

access performance was mixed

financial performance was very strong

utilisation was strong

overall customer satisfaction was lower than relevant industry standard.

2.10 Everyone Active Management at the centres will be analysing the NBS reports and will be working to strengthen their areas of weakness in both Access and Customer Satisfaction as highlighted by the reports.

2.11 **Essential reference paper 'C'** 'Customer Experience Summary' presents the customer satisfaction findings in more detail with data gathered up to 31December 2012 as the last customer survey. The information for the survey is collected using 'GovMetric', an electronic customer feedback system using touch screen panels permanently placed in all the leisure facilities. The customer feedback, which underpins the summary in more detail, is available at;
<http://www.eastherts.gov.uk/leisurecustomersurveys>

2.12 GovMetric feedback stations are permanently installed and hard wired at all sites, enabling users to comment in a manner that is complementary to existing methods of feedback i.e. verbal, written and email. The site Manager receives the GovMetric customer comments at the beginning of the following day and a monthly report of all responses is produced. Customers also have the opportunity to complete a questionnaire and three monthly summaries are sent to site managers which are collated and used to assist in gauging customer satisfaction / experience.

2.13 The overall quality of the service has improved from a 'Good' rating to an 'Excellent' rating in 2012. The GovMetric user survey shows all five sites sitting in the 'Excellent' band. All maintained an upper quartile score for customer satisfaction/experience against other SLM facilities. It is worth noting that SLM operates over 80 sites across the UK. This information is at odds with the overall Customer Satisfaction feedback from the NBS report, the GovMetric data is collected in a different manor and generates different responses, SLM are looking at this apparent mismatch of feedback.

- 2.14 Although all sites show overall customer experience scores in the 'Excellent' band, officers are aware that Leventhorpe has several areas that are only in the 'Good' band. It is believed that the installation of the new audio/visual and gym equipment in March 2013 will help to improve customer satisfaction at the site. Customer perceptions of issues such as cleanliness are somewhat subjective and the older 'Joint Provision' sites look tired when compared to the newer council owned sites. This can result in a lower perception of cleanliness that is difficult to address. Everyone Active Management recognises this as a challenge and will be looking to see whether it is possible to improve upon the high standards of cleanliness at all the sites at all times.
- 2.15 Customer visits to the gym for both the 16 – 60 and 60+ age groups in 2012 exceeded the 2011 visits and it is worth noting that gym visits for these combined age groups has increased by 251% since 2009, from 80,243 visits in 2009 to 201,826 visits in 2012.
- 2.16 Total swim visit figures have shown a slight drop of 2% compared with 2011, but exceeded contract target levels, measured against the baseline established in 2009. In 2012 there were 172,031 swims against a target of 135,320.
- 2.17 For the 16 – 60 age group, swim visits for 2012 was 103,576 against a contractual target of 70,317. There was a slight dip of 1% between 2011 and 2012. This is in line with National and Regional trends.
- 2.18 The Under 16 age group swims visits did not achieve its 2009 baseline target of 46,800. In 2012 there were 39,588 swims recorded, a fall of 15%. Both officers and Everyone Active are concerned at the decline in participation by this age group and are working to look at ways to reverse this trend in 2013. In March Grange Paddocks Leisure Centre will be trialling new weekend fun swim sessions.
- 2.19 Visits from the 60+ age group have exceeded both the baseline target set in 2009 and the previous year, bucking the national decline in this age groups swimming trend. This sits well with the councils Ageing Well agenda to encourage more physical activity in our aging population.
- 2.20 Members are asked to note that the council's Performance Indicator EHPI2, 'Net cost/subsidy per visit', for 2012 has reduced from a baseline established for 2009 of £7.28 per visit to £0.01 per visit for 2012. The structure of the contract means that the annual management fee varies for year to year. There has also been a significant increase in

customers / sales and further capital investment which has reduced the management fee in some years. In 2012 the Management fee was only £35 per month. The inconsistencies of this performance indicator were raised at Joint Scrutiny Committee on 12 February, 2013 and officers are recommending a new performance indicator 'Net cost/subsidy per visit (Swims and Gym)' be deleted and replaced with a more meaningful measure the 'Net cost of the Leisure Service per user'. This would be the primary cost indicator for the service and would reflect the total cost to the council of running leisure centres (including on-costs) and is in line with the way the council calculates the unit costs for other contracts such as Waste Services.

- 2.21 at the five sites in the district 2012 recorded over 550,000 visitors attending the gym, group exercise classes, casual swimming, school and Everyone Active swim lessons.
- 2.22 The average monthly membership numbers increased from 5,337 in 2010 and 6,245 in 2011 to 6,434 members in 2012 with a seasonal high of 6,565 in August 2012. This represents a significant success in attracting new customers.
- 2.23 In addition to formal set monitoring arrangements, the council's Leisure Services Manager undertakes monthly unannounced inspections recording service delivery, marketing and Health & Safety standards. These inspections have shown a consistently high level of performance in the quality of the leisure service delivered across the three sections.
- 2.24 With over 550,000 visits there were only 402 reportable accidents across all sites in 2012, which equates to an annual accident rate per 1,000 visits of 0.73. The main cause of the injuries being from slips and trips; this represents a good level of commitment towards Health & Safety.
- 2.25 All pools are tested by East Herts Council's Environmental Health Team on a quarterly basis as well as independently tested by Kingfisher Environmental Services Ltd monthly for Pseudomonas, E-Coli and Coliforms. We are happy to report the quality of the water is of a generally high standard.

Qualitative successes

- 2.26 There have been a number of notable activities to promote and encourage sport, healthy exercise and leisure within the last 12 months.

- 2.27 In 2012 all sites were involved in celebrating the Olympic party with family days and involvement in marking the Olympic Torch visiting Hertford, Ware & Bishop's Stortford.
- 2.28 Throughout the year Everyone Active were involved in community and charity events such as Cazfest and the Bishop's Stortford Running Clubs annual sponsored fun run in Bishop's Stortford, both Hertford and Ware Carnivals, Isobel Hospice Starlight Walk, and their own sponsored events raising money for the 'English Federation of Disabled Sport'.
- 2.29 In 2012 Everyone Active celebrated an incredibly successful annual FLAME Awards, run by the Fitness Industry Association. The Flame Awards are prestigious sector awards that recognise excellence and best practice. The Flame Awards provide clubs and centres with a rigorous independent business assessment to help benchmark their facility and honour the people who make such a profound contribution to their communities and organisation. Everyone Active received three major awards including the coveted Leisure Operator of the Year award for an unprecedented third year running, with Hartham Leisure Centre reaching the finals of the Leisure Centre of the Year 2012.
- 2.30 In the 2012 Members Choice Health Club Awards, an award based purely on votes from feedback from the people that use the facilities, Everyone Active was given the award for the best national chain, beating amongst other others David Lloyd Leisure for the title. In the regional categories: SOUTH EAST - North (Herts & Middlesex) Grange Paddocks Leisure Centre picked up the Silver Award and Fanshawe Pool & Gym the Bronze Award. The Health Club Awards in partnership with Health Club Management magazine is open to all private health clubs, gyms and leisure centres.
- 2.31 Working with the council, Everyone Active has reduced energy consumption across all sites and therefore reduced operating costs. Variable Speed Drive units have been fitted to all pool pumps, this enables the pumps to slow down during the nights or pool down time and can reduce energy consumption. Also a new energy efficient lighting system has been installed in the Hartham pool hall.
- 2.32 Working in partnership with the council and the Primary Care Trust, Everyone Active have developed 'Active 4 Life' an exercise referral scheme open to residents of the district at its gyms in Hertford, Bishop's Stortford and Ware and promoted in doctors surgeries as well as the Cardiac Rehab Phase IV Referral scheme 'Healthy Herts'. Everyone Active gym staff have also assisted in delivering the annual 'Know your

numbers' blood pressure awareness week in the council's reception areas.

- 2.33 The council funded gym equipment replacement through the capital programme at Fanshawe and Leventhorpe in 2012 up to the value of £113,000, generating a gross revenue saving of £154,700 over the remaining seven years of the contract. This has resulted in a £22,100 per annum reduction in the annual management fee. The Fanshawe equipment was installed in late December 2011 and launched in January 2012 along with the new Multi Activity Room. This was an immediate success with positive customer feedback and an increase in gym usage. The Leventhorpe gym refit is due in March 2013; this will include new gym and audio/visual equipment.
- 2.34 SLM hold Customer Forums at sites where customer representatives meet with the Managers to feedback on the centres performance, these include Football Forums, Gym Forums and Swimmers Forums.
- 2.35 The present contract management relationship is continuing to be professional, positive and problem solving in a partnership style that delivers optimum outcomes.

New developments

- 2.36 In a bid to reduce energy expenditure the council has approved through its capital programme funding to install pool covers to the pools at Hartham and Grange Paddocks. Everyone Active has also shown an interest in installing pool covers to Ward Freman and Fanshawe pools.
- 2.37 The council has approved through its capital programme funding the replacement of the redundant Air Handling Unit (AHU) at Hartham pool which controls the air temperature in the pool area and has a significant impact on energy costs. This will enable a much more efficient AHU to be installed, and in conjunction with the pool covers, should have a significant affect on energy consumption at Hartham Leisure Centre.
- 2.38 Everyone Active is carrying out refurbishment works to Grange Paddocks Leisure Centre to increase the size of the existing crèche/multi function room following customer feedback. The increased space will allow the crèche team to expand and cater for a great number of parents to enrol their children in the crèche while they either swim or gym. This is being fully funded by the contractor and benefits the council's building and customers.

- 2.39 In a bid to enhance the swimming experience, Everyone Active is investing over £37,000 on poolside tiling to improve the aesthetics of the pool hall at Grange Paddocks Leisure Centre.
- 2.40 A new Fun Swim concept is being trialled in March 2013 at Grange Paddocks to encourage junior swimming in Bishop's Stortford.
- 2.41 As part of Environmental Services Service Plan, agreed in March 2013, officers are working with Everyone Active to ensure the council's leisure centre assets are maintained effectively and looking for opportunities to improve environmental performance and reduce carbon emissions.
- 2.42 Officers are also working with Everyone Active to integrate the council's Health and Wellbeing policies with those of the contractor. This includes, looking to further develop opportunities for older residents to exercise more as part of the aging well agenda. In 2013 Everyone Active will also be looking to play a more active role in the Active East Herts Community Sport Network with the aim of supporting the development of this community group and raising its profile to the sporting community.
- 2.43 The service is working with Everyone Active to integrate into each others events and activities, for example Everyone Active attending Love Parks week events and Waste Services attending Everyone Active open days with a stall to raise awareness of recycling opportunities.

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'**.

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

Contact Officer: Cliff Cardoza – Head of Environmental Services –
Contact tel Ext No 3507
cliff.cardoza@eastherts.gov.uk

Report Author: Mark Kingsland – Leisure Services Manager – Contact
tel Ext No 3507
mark.kingsland@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives	<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:	N/A
Legal:	N/A
Financial:	<p>There are no financial implications for this report.</p> <p>As background information, the combined financial revenue benefits of the ten year contract include;</p> <ul style="list-style-type: none"> ● Savings in revenue cost as a result of retendering the leisure contract £2.7m ● Savings in revenue cost as a result of investment to reduce management fee over life of the contract £3.77m ● Savings in revenue cost because of investment in gym equipment to reduce management fee by £154,700 over the last seven years of the contract, £22,100 per annum. <p>Total savings due to developments and capital investment is approximately £6.63m.</p>
Human Resource:	N/A
Risk Management:	N/A

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Performance Review Information – Council set Performance Indicators to measure performance of service

Main performance indicators	Frequency	Current performance	Target	Comment
<p>QUEST Plus – Sport England continuous improvement tool - to help managers enhance, improve and continue to improve the quality of service to customers.</p>	<p>biennial</p>	<p>Hartham achieved ‘Excellent’ banded result in 2012 through QUEST Plus, a two-day assessment. Fanshawe* achieved ‘Satisfactory’ banded result in 2012 through QUEST Entry, a one-day operational assessment aimed at smaller sites. Grange Paddocks is being assessed in March 2013.</p>	<p>‘Good’ banded result</p>	<p>This survey will be undertaken every two years and will enable the council and SLM to encourage their ongoing development and delivery of industry standards and good practice within a customer focused management framework. *Satisfactory is the maximum band available for QUEST Entry</p>
<p>National Benchmarking Service - Sport England benchmarking service – an independent customer satisfaction survey</p>	<p>biennial</p>	<p>Grange Paddocks, October 2012, access performance mixed, financial performance very strong, utilisation (overall throughput) strong, and overall customer satisfaction lower than relevant industry standard. Hartham December 2012, access performance mixed, financial performance very strong, utilisation (overall throughput) strong, and overall customer satisfaction lower than relevant industry standard.</p>		<p>This survey will be undertaken every two years and will enable the council and SLM to compare the service of each facility with similar facilities across the country.</p>
<p>Non user research – Residents’ Survey</p>	<p>biennial</p>	<p>This was carried out last year and East Herts residents identified leisure facilities as amongst some of their lowest priorities in need of improvement. Of the 1,184 respondents to the survey 38% said, they had used an EHC</p>		<p>A biennial Residents’ Survey has been undertaken by East Herts Council since 1993. The 2011 Residents’ Survey was reported to CMT in Jan 2012 and to Joint Scrutiny on 14 February 2012. The 2013 Residents Survey is in the process of being prepared.</p>

Essential reference paper B

		leisure centre in the last 12 months.					
EHPI 1a % of customers satisfied with the service – all sites – Essential reference paper C presents the findings in more detail, category by category.	bi-annual	2011	68%	2012	87%	'Good' banded result	Latest figures for the GovMetric 2012 score increased from 'Good' to 'Excellent'. 2012 total calculated from Q1, Q2 & Q3 Customer Survey reports
EHPI 1b Overall Experience % of customers satisfied with the service – Leventhorpe	bi-annual	2011	66%	2012	80%	'Good' banded result	Latest figures for the GovMetric 2012 score increased from 'Good' to 'Excellent'. 2012 total calculated from Q1, Q2 & Q3 Customer Survey reports
Overall Experience EHPI 1c % of customers satisfied with the service – Hartham	bi-annual	2011	73%	2012	89%	'Good' banded result	Latest figures for the GovMetric 2012 score increased from 'Good' to 'Excellent'. 2012 total calculated from Q1, Q2 & Q3 Customer Survey reports
EHPI 1d Overall Experience % of customers satisfied with the service – Fanshawe	bi-annual	2011	66%	2012	84%	'Good' banded result	Latest figures for the GovMetric 2012 score increased from 'Good' to 'Excellent'. 2012 total calculated from Q1, Q2 & Q3 Customer Survey reports
EHPI 1e Overall Experience % of customers satisfied with the service – Ward Freman	bi-annual	2011	59%	2012	80%	'Good' banded result	Latest figures for the GovMetric 2012 score increased from 'Good' to 'Excellent'. 2012 total calculated from Q1, Q2 & Q3 Customer Survey reports
EHPI 1f Overall Experience % of customers satisfied with the service – Grange Paddocks	bi-annual	2011	76%	2012	89%	'Good' banded result	Latest figures for the GovMetric 2012 score increased from 'Good' to 'Excellent'. 2012 total calculated from Q1, Q2 & Q3 Customer Survey reports
EHPI 3a Usage: number of swims (under 16s)	quarterly / annually	Q4 2010/11	11,723	2011/12	9,401	+1% per annum, 2010-2013	Baseline established for 2009: 46,800 pa. Target + 1% each year = 46,800+468+472+477= 48,217 Achieved 39,588 (- 16% on 2011 throughput)
		Q1 2011/12	12,501	2012/13	9,503		
		Q2 2011/12	15,600	2012/13	13,879		
		Q3 2011/12	7,715	2012/13	6,805		
		Total 2011	47,539	2012	39,588		
EHPI 3b Usage: number of swims	quarterly /	Q4 2010/11	28,379	2011/12	20,539	+1% per	Baseline established for 2009; 70,317 pa

Essential reference paper B

(16 – 60)	annually	Q1 2011/12 26,765 2012/13 28,344 Q2 2011/12 28,939 2012/13 33,752 Q3 2011/12 20,539 2012/13 20,941 Total 2011 104,622 2012 103,576	annum, 2010-2013	Target + 1% each year = 71,020+710+717+724 =73,171 Achieved 103,576 (- 1% on 2011 throughput)
EHPI 3c Usage: number of swims (60+)	quarterly / annually	Q4 2010/11 6,366 2011/12 7,239 Q1 2011/12 5,442 2012/13 6,448 Q2 2011/12 6,121 2012/13 8,322 Q3 2011/12 5,513 2012/13 6,858 Total 2011 23,442 2012 28,867	+1% per annum, 2010-2013	Baseline established for 2009; 18,203 pa Target + 1% each year = 18,203+182+184+186= 18,755 Achieved 28,867 (+ 24% on 2011 throughput)
EHPI4a Usage: Gym (16 – 60)	quarterly / annually	Q4 2010/11 46,679 2011/12 58,877 Q1 2011/12 40,963 2012/13 44,586 Q2 2011/12 41,849 2012/13 43,333 Q3 2011/12 46,146 2012/13 38,659 Total 175,637 185,455	+1% per annum, 2010-2013	Baseline established for 2009; 74,403 pa. Target + 1% each year = 74,403+744+751+751=75,898 Achieved 185,455 (+ 6% on 2011 throughput)
EHPI4b Usage: Gym (60+)	quarterly / annually	Q4 2010/11 4,295 2011/12 4,890 Q1 2011/12 3,758 2012/13 3,661 Q2 2011/12 4,008 2012/13 4,035 Q3 2011/12 4,230 2012/13 3,785 Total 16,291 16,371	+1% per annum, 2010-2013	Baseline for 2009; 5,840 pa. Target + 1% each year = 5,840+58+59+60+60=6,077 Achieved 16,371 (up 1% on 2011 throughput)
EHPI2 Net cost/subsidy per visit	quarterly / annually	Q4 2010/11 £0.29 2011/12 <£0.01 Q1 2011/12 £0.32 2012/13 <£0.01 Q2 2011/12 £0.33 2012/13 <£0.01 Q3 2011/12 £0.34 2012/13 <£0.01	-1% per annum, 2010-2013	Baseline established for 2009; Net cost/subsidy per visit = £7.28/visit. Target - 1% each year = £7.28 - £0.08 - £0.08 - £0.08 = £7.04 2012; Net cost/subsidy per visit <£0.01/visit
Compliance with complaints procedure	ongoing	Monthly reports received by Leisure Services Manager		Comments and Complaints are monitored on a monthly basis and processed in accordance with the council's policy.

Notes:

1. The contract is measured through continuous improvement targets.

2. Performance and other management and operational matters are monitored formally through monthly minuted meetings between client and contractor with quarterly strategic meetings at director level.
3. Monthly meetings are attended by EHC property and finance officers and where necessary the contractors property and finance colleagues.
4. In addition to formal set monitoring arrangements, the council's Leisure Services Manager undertakes monthly unannounced inspections picking up on service delivery, marketing and Health & Safety and other indicators.
5. Performance indicators relating to customer satisfaction are to be reported through the corporate management performance process, usage is already being reported through the corporate management performance process (as tracked by Covalent).
6. Reporting for the Leisure performance indicators is based on the calendar year i.e. from 1 January to 31 December; this will be coterminous with the contract start date.

Customer Experience Summary

GovMetric summary showing customer experience levels in specific areas of service delivery 2012						
	Customer satisfaction levels					
	Fanshawe	Grange Paddocks	Hartham	Leventhorpe	Ward Freman	Overall customer satisfaction at all pools
Swimming lessons - overall experience of service	85%	92%	82%	89%	91%	
Group Exercise	N/A	88%	94%	63%	N/A	
Fitness - overall experience	81%	88%	87%	78%	N/A	
Reception Area - overall experience	89%	91%	91%	90%	94%	
Cleanliness - overall experience	83%	90%	89%	79%	86%	
Overall experience	Excellent (85%)	Excellent (90%)	Excellent (89%)	Excellent (80%)	Excellent (90%)	Excellent (87%)

Legend	
Excellent 80%+	
Good 65% - 79%	
Fair 50% - 64%	
Poor 40% - 49%	
Very Poor Under 40%	

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 12 MARCH 2013

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

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – OCTOBER 2012 - DECEMBER 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 October 2012 to December 2012.

<u>RECOMMENDATION FOR SCRUTINY:</u>	
That:	
(A)	The reported performance for the period October 2012 to December 2012 be received.
(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 October 2012 to December 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 December 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 3 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.

- 1.3 All Councillors have access to Covalent (the council’s performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team 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.

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 3a – Usage: number of swims (under 16).** Performance was ‘Red’ for quarter three. Quarter three shows that there has been a decline in throughput for this period when comparison for throughput is made (7,715 in quarter 3 2011/12 against 6,805 in quarter 3 2012/13). Although throughput did decrease against the previous 2012/13 quarter in line with seasonal trends. This reduction in junior swims may be due to the prevailing economic climate. The service is monitoring the continuing decline and is actively in discussion with SLM on ways to improve throughput for this age group.

- 2.2 **EHPI 4a - Usage: Gym (16 – under 60 year olds).** Performance was 'Red' for quarter three. Performance has not achieved the target for this quarter. Generally leisure centre membership numbers are increasing, although it appears the frequency of attendance of these members has reduced for this quarter.
- 2.3 **EHPI 4b – Usage: Gym (60 + year olds).** Performance was 'Red' for quarter three. Throughput is lower than target or the normal seasonal trend. This may be due to seasonal factors but generally the leisure centre membership has increased but frequency of use seems to have reduced.
- 2.4 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance was 'Red' for December 2012. Performance for December was 47.70 days against a target of 10 days. This latest in-month performance shows a significant decline in performance but there is an important context that helps to explain this position:
- Although the performance has dipped in the month, this should not have impacted on customers themselves except in a very small number of cases (where they should have contacted us to let us know of changes in any case), and is a reflection of the fact that we are having to double, and in some cases triple handle data coming in from the Department of Work and Pensions (DWP). This has only started in this year.
 - Officers as far as possible have protected the council from making overpayments and protected the "local authority error rate" which has financial consequences on our subsidy claims
 - Having deployed resources to work through the backlog the service is now on top of the situation and is hopeful that DWP will be switching off one of the systems causing the double and triple handling in June 2013. Improved performance should be evident from January 2013 onwards.
 - The council is not alone in having this issue. It has caused a significant impact on all local authorities. A recent meeting of Herts Benefit Managers has shown that we have seen a particularly significant impact but are now managing to get on-top of it. Some of our neighbours are still seeing an increasing spike in workload.
- 2.5 The dip in performance for December 2012 is estimated to have pushed the year end cumulative position up to 23 days (from an estimated position of 18 days).
- 2.6 Performance for the following indicators were 'Green', which means

that the targets were either met or exceeded for December/Quarter 3 2012, they were:

- EHPI 129 – Response time to anti social behaviour (ASB) complaints made to East Herts Council.
- EHPI 3b - Usage: number of swims (16 – under 60 year olds)
- EHPI 3c - Usage: number of swims (60 year old +)

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

CONCLUSION

2.7 In conclusion Members are asked to:

- a) Note the performance indicator analysis for the period October 2012 to December 2012 in **Essential Reference Paper 'B'**.
- 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: Ceri Pettit – Corporate Planning and Performance Manager
Contact Tel Ext No 2240
ceri.pettit@eastherts.gov.uk

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

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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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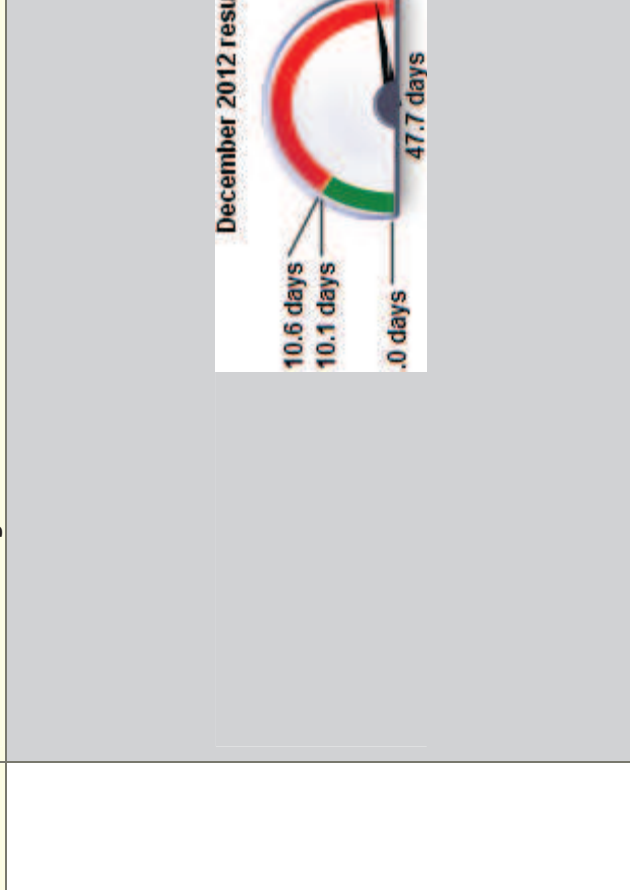
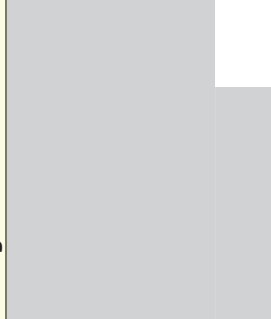
October to December Community Scrutiny Corporate Healthcheck 2012/13

Traffic Light Red Description People

Community and Cultural Services																								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes																		
EHP13a	Usage: number of swims (under 16)	●	6,805	7,715	↘	Quarter 3 shows that there has been a decline in throughput for this period when comparison is made, throughput does decrease against the previous 2012/13 quarter in line with seasonal trends. This reduction in Junior swims may be due to the prevailing economic climate. The service is monitoring the continuing decline and is actively in discussion with SLM on ways to improve throughput for this age group.																		
Performance Gauge																								
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Trend Chart</p> <table border="1" style="margin-top: 10px;"> <caption>EHP13a Usage: number of swims (under 16)</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2011/12</td> <td>7,715</td> <td>7,715</td> </tr> <tr> <td>Q4 2011/12</td> <td>9,401</td> <td>9,401</td> </tr> <tr> <td>Q1 2012/13</td> <td>9,503</td> <td>9,503</td> </tr> <tr> <td>Q2 2012/13</td> <td>13,879</td> <td>13,879</td> </tr> <tr> <td>Q3 2012/13</td> <td>6,805</td> <td>6,805</td> </tr> </tbody> </table> </div> <div style="width: 45%;"> <p>Q3 2012/13 result</p> </div> </div>							Quarter	Usage	Target (Quarters)	Q3 2011/12	7,715	7,715	Q4 2011/12	9,401	9,401	Q1 2012/13	9,503	9,503	Q2 2012/13	13,879	13,879	Q3 2012/13	6,805	6,805
Quarter	Usage	Target (Quarters)																						
Q3 2011/12	7,715	7,715																						
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Q1 2012/13	9,503	9,503																						
Q2 2012/13	13,879	13,879																						
Q3 2012/13	6,805	6,805																						
Recommendations made during last Scrutiny meeting on 20th November 2012. None																								

Community and Cultural Services																								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th November 2012.																	
EHP14a	Usage: Gym (16 â€" under 60 year olds)		38,659	46,146		Performance has not achieved the target for this quarter. This may be down to the current economic climate, but leisure centre membership numbers are increasing, it appears the frequency of attendance of these members has been reduced for this quarter.	None																	
<p>Trend Chart</p> <table border="1"> <caption>EHP14a Usage: Gym (16 - under 60 year olds)</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>44,586</td> <td>46,146</td> </tr> <tr> <td>Q2 2012/13</td> <td>43,333</td> <td>46,146</td> </tr> <tr> <td>Q3 2012/13</td> <td>38,659</td> <td>46,146</td> </tr> <tr> <td>Q4 2012/13</td> <td>45,684.54</td> <td>46,146</td> </tr> </tbody> </table>										Quarter	Usage	Target	Q1 2012/13	44,586	46,146	Q2 2012/13	43,333	46,146	Q3 2012/13	38,659	46,146	Q4 2012/13	45,684.54	46,146
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Community and Cultural Services																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes															
EHP14b	Usage: Gym (60 + year olds)	●	3,785	4,230	➔	Throughput is not in line with target or the normal seasonal trend. This may be due to the current seasonal target but generally the leisure centre membership has increased but frequency of user seems to have reduced.															
<p>Trend Chart</p> <table border="1"> <caption>EHP14b Usage: Gym (60 + year olds)</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q3 2012/13</td> <td>3,661</td> <td>3,785</td> </tr> <tr> <td>Q2 2012/13</td> <td>4,035</td> <td>3,785</td> </tr> <tr> <td>Q3 2012/13</td> <td>3,785</td> <td>3,785</td> </tr> <tr> <td>Q4 2012/13</td> <td>4,230</td> <td>3,785</td> </tr> </tbody> </table>							Quarter	Usage	Target (Quarters)	Q3 2012/13	3,661	3,785	Q2 2012/13	4,035	3,785	Q3 2012/13	3,785	3,785	Q4 2012/13	4,230	3,785
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Revenues and Benefits Services																																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 20 th November 2012.																										
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		47.7 days	10.0 days		The period from 8 December 2012 to 21 January 2013 was at 47.65 days. This has pushed the cumulative position up to 23 days. The service has had assistance in clearing the backlog.	Executive members agreed during the meeting on 4th September 2012 that additional resources are allocated to help improve performance. This resource is providing intensive support to target backlogs and reduce waiting times																										
Performance Gauge																																	
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Segment	Days																																
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White	47.7 - 50.0																																

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 20 th November 2012.																	
EHP13b	Usage: number of swims (16 â€” under 60 year olds)		20,941	20,539		Performance has exceeded target this quarter.	None																	
<p>Trend Chart</p> <p>EHP13b Usage: number of swims (16 – under 60 year olds)</p> <table border="1"> <caption>Usage of Swims (16 – under 60 year olds)</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>28,344</td> <td>20,941</td> </tr> <tr> <td>Q2 2012/13</td> <td>33,752</td> <td>20,941</td> </tr> <tr> <td>Q3 2012/13</td> <td>20,941</td> <td>20,941</td> </tr> <tr> <td>Q4 2012/13</td> <td>20,941</td> <td>20,941</td> </tr> </tbody> </table>										Quarter	Usage	Target	Q1 2012/13	28,344	20,941	Q2 2012/13	33,752	20,941	Q3 2012/13	20,941	20,941	Q4 2012/13	20,941	20,941
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Community and Cultural Services						
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes
EHP13c	Usage: number of swims (60 year old +)		6,858	5,513		Performance has exceed target this quarter
Performance Gauge						
Trend Chart						

Licensing and Community Safety						
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes
EHP1129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		December 2012 - There were two complaints made to the ASB officer at EHC both of which were responded to within the minimum two working days.
Performance Gauge						
Trend Chart						

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

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE: 12 MARCH 2013

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

RECOMMENDATION FOR DECISION: That:

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 were received during the year from external sources. A new item for inclusion in the spring 2013 LINK edition is being drafted. Ideas for this draft from any member of the Committee can be given to the Scrutiny Officer.

2.2 There will be a workshop in April for all scrutiny members to evaluate the work of the scrutiny committees (and Health and Wellbeing Panel) during 2012/13 and to plan for the coming year. All topics proposed during this planning phase will be offered to the

relevant scrutiny committee at their first meeting in the new civic year for consideration for the 2013/14 work programme.

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 (provisional) 2013/14

** This committee has a duty to receive a Crime and Disorder report at least once per year.

meeting	date	topic	Contact officer/lead	Next Exec
2013/14	CIVIC YEAR			
Meeting 1/4 in 2013/14	25 June 2013 Report deadline 12 June	<ul style="list-style-type: none"> • Police and Crime Commissioner David Lloyd confirmed to attend • Report from Health and Well B Panel • Community Grants review of applications and Q3/Q4 allocation • Service Plan monitoring – Oct 2012 to March 2013 (Community only) • Healthcheck through to Mar 2013 (which includes relevant 2012/13 Out-turns and Targets) • Work programme 2013/14 	<ul style="list-style-type: none"> • CRIME AND DISORDER • Chairman of the Panel • Community Engagement Manager/Grants officer • Lead Officer - Performance • Lead Officer - Performance • Scrutiny Officer 	2 July 2013 6 Aug 2013 3 Sept 2013
Meeting 2/4 in 2013/14	24 Sept 2013 Report deadline 11 Sept	<ul style="list-style-type: none"> • Report from Health and Well B Panel • Housing Strategy action plan – annual progress report • EH (revised) Homelessness and Homelessness Prevention strategy • Hertford Theatre (end of financial year report) • Healthcheck through to June 2013 • Work programme 	<ul style="list-style-type: none"> • Chairman of the Panel • Housing Services Manager • Housing Services Manager • Head of Communications, Community Engagement and Cultural Services • Lead Officer - Performance • Scrutiny Officer 	1 Oct 2013 5 Nov 2013
Member information		<ul style="list-style-type: none"> • 2014/15 Proposed Service Options 		
Meeting 3/4 in 2013/14	19 Nov 2013 Report deadline 6 Nov	<ul style="list-style-type: none"> • Report from Health and Well B Panel • Community Grants review of applications and Q1/Q2 allocation • Vacancy? • Vacancy? 	<ul style="list-style-type: none"> • Chairman of the Panel • Community Engagement Manager/Grants officer • X • X 	3 Dec 2013 7 Jan 2013 4 Feb 2013

**Scrutiny Work Programme
Essential Reference Paper B**

		<ul style="list-style-type: none"> • Service Plans monitoring Apr 2013 – Sept 2013 (Community only) • Healthcheck through to Sept 2013 • Work programme 	<ul style="list-style-type: none"> • Lead Officer - Performance • Lead Officer - Performance • Scrutiny Officer 	
JOINT SCRUTINY	14 Jan 2014	<ul style="list-style-type: none"> • 2014/15 Budget items 		
JOINT SCRUTINY	11 Feb 2014	<ul style="list-style-type: none"> • 2014/15 Service Plans • 2013/14 Estimates and 2014/15 Future targets • Residents' Survey analysis and action plan (TBC) 		
Meeting 4/4 in 2013/14	11 Mar 2014	<ul style="list-style-type: none"> • Report from Health and Well B Panel • Leisure Contract – Year 5 • Update on actions under Ageing Well agenda • Vacancy? • Healthcheck through to Dec 2013 • Work programme 2014/15 	<ul style="list-style-type: none"> • Chairman of the Panel • Head of Environmental Services • Head of Communications, Community Engagement and Cultural Services • X • Lead Officer - Performance • Scrutiny Officer 	<p>8 April 2013 6 May 2013 3 June 2013</p>

The four principles of good public scrutiny:

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

Community Scrutiny	<ol style="list-style-type: none"> 1. To develop policy options and to review performance and scrutinise the policies of the Council relating to Licensing, Environmental Health, Crime and Disorder Reduction, Emergency Planning, Community Development, young people, Leisure, sport, arts, markets, diversity, grants, frontline Councillor engagement, Community Voice, valuing people, housing strategy, private sector housing, disabled facility grants, houses in multiple occupation, housing options, community meals, citizens' advice, benefits, Local Strategic Partnership and health scrutiny. 2. To make recommendations to the Executive on matters within the remit of the Committee. 3. To take evidence from interested groups and individuals and make recommendations to the Executive and Council for policy change and review the performance of outside bodies on matters within the remit of the Committee. 4. To consider issues referred by the Executive, or members of the Committee and where the views of outsiders may contribute, take evidence and report to the Executive and Council on matters within the remit of the Committee. 5. To consider any item referred to the Committee by any Member of the Council who is not a member of this Committee and decide whether that item should be pursued on matters within the remit of the Committee. 6. To appoint annually Standing Panels as may be determined which shall be given a brief to consider a specified service area relating to matters within the remit of the Committee and report back to the Committee on a regular basis as determined by the Committee. 7. To consider any item in the Forward Plan, within the remit of the Committee, to be considered by the Executive (except items of urgent business) before the item is considered by the Executive if requested by the Chairman of the Scrutiny Committee. The relevant report to the Executive will be made available to the scrutiny committee. 8. To consider matters referred to the Committee by the Executive/Portfolio Holder on matters within the remit of the Committee
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	and refer the matter to the Executive following consideration of the matter
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