



## Public Document Pack

**Jeff Hughes**  
*Head of Democratic and Legal  
Support Services*

**MEETING** : COMMUNITY SCRUTINY COMMITTEE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : TUESDAY 25 JUNE, 2013  
**TIME** : 7.00 PM

**PLEASE NOTE TIME AND VENUE**

### **MEMBERS OF THE COMMITTEE**

Councillor Mrs D Hollebon (Chairman)  
Councillors R Beeching, S Bull, Mrs D Hone, J Jones, J Mayes, P Moore,  
N Symonds, M Wood and C Woodward

Conservative Group Substitutes: Councillors T Herbert and C Rowley  
Liberal Democrat Group Substitutes: Councillor J Wing

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

**CONTACT OFFICER:** Lorraine Blackburn  
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## 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. Appointment of Vice Chairman

2. Apologies

To receive apologies for absence

3. Minutes (Pages 7 - 14)

To receive the Minutes of the meeting held on 12 March 2013

4. Chairman's Announcements

5. Declarations of Interest

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

6. Discussion with Portfolio Holder for Community Safety and Environment on issues, challenges and opportunities in respect of additionally funded PCSOs

7. Work Programme 2013/14 (Pages 15 - 24)

8. Update on Community Grants Programme (Pages 25 - 38)

9. Service Plan Monitoring (October 2012 - March 2013) (Pages 39 - 74)

10. Community Scrutiny Corporate Healthcheck (January - March 2013) and Performance Outturns (Pages 75 - 90)

11. Health and Wellbeing Panel Report (Pages 91 - 98)

To receive:

(A) the Minutes of the meeting held on 4 February 2013

(B) A verbal update from the Health and Wellbeing Panel Chairman

## 12. Urgent Business

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

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MINUTES OF A MEETING OF THE  
COMMUNITY SCRUTINY COMMITTEE  
HELD IN THE COUNCIL CHAMBER,  
WALLFIELDS, HERTFORD ON TUESDAY  
12 MARCH 2013, AT 7.00 PM

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PRESENT: Councillor G McAndrew (Chairman)  
Councillors S Bull, Mrs D Hollebon,  
Mrs D Hone, J Mayes, C Rowley,  
N Symonds and C Woodward.

ALSO PRESENT:

Councillors M Alexander, D Andrews,  
L Haysey, P Moore.

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Cliff Cardoza	- Head of Environmental Services
Mark Kingsland	- Leisure Services Manager
Marian Langley	- Scrutiny Officer
George A Robertson	- Chief Executive and Director of Customer and Community Services
Brian Simmonds	- Head of Community Safety and Health Services

ALSO IN ATTENDANCE:

Matthew Nicolson	- SLM Limited
Chris Yearly	- SLM Limited

670 APOLOGIES

Apologies for absence were received from Councillors R Beeching, T Herbert and M Wood. It was noted that Councillor C Rowley was substituting for Councillor R Beeching.

671 MINUTES

RESOLVED – that the Minutes of the meeting held on 20 November 2012 be confirmed as a correct record and signed by the Chairman.

672 REPORT FROM THE HEALTH AND WELLBEING PANEL

Councillor N Symonds, Chairman of the Health and Wellbeing Panel provided Members with an update on the work of the Panel and of health related activities occurring at Hertfordshire County Council.

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

(B) the Minutes of the Health and Wellbeing Panel meeting held on 11 December 2012 be noted.

673 CRIME AND DISORDER REPORT - POLICE CRIME COMMISSIONER'S BUDGET AND PLAN: IMPLICATIONS FOR EAST HERTS

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With the consent of Members, the Chairman agreed to consider this item before the Annual Leisure Contract Performance report in order to allow representatives from SLM more time to attend.

The Head of Community Safety provided a summary of the new Police and Crime Commissioner's (PCC) role, what Mr Lloyd intended to achieve and the implications for East Herts Council. There was a duty on the part of the PCC to work with Community Safety Partnerships. The Head of Community Safety advised that the PCC intended to set its own agenda, having discretion over funding and highlighted the prospective financial impact



this could have on the Council. It was noted that the Council's Community Safety Partnership expected to receive approximately £13,000 for 2013/14 and in 2014/15 might not receive anything. Two years ago, the Council received a grant of £128,000.

The Head of Community Safety referred to the difficulties of competing with other Councils for funding given that East Herts had low levels of crime. A particular concern was the possibility that funding might not be granted for Police Community Support Officers (PCSOs) and of their uncertain future. Members acknowledged the valuable contribution which PCSOs made to the community and to the Police, in terms of local intelligence. It was noted that any loss of PCSOs would also have a direct impact on the Police and how they managed their resources.

Councillor C Woodward referred to the roles of the Neighbourhood Watch, the use of volunteers and the role of PCSOs which he believed were all at risk and the "fantastic" contribution they made to the community. He urged Officers to explore ways of finding extra funding. The Head of Community Safety advised Members that in order to seek funding for PCSOs, the Council would have to provide evidentiary support to the PCC. Councillor N Symonds advised that she would be happy to provide any help she could on this matter.

Councillor D Andrews advised Members that his Parish Council had sponsored a PCSO who was considered "indispensable". Councillor C Woodward suggested that sponsorship of a PCSO be relayed to other Town and Parish Councils.

The Executive Member for Community Safety and Environment summarised the functions of the Police and Crime Panels, how the Police Crime Commissioner would be held to account and the role of the Panel. He explained the focus of the Police Plan stating that the PCC could not get involved with the day to day operational activities of the Police.

Councillor Mrs D Hollebon voiced her support for the contribution that PCSOs made. She asked that when the PCC is invited to attend a future meeting of Community Scrutiny Committee, that he be asked to explain the way forward in using the resources of volunteers and specials.

The Executive Member for Community Safety and Environment acknowledged the important role of specials and PCSOs in terms of local knowledge and useful local intelligence, adding that in terms of volunteers, businesses were very reluctant to release their employees, but that special officers could choose their own working hours themselves. He referred to the salary anomaly between PCSOs and Constables. The issue of the powers of arrest for PCSOs was considered.

It was noted that the PCC had been invited to attend the next meeting of Community Scrutiny Committee on 25 June 2013. Councillor Mrs D Hollebon suggested that Members be provided with regular updates from the Executive Member for Community Safety and Environment and the Head of Community Safety. This was supported.

Members expressed their concern on funding issues and the potential negative effect this would have on the future of PCSOs, given the low levels of crime in the District which, Members felt, had been achieved as a result of the Council's proactive work on crime prevention.

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

(B) Members' concerns regarding funding and the potential effect this would have on the future of PCSOs and crime prevention work be referred to the PCC.

#### 674 ANNUAL LEISURE CONTRACT PERFORMANCE FOR 2012

The Head of Environmental Services submitted a report presenting the fourth annual review of the Council's ten-

year leisure contract with Sport and Leisure Management Ltd (SLM) known as "Everyone Active".

The Leisure Services Manager stated that Officers were satisfied with the overall performance of SLM, the detail of which was set out in Essential Reference Papers 'B' and 'C' of the report now submitted. Medium term financial planning savings targets had been achieved. He provided a summary of visits to the gyms, adding that there had been 550,000 visits to all leisure site facilities in the last 12 months. There had been a dramatic increase in customers in the last 4 years and growth had been significantly greater than throughput targets set at the beginning of the contract.

In response to a query from Councillor C Woodward regarding a reduction in swims, the Leisure Services Manager explained that nationally, there had been a decline in swimming. The Leisure Services Manager explained what energy efficient (green) measures had been taken to reduce expenditure costs.

The Chief Executive and Director of Customer and Community Services referred to problems with parking which had now been resolved. The Chairman referred to the works at the site by Network Rail and asked if the temporary area used at the time could be used for parking on a more permanent basis. The Chief Executive and Director of Customer and Community Services explained that there were a number of issues affecting car parking at the site and provided a summary. The Head of Environmental Services reminded Members of planning proposals for the development of Bishop's Stortford North and of the impact this may have generally on the area. Consideration of how this would affect the infrastructure of the area and the demand for leisure facilities would need to be considered as part of the planning process.

In response to a query from Councillor S Bull regarding a decline in under 16s swimming, the Head of Environmental Services agreed that numbers were dropping, but increasing for adults. He referred to

national trends, adding that SLM were doing all that they could to encourage usage, including making the facilities more attractive (tiling of the swimming pool at Grange Paddocks had just been undertaken) and scheduling more 'fun swim' sessions.

The Head of Environmental Services explained how and why there had been inconsistencies in the Performance Indicator EHP12 (Net cost/subsidy per visit) for 2012.

In response to a query from Councillor Mrs D Hollebon, the Leisure Services Manager explained that the new crèche was now open at Grange Paddocks and that fun swims would be launched on 23 March 2013. In response to a query from Councillor N Symonds, Matthew Nicholson, SLM Area Manager, explained the decision around the timing of the fun swims.

Councillor L Haysey referred to the suggestion by Hertfordshire County Council of using Health and Wellbeing Board publicity health icons on their literature. Officers undertook to look into this.

The Chief Executive and Director of Customer and Community Services commented that in relation to swimming, the numbers provided needed to be taken in perspective and that on the whole, and in terms of the contract, SLM were performing very well.

In response to a query from Councillor J Mayes, the Leisure Services Manager assured the Member that water quality at all sites was within industry standards and that the quality of the water in all SLM's swimming pools was good. Councillor Mayes expressed concern regarding the steps to the pool.

In response to a query from the Chairman regarding extending SLM's corporate social responsibility, the Leisure Services Manager provided an update on how SLM were working with the Council to integrate the "Everyone Active" activities with facilities offered by the Council. Councillor C Woodward suggested that disabled

sporting events also needed to be taken on board. Mr Matthew Nicholson of SLM provided an update on initiatives being considered.

Members received the report and thanked SLM for their good work on the Council's behalf.

RESOLVED – that (A) performance of the leisure contract be noted; and

(B) SLM be thanked for their good work on the Council's behalf.

675 COMMUNITY SCRUTINY HEALTH CHECK (OCTOBER - DECEMBER 2012)

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The Chief Executive and Director of Customer and Community Services submitted a report setting out the performance of key indicators relating to Community Scrutiny Committee for the period October to December 2012, the detail of which was set out in the report now submitted and Essential Reference Paper 'B'.

The Chief Executive and Director of Customer and Community Services explained the background to the increased time taken to process Housing Benefit / Council Tax new claims and change events (NI 181). He gave Members full assurance that any impact on individual claimants had been minimal. The time to process changes to Housing Benefit / Council Tax new claims and change events (NI 181) had dropped to 9.83 days for January. He reassured Members that residents were treated as a priority. Councillor N Symonds praised the service provided by the front line housing benefit staff.

The Chief Executive and Director of Customer and Community Services provided latest updates and announcements by government in relation to foster carers and the additional room subsidy (known as the 'bedroom tax').

Members received the report and wished to recognise the

efforts of the front line benefit staff and their exemplary efforts in supporting residents.

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

(B) the efforts of the front line benefit staff and their exemplary efforts in supporting residents, be recognised.

676 WORK PROGRAMME

The Scrutiny Officer submitted a report outlining the future work of Community Scrutiny Committee. Councillor Mrs D Hollebton suggested that Officers investigate markets / farmers’ markets in respect of supporting the local economy and economic development and that Officers should invite the Executive Member for Economic Development to the next meeting to provide an update. The Scrutiny Officer reminded Members that there had been a full Task and Finish group considering Markets in East Herts in the past two years and suggested that the matter be picked up at the Members’ scrutiny evaluation and topic planning workshop in April 2013 which would be considering future items for the scrutiny work programme. This was supported.

The Committee approved the work programme.

RESOLVED – that the work programme be approved.

The meeting closed at 8.50 pm

Chairman	.....
Date	.....

## EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE: 25 JUNE 2013

REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

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### **Purpose/Summary of Report**

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

### **RECOMMENDATION FOR DECISION: That:**

- a) that the work programme detailed in this report be agreed; and
- b) two Members from this committee be identified to work with officers to review the relevance of the Performance Indicators

### 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 2013 'council tax' edition of LINK magazine. No new topics for scrutiny have been received from the public to date.
- 2.2 New suggestions for Community Scrutiny arising from the Members' scrutiny planning workshop and from the feedback/consultation paperwork are listed below. Members of the committee are invited to consider the topics and indicate whether they wish to confirm them as part of the 2013/14 work programme

and suggest a preferred date (subject to relevant legislation and availability of any relevant officer/resources).

### 2.3 Table of topics (relevant to Community Scrutiny)

Topic/issue	Why/outcome	Priority/comment
Review of our Environmental Crime policies – for Env Scrutiny and Comm Scrutiny as a joint review  <i>(Place &amp; People)</i>	Significant changes to legislation expected.  Introduced in the Queen’s Speech on 8 May 2013, with an initial expectation of receiving Royal Assent by the end of the parliamentary session in spring 2014.	<b>High</b> – but hold later in year and only when legislation/guidelines are finalised and clear  (T&F group late 2013/14 possibly running into 2014/15)
Keeping a focus on the “Ageing Well” theme  <i>(People)</i>	Demographic pressures and council’s expressed commitment as part of the wider Health and Wellbeing agenda	(high) but continue to integrate into <i>all</i> reviews and reports No suggestion of having a T&F group.
<b>Issues of interest raised at recent workshop – but not necessarily expressed as a scrutiny topic in themselves</b>		
Review of markets	Increase footfall in towns. Improve availability of goods - local & otherwise	This topic was reviewed by T&F group in detail in 2009/10 – reporting to Comm Scrutiny April 2010. All actions on that plan have now been completed.  <b>Query:</b> What might be the benefit of repeating this topic? <b>Overlap:</b> CBS is already scheduled to
Farmers/General market provision	Develop economic position for residents + businesses etc. overall improvement of good local service provision – promote towns and villages in E Herts area	



		receive a report on what we are currently doing to support economic development at their next meeting on 2 July 2013.
Reduce anti-social behaviour and fear of crime	Ask residents – what is your experience?	<p>Already working with partners on this. New Police and Crime Commissioner due to attend Community Scrutiny to discuss his priorities and plans.</p> <p><b>Query:</b> re-issue invitation to PCC to attend a Community Scrutiny meeting? If so: which meeting, given the draft agenda and work plan as shown in Essential Reference Paper B?</p>
Increase community engagement	How can improve value - make each contact count	Continuing programme of member development including Action Learning Sets

**2.4 Performance Indicators:** The Executive on 4 June 2013 requested the three scrutiny committees review the relevance of their performance indicators. The request was made following the presentation of the 2012/13 Outturn report. The Executive were keen for the scrutiny committees to assess the usefulness of their performance indicators and determine if any new measures need to be introduced to help support the delivery of the council's priorities.

- 2.5 Officers propose that a short review is held during summer and early autumn so that findings and recommendations can be discussed at each scrutiny meeting scheduled in November 2013.
- 2.6 It is suggested that each committee selects two representatives to work with the Performance Team on this piece of work. One representative could be the vice chairman and the other, an interested member.
- 2.7 Each committee will focus on the performance indicators relevant to their terms of reference, with the overall corporate position being presented to all members in February 2014 at the Joint Scrutiny meeting.
- 2.8 Any recommendations from this review will be discussed by the Executive on 4 March 2014 and if approved will be applied from 2014/15 onwards.
- 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 Diane Hollebon – Chairman Community Scrutiny Committee  
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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives</p> <p><i>(updated to 2013/14 wording)</i></p>	<p><b>People</b> This priority focuses on enhancing the quality of life, health and wellbeing, particularly for those who are vulnerable, and delivering strong services</p> <p><b>Place</b> This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p><b>Prosperity</b> This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</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.

<b>meeting</b>	<b>date</b>	<b>topic</b>	<b>Contact officer/lead</b>	<b>Next Exec</b>
<b>2013/14</b>	<b>CIVIC YEAR</b>			
Meeting 2/4 in 2013/14	24 Sept 2013  Report deadline 11 Sept	<ul style="list-style-type: none"> <li>• Report from Health and Well B Panel</li> <li>• Hertford Theatre (end of financial year report)</li> <li>• Housing stock transfer – residual undertakings annual statement</li> <li>• Housing Strategy action plan – annual progress report</li> <li>• EH (revised) Homelessness and Homelessness Prevention strategy</li> <li>• Healthcheck through to June 2013</li> <li>• Work programme</li> </ul>	<ul style="list-style-type: none"> <li>• Chairman of the Panel</li> <li>• Head of Communications, Community Engagement and Cultural Services</li> <li>• Housing Services Manager</li> <li>• Housing Services Manager</li> <li>• Housing Services Manager</li> <li>• Lead Officer - Performance</li> <li>• Scrutiny Officer</li> </ul>	1 Oct 2013 5 Nov 2013
<b>Member information</b>		<ul style="list-style-type: none"> <li>• <b>2014/15 Proposed Service Options</b></li> </ul>		
Meeting 3/4 in 2013/14	19 Nov 2013  Report deadline 6 Nov	<ul style="list-style-type: none"> <li>• Report from Health and Well B Panel</li> <li>• Community Grants review of applications and Q1/Q2 allocation</li> <li>• 6 month point - Review of the revised Housing Register and Allocations Policy (starts 1 May 2013)</li> <li>• <b>Vacancy?</b></li> <li>• Service Plans monitoring Apr 2013 – Sept 2013 (Community only)</li> <li>• Healthcheck through to Sept 2013</li> <li>• Work programme</li> </ul>	<ul style="list-style-type: none"> <li>• Chairman of the Panel</li> <li>• Community Engagement Manager/Grants officer</li> <li>• Housing Services Manager</li> <li>• X</li> <li>• Lead Officer - Performance</li> <li>• Lead Officer - Performance</li> <li>• Scrutiny Officer</li> </ul>	3 Dec 2013 7 Jan 2013 4 Feb 2013
<b>JOINT SCRUTINY</b>	14 Jan 2014	<ul style="list-style-type: none"> <li>• <b>2014/15 Budget items</b></li> </ul>		
<b>JOINT SCRUTINY</b>	11 Feb 2014	<ul style="list-style-type: none"> <li>• <b>2014/15 Service Plans</b></li> <li>• <b>2013/14 Estimates and 2014/15</b></li> </ul>		

**Scrutiny Work Programme  
Essential Reference Paper B**

		<p style="color: red;">Future targets</p> <ul style="list-style-type: none"> <li>• Residents' Survey analysis and action plan (date TBC)</li> </ul>		
Meeting 4/4 in 2013/14	11 Mar 2014	<ul style="list-style-type: none"> <li>• Report from Health and Well B Panel</li> <li>• Leisure Contract – Year 5</li> <li>• Update on actions under Ageing Well agenda</li> <li>• <b>Vacancy?</b></li> <li>• Healthcheck through to Dec 2013</li> <li>• Work programme 2014/15</li> </ul>	<ul style="list-style-type: none"> <li>• Chairman of the Panel</li> <li>• Head of Environmental Services</li> <li>• Head of Communications, Community Engagement and Cultural Services</li> <li>• X</li> <li>• Lead Officer - Performance</li> <li>• Scrutiny Officer</li> </ul>	<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***

<b>Community Scrutiny</b>	<ol style="list-style-type: none"> <li>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.</li> <li>2. To make recommendations to the Executive on matters within the remit of the Committee.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>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.</li> <li>8. To consider matters referred to the Committee by the Executive/Portfolio Holder on matters within the remit of the Committee and refer the matter to the Executive following consideration of the matter</li> </ol>
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## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY COMMITTEE – 25 JUNE 2013

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

#### UPDATE ON COMMUNITY GRANTS PROGRAMME

WARD(S) AFFECTED: ALL

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#### **Purpose/Summary of Report**

- This is a review of grant allocations for the period 1/10/12 to 31/3/13.

<b><u>RECOMMENDATIONS FOR COMMUNITY SCRUTINY: That:</u></b>	
<b>(A)</b>	<b>the Committee notes and supports the progress being made by Officers to allocate grants according to agreed policies;</b>
<b>(B)</b>	<b>approves the proposal that service organisations continue to be eligible to apply for a Christmas Party grant as long as they apply in partnership with the beneficiary organisation, if reasonably possible (Para 2.16);</b>
<b>(C)</b>	<b>confirms that grants should be awarded as a priority (Para 2.32) to capital projects that can be completed within the year; and</b>
<b>(D)</b>	<b>considers whether they would like the Hertfordshire Community Foundation to present information on “dormant funds” in East Herts (Para 3.1)</b>

## 1.0 Background

- 1.1 Following a resolution by the Executive in 2012, it was agreed that Community Scrutiny would receive twice-yearly reports on community grant allocations. The purpose of community grants is to help take forward the Council's aims in people, place and prosperity.
- 1.2 The first report was received on 20 November 2012. This is the second report looking at the grants awarded between 1 October 2012 and 31 March 2013.
- 1.3 Members are asked to note that the total community capital budget for 2012/13 was £198,600. This included slippage from previous years.
- 1.4 The total revenue budget for 2012/13 was £53,490, including an additional amount of £10,000 from the New Homes Bonus for Jubilee and Olympic celebrations.

## 2.0 Report

- 2.1 During the second half of the financial year (1 October 2012 to 31 March 2013), 89 capital and revenue grants were awarded, totalling £33,229, as shown in the table below.

<b>Theme</b>	<b>No. of requests</b>	<b>No. of grants awarded</b>	<b>Budget allocated</b>
Summer Activities Fund 2012	0	0	0
Olympic/Jubilee Events	0	0	0
Christmas Parties (Senior Citizens and People with disabilities)	55	55	£3,264
Councillor Engagement	8	6	£469.52
Performance for Excellence	17	17	£4,100
Community Capital 2 <sup>nd</sup> round - rural	15	11	£25,395
<b>Total</b>	<b>93</b>	<b>89</b>	<b>£33,229</b>

- 2.2 This brings the total allocation for the financial year 12/13 through the Council's competitive grants programme to £135,269 – distributed to 193 different groups for a wide range of projects and services.
- 2.3 The Council's wishes to give some precedence in grant giving is to areas that have received little or no New Homes Bonus money. As all 5 towns and some of the larger villages have been passed significant funds through the building of new houses, the Council's policy is to first fund projects in the rural areas. Projects in the towns may be considered later in the year if the budget is unspent.
- 2.4 All applicants for a grant are required to obtain an endorsement for their project from their Ward Councillor. This provides an opportunity for Members to engage with volunteers who are providing support such as health and social care, leisure, recreational and other services to residents in their ward. Members are asked to be sure that they only endorse projects that are for residents living in their ward.
- 2.5 The next section of the report addresses each area of funding in more detail.
- 2.6 **Christmas Parties (Senior Citizens and people with disabilities)**
- 2.7 This pot provides small grants to organisations serving senior citizens and people with disabilities so that they can arrange parties during this holiday season. Parties are subsidised at the rate of £1 per person. Fifty-five grants were awarded to the following types of organisations:

Grass roots groups	20
Housing Association and Sheltered Housing Residents Associations based at (Circle Support = 10; Riversmead = 5; Genesis = 1)	17
Service organisations	2
Churches	2
Sports Club	1
Registered Charities	11
Registered Childrens Charity	1
Individual, not related to housing assn.	1
<b>Total</b>	<b>55</b>

- 2.8 The largest grant was awarded to Age Concern Ware which organised six parties for their various clubs including: dance, keep fit and whist at a cost of £295. The next largest grant went to Hertford Baptist Church (£185) to organise three parties for various groups in their congregation.
- 2.9 It is important to acknowledge that these events are platforms for the Council to engage with large groups of frail, elderly people on the Ageing Well and Health Inequalities agendas.
- 2.10 An evaluation of the programme was conducted and information reported in the Members Bulletin in January 2013. Of those who responded, the average age of those attending the events was 73 years and 1,460 people attended the various events.
- 2.11 Notably, 15 percent of respondents said they would not be able to run their event without Council funding. This included such groups as Stanstead Abbots and District Evergreen Club, Sele Senior Citizens, Walkern Over 60s Committee and Thundridge Cricket Club which organises an event for 100 senior citizens in Thundridge and surrounding villages.
- 2.12 Others said they would be able to hold an event without support from the Council, but this would mean the elderly guests would have to pay more and it may not be sustainable. One comment was that the “event would have to be on a reduced scale or with an extra contribution from members, which some might find difficult.”
- 2.13 Some of the comments received are listed below:

*“Our event has been run for 37 years – actively looked forward to – and can be one of the few times per year that some residents are able to meet up..”  
Thundridge Cricket Club*

*“An opportunity to celebrate Christmas with other people. A large percentage of members live alone and wouldn’t otherwise have company.”  
Thorley Open Door Senior Citizens*

*“It gave them choice of what they wanted to do. For some, they usually keep themselves isolated. This was a chance for them to come out of their flats and join in. By doing this, it makes them feel better in themselves” - Circle Support, Ferndale Sheltered Scheme, Much Hadham*

*“Such occasions are a valuable therapy in combating depression which is a*

- 2.14 In 2013/14, the long-running Christmas Party budget will be incorporated into a new revenue pot (Small Community Grants) and brought in line with Council policy on awarding revenue grants. All applicants can apply for £50 up to £500.
- 2.15 This policy states that "organisations can not pass a Council grant on to another organisation." Strict adherence to this policy means that certain applicants (e.g. service organisations) will become ineligible to apply.
- 2.16 It is suggested, therefore, that the Council makes an exception for service organisations. It is proposed that these organisations should be encouraged to move toward a partnership approach and submit a joint application with the beneficiary organisation, if reasonably possible (Recommendation B). In addition, the lead applicant must make it clear that a Council grant enabled the costs of the party to be reduced to members of the beneficiary organisation. Service organisations will still be able to apply for a grant to hold parties for their members who are senior citizens.
- 2.17 In the future, the Council will prioritise: parties that would not happen without Council support, parties where an informational talk is happening, and parties that take place on Christmas Day.
- 2.18 **Councillor Engagement**
- 2.19 In the second half of the year, six grants were awarded for public meetings and events that engaged the community. This included grants for:
- Hire of Hunsdon Village Hall for Police Liaison meeting (Cllr Newman)
  - “Meet Your Councillor” event (Cllrs Burlton, Hollebon and Wyllie)
  - Consultation on enhancements to Tudor Square, Ware (Cllr Bedford)
  - Presentation evening for Air Cadets, Ware (Cllr Warman)
  - Public meeting at Havers Community Centre on the conversion of local pub to a Tesco Store (Cllr Woodward)

- Support of BBQ for a residents association of John Dyde Close (Cllr Symonds)
- 2.20 Unfortunately, not all the grants were paid out as a number of events were cancelled or delayed.
- 2.21 This was a new grant product that took longer than anticipated to market. As a result, some of the underspend was used to top up the Christmas Party grant budget. A request has been submitted by the Head of Communications, Engagement and Cultural Services to carry forward the remaining underspend in this budget into 13/14. It is considered that since the Localism agenda has been embedded and community engagement and leadership has been given a higher profile following the stimulus of peer challenge and the Action Learning Sets cohorts, the carry forward will be of benefit.
- 2.22 Of the requests that have been submitted but did not receive an allocation, this was because either the request did not fit the funding criteria or the event had already happened.
- 2.23 In 2013/14, this budget will be incorporated into the new Small Community Grant scheme. Members will be able to apply to run events that engage with the community.
- 2.24 **Performance to Excellence Grants (Sports and Arts)**
- 2.25 Seventeen applicants were funded from April 2012 to March 2013 and the entire budget of £4,100 allocated. Almost 50 percent were first-time applicants not previously funded and the bulk of the applications came from Ware and Hertford with two from Stanstead Abbots and one from Bishop's Stortford. Measures are in place to try and address the balance.
- 2.26 The type of sports funded included: golf, triathlon, cricket, badminton, squash, carriage driving, track & road cycling, swimming, basketball, and athletics with this athlete being talent spotted for the British Winter Olympic Bobsleigh Team 2014. Three applications for dance/arts were also funded.
- 2.27 **Community Capital (Rural Priority – Large and Small)**
- 2.28 In October 2012, the Council awarded £12,920 for six projects in rural East Herts. Four of these were for projects under £2,000

and the Council awarded full funding. These projects included the purchase of play and sports/leisure equipment and replacement of a roof in a recreational centre. Of these six projects, four have already completed and claimed their grant well within the time limit.

- 2.29 As per policy, Officers deferred applications for projects in the towns until later in the year. In January 2013, five grants were awarded to these town-based projects, totalling £12,475. The projects included a kitchen refurbishment, flooring and lighting in a sports club, portable lights and new lightweight stackable chairs for an arts centre. Further details on these projects, which were in Sawbridgeworth, Bishop's Stortford, Ware and Hertford, can be found on [www.eastherts.gov.uk/grants](http://www.eastherts.gov.uk/grants)
- 2.30 Over five years ago, the Council changed its policy on how long successful applicants have to fundraise, complete the project and claim their grants from three years to one year. This deadline can be extended in special circumstances where the delay is beyond the applicant's control.
- 2.31 In practice, this means that the Council is more likely to fund projects where the Council's grant completes or almost completes the applicant's fundraising target. As a result in January 2013, two applications for very large capital building projects were turned down as Officers considered it unrealistic that they would be completed within the required time limit – due to the significant amount of money still to be raised. It was considered there was a risk that grant money could be tied up in projects that took a long time to happen.
- 2.32 Members are asked to confirm that that they would like Officers to continue to implement this policy (Recommendation C).
- 2.33 Other deferred town-based applications were withdrawn from consideration at the request of the applicant because they had obtained the funding they needed from another source.
- 2.34 Since 2010, successful applicants have been required to submit a monitoring form detailing the outcomes of a capital grants project. An analysis of the feedback received shows that Council grants enable volunteers to improve usage of buildings and ensure services are fit-for-purpose but also serve as a catalyst to spur the community on to achieve more. The following is a selection of

written feedback received. This type of information is regularly included in Members Bulletin.

*“The grant towards the project by the Council has been a great boost to the community. The continuing work has created great interest in the village and it has brought people together to offer their help in a multitude of ways. For example : Retired people have been offering their services for no charge. Machinery has been lent at no charge. Someone has offered to pay the labour for a local lad who is deaf to plaster the interior walls. Gravel has been delivered to the site at no charge. **Benington Village Hall – Awarded £10,000 from the Community Capital 2012/13***

*“We spent the money on a new Tamper Unit for the childrens play area. Children are playing together of mixed ages, grand parents are enjoying watching the children play. Teenage children helped us remove equipment. This project has brought the communities together. The whole village is thrilled that our small rural community has the latest up to date play equipment.” **Bramfield Village Hall Management Committee – Awarded £9,005 from Community Capital 12/13***

*“This grant has been used to buy 18 lockers for the changing rooms at Ware Lido Out Door Pool. Before this grant, Ware Lido had no lockers and swimmers had to leave their possessions on the poolside. .... The provision of lockers has made the Lido a more attractive facility for people to use.” **The Priory Charity – Awarded £1,000 from Community Planning 11/12***

*“The grant has been used to purchase five laptops, together with relevant software, mice, power supplies and cases.....Our most unique event will be to enable all our clients to renew their bus passes online. None of this would have been possible without... the EHDC grant. The arrival of this equipment has enabled local people with little or no experience of the internet to gain competence and proficiency in a technology which ever more impacts our lives in the 21<sup>st</sup> century.” **High Wych Memorial Hall IT café – Awarded £2,000 from Community Capital 12/13***

*The grant has been used to contribute to the cost of refurbishment of toilets at the scout hut inclusive of providing a disabled toilet, refurbishment of the kitchen area to provide full kitchen facilities including cooker and fridge and ‘catering style’ sink to allow catering for the many users of the building. Windows have been replaced to provide a warmer and brighter environment. Without the grant, we wouldn’t have been able to improve the facilities or environment of the building. Moreover, by doing so it has highlighted the poor state of the rest of the building leading to a ‘volunteers weekend.’ **1<sup>st</sup> Bishops Stortford and Hockerill Scout Group – Awarded up to £8,920 from Community Capital 2011/12***

- 2.35 For many applicants, it is the first time they have applied for a grant. Thus, when they are successful, it gives them a degree of confidence to apply to other grant-making bodies.



## 2.36 **Grant to Local Giving charity**

2.37 The Council has recently commissioned the charity Localgiving.com to offer 30 small, local voluntary and community groups in East Herts a free subscription to the site. Training on how to fundraise online will also be provided. The purpose of this new initiative is to encourage groups to identify alternative funding sources and reduce their dependency on grants. For more details on this initiative see [www.eastherts.gov.uk/grants](http://www.eastherts.gov.uk/grants). Currently, there are very few East Herts groups on the site [www.localgiving.com](http://www.localgiving.com) but the Council is hoping this initiative will change that.

## 3.0 **Other sources of funding for small, local groups**

3.1 As well as the Council's direct grants, Members may also be interested to hear about work to identify "dormant" funds and how these monies can be released to benefit groups in East Herts. Members are asked to consider whether a presentation on this topic by the Hertfordshire Community Foundation (HCF) would be of interest (Recommendation D)

3.2 An example of this type of fund is the East Herts Fund for the Future. The aim of the endowment fund is to build a growing, lasting source of support for charities and voluntary groups doing valuable work in the community of East Herts and to meet the most pressing needs of the District.

3.3 Officers are currently working with Cllr Mayes, whose late husband Cllr Derek Mayes started up the fund, and HCF to identify how the capital can be increased so that more money is available to allocate. The current value of the Fund is approximately £43,000 – 4% of this can be awarded each year, resulting in a grant budget of £1,682.

3.4 Town and Parish Councils are also sources of small amounts of funding and applicants to the Council are expected to approach their town or parish for a grant at the same time they apply for a grant from the district. It is Council policy not to fund projects that are considered to be the main responsibility of another statutory body.

## 4.0 Marketing/Publicity

- 4.1 In the past 12 months, uptake from the media in regards to local grants has been positive, but not as strong as it could be. Eight press releases were picked up and used in the relevant papers, against 15 that were sent out, giving a success rate of just over 50 percent.
- 4.2 Five of these were printed in the last three to four months, with the others being spread out over the eight month period before that.
- 4.3 Actions have been taken to improve uptake and recently a member of the communications team met with a reporter on Herts Mercury editorial team. It was agreed that all grant press releases will be sent directly to her, hopefully ensuring an improved rate of successfully printed articles. Since this arrangement was made, two grant press releases have been sent to her, both of which were used, with reminders being printed in the following issue.
- 4.4 Availability of community grants are also promoted through our website, social media services, and Link magazine and stakeholder partners such as the East Herts and Broxbourne Council's for Voluntary Service, Active East Herts Community Sports Network, Hertfordshire County Council and Hertfordshire Community Foundation.
- 4.5 Announcements are also sent via email to Parish Chairman and Parish Clerks and groups on the Engagement and Partnerships' database. Members are notified of grant deadlines through the Members Bulletin.

## 5.0 Implications/Consultations

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

## Background Papers - None

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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<p><b>People</b> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p><b>Place</b> 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><b>Prosperity</b> This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	<i>Successful applicants to Christmas Party fund were asked for feedback and the outcomes of their event to attendees. All successful applicants to capital programme are asked to complete monitoring forms.</i>
Legal:	<i>No issues.</i>
Financial:	<i>No issues.</i>
Human Resource:	<i>No issues.</i>
Risk Management:	<i>No risks.</i>

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## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY – 25 JUNE 2013

#### REPORT BY THE LEADER AND THE DIRECTOR OF FINANCE AND SUPPORT SERVICES

#### 2012/13 SERVICE PLANS – END OF YEAR MONITORING REPORT

WARD(S) AFFECTED: ALL

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#### **Purpose/Summary of Report**

- This report provides a summary of the council's achievements against its priorities for 2012/13 at Essential Reference Paper "B" and details those service plan actions that are outstanding at Essential Reference Paper "Ci". This report also monitors the outstanding 20 service plan actions from 2011/12, which are detailed in Essential Reference Paper "D".

#### **RECOMMENDATION FOR COMMUNITY SCRUTINY:**

**That:**

<b>(A)</b>	<b>The progress against the council's priorities and the status of the outstanding 2012/13 Service Plan actions and 2011/12 Service Plan actions (where relevant) be received; and</b>
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<b>(B)</b>	<b>The Executive be advised of any recommendations.</b>
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#### 1.0 Background

1.1 The 2012/13 Service Plans were agreed by CMT at its meeting on 31 January 2012. This report covers the period 1 October to 31 March 2013.

1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are outstanding. The Committee received the six monthly progress report in November 2012.

1.3 This report covers the period 1 October 2012 to 31 March 2013 for the following services:

- Community Engagement
- Community Safety and Health
- Economic Development
- Hertford Theatre
- Housing
- Revenues and Benefits

1.4 In addition, seven actions from the 2011/12 Revenues and Benefits and Health and Housing Service Plans had revised completion dates for after 31 March 2012 and these will form part of the 2012/13 monitoring process.

## 2.0 Report

### **2012/13 Analysis**

2.1 In total, there are 45 actions in the 2012/13 Service Plans, of which:

	<b>Status at the 6 monthly report (reported October - November 2012)</b>	<b>Status at the twelve month stage – end of year report</b>
Have already been achieved	22% (10)	80% (36)
Are on target	67% (30)	2% (1)
Are off target	4% (2)	2% (1)
Have had their completion dates revised	2% (1)	4% (2)
Have been deleted	4% (2)	11% (5)

2.2 In summary:



- 80% of actions have been achieved - with most supporting the 'People' priority.
- The two actions that require a revised completion date support the 'People' and 'Place' priority. One action has been revised for the first time and the other for the second time.
- Out of the eight actions that have been deleted, three have been deleted in the period October 2012 to March 2013, the remaining two were identified in the period April 2012 to September 2012.
- Analysis of performance by corporate priority shows:
  - **People** - 81% of actions have been achieved (21 out of 26); 8% have been deleted (two out of 26). The remaining 11% are either on target, have a revised completion date or are off target.
  - **Place** - 78% of actions have been achieved (seven out of 9). The remaining 22% either have a revised completion date or have been deleted.
  - **Prosperity** - 80% of actions have been achieved (eight out of 10); 20% have been deleted (two out of 10)

## 2011/12 Analysis

- 2.3 In total, there were seven actions from the 2011/12 Revenues and Benefits and Health and Housing Service Plans which were still outstanding, of which:

	<b>Status at the 6 monthly report (reported October - November 2012)</b>	<b>Status at the twelve month stage – end of year report</b>
Have already been achieved	14% (1)	71% (5)
Are on target	86% (6)	-
Have had their completion dates revised	-	14% (1)
Have been suspended	-	14% (1)

- 2.4 An overview of the achievements by Corporate Priority for 2012/13 are detailed in **Essential Reference Paper “B”**.
- 2.5 **Essential Reference Paper “Ci”** details 2012/13 Service Plan actions that are outstanding. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2012/13 Service Plan actions can be accessed by referring to the Council’s performance management system, Covalent ([www.covalentcpm.com/eastherts](http://www.covalentcpm.com/eastherts)).
- 2.6 **Essential Reference Paper “Cii”** provides a graphical overview of the 45 action statuses by corporate priority for 2012/13.
- 2.7 **Essential Reference Paper “D”** details all the outstanding 2011/12 service plan actions. For ease of reference, these have been categorised by Corporate Priority based on the 2011/12 set.
- 2.8 2011/12 and 2012/13 actions that are still active will be reported as part of the 2013/14 service plan monitoring reports.
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**.

### Background Papers

2012/13 Service Plans report to Executive on 6 March 2012.

<http://online.eastherts.gov.uk/moderngov/ieListDocuments.aspx?CId=119&MId=1792&Ver=4>

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**IMPLICATIONS/CONSULTATIONS**

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<p><b><i>People</i></b> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p><b><i>Place</i></b> 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><b><i>Prosperity</i></b> This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
<p>Consultation:</p>	<p>There are no specific consultation implications arising directly from this report.</p>
<p>Legal:</p>	<p>There are no specific legal implications arising directly from this report.</p>
<p>Financial:</p>	<p>There are no specific financial implications arising directly from this report.</p>
<p>Human Resource:</p>	<p>There are no specific human resource implications arising directly from this report.</p>
<p>Risk Management:</p>	<p>There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.</p>

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**Telling the Story – An overview of achievements by Corporate Priority up to 31 March 2013:**

Please note only the objectives where there are achievements to report have been listed and where an achievement relates to a specific service plan action this has been referenced. Text in ‘**Black**’ was reported in the first monitoring report, text in ‘**Blue**’ are new achievements for this reporting period.

Priority: People	What we want to achieve	What we have done
	<p><b>Objective:</b> Enhance our local community engagement by working together with our partners such as Parish and Town Councils, for the benefit of our communities</p>	<ul style="list-style-type: none"> <li>• Welcomed the Olympic torch in East Herts, which came through Hertford, Ware and Bishop’s Stortford. (12-CE03)</li> <li>• Held a successful and well attended annual Parish conference in Much Hadham for all parishes.</li> <li>• Joined Twitter and re-launched our Facebook page with usage growing and member social media training delivered. Currently over 2,000 people living or working in East Herts are connecting with us through our Twitter and Facebook pages. (12-CE01 and 12-CE09)</li> <li>• Provided £17,790 in grants for 67 Jubilee Street parties. The grants were given towards the costs of organising events that would bring people together in a fun, friendly way, and contribute to a sense of community and neighbourliness. Groups ranged from community centres, residents’ associations, village hall committees and parish councils to groups. (12-CE03 and 12-CE05)</li> <li>• <b>Subsidised 55 Christmas Parties organised by groups that serve senior citizens, vulnerable people and people with disabilities (£3,264). Feedback was positive and showed how the events help combat</b></li> </ul>

Priority: People	What we want to achieve	What we have done
	<p><b>Objective:</b> Enhance our local community engagement by working together with our partners such as Parish and Town Councils, for the benefit of our communities (continued)</p>	<p>loneliness and social isolation by providing mental stimulation and a rare opportunity to meet up with friends for good food, singing and dancing. (12-CE05).</p> <ul style="list-style-type: none"> <li>• Awarded 19 community capital grants. The grants ranged from £1,000 to £12,000 and were awarded to parish councils, village halls, and sports clubs to improve community facilities, green spaces and purchase equipment in rural East Herts. (12-CE05). Some of the projects that were grant aided: <ul style="list-style-type: none"> <li>○ Replaced 20-year old, redundant play equipment on village green at Bramfield</li> <li>○ Purchased recreational and sports equipment for successful youth club in Little Munden</li> <li>○ Purchased IT equipment for popular Internet café at High Wych Memorial Hall</li> <li>○ Contributed to build of new annex at Benington Village Hall which hosts monthly lunch club for elderly residents</li> </ul> </li> <li>• Supported towns and parishes to fund projects that directly help residents, through the new home bonus grant. Some of the areas in East Herts that have been helped are: <ul style="list-style-type: none"> <li>➤ <b>Little Berkamsted</b> - a film club has been established as the parish council was able to purchase a new projector; replacement wooden foundations for the log play frame was paid for and the village hall was redecorated.</li> </ul> </li> </ul>

Priority: People	What we want to achieve	What we have done
	<p><b>Objective:</b> Enhance our local community engagement by working together with our partners such as Parish and Town Councils, for the benefit of our communities (continued)</p>	<ul style="list-style-type: none"> <li>➤ <b>Hertingfordbury</b> - new swings and a see-saw were paid for; repairs have been scheduled for the East End Green track and the parish council was able to award a grant to the Greens Residents Association to fight an appeal against refusal of planning permission for a traveller camp.</li> <li>➤ <b>High Wych</b> - funds were put towards the resurfacing of the village car park.</li> <li>➤ <b>Datchworth</b> - the majority of the funds have been put aside to contribute to the costs of creating a Neighbourhood Plan, however a small part has been used to pay the first year's rent for two outreach post office services in Datchworth and Burnham Green village halls.</li> <li>➤ <b>Furneux Pelham</b> - two standpipes and taps to help allotment holders have been paid for, as well as fencing to go round the site. The rest of the funds are going towards a wooden bus shelter.</li> <li>➤ <b>Buntingford</b> - the funds were put towards refurbishing the Christmas lights and future community projects.</li> </ul> <ul style="list-style-type: none"> <li>• In partnership with art centres in East Herts and Inspirational Arts, the Arty Bus was launched to take an interactive journey through the wide and varied arts scene that East Herts has to offer. The 39-seater bus transported participants of all ages between locations, where they could get off and enjoy some fun and educational activities, before getting back on the bus and heading off to the next adventure. The bus went from Hertford Theatre to Rhodes one day and from Rhodes to Hertford Theatre the next; feedback was very positive.</li> </ul>

Priority: People	What we want to achieve	What we have done
	<p><b>Objective:</b> Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey</p>	<ul style="list-style-type: none"> <li>• Retained the Investors in People award (IiP) which recognises how the council helps staff to deliver improvements. During the four day assessment randomly selected staff were interviewed. The independent assessor found many areas of excellent practice and some areas where the council could do more and improve. An action plan has been drafted to address the areas for improvement.</li> <li>• Worked with the Community Voluntary Service to allocate £25,000 for fun free activities for children and young people aged between 5 -19. A total of 25 grants. For the first time, Hornsmill Community Centre in Hertford hosted two activities and Child UK run its popular Play and Teen Rangers scheme in local playing fields. Bedazzle Projects in Bishop's Stortford had a pop school for children with special needs. Towns and villages, including Standon and Puckeridge, Benington and Stanstead Abbots also received some of the funds.</li> <li>• Everyone Active, the organisation that manages East Herts Council's pools and gyms, won a top industry award. Voted by the residents who visit the leisure centres in East Herts and there other venues across the country. Everyone Active won the Leisure Operator of the Year award for the third year at the annual FLAME Awards, run by the Fitness Industry Association (FIA).</li> <li>• <a href="#">Grange Paddocks Leisure Centre in Bishop's Stortford and Fanshawe Pool and Gym in Ware received a silver and bronze award respectively in the annual Health Club of the Year Awards.</a></li> </ul>



Priority: People	What we want to achieve	What we have done
	<p><b>Objective:</b> Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey (continued)</p>	<ul style="list-style-type: none"> <li>• Installed a new Infreemation system to help us meet our target of delivering at least 85% Freedom of Information (FOI) requests within 20 days. This system makes the FOI process more accessible within the Council and helps to improve the overall management of requests. FOI performance was 92.4 % in 2013, which is an improvement on the previous year at 88.9%. (12-CPS03)</li> <li>• Invited an independent team facilitated by the LGA to give an objective view, share thinking and to help the council ensure it's heading in the right direction. The team concluded that the council was 'delivering good services with a high level of satisfaction from residents underpinned by a healthy financial base'.</li> <li>• Launched a new option on the council's website to make it easier and simpler for people to submit their comments for and against current planning applications. Using the new feature people can go directly to the application they wish to comment on and click a link allowing them to submit comments. There is also an option of adding attachments, such as supporting documents and photographs. this has proved a popular method of communicating with the Council in relation to planning applications.</li> <li>• As a member of the Local Strategic Partnership led by the council, funding was granted to work clubs at NextStep, Bishop's Stortford and the Selections Children's Centre in Hertford to help people living in East Herts to get into work. So far 64 work experience placements have resulted in 35 permanent offers of work. Work clubs help people</li> </ul>

Priority: People	<b>What we want to achieve</b>	<b>What we have done</b>
	<p><b>Objective:</b> Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey (continued)</p>	<p>with careers advice, skills development and recruitment opportunities. The also offer advice on CVs, job searching, job applications and computer skills.</p> <ul style="list-style-type: none"> <li>Received a good external audit report on the adequacy of the Council's anti-fraud arrangements, which demonstrates strong corporate governance.(12-CR03)</li> </ul>

Priority: People	What we want to achieve	What we have done
	<p><b>Objective:</b> Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to</p>	<ul style="list-style-type: none"> <li>• Worked with Hertfordshire County Council, voluntary and community sector services to develop an integrated approach to engage more with older people forums to help strengthen their preventive role and achieve a wider range of health and wellbeing outcomes for this older community.</li> <li>• In partnership with small business Skill Ltd, hosted Shopmobility in the Jackson Square car park. As of March 2013, the charity has 533 registered users, which includes clients that are temporarily disabled. The service averaged 24 hires of electric scooters, manual and powered wheelchairs per week during the winter months. All trips are free to registered members who come from Bishops Stortford and surrounding villages.</li> <li>• Joined an online system making it easier for households wishing to join the East Herts Council Housing Register to apply for accommodation to do so, to view their assessment in more detail and update changes. A link at <a href="#">HomeOption</a> takes applicants straight to the online form. It also explains what information they will need in order to register and how to contact the Council if they want advice in completing the form.</li> <li>• Agreed a new Housing Strategy at full Council on 26 September 2012. The strategy is now published. (12-HO1)</li> </ul>

Priority: People	What we want to achieve	What we have done
	<p><b>Objective:</b> Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to (continued)</p>	<ul style="list-style-type: none"> <li>• Approved a new housing register policy which sets out how homes will be allocated to applicants. Council approved the strategy on 6 March. The policy will go live on 1 May 2013.</li> <li>• Teamed up with Hertfordshire County Council, other districts in Hertfordshire, NHS Hertfordshire and voluntary organisations to win a £395,000 share of the Department of Health's Warm Homes Healthy People Fund. The fund was used to support vulnerable Hertfordshire residents to give them extra support to keep their homes warm and stay healthy during the winter by enhancing current schemes like improving insulation in homes, providing emergency heaters and providing extra services for homeless people.</li> <li>• Facilitated 175 new affordable homes of which approximately 75% will be for rent and 25% for shared ownership. This is an increase of 33% when compared to 2011/12. The majority of these properties are acquired and managed by housing associations from planning obligations on new private developments via S106 agreements where the council currently requests up to 40% affordable homes. Further developments are planned for 2013/14. (12-HO4).</li> </ul>

Priority: People	What we want to achieve	What we have done
	<p><b>Objective:</b> Address health inequalities and continue to ensure public health safety</p>	<ul style="list-style-type: none"> <li>Extended the Air Quality Management Area (AQMA) on Gascoyne Way to include Ware Road and the Old Cross area in Hertford, as part of ongoing work to reduce pollution. An action plan to improve air quality within the AQMA has been put together and aims to improve air quality through traffic management and reducing congestion. To date there are 2 AQMAs in East Herts. The Local Air Quality Management Review and Assessment Process identified that the annual mean objective for nitrogen dioxide is likely to be exceeded alongside the London Road and Cambridge Road, and a small section of Station Road and West Road in Sawbridgeworth. The report will be submitted to DEFRA for appraisal and should they agree with the report's conclusions an AQMA will be declared in this area.</li> </ul>

Priority: Place	What we want to achieve	What we have done
	<p><b>Objective:</b> Continue to review the council's assets and the best way to manage them</p>	<ul style="list-style-type: none"> <li>• Reviewed ownership and management arrangements for:               <ul style="list-style-type: none"> <li>➤ Ware Drill Hall – asset transferred to a community group</li> <li>➤ Scotts Grotto – retained current arrangements with Ware Society as this was the best management option</li> <li>➤ Hornsmill Community Centre – provided support (12-CE07)</li> </ul> </li> </ul>
	<p><b>Objective:</b> Ensure the sustainability of Hertford Theatre and explore possibilities for the theatre to be administered through a community trust</p>	<ul style="list-style-type: none"> <li>• Hertford Theatre completed its first full year since re-opening (previously Castle Hall). The Theatre has quickly become a vibrant and successful artistic and community hub. Success against the business plan and its growing cultural offer was acknowledged by the council's Scrutiny Committee in August 2012. (12-HT01 – 03).</li> </ul>

Priority: Place	What we want to achieve	What we have done
	<p><b>Objective:</b> Reduce waste sent to landfill by increasing our recycling rate to more than 50%</p>	<ul style="list-style-type: none"> <li>• Launched SURGE – a promotion scheme designed to improve the amount of waste recycled and a decrease the amount sent to landfill, the campaign particularly targeted low performing areas based on the average amount recycled per round. In the first three weeks of the campaign the council received 230 requests for more containers. The post scheme appraisal showed a significant increase in recycling levels in the areas covered and income from sale of extra material collected funded the cost of the project, which is now being extended to other areas. Phase 2 of the project (the next lowest performing recycling rounds) will take place in early April 2013 and results should be available in September. (12-ES11)</li> </ul>
	<p><b>Objective:</b> Reducing the carbon dioxide emissions from our own operations by 25% by 2020</p>	<ul style="list-style-type: none"> <li>• Herts Sustainability Forum (HSF) has been established and has set up a Local Nature Partnership (LNP) which has been accredited by the Government. The HSF has also set up a Member working group to look at how to progress the Governments new framework for dealing with fuel poverty (known as the 'Green Deal'). Officers will report to East Herts Council's members once this work has been completed. The HSF is currently reviewing its priorities and has agreed to fund an awareness campaign covering a range of environmental matters. (12-ES17)</li> <li>• Continued to implement the Council's Climate Change Action Plan and a number of actions have been successfully completed. A report on progress will be presented to Environment Scrutiny Committee in June 2013. (12-ES18)</li> </ul>

Priority: Place	What we want to achieve	What we have done
	<p><b>Objective:</b> Sustain the percentage of residents who are satisfied with our parks and open spaces</p>	<ul style="list-style-type: none"> <li>• Raised awareness and use of open spaces by holding a ‘Love Parks’ week, at Southern Country Park which had an Olympics theme and ‘Meet the Animals’ events at Pishiobury Park. The Get Park Active events are designed to promote outdoor leisure and healthy lifestyles. These events attracted around 1000 visitors and positive feedback was received. Other activities have included ‘The Big Dig’ and a ‘History Walk’ with Friends of Pishiobury Park and Foxholes (Hertford) woodland walk. (12-ES05)</li> <li>• Retained our two ‘green flags’ for The Ridgeway in Hertford (for the fifth year running) and Southern Country Park in Bishop’s Stortford (for the fourth year running).</li> <li>• Worked in partnership with the Environment Agency, Herts and Middlesex Wildlife Trust and Countryside Management Service to restore a quiet corner of Hartham Common in Hertford, back to a wetland habitat. As part of the partnership the council set up a new walking route around the field to provide views of the ponds and the river. The Environment Agency funded the project to create a series of ponds across the site that naturally fill from water sitting close to the surface. The habitat will be especially beneficial to damselfly and dragonflies. The agency also paid for fencing and gates so that cattle can be introduced onto the site. This will help to improve biodiversity by reducing nitrogen levels in the soil and by keeping the grass to a level that will naturally encourage wild flowers.</li> </ul>



Priority: Place	What we want to achieve	What we have done
	<p><b>Objective:</b> Sustain the percentage of residents satisfied with street and environmental cleanliness</p>	<ul style="list-style-type: none"> <li>• Won the bronze footprint RSPCA award, which is a national scheme that recognises local authorities that have clear procedures and policy on stray dogs. This year the council received 301 reports of stray dogs (both lost and found). 126 were collected by the Council of which 90 were reunited with their owners. The remainder were rehomed.</li> <li>• Held roadshows in Bishop's Stortford, Hertford and Ware to raise awareness of littering and in particular two of the biggest litter problems in East Herts – fast food packaging and cigarette litter, with local residents. The council is also encouraging local businesses to join the Tidy Business Scheme and help reduce litter as part of the 'Love where you live' campaign. 90 local businesses were visited and information packs circulated. 23 local businesses have applied to join at at the end of February 2013. Visible enforcement activity has led to 10 fixed penalty notices being issued for litter and four relating to throwing cigarette butts from cars. (12-ES03)</li> <li>• Maintained performance in the quality of the street scene in relation to litter and graffiti and improved performance in fly-posting and the removal of abandoned vehicles.</li> </ul>

Priority: Place	What we want to achieve	What we have done
	<p><b>Objective:</b> Uphold the safety of our communities and seek to reduce the fear of crime by supporting neighbourhood policing</p>	<ul style="list-style-type: none"> <li>• Contributed, as part of the East Herts Community Safety Partnership to the: <ul style="list-style-type: none"> <li>➤ Reduction of crime levels across the district. Recorded crime in East Herts has fallen by 15% from 6,130 in 2011/12 to 5,210 in 2012/13.</li> <li>➤ Hosting FREE activities for young people aged 11-19 during the summer holidays, including zumba, canoeing and go-karting. Since 2009, 3075 young people have attended these summer activities and just under 10% have achieved a accredited outcome from Youth Connexions and crime during these activities has fallen.</li> </ul> </li> <li>• Launched Operation Panther to combat anti -social behaviour and criminal damage across the whole of the area. The special operation, aims to deter young people from engaging in anti-social or criminal behaviour, initially just operated in Bishop's Stortford, Sawbridgeworth, Buntingford and the surrounding rural areas. It now covers the whole of East Herts. Working in partnership with the local police and housing associations the Council is able to take positive action against anti-social behaviour, criminal damage and repeat offenders. Overall anti social behaviour has reduced by 35% in East Herts in the last year.</li> </ul>

Priority: Place	What we want to achieve	What we have done
	<p><b>Objective:</b> Uphold the safety of our communities and seek to reduce the fear of crime by supporting neighbourhood policing (continued)</p>	<ul style="list-style-type: none"> <li>• Issued all our Civil Enforcement Officers (CEO) with bodycam. The bodycams will not be used as part of the ordinary parking management and enforcement process. Instead where there has been a verbal or physical attack on a CEO, footage may be used for evidential purposes and also where it may help in resolving a complaint from a member of the public.</li> <li>• Removed over 100 graffiti tags in Hertford in partnership with the Probation Service Community Payback scheme, whose teams have helped us remove the graffiti.</li> </ul>

<p>Priority: Prosperity</p>	<p><b>What we want to achieve</b></p>	<p><b>What we have done</b></p>
	<p><b>Objective:</b> Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future</p>	<ul style="list-style-type: none"> <li>• Approved a senior management restructure of three full-time Directors and the deletion of the Chief Executive post, to provide a more streamlined corporate team. An existing Director post has been redesignated to include many of the Chief Executive's previous functions and therefore by combining the two roles will save more than £100,000 annually.</li> <li>• Took robust action against fraud and during 2012/13 have prosecuted 8 people, issued 19 administration penalties and 38 cautions. This means that the council is recovering a combined total of Housing Benefit/Council Tax Benefit overpayments of £288, 462.28 against these 65 sanctions and other overpayments determined as fraudulent. A further £13,154.28 in overpayments of Department for Work &amp; Pensions benefits were also identified.</li> <li>• Developing collaborative arrangements with other authorities on key areas of procurement activity such as office cleaning and the East of England Postal project, to provide greater resilience and optimise the use of resources. Both projects are in development and the office cleaning contract has recently been advertised in the Official Journal of European Union (OJEU). The postal project is at project board stage and is now awaiting for the GPS (Government Procurement Service) to complete their tender process for their postal tender before the collaborative tender can take place. (C12-CR04)</li> </ul>

Priority: Prosperity	What we want to achieve	What we have done
	<p><b>Objective:</b> Develop a practicable and pragmatic Parking and Transport Strategy and action plan which delivers integrated and value for money policies in respect to car parking, walking, cycling routes and vital bus routes</p>	<ul style="list-style-type: none"> <li>• Gave Apton Road car park a £100,000 makeover. The new design of the lower level makes it easier for motorists to circulate within the car park. The old surface, which was loose and prone to potholes, now has a smooth Tarmac topping, while new white lines clearly mark out the spaces and indicate entrance and exit routes.</li> <li>• Gave Hertford town centre car park a £600,000 revamp to make it more updated modern car park. Improvements included re-tiling, re-painting and the installation of anti-pigeon measures, as well as resurfacing. Also more spaces were created for blue badge holders.</li> <li>• Approved the district's first Parking and Transport Strategy on 4 July 2012. The strategy provides a position statement and a strategic framework to enable specific proposals to come forward later recognising the variety of transport and park challenges that the district is faced with. (12-CPS09)</li> <li>• Joined up with Sawbridgeworth Town Council to offer a free hour of parking, with the town council agreeing to underwrite the trial up to a maximum of £10,000. For an initial period of six months, until February 6 next year, motorists can park without charge for the first hour of their stay. In addition the cost of longer stays has been cut. It is hoped that this will encourage shoppers to the town and support local businesses.</li> </ul>

Priority: Prosperity	What we want to achieve	What we have done
	<p><b>Objective:</b> Develop a practicable and pragmatic Parking and Transport Strategy and action plan which delivers integrated and value for money policies in respect to car parking, walking, cycling routes and vital bus routes (continued)</p>	<ul style="list-style-type: none"> <li>• Expanded RingGo to enable motorists to top up their car park ticket by phone without having to pay the 20p transaction fee. The service was introduced last year to allow motorists to pay for their parking by phone using a credit and debit card, to solve the problem of having no change. Since the expansion of Ringo, usage has more than doubled with 41,716 transactions taking place in 2012/13, compared to 17,347 in 2011/12.</li> <li>• Granted the Park Mark Safer Parking Award for the Old London Road car park in Hertford bringing the total number of Safer Parking car parks in East Herts to seven. The Park Mark Safer Parking Award is given to parking facilities that have achieved the requirements of a risk assessment conducted by the Police and the British Parking Association. The Safer Parking Scheme is an initiative of the Associations of Chief Police Officers (ACPOS), aimed at reducing crime and the fear of crime in parking areas. The council has recently put in place measures to help deter criminal activity and anti-social behaviour.</li> </ul>

Priority: Prosperity	What we want to achieve	What we have done
	<p><b>Objective:</b> Increase the economic resilience of the market towns working with the local business community</p>	<ul style="list-style-type: none"> <li>• Awarded Markets Team of the Year award by the National Association of British Markets (NAMBA). Over the past year the team have introduced a range of new systems for the markets in Stortford, Hertford and Ware, including trader incentives and farmers' market.</li> <li>• Hertford Farmers' Market was shortlisted to be a finalist in the Certified Farmers' Market of the Year award by Farma, the national Farmers' Retail and Markets Association. It was shortlisted as it recognised Hertford farmers' market for its fantastic range of local and home grown produce, friendly and knowledgeable traders, and dedication to supporting all things Hertford.</li> <li>• Supported the exploration of a combined scheme for time limited pedestrianisation of South Street/Potter Street and creation of Shared Space focused around the South Street/ Station in Bishop's Stortford. The proposals were put forward by the Bishop's Stortford 2020 Group, as it was felt they could bring a number of benefits to the town, such as, improved pedestrian environment, improved street scene and walking opportunities and regeneration of the area in particular retail and commercial facilities. It was agreed further consultation be undertaken before it is recommended for inclusion in the Bishop's Stortford and Sawbridgeworth Urban Transport Strategy.</li> </ul>

Priority: Prosperity	What we want to achieve	What we have done
	<p><b>Objective:</b> To freeze Council Tax for 2011/12 and 2012/13 and aspire to a zero percent increase in the following years.</p>	<ul style="list-style-type: none"> <li>Froze council tax at the 2010/11 level for the financial year of 2011/12 and 2012/13. Further more the Council agreed a 1% drop in council tax from 1 April 2013 for the financial year 2013/14. The drop was due to a government grant given to the council for freezing its precept and it was decided to pass on the savings to residents.</li> </ul>
	<p><b>Objective:</b> Ensure, in partnership with the community, that new and existing housing and commercial development meet East Herts priorities.</p>	<ul style="list-style-type: none"> <li>Made additional resources available to ensure feedback from residents in relation to the significant development proposals at Bishop's Stortford North can be thoroughly assessed. The Council has formulated an initial Site Issues and Development Brief document. This is now being updated with partners to ensure that development proposals meet East Herts priorities. A first application has now been submitted and further ones are likely to follow. The Council will continue to ensure that these are widely publicised (12-PBC01).</li> </ul>
	<p><b>Objective:</b> Deliver the five year rural land based business development programme.</p>	<ul style="list-style-type: none"> <li>Continued to lead the bid, in partnership with North Herts and Uttlesford District Councils and Essex and Hertfordshire County Councils, for £2.1 million funding to help rural enterprises. Since the start of the programme 17 projects in East Herts have been allocated funding (32 across the programme), totalling £1,212,009 (£1, 654,196 across the programme) and 30 new jobs have been created or forecasted to be created to date in East Herts. (12-ED02)</li> </ul>








Priority: Prosperity	What we want to achieve	What we have done
	<p><b>Objective:</b> Establish a sound planning framework for the District through the implementation of the Local Development Framework (LDF).</p>	<ul style="list-style-type: none"> <li>Progressing well with the production of the Local Development Framework Core Strategy (now identified as the District Plan). Consultation has been delayed but this is necessary to ensure that the Plan is based on the most robust background information and will stand the test of challenge in the future. Whilst a precise date cannot be identified at present, it is now anticipated that a draft will be available for consultation later in 2013/14. (12-PBC03).</li> </ul>



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## 2012/13 Service Planning Report (October 2013 - March 2014 progress)

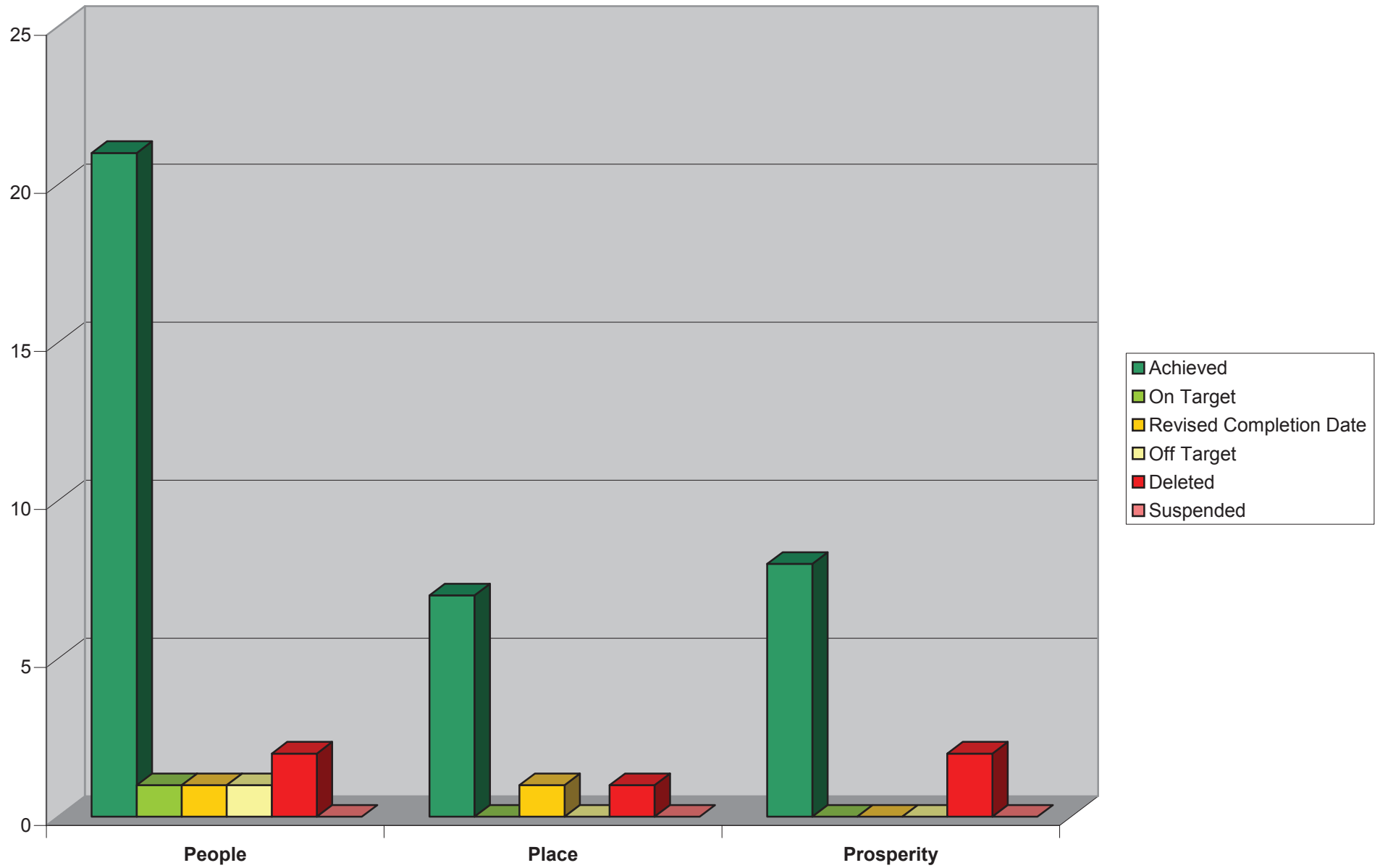
Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 Status	Notes
<b>People</b>							
Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to.							
12-H02	Provide young persons' accommodation in Hertford.	<p><b>Target:</b> Commence building in 2013 with completion in 2014</p> <p><b>Outcome:</b> Provision of 24 supported units for young people.</p> <p><b>Critical Success Factors:</b> Funding, planning permission and support from partners.</p> <p><b>Environmental Impacts:</b> potential increase in CO2 emissions mitigated by sustainability code.</p>	31-Mar-14	Action On Target	Action On Target	 Action On Target	January - March 2013. Work is progressing on site, delayed by two weeks for inclement weather. Procedures for identifying residents and management of the scheme are being developed.
12-CSHS06	Review Private Sector Housing Assistance Policy and complete an EIA	<p><b>Target:</b> Continue to provide an efficient and effective service to users in the light of current financial pressures.</p> <p><b>Outcome:</b> maintain good service provision.</p> <p><b>Critical Success Factors:</b> Staff resources. Partner and Member collaboration.</p> <p><b>Environmental Impacts:</b> None known</p>	31-Dec-12	Action On Target	Revised Completion Date (to 31 March 2013)	 Revised Completion Date	January - March 2013. Revised Completion Date. Review not complete. Postponed until 31 August 2013. We have not recruited to replace the Senior EHO Housing (responsible for this activity) due to the need to define the shape of the new service structure. This has impacted upon our being able to complete the review of this policy. We have still been able to award a reduced number of grants and have done so effectively.
Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey.							
12-CSHS10	EA Contract – Management of works required	<p><b>Target:</b> End of October 2012.</p> <p><b>Outcome:</b> Risk of flooding reduced, environmental enhancements, health &amp; safety improvements.</p> <p><b>Critical Success Factors:</b> Dependant on EA budget, weather &amp; available resource.</p> <p><b>Environmental Impacts:</b> Risk of flooding reduced, sustained &amp; improved habitat &amp; biodiversity. Visual improvements.</p>	31-Mar-13	Deleted	Deleted	 Deleted	October - December 2012. This contract has now ceased. This actioned is to be closed.

Page 68 Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 Status		Notes
12-CSHS12	Carry out Surface Water Management Plans (SWMPs) in high risk flood locations in liaison with Herts Highways	<p><b>Target:</b> Feasibility &amp; Site work - October 2012 Modelling and final reports with Action Plan - March 2013.</p> <p><b>Outcome:</b> Action plan produced and agreed in liaison with Herts highways should minimise the risk of flooding in existing locations &amp; in future development areas. Flood risk management data readily available for specific locations. Responses &amp; subsequent resource reduced.</p> <p><b>Critical Success Factors:</b> Dependant on budget &amp; available resource.</p> <p><b>Environmental Impacts:</b> Reduction in flood risk and damage to natural environments.</p>	31-Mar-13	Action On Target	Action On Target		Off Target	January - March 2013. Action slightly off target but almost complete. Plans completed. Draft report also completed but awaits ratification by partners. Draft action plan complete but dependent upon report outcome - awaits input from partners.
12-CSHS14	Replacement of 2 number grilles and associated works on watercourses to comply with Health & Safety standards	<p><b>Target:</b> Conduct feasibility study in liaison with Asset Manager by July 2012. Carry out works to replace grilles as required by March 2013.</p> <p><b>Outcome:</b> Dependant on budget &amp; available resource.</p> <p><b>Critical Success Factors:</b> Dependant on survey report findings &amp; availability of resources.</p> <p><b>Environmental Impacts:</b> Reduction in flood risk, safer accessibility, improvements to natural habitats.</p>	31-Mar-13	Action On Target	Action On Target		Deleted	January - March 2013. Action deleted. Feasibility study showed that this work can only be carried out with landowner permissions. These were not granted so this action cannot be taken forward.

Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 Status	Notes
<b>Place</b>							
Reducing the carbon dioxide emissions from our own operations by 25% by 2020							
12-CSHS15	Identify potential savings and investment opportunities through low carbon investment	<p><b>Target:</b> Provide options to be considered.</p> <p><b>Outcome:</b> To raise the profile of East Herts council as a leader in Green technology.</p> <p><b>Critical Success Factors:</b> Staff resource, suitable financial models, Member collaboration.</p> <p><b>Environmental Impacts:</b> Reduced carbon generation.</p>	31-Mar-13	Action On Target	Deleted	 Deleted	October - December 2012. Substantial staff changes are taking place within the service to meet the MTFP. There are already innovative activities taking place, such as the Hertford water/power generation project but there is minimal capacity to produce and progress new opportunities at present.
12-CSHS16	Develop a transition model for energy partnership to prepare for the Green Deal in 2013.	<p><b>Target:</b> Position EHDC ready for the Green Deal.</p> <p><b>Outcome:</b> Reduce risk of fuel poverty for those having measure installed. Reduce carbon dioxide emissions from fuel enriched households.</p> <p><b>Critical Success Factors:</b> Adequate resources and cooperation of partners. Continued availability of funding.</p> <p><b>Environmental Impacts:</b> Mitigation-reduced fuel poverty and increased carbon reduction.</p>	31-Dec-12	Action On Target	Status verbally reported to CMT	 Revised Completion Date	January - March 2013. Revised Completion Date from 31 December 2012 to 30 September 2013. Target not achieved within timescale - mainly due to external national factors. Good progress has been made in developing a Hertfordshire wide approach including setting up a 'Green Deal' sub group of the HSF to progress partnership activities. Green Deal recently introduced with more work needed nationally for a concerted uptake. This action links to the 11-HH04 action from the 2011/12 Health and Housing Service Plan, which is still active.

Page 70 Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 Status	Notes
Prosperity							
Increase the economic resilience of the market towns working with the local business community.							
12-ED01	Review options for outsourcing markets	<b>Target:</b> reviewed and way forward agreed <b>Outcome:</b> most vibrant and sustainable option for markets <b>Critical Success Factors:</b> research into alternative models of provision <b>Environmental Impacts:</b> n/a	31-Mar-13	Deleted	Deleted	 Deleted	January - March 2013. Agreed that action should be deleted.
Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future.							
12-RB04	Environmental agenda	<b>Target:</b> Extend e- communication with customers and reduce hard copy reporting for operational purposes. Establish base line for paper usage by the shared service and agree target reduction with Director of Internal services. March 2013. <b>Outcome:</b> Less paper & printing in the service. <b>Critical Success Factors:</b> Staff working from home in a paper free environment <b>Environmental Impacts:</b> Less use of natural resources.	31-Mar-2013	Action On Target	Action On Target	 Deleted	January - March 2013. Paper usage within the service will have increased during the year due to the significant increase in workload and changes in benefit schemes etc that have had to be introduced. However the underlying changes in working practices and annual billing will have mitigated this.


### 2012/13 Service Plan Actions - End of Year Report






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Action Code	Action Title	Action Description	Original Due Date in 2011/12 Service Plan	April - September 2012 status	October - Decemeber 2012 status	January - March 2013 Status	Notes	
<b>Fit for purpose, fit for you</b>								
By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.								
11-HH07	Identify and implement opportunities presented by changes in local and central govt. i.e. Forthcoming changes in Health legislation and devolution of PCTs, maximising reasonable cost recovery, reducing workload through improved use of IT,	<b>Target:</b> Deliver core services whilst meeting MTFP challenges. <b>Outcome:</b> Sustained service delivery and reduced overhead costs. <b>Critical Success Factors:</b> Partner engagement and acceptance. <b>Environmental Impacts:</b> Improved use of IT should reduce paper and travel.	31-Mar-12	Action On Target (working towards a due date of 31 March 2013)	Action On Target	 Achieved	January - March 2013. Further progress has been made engaging with partners including the Health and Well Being Board. The Council is working with partners to create an effective role for the council. There are regular meetings with NHS partners. This activity is dependent upon partner participation which is slow at present. Internal progress - the Community Safety and Health Service is examining its activities to show alignment with Health and Wellbeing priorities. Progress on this action will continue to be monitored under action 13-CSH03 in the 2013/14 Community safety and Health Service Plan.	
11-HH08	Reduce costs or improve VFM by identifying and implementing an improved structure for Environmental Health and Licensing and Community Safety services to meet the challenges of the MTFP.	<b>Target:</b> Identify improved streamlined structure and implement by 2013. <b>Outcome:</b> Reduced overhead costs. <b>Critical Success Factors:</b> Outcome of BPI process, director's review, staff engagement and contribution. <b>Environmental Impacts:</b> Possible reduced travel.	01-Mar-13	Action On Target	Action Achieved	N/A	N/A	October - December 2012. New structure proposed, HR processes commenced.

Action Code	Action Title	Action Description	Original Due Date in 2011/12 Service Plan	April - September 2012 status	October - December 2012 status	January - March 2013 Status	Notes	
<b>Promoting prosperity and wellbeing; providing access and opportunities</b>								
By 2015 - Manage the environmental health of East Herts.								
11-HH03	Implemented an Air Quality Management Area (AQMA) in Hertford.	<b>Target:</b> AQMA declared and action plan produced. (This related to Gascoyne Way. In 2011/12, likely to need to either extend this one or create a new one for the Tesco Area.) <b>Outcome:</b> Improved air quality in AQMA area of Hertford. <b>Critical Success Factors:</b> Adequate resources. Ability to influence reduction in traffic through the area. <b>Environmental Impacts:</b> Mitigation - aiming to reduce pollutants from traffic and CO2.	31-Mar-12	Action On Target (working towards a due date of 31 March 2013)	Status verbally reported to CMT	 Achieved	January - March 2013. Action Achieved. AQMA declared and action plan produced. Action plan being implemented but progress is dependant upon external bodies. Additional projects taking place includes the schools project and the staff car share scheme.	
11-HH04	Develop a strategy for implementing the Green Deal in 2013.	<b>Target:</b> Keep abreast of guidance, identify partners and LA role. <b>Outcome:</b> Strategy developed to benefit residents. <b>Critical Success Factors:</b> Adequate resources and cooperation of partners. <b>Environmental Impacts:</b> Increased carbon reduction.	31-Mar-13	Action On Target	Status verbally reported to CMT	 Revised Completion Date	January - March 2013. Revised Completion Date from 31 March 2013 to 30 September 2013. Target not achieved within timescale - mainly due to external national factors. Officers working closely across borders and are keen to develop this. Small progress has been made in that local officers have attending briefings on the government position. This action links to the 12-CSHS16 action from the 2012/13 Community Safety and Health Service Plan, which is still active.	
By 2015 - Support the homeless and ensure those in need access the benefit they								
11-RB02	Roll out Capita products.	<b>Target:</b> Increase capacity and range of service delivery options for customers. <b>Outcome:</b> Increased capacity, performance levels improved, reduction in manual process, reduction in prep time for staff working remotely. <b>Critical Success Factors:</b> Roll out and take up achieved, roll out by Capita, training etc. <b>Environmental Impacts:</b> Opportunities to reduce paper flow and possible reduction in staff travel due to increased remote / onsite working.	31-Mar-12	Action On Target (working towards a due date of 31 March 2013)	Revised Completion Date (new due date of 31 March 2014)	 Action to be suspended	January - March 2013. The continued roll out of these products will be reviewed in accordance with the changing need of the service and the impact of the welfare reform and introduction later this year of universal credit.	
<b>Shaping now, shaping the future</b>								
By 2015 - Increase the number of social and affordable homes delivered through innovative mechanisms in addition to traditional solutions.								
11-HH01	Ensure development of supported young persons accommodation.	<b>Target:</b> Commence building in July 2011, complete and occupy by March 2012. <b>Outcome:</b> Provision of approx 20 units of supported accommodation for young people. <b>Critical Success Factors:</b> Cooperation of partners, including RSL, Crouchfield Trust and Adult Car	31-Mar-12	Action On Target (working towards a due date of 31 March 2013)	Action Achieved	N/A	N/A	October - December 2012. Work commenced on site in April 2012. Anticipate completion in August 2013. 14 2 bedroom self contained flats will be built and this will accommodate 28 single homeless young people. Support and training will be provided for residents for up to 2 years with 6 monthly reviews. Housing Options have met and had initial discussions with the Aldwyck Housing Team regarding referral protocols, nominations, support and move-on. Progress continues to be monitored under action 12-H02
11-HH11	Review the Housing Strategy.	<b>Target:</b> Obtain Council approval to a revised strategy. <b>Outcome:</b> Strategy in place. <b>Critical Success Factors:</b> Adequate sources and support from the Councils partners. <b>Environmental Impacts:</b> No direct inputs.	31-Mar-12	Action Achieved	N/A	N/A	N/A	April - September 2012. The strategy was agreed by Council on 26 September 2012 and is now published.

## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY – 25 JUNE 2013

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

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#### COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – JANUARY 2013 - APRIL 2013 AND PERFORMANCE OUTTURNS

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WARD (S) AFFECTED: All

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#### **Purpose/Summary of Report:**

- To report on the performance of the key indicators that relate to Community Scrutiny for the period January 2013 to April 2013 and the 2012/13 performance outturns..

<b>RECOMMENDATION FOR SCRUTINY:</b>	
<b>That:</b>	
<b>(A)</b>	<b>The reported performance for the period January 2013 to April 2013 and the 2012/13 performance outturns be received.</b>
<b>(B)</b>	<b>The Executive be advised of any further recommendations.</b>

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#### 1.0 Background

1.1 This is a performance report relevant to Community Scrutiny's terms of reference covering the period January 2013 to April 2013.

1.1 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 April 2013 presented in detail (the most up to date available) with previous months summarised in a trend chart.




- The indicators where data is collected quarterly, with performance for Quarter 4 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.
- The indicators where data is collected annually, with performance for 2012/13 detailed in **Essential Reference Paper ‘C’**.



1.2 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 basis to this committee. 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 2012/13 performance outturns for performance indicators specific to Community Scrutiny.

The codes used in relation to performance indicator monitoring are as follows:

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

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

## 2.0 Report

### People

#### Performance analysis

2.1 **EHPI 3b - Usage: number of swims (16 – under 60 year olds) and EHPI 3c - Usage: number of swims (60 year old +)**. Performance was ‘Amber’ for Quarter 4. Performance was slightly below target, however throughput was within service expectations and the year end target was exceeded.

2.2 **EHPI 4a - Usage: Gym (16 – under 60 year olds)**. Performance was

'Amber' for Quarter 4. Performance was below target, however the council will be working with SLM to improve throughput at Grange Paddocks and Fanshawe. Lower than expected performance in quarter 4 quarter and quarter 3 meant that the annual target for 2012/13 was not met.

2.3 **EHPI 4b - Usage: Gym (60 + year olds).** Performance was 'Amber' for Quarter 4. Performance was slightly below target, however throughput was within service expectations. Performance for 2012/13 was also below target.

2.1 Performance for the following indicators were 'Green', which meant that the targets were either met or exceeded for April/Quarter 4 2013, they were:

- EHPI 129 – Response time to anti social behaviour (ASB) complaints made to East Herts Council.
- EHPI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.
- EHPI 3a - Usage: number of swims (under 16)

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

### **Unit Cost Indicators**

2.2 2012/13 unit cost data for the following indicators are not currently available, as the outturns can only be calculated after the 2012/13 financial accounts have closed. The purpose of the unit cost indicators are to provide trend information on service cost, to enable Heads of Service to help manage service budgets effectively and drive out efficiencies. All unit cost outturns are reported to Members through the Corporate Healthcheck process, once the Council's budget has been finalised:

- EHPI 8.11 - Net cost of Housing and Council Tax Benefit per claim
- EHPI 8.12 - Net cost of Collecting Council Tax per property
- EHPI 8.33 - Net cost of Licensing per Hackney Carriage licence
- EHPI 8.34a - Net cost of Licensing per LA2003 Premises Licences
- EHPI 8.34b - Net cost of Licensing per all Premises Licences (LA2003, GA2005 and Misc)
- EHPI 8.35 - Net cost of East Herts funded Police Community Support Officers per head of population
- EHPI 8.37 - Net cost of Environmental Health per food inspection
- EHPI 8.38 - Net cost of Environmental Health per health and

- safety inspection
- EHPI 8.40 - Net cost of the Homelessness Service per presentation
- EHPI 8.41 - Net cost of swimming pool per swim
- EHPI 8.42 - Net cost of Citizen Advice Bureau per contact
- EHPI 8.43 - Net cost of Meals on Wheels per number served per annum

## **CONCLUSION**

2.3 In conclusion Members are asked to:

- Note the performance indicator analysis for the period January 2013 to April 2013 in **Essential Reference Paper 'B'**
- Note the 2012/13 performance outturns in **Essential Reference Paper 'C'**

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:

- 2012/13 Estimates and Future Targets Report – Executive 5 March 2013.
- 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](mailto:ceri.pettit@eastherts.gov.uk)

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

ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<b>People</b> <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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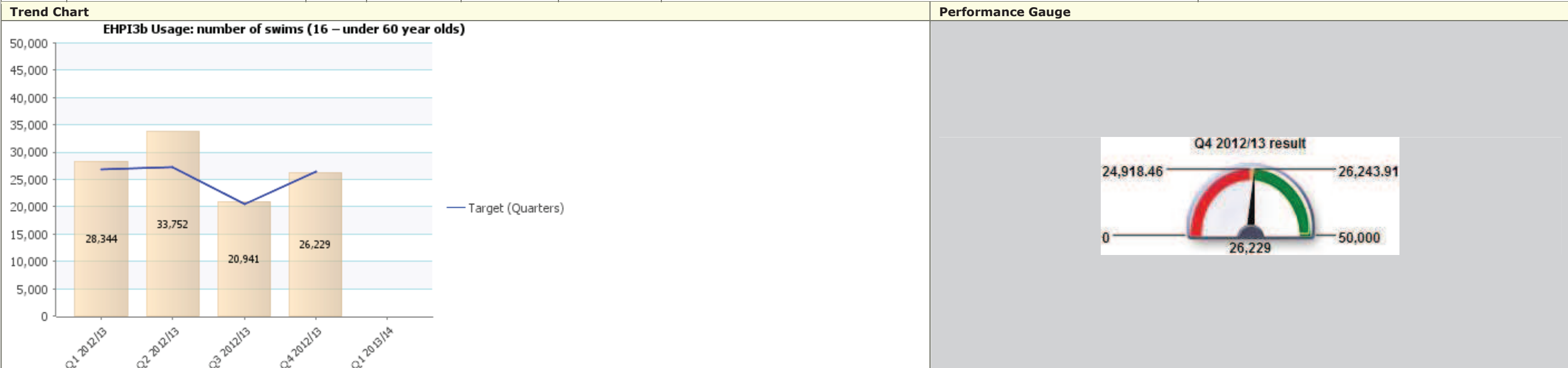


# January – April Community Scrutiny Corporate Healthcheck 2013/14

**Traffic Light Amber**  
**Description People**



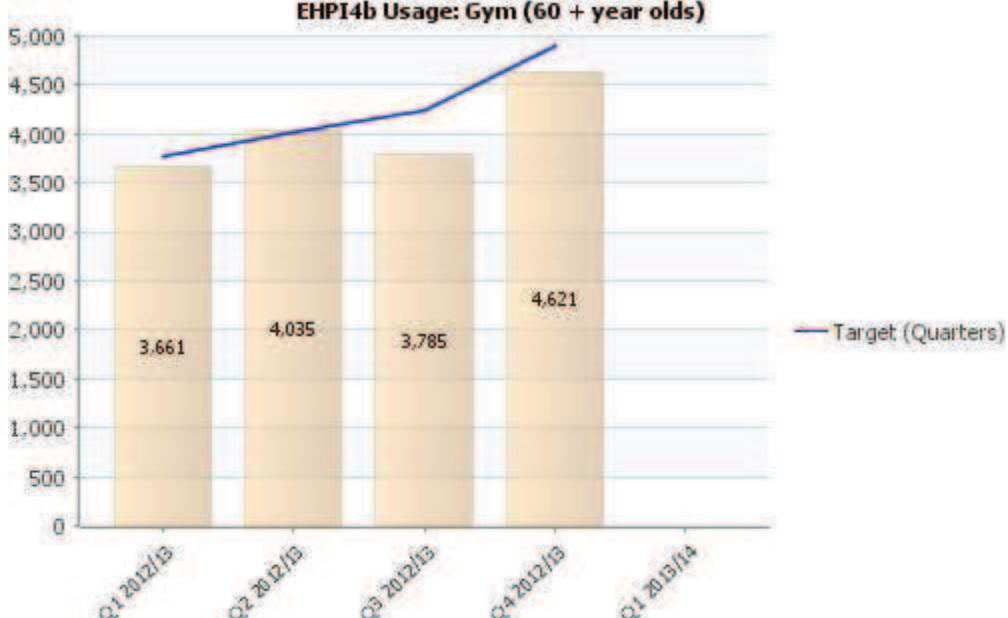

**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 March 2013.
EHP13b	Usage: number of swims (16 – under 60 year olds)		26,229	26,509		Performance is slightly below target, however throughput is within service expectations and year end target has been exceeded.	<b>None</b>



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 March 2013.																														
EHPI3c	Usage: number of swims (60 year old +)		6,914	7,239		Performance is slightly below target, however throughput is within service expectations and year end target has been exceeded.	None																														
<b>Trend Chart</b>						<b>Performance Gauge</b>																															
<p><b>EHPI3c Usage: number of swims (60 year old +)</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2012/13</td> <td>6,448</td> <td>~5,500</td> </tr> <tr> <td>Q2 2012/13</td> <td>8,332</td> <td>~6,000</td> </tr> <tr> <td>Q3 2012/13</td> <td>6,858</td> <td>~5,500</td> </tr> <tr> <td>Q4 2012/13</td> <td>6,914</td> <td>~7,000</td> </tr> <tr> <td>Q1 2013/14</td> <td>-</td> <td>-</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q1 2012/13	6,448	~5,500	Q2 2012/13	8,332	~6,000	Q3 2012/13	6,858	~5,500	Q4 2012/13	6,914	~7,000	Q1 2013/14	-	-	<p><b>Q4 2012/13 result</b></p> <table border="1"> <thead> <tr> <th>Value</th> <th>Color Zone</th> </tr> </thead> <tbody> <tr> <td>7,166.61</td> <td>Green</td> </tr> <tr> <td>6,804.66</td> <td>Yellow</td> </tr> <tr> <td>6,914</td> <td>Red</td> </tr> <tr> <td>0</td> <td>Red</td> </tr> <tr> <td>20,000</td> <td>Red</td> </tr> </tbody> </table>		Value	Color Zone	7,166.61	Green	6,804.66	Yellow	6,914	Red	0	Red	20,000	Red
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PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 March 2013.																														
EHPI4a	Usage: Gym (16 & under 60 year olds)		55,594	58,877		Performance down on target, but with SLM we will be looking to improve throughput at Grange Paddocks and Fanshawe.	None																														
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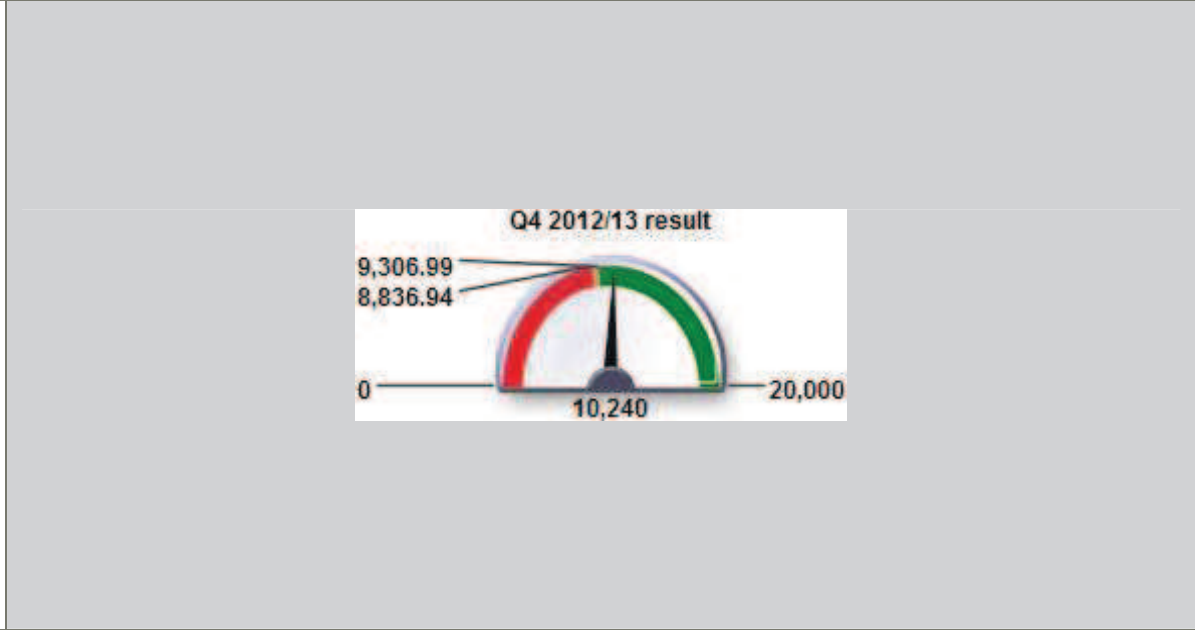
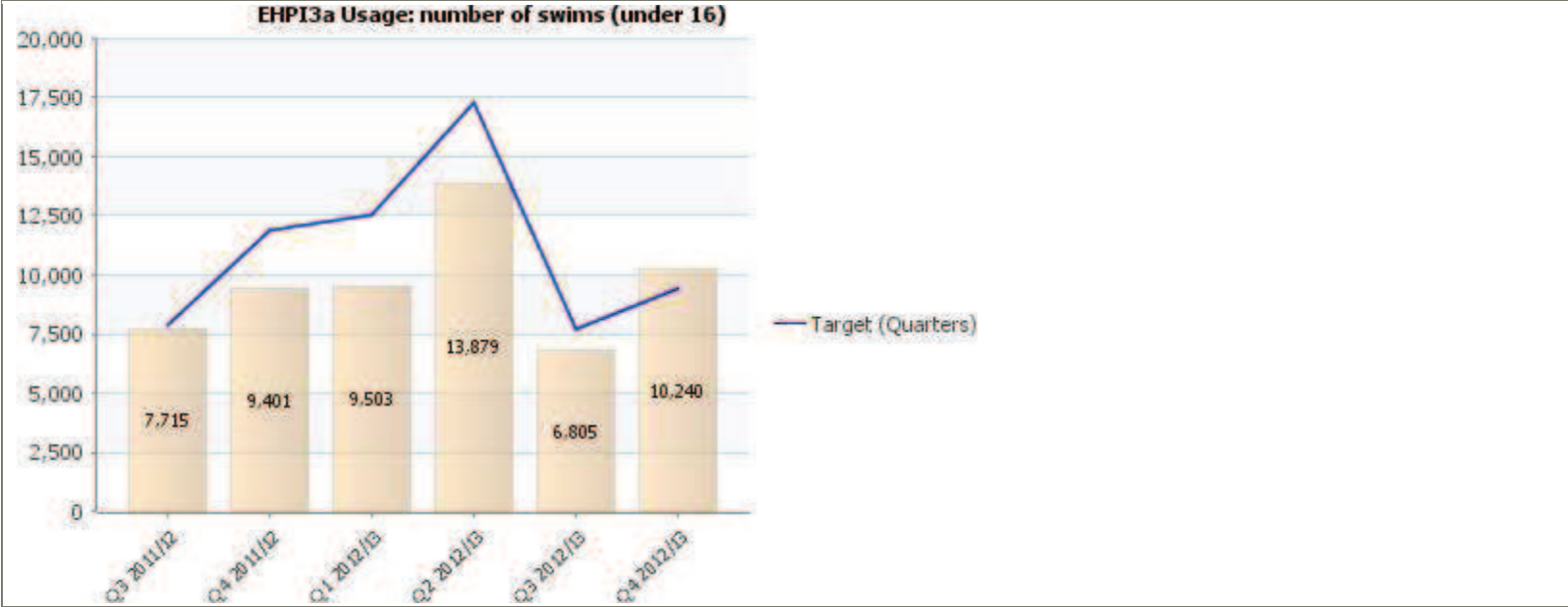
Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 12 March 2013.
EHP14b	Usage: Gym (60 + year olds)		4,621	4,890		Performance is slightly below target, however throughput is within service expectations.	None
<b>Trend Chart</b>					<b>Performance Gauge</b>		
							

**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 March 2013.
EHP13a	Usage: number of swims (under 16)		10,240	9,401		Figures for 2012/13 Quarter 4 shows that there has been an increase in throughput for this period and performance shows a favourable position against target.	<b>None</b>

**Trend Chart** **Performance Gauge**



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 March 2013.																																					
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 8 complaints made to the ASB officer at EHC all of which were responded to within the minimum of two working days.	None																																					
<b>Trend Chart</b>						<b>Performance Gauge</b>																																						
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EHPI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		8.1 days	15.0 days		April performance exceeding target. Cumulative position is 8.12 days	None																																						
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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2011/12	2012/13				2013/14	2013/14	2014/15	2015/16		
		Outturn	Target 2012/13	Outturn	Performance		Notes	Target	Stretch Target	Target	Target	
				Short term trend	Status							
<b>Corporate Priority: People</b>												
EHPI 1a	% of customers satisfied with the service - All	68%	69%	<b>"Excellent" 87%**</b>	▲	😊	Estimated performance exceeding target. Actual outturn will not be available until June 2013.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1b	% of customers satisfied with the service - Leventhorpe	66%	67%	<b>"Excellent" 80%**</b>	▲	😊	Estimated performance exceeding target. Actual outturn will not be available until June 2013.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1c	% of customers satisfied with the service - Hartham	73%	74%	<b>"Excellent" 89%**</b>	▲	😊	Estimated performance exceeding target. Actual outturn will not be available until June 2013.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1d	% of customers satisfied with the service - Fanshawe	66%	67%	<b>"Excellent" 84%**</b>	▲	😊	Estimated performance exceeding target. Actual outturn will not be available until June 2013.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services









Page 88	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2011/12	2012/13		Performance		2013/14	2013/14	2014/15	2015/16		
		Outturn	Target 2012/13	Outturn	Short term trend	Status	Notes	Target	Stretch Target	Target	Target	
EHPI 1e	% of customers satisfied with the service - Buntingford	59%	60%	<b>"Excellent" 90%**</b>			Estimated performance exceeding target. Actual outturn will not be available until June 2013.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1f	% of customers satisfied with the service - Grange Paddocks	76%	77%	<b>"Excellent" 89%**</b>			Estimated performance exceeding target. Actual outturn will not be available until June 2013.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 2	Net cost/subsidy per visit. Cost of service divided by total number of visits (Swims and Gym)	£0.23	£0.02	<b>£0.04</b>			The target of £0.02 for 2012/13 was not achieved, this indicator was agreed by Executive on 5th March 2013 to be discontinued for 2013/14 onwards and replaced with 'Net cost of the Leisure Service per user'. This reflects the change in provision at the Council Leisure Centres, where the gym and non-swim activity is a much greater part of the business.	Deleted.				Environment Services
EHPI 3a	Usage: number of swims (under 16)	46,936	46,900	<b>40,427</b>			Due to the accumulated reduction in usage from Quarter 1 to Quarter 3 the year end target was not met. However, SLM have now invested in equipment (inflatables) to encourage junior fun swims at Fanshawe and Grange Paddocks and have added several additional fun swim sessions aimed at younger swimmers. As a result of the investment made Quarter 4 showed an increase in performance..	38,000	38,000	38,000	38,000	Environment Services
EHPI 3b	Usage: number of swims (16 - 60)	101,033	101,000	<b>109,546</b>			Performance exceeding target.	105,000	105,000	105,000	105,000	Environment Services
EHPI 3c	Usage: number of swims (60 +)	24,315	24,300	<b>28,542</b>			Performance exceeding target.	25,000	25,000	25,000	25,000	Environment Services
EHPI 4a	Usage: Gym (16 - 60)	187,535	187,500	<b>182,172</b>			Performance down on annual target, mainly due to reduced throughput in Quarter 3. Throughput performed much better in Quarter 4 but with SLM the Council will be looking to improve throughput at Grange Paddocks and Fanshawe and the service will continue to monitor the situation.	187,000	187,000	187,000	187,000	Environment Services



Code	Indicator	Past Performance	Current Performance				Future Performance				Lead Service	
		2011/12	2012/13			2013/14	2013/14	2014/15	2015/16			
		Outturn	Target 2012/13	Outturn	Performance	Notes	Target	Stretch Target	Target	Target		
			Short term trend	Status								
EHPI 4b	Usage: Gym (60 +)	16,886	16,800	16,102	▼	☹️	Performance is slightly below target, however throughput is within service expectations and is significantly greater than at the start of the Leisure contract.	16,800	16,800	16,800	16,800	Environment Services
EHPI 129	Response time to Anti Social Behaviour (ASB) complaints made to East Herts Council	97.00%	100.00%	98.90%	▲	☹️	Outturn for 2012/13 is marginally below target because a single ASB report in January required senior staff advice and therefore could not be responded to immediately. The target of 100% is to be retained up to 2015/16.	100%	100%	100%	100%	Community Safety and Health
EHPI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	10.3 days	10 days	18.4 days	▼	☹️	Performance was off target due to periods of heavy case loads between July 2012 to December 2012 and difficulty clearing backlogs. Additional resources were agreed by Executive and allocated on 4th September 2012 to help improve performance by clearing backlog and reducing waiting times.	15 days	15 days	15 days	15 days	Revenues and Benefits
<b>Corporate Priority: Place</b>												
EHPI 154	Net additional homes provided	378	401	440**	▲	😊	The Council has now confirmed that the timescale for the publication of its District Plan is delayed because of crucial issues on which further information and resolution is required. However, work has progressed on the production of an Annual Monitoring Report for the 2011/12 year. This sets out the anticipated housing completion figure for 2012/13. The actual outturn will be available by July 2013.	440	440	400	700	Planning and Building Control
EHPI 155	Number of affordable homes delivered (gross)	132	200	175	▲	☹️	Outturn is off target, however this is a substantial increase on last year. Further developments are planned for 2013/14.	200	200	200	200	Housing Services
EHPI 64	Vacant dwellings returned to occupation or demolished	11	10	10	▼	😊	10 dwellings brought back into use of which 3 had been empty for 10 or more years.	10	10	10	10	Community Safety and Health

Page 90	Indicator	Past Performance	Current Performance				Future Performance				Lead Service
		2011/12	2012/13				2013/14	2013/14	2014/15	2015/16	
		Outturn	Target 2012/13	Outturn	Performance Short term trend    Status		Notes	Target	Stretch Target	Target	

\*\* - These are estimated figures based on the information currently available to the service. See the PI's note section for date of actual outturn data availability.

Status	
<b>The 'smiley faces' reflect performance against target</b>	
	indicator is 6% or more off target
	indicator is 1-5% off target
	indicator is on or above target
<b>The 'arrows' reflect performance against 2011/12</b>	
	performance is improving
	performance is the same
	performance in worsening

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 MONDAY 4 FEBRUARY  
2013, AT 7.00 PM

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

ALSO PRESENT:

Councillors Mrs R Cheswright, L Haysey and  
G McAndrew

OFFICERS IN ATTENDANCE:

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

ALSO IN ATTENDANCE:

Mark Jordan	- Hertfordshire County Council (Joint Strategic Needs Assessment Manager)
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18 APOLOGIES

An apology for absence was submitted from Councillor P

Moore.

19 MINUTES - 11 DECEMBER 2012

It was noted that both Councillor G McAndrew and the Executive Member for Health, Housing and Community Support had been in attendance at the meeting on 11 December 2012.

RESOLVED – that the Minutes of the meeting held on 11 December 2012 as amended, be approved as a correct record.

20 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Mark Jordan, Hertfordshire County Council's Joint Strategic Needs Assessment Manager. She invited the Executive Member for Health, Housing and Community Support to provide the following updates.

The Executive Member advised that she and the Panel Chairman had been invited to attend a meeting at the Princess Alexandra Hospital on 20 February at 9.30am. Issues for discussion would be provided in advance of the meeting. Councillors E Buckmaster and P Moore would be joining them.

Furthermore, the Executive Member stated that, following debate at the last meeting of the Health and Wellbeing Panel, Officers were now co-ordinating on matters within the District Plan which could have a health and wellbeing impact on the community. Relevant officers were now seen as consultees on larger-scale planning applications as a matter or course to comment on any public health impact or issues.

21 JOINT STRATEGIC NEEDS ASSESSMENT - WHAT IT IS AND WHAT DOES IT MEAN FOR EAST HERTS?

Mark Jordan, Hertfordshire County Council (Joint Strategic Needs Assessment) Manager gave a presentation on the JSNA process, its important role in Hertfordshire and how the District could benefit from a strategic approach to health and

wellbeing. He provided a statistical health profile of the District including areas of social deprivation. He explained that the profile helped local government and health services understand their community's needs so that resources could be better targeted and in order to reduce health inequalities. It was noted that generally, the health of people in East Hertfordshire was better than the England average but that 2,500 children in East Herts (East Hertfordshire Health Profile 2012) lived in poverty. Life expectancy for both men and women was slightly lower in the most deprived areas but mortality rates had dropped over the last 10 years. Priorities for East Hertfordshire included dealing with obesity, reducing smoking levels and helping the older population maintain their health.

Mr Jordan explained that the aim of the presentation was to help Members think about how the Council could become involved in the assessment process. The Executive Member for Health, Housing and Community Support and the Panel Chairman explained why the areas of Much Hadham and Bishop's Stortford Central had been included as areas of social deprivation. Mr Jordan reminded Members that Hertfordshire was one of the least deprived areas. He referred to the value of local knowledge in understanding local needs, especially when contributing to the assessment process. It was hoped that the assessment process could capture a lot of "soft intelligence" from the community, professionals and local Members. The issue of how schools might help in the process in terms of information gathering, was discussed. He explained that everyone had a contribution to make to the process.

Councillor K Crofton commented on the areas of relative prosperity and those which were socially deprived and queried how the gap could be closed. Mr Jordan explained that in comparison to the English average, East Hertfordshire did quite well, but that there were some areas of public health where it was important to narrow the percentile gap.

In response to a query from Councillor R Beeching regarding areas in rural East Herts which were deprived, Mr Jordan reiterated that Members could contribute to the process by investigating why this might be the case and then doing

something about it. Councillor E Buckmaster stated that it was a question of engaging with the wider area. Mr Jordan explained that there was a lot of information which was widely available, including surveys which had been undertaken and in schools, which helped provide a view of health and wellbeing of young people. He explained that there were opportunities to open up dialogue to probe further into the health of young people. The voluntary sector was also a good source of valuable information.

In response to a query from Councillor G McAndrew regarding the number of infant deaths, Mr Jordan explained that perhaps what needed to be asked was whether a pattern was emerging which would require further investigation. The issue of suicides was discussed and the important work by the Samaritans.

Mr Jordan referred to the increase in diabetes and its relationship with obesity and alcohol misuse. He referred to the lead-in times it took to tackle such issues, sometimes 20 years or more. It was a question of Members' priorities and what they wanted to do given limited resources. He expressed the need to co-ordinate on projects and to work out a plan of what health issues to tackle. Councillor R Beeching explained the active role taken at County Council level by Jim McManus, Director of Public Health.

Councillor K Crofton was of the view that greater physical activity needed to be promoted and Councillor G McAndrew suggested that there was a role to be played by the GP in providing the impetus to people diagnosed with diabetes to join a gym or activity programme. The Environmental Health Promotion Officer hoped that ongoing communication with health professionals and resulting projects would help people benefit from preventative measures more effectively in the future.

On behalf of Members, the Chairman thanked Mark Jordan for his informative presentation.

RESOLVED – that the presentation be received.

## 22 DRAFT 2013/14 PUBLIC HEALTH STRATEGY AND ACTION PLAN

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The Executive Member for Health, Housing and Community Support submitted a report on the East Herts Public Health Strategy 2013/14 Transitional Action Plan. The Environmental Health Promotion Officer explained the background to the strategy which had helped steer and co-ordinate the Council's services and facilitate joint working both internally and externally.

The Environmental Health Promotion Officer provided Members with a presentation which outlined the current strategy; Health and Wellbeing priorities and a summary of successes. The 2013/14 Transitional Action Plan reflected the nature of change in the new health landscape due to commence from 1 April 2013. Of the 45 projects (within key topic areas), 6 were new projects / initiatives which had been included following consultation with Health and Wellbeing Panel Members and other health partner consultees. The Environmental Health Promotion Officer stressed the need for strong connections with key Public Health colleagues and the role to be played by East Herts in leading with confidence and providing a reduction in local health inequalities.

In response to a query from Councillor R Beeching regarding the "no-smoking" initiative at Herts and Essex School, the Environmental Health Promotion Officer explained that he would be returning to Herts and Essex School to do a follow up of questioning to see if there had been a sustained reduction in smoking. In response to a query from Councillor R Beeching concerning the blood pressure initiative, the Environmental Health Promotion Officer explained the role of the Council's Leisure Contractors (SLM) and of others including the Rotary Club in associated blood pressure measurement initiatives.

An update was provided by the Environmental Health Promotion Officer in relation to the success of cooking initiatives which had been provided to young mothers.

In response to a query from Councillor K Crofton, the Executive Member for Health, Housing and Community

Support explained the background to a decision taken by the Council not to engage a Sports Development Officer and of the Council's close links with its contractor (SLM). She referred to links which needed to be developed with schools.

Councillor G McAndrew suggested that consideration should be given to installing tracks around fields to encourage people to go jogging.

Members supported the East Herts Public Health Strategy Transitional Action Plan.

RESOLVED – that the East Herts Public Health Strategy Transitional Action Plan as submitted, be approved.

## 23 HERTFORDSHIRE COUNTY COUNCIL HEALTH SCRUTINY - FEEDBACK FROM THE CHAIRMAN

The Chairman provided an update in relation to Hertfordshire County Council's Health Scrutiny Committee. It was noted that the December meeting had been cancelled and that the next one was due on 7 February 2013.

The Chairman asked the Executive Member for Health, Housing and Community Support to provide an update on hospital transportation issues which had been discussed at the last meeting of the Health and Wellbeing Panel. The Executive Member explained that a meeting had been arranged to map transport to and from hospitals serving East Herts residents and also to consider transport to GPs and community transport generally.

The Executive Member stated that what had been established was that there was a patchwork of different providers throughout the District. It was noted that the existing co-ordinating and facilitating service for hospital appointments was Travellink and that one telephone number existed to assess patients' mobility and eligibility for 'free' non-emergency transport. Those who were not eligible were referred to a community or voluntary car scheme and charged per mile.



The Executive Member explained what specialist services existed including the Lister Shuttle and Car Services. There was ongoing research to develop a Hertford and Ware based voluntary driver scheme (funded by the NHS and HCC) and that Hospital Travel Costs Schemes enabled residents in receipt of certain benefits, to reclaim costs of journeys. Dial-a-Ride provided door to door transport for people unable to use regular public transport including to GP surgeries but did not provide access to hospital appointments.

The Executive Member summarised the main findings of the group which would be presented and developed through the East Herts Local Strategic Partnership.

Councillor E Buckmaster stated that the Sawbridgeworth Bus No.2 Service would shortly be launched and would link with the CVS. Councillor S Bull expressed concern at the eligibility criteria for 'free' transport and the different mileage charging arrangements.

Members received the update.

RESOLVED – that the update be received.

## 24 HEALTH AND WELLBEING PANEL (HWP) 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.

In response to a query from the Scrutiny Officer regarding the meeting on 18 June 2013 and whether Members' wished to focus on a specific theme for the group discussion. Members agreed that the theme should be left to the visitors invited to the meeting. Members also agreed that only the Chairman of the County Health and Wellbeing Board be invited to join the Panel at its meeting on 15 October 2013.

No other speakers or organisations were identified as yet, to future meetings of the Panel.

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

The meeting closed at 8.50 pm

Chairman .....
Date .....