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Jeff Hughes
*Head of Democratic and Legal
Support Services*

MEETING : COMMUNITY SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 18 NOVEMBER, 2014
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillor Mrs D Hollebon (Chairman)

Councillors S Bull, G Cutting, J Jones, J Mayes, P Moore (Vice-Chairman),
N Symonds, K Warnell, M Wood and J Wyllie

Conservative Group Substitutes: Councillors T Herbert, Mrs D Hone
and C Rowley

Liberal Democrat Group Substitutes: Councillor J Wing

Independent Group Substitute:

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

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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.)

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AGENDA

1. Apologies

To receive apologies for absence

2. Minutes (Pages 7 - 18)

To receive the Minutes of the meeting held on 23 September 2014

3. Chairman's Announcements

4. Declarations of Interest

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

5. Report of Health and Wellbeing Panel (Pages 19 - 28)

To receive:-

(A) the Minutes of the meeting held on 14 October 2014;

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

6. Community Scrutiny Work Programme (Pages 29 - 40)

7. 2014/15 Service Plans : Summary of Progress and Exceptions Report (April to September 2014) (Pages 41 - 60)

8. Community Scrutiny Committee Corporate Healthcheck August to September 2014 (Pages 61 - 86)

9. 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
23 SEPTEMBER 2014, AT 7.00 PM

PRESENT: Councillor Mrs D Hollebon (Chairman).
Councillors S Bull, G Cutting, J Mayes,
N Symonds and M Wood.

ALSO PRESENT:

Councillors D Andrews, L Haysey, P Ruffles
and S Rutland-Barsby.

OFFICERS IN ATTENDANCE:

Claire Bennett	- Manager of Housing Services
Ben Cannell	- Front of House Manager
Louise Harris	- Housing Strategy and Development Manager
Marian Langley	- Scrutiny Officer
Peter Mannings	- Democratic Services Officer
Emma Parlow	- Marketing and Audience Development Manager
Will O'Neill	- Head of Communications, Engagement and Cultural Services
Mekhola Ray	- Community Projects Team Manager
George A Robertson	- Chief Executive and Director of Customer and Community

Rhys Thomas

Services
- Arts and
Entertainment
Programme
Director

242 APOLOGIES

Apologies for absence were submitted on behalf of Councillors J Jones, P Moore, K Warnell and J Wyllie.

243 MINUTES – 26 JUNE 2014

RESOLVED – that the Minutes of the meeting held on 26 June 2014 be confirmed as a correct record and signed by the Chairman.

244 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Ben Cannell, Emma Parlow and Rhys Thomas from Hertford Theatre to the meeting. She also welcomed Louise Harris, Housing Strategy and Development Manager, to her first meeting of Community Scrutiny Committee.

245 HEALTH AND WELLBEING PANEL

The Chairman of the Health and Wellbeing Panel provided Members with an update on the work of the Panel. Councillor Symonds asked that the issue of debt remain with the Panel for the time being. She stated that the issue would be discussed with the Citizens' Advice Bureau (EHCAS) at their visit to the Panel in February 2015.

Councillor Symonds stated that there had been no meetings to feed back on at Hertfordshire County Council. She reported that the County Council would be giving the authority a 'District Offer' of £100,000 per annum for two years to support the work of Public Health delivery in the District. The Panel would be scrutinising all the bids to ensure that funding was used for its intended purpose.

Councillor Symonds advised that she had attended a useful East and North Herts NHS Trust AGM meeting and she had met speakers who might address the Panel in future. She referred to the recent Bishop's Stortford GPs Survey, the results of which were being submitted to NHS England tomorrow.

Councillor Symonds advised that she would be attending a Health Scrutiny meeting at Watford General Hospital on the 21 October 2014. She also referred to a meeting she hoped to attend on the 17 October 2014 relating to ambulance response times.

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

(B) the Minutes of the Health and Wellbeing Panel meeting held on 17 June 2014 be noted.

246 HERTFORD THEATRE – ANNUAL REPORT

The Executive Member for Health, Housing and Community Support submitted a report on the annual performance of Hertford Theatre for the Financial Year 2013/14, the detail of which was set out in the report now submitted and the Essential Reference Papers.

Members were advised that this was the fourth annual report and Officers were pleased to advise that the business of the Theatre continued to grow. The Head of Communications, Engagement and Cultural Services invited the Hertford Theatre management team to update Members in more detail in respect of the Theatre's business.

The Director of Hertford Theatre advised that there had been several well attended shows and some very strong family audiences at the Theatre. A particular highlight had been "Billy Goats Gruff" in association with the Hertfordshire Children's Book Festival.

Members were advised that the Theatre had established a relationship with the Royal Shakespeare Company (RSC) and live broadcasts of their work had been shown at Hertford Theatre. There was also an ongoing good relationship with the National Theatre. The Theatre Director emphasised however that priority was always given to local groups such as the Ware Operatic Society and the Hertford Symphony Orchestra.

The Theatre Director concluded that there was a long standing working relationship with Hertford Regional College and Hertford Theatre.

The Marketing Manager updated Members in respect of the new website, which had been enhanced by the display of video content as well as a wide range of helpful information for visitors. She stated that the Theatre now had more information on social media sites such as Twitter and Facebook. Members were also advised that all of the Hertford Schools had now engaged with Hertford Theatre.

The Front of House Manager referred to the sense of community at the venue. He stated that the Theatre worked well with local businesses in attracting new audiences. He also referred to the 80 people who assisted the venue as part of its volunteer programme. Members were advised that the Theatre received consistently good feedback and the staff who worked there had got to know the audience very well.

Councillor J Mayes stated that she was very pleased by the report and that she endorsed the work of the volunteers at Hertford Theatre. She also praised the good, all-round achievements of everyone who worked at the venue. Councillor N Symonds referred to a young student from Bishop's Stortford who had spoken very positively about the acting training she was receiving at Hertford Theatre as part of her course.

Councillor M Wood congratulated Hertford Theatre for the all-round good news. He praised the venue for the

figures relating to the performance of its cinema programme. He congratulated the venue on its new seating and queried whether the pantomime budget was in surplus or deficit.

The Theatre's Director advised that the Pantomime business of the Theatre had delivered a surplus of £18,000. In response to a query from Councillor Wood, the Front of House Manager explained that, where possible, he tried to give the volunteers the shows they had requested on the basis that they supported the venue at other events as required.

Councillor Wood commented that the comedy shows seemed to be doing particularly well at Hertford Theatre. He stated that straight drama appeared to be more of a challenge for the venue. The Theatre's Director acknowledged that, as with most venues, drama had proved to be a 'hard sell'. He stated that he had identified a company which had agreed to work with local schools to create drama productions. The company would then tour the subsequently created work.

Members received the Annual Report on Hertford Theatre for the year 2013/14 and congratulated and thanked the cohort of volunteers for their contribution to the success of the venue. Members also thanked the Officers who worked for the Theatre and requested a further annual report be submitted in 2015.

RESOLVED – that (A) the Annual Report on Hertford Theatre for the year 2013/14 be received;

(B) the cohort of volunteers and Officers who worked for Hertford Theatre be congratulated and thanked for their contribution to the success of the venue; and

(C) Officers submit a further annual report in respect of Hertford Theatre to Community Scrutiny Committee in 2015.

247 UPDATE ON THE AGEING WELL INITIATIVE

The Executive Member for Health, Housing and Community Support submitted an update report in respect of the East Herts Local Strategic Partnership's (LSP) initiative on the District wide Ageing Well programme.

The Engagement and Partnerships Team Leader advised that a workshop had been held in June 2013 to explore how agencies could work together to promote the health and wellbeing and independence of older people so that they lived healthier lives that were free from disability and pain for as long as possible.

The list of agencies represented at the workshop was presented at Essential Reference Paper 'B' and the membership of the Ageing Well Steering Group was detailed at Essential Reference Paper 'C'.

Members were advised that two very successful eight week pilots of 'Fitsteps' had taken place in the Methodist Church in Bishop's Stortford and Ware Drill Hall in April and May 2014 respectively. The sessions had been subsidised by the Council's sports development fund and the objective was to recruit volunteers from within the group to carry on without an instructor once the volunteers were trained.

The Engagement and Partnerships Team Leader advised that there had been two awareness raising sessions run by the Alzheimer's society in respect of Dementia Friends for both Members and Staff in July 2014. The sessions had been very useful and well attended and a third session would take place on the 23 October 2014 in the Council Chamber, Wallfields. Members were advised of the possibility of developing Dementia Friendly Cafes and outlets across East Herts.

Members were advised that a partnership had been developed to submit a bid to Sport England for £250,000 over 3 years with match funding from Public Health District offer money and the Council's sports development

budget to enable the partnership to run a District wide rural programme aimed at increasing participation in sport and physical activity by the over 60s.

The Engagement and Partnerships Team Leader emphasised that initial feedback from Sport England was that the bid from East Herts would be stronger if there was a clear strategic context and Executive support.

Members received the report and endorsed the recommendations. Members also requested that an annual update report be submitted to the 22 September 2015 meeting of the Committee.

RESOLVED – that (A) the Sport England bid be supported and the progress being made by the multi-agency Ageing Well steering group be noted;

(B) the Executive be advised that the Executive Member for Health, Housing and Community Support should be invited to join the Project Steering Group to provide the necessary strategic input, as detailed at paragraph 2.19 of the report now submitted; and

(C) an annual update report be submitted to the 22 September 2015 meeting of the Committee in respect of further progress on Ageing Well projects.

248 **ANNUAL PERFORMANCE REPORT FOR RIVERSMEAD AND CIRCLE HOUSING SOUTH ANGLIA HOUSING ASSOCIATIONS**

The Executive Member for Health, Housing and Community Support submitted a report on the progress made by the two large scale voluntary transfer housing associations on the three undertakings that remain following the end of the Delivery of Promises Programme in 2007, the detail of which was set out in the report now submitted.

The Housing Services Manager reminded Members that two housing associations managed the Council's housing stock as registered providers. Members were advised that the Stock Transfer Nomination Agreement stated that the two housing associations must give the Council 3 out of every 4 of their vacant homes for the Council to nominate to households on its Housing Register. The percentage nomination to vacant homes for both registered providers was currently 100% against a target of 75%.

The Housing Services Manager stated that the current spend on aids and adaptations was increasing each year in line with the retail prices index (RPI). Members were advised that there was a target of 40 homes per annum that should be sold under the preserved Right to Buy scheme. In 2013/14, Riversmead Housing Association had sold 7 properties and Circle Housing South Anglia had sold 4 properties, a total of 11.

Councillor M Wood commented on the East Herts Council input into the targets in respect of aids and adaptations. Members were advised that the Council had the ability to award Disabled Facilities grants in respect of larger extensions. Members received the performance report on Riversmead and Circle Housing South Anglia Housing Associations.

RESOLVED – that the report be received.

249 MONITORING AND REVIEW OF HOUSING STRATEGY
ACTION PLAN 2013 – 2016

The Executive Member for Health, Housing and Community Support submitted a report in respect of the progress on the delivery of the Housing Strategy Action Plan 2013 – 2016 for consideration and comment, the detail of which was set out in the supporting Essential Reference Paper.

The Housing Strategy and Development Manager advised that the 2013 – 2016 Housing Strategy was a

high level strategy and the action plan looked to aid the Strategic Objectives in order to maximize the delivery of new affordable homes whilst ensuring the best use of existing housing.

The Housing Strategy and Development Manager stated that Officers were working to support the 3 strategic objectives, in particular working with registered providers and Parish Councils. Officers had also been working with the Community Development Agency and there had been a lot of good work in respect of bringing empty properties back into use.

Members were advised that the strategy aimed to meet the needs of a growing elderly population as well as meeting the needs of vulnerable people and encouraging stronger communities. Officers hoped to report back to Members at a later date with a draft housing strategy.

Councillor J Mayes sought and was given a detailed breakdown of the flexi care scheme in operation at Carlton Court. Councillor N Symonds commented on whether similar schemes could be opened up across East Herts.

The Housing Strategy and Development Manager stated that this would have revenue implications for Hertfordshire County Council. East Herts Council was working strategically with the County Council to ensure that any future flexi care schemes were financially viable and were delivered in the right geographic locations, as they were very popular and a good accommodation model for older residents.

In response to a query from Councillor M Wood in respect of returning empty homes to use each year, the Executive Member for Health, Housing and Community Support advised that additional resources had been added to the empty homes team and an Officer was improving the data set and tracking progress year on year.

Members received the report and requested that a further

report be submitted in 2015.

RESOLVED – the (A) progress made in respect of the Housing Strategy Action Plan 2013 – 2016 be noted; and

(B) the Housing Strategy Action Plan be submitted to Community Scrutiny Committee in 2015.

250 WORK PROGRAMME 2014/15

The Chairman submitted a report setting out the future work programme for Community Scrutiny Committee for 2014/15. The Scrutiny Officer asked Members if they were willing to accept a new agenda item for the 10 March 2015 meeting of the Committee, in respect of the implementation of the Anti Social Behaviour (ASB), Crime and Policing Act. The report would provide an outline of the new powers and report on their use since 20 October 2014. It would also provide four months of data for Members to scrutinise. The Scrutiny Officer stated that this would meet the requirements detailed at paragraph 2.2 of the report now submitted.

Members were also asked whether there were any additional topics they wished to put forward for inclusion on any future agenda.

The Scrutiny Officer stated that an annual update report in respect of the Ageing Well Initiative would be submitted to the 22 September 2015 meeting of the Committee.

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

251 COMMUNITY SCRUTINY CORPORATE HEALTHCHECK THROUGH TO JULY 2014

The Chief Executive and Director of Customer and Community Services submitted a report on the performance of key indicators relating to Community

Scrutiny for the period May – July 2014.

Members were advised that, in respect of EHPI 3b – Usage: number of swims (16 – under 60 year olds), performance was ‘Red’ for Quarter 1 on the basis that the number of adult swims was below target. The Chief Executive and Director of Customer and Community Services advised that this downturn was believed to be partly due to an upturn in gym membership whose swim sessions were not recorded separately.

Members were advised that gym members were able to have a swim without this being recorded. Everyone Active was seeking to stem the decline by adding additional early morning swims at Grange Paddocks and were also looking at other promotional activities.

The Chief Executive and Director of Customer and Community Services advised that EHPI 11.1 and EHPI 11.2 had been introduced as requested. Members were advised that comparison data in respect of the rental income from traders and the number of producers at Hertford Farmers Market would, if possible, be presented at future meetings of Community Scrutiny Committee.

Members received the report.

RESOLVED – that performance figures for May to July 2014 as detailed in the report now submitted, be received.

The meeting closed at 7.55 pm

Chairman
Date

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MINUTES OF A MEETING OF THE
HEALTH AND WELLBEING PANEL HELD
IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
14 OCTOBER 2014, AT 7.00 PM

PRESENT: Councillor N Symonds (Chairman)
Councillors P Ballam, E Buckmaster, J Jones
and P Moore

ALSO PRESENT:

Councillors L Haysey, P Ruffles, S Rutland-
Barsby and J Wing

OFFICERS IN ATTENDANCE:

Simon Barfoot	- Environmental Health Promotion Officer
Lorraine Blackburn	- Democratic Services Officer
Cliff Cardoza	- Head of Environmental Services
Claire Pullen	- Engagement and Partnerships Officer (Grants)
George A Robertson	- Chief Executive and Director of Customer and Community Services
Brian Simmonds	- Head of Community Safety and Health Services
Kevin Steptoe	- Head of Planning and Building Control Services
Paul Thomas-Jones	- Environmental Health Manager

ALSO IN ATTENDANCE:

Jim McManus - Director of Public Health,
Hertfordshire County
Council

36 APOLOGIES

An apology for absence was submitted from Councillor D Andrews. It was noted that Councillor J Jones was substituting for Councillor D Andrews.

37 MINUTES

RESOLVED - that the Minutes of the meeting held on 17 June 2014 be confirmed as a correct record and signed by the Chairman.

38 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Mr McManus, Director of Public Health (Hertfordshire County Council), Members and Heads of Service to the meeting.

The Chairman referred to Royal Society for Public Health Improvement workshops to be held over the next several months, the first to be held on 16/20 October 2014 at the Nigel Copping Community Building. Further information including alternative dates and venues were available from the Environmental Health Promotion Officer.

The Chairman stated that a guest speaker, Professor Harry Rutter would be speaking on "Obesity: A Complex System in Public Health" on 4 December 2014. Councillor L Haysey said that she was delighted that Professor Rutter would be speaking and hoped that this would be the first meeting of many.

Councillor L Haysey referred to the "Weight Challenge" initiative in partnership with SLM Leisure. She explained how the Member initiative might be developed and how the

aggregate total of weight loss would be published. It was anticipated that funds generated from Members' sponsorships would be dedicated to the East Herts Community Chest Chairman's Fund.

The Chairman drew Members' attention to the Health Watch Report which was now available in a smaller, guidance format. The Chairman stated that she was saddened that East Herts had not received the recognition it deserved in terms of the work it had done already.

Finally, the Chairman stated that Officers had resubmitted an application to the Royal Society for Public Health in relation to a Health and Wellbeing Award. The Society was still deliberating on applications.

39 PRESENTATION - WHAT IS THE ROLE OF HEALTH AND WELLBEING IN PLANNING? PLANNING PRACTICE GUIDANCE MARCH 2014

The Head of Planning and Building Control provided a presentation outlining the latest relationship between planning and public health. He highlighted the fact that the last century had played an important part in highlighting the connection between planning and health. More recently this had been progressed via the National Planning Policy Framework (NPPF) which encapsulated health and wellbeing into planning policy, aided further by the Localism Act 2011 and later by the National Planning Policy Guidance (NPPG) which provided the "bridge" between policy and practice.

The Head of Planning and Building Control explained that prior to the NPPF and the NPPG, the Council had developed a Local Plan (2007) which had focussed primarily on land use and "sustainable development". More recently, the emerging District Plan 2014 ensured a stronger relationship between the planning process and aspirations around public health. This was now articulated in planning policy in the form of a new requirement CLFR8 (a condition which focussed primarily on health and wellbeing). By way of example, the Head of Planning and Building Control referred to the Bishop's Stortford North Development and the (community and

wellbeing focussed) requirements of the Section 106 agreement in relation to the provision of open spaces, affordable homes, community buildings, schools, cycle tracks and bus links.

The Head of Planning and Building Control referred to his department's role in terms of building control from a health and wellbeing perspective and also a health and safety perspective to ensure that buildings were environmentally safe and sound.

The Chairman thanked the Head of Planning and Building Control and reminded Members that the next item on the agenda would consider the integration of public health and service provision further.

RESOLVED – that the presentation be received.

40 INTEGRATION OF PUBLIC HEALTH AGENDA INTO THE COUNCIL'S CORE SERVICES - ROUND TABLE DISCUSSION

The Chairman posed the first question to Officers asking for their interpretation of public health and its integration. She first sought clarification from the Head of Community Safety and Health Services and referred to the increase in liver disease and alcohol dependency.

The Head of Community Safety and Health Services explained how health was a core and integral issue from a licensing perspective. He referred to the five licensing objectives adopted in Scotland and the four objectives in England (which included health). The Head of Community Safety and Health Services referred to the potential for influence in licensing decisions and the impact this could have on a range of health related matters. A number of core environmental health services were mentioned including the work of environmental health promotion, community safety and the schemes and grants which were available to promote health and wellbeing, such as housing insulation.

The Head of Community Safety and Health Services

explained that 10% of service enquiries were around private sector housing and of these, 50% were about damp and mould. The fears about reporting unhealthy living conditions in properties owned by private sector landlords were discussed.

The Head of Environmental Services explained his department's role in terms of environmental health and the promotion of health and wellbeing. He referred to the co-ordination with the planning team to make sure that all community based needs in terms of open spaces and leisure were met, including those relating to fitness, play and recreation.

Councillor E Buckmaster stated how privileged residents were that East Herts had the facilities it had and referred to the problems of urban areas and food outlets and how this impacted on health. He queried whether it was possible for the cumulative effects of issues to be taken into account when decisions needed to be taken by Members. The Head of Community Safety and Health explained that licensing could only make decisions within a legislative and policy framework and that any cumulative factors needed to be evidence based.

The Head of Planning and Building Control confirmed the need to have an evidence base behind the policy if the Council was seeking to avoid an over-concentration of use.

The Chairman referred to "Choice-based Lettings" and the fears people on the housing register had if they refused an offer because they might not be offered another property. The Chairman referred to health problems which might occur as a result. The Housing Manager explained how the process worked and confirmed that there were no repercussions if a property was not accepted. She confirmed that there was a lack of housing stock, particularly in Bishop's Stortford.

In response to a question by Councillor P Moore about the direction of travel in integrating the public health agenda into service areas, especially when for example, in relation to planning if there was no infrastructure in place. The Head of Planning and Building Control commented on the importance

of sustainable development which was integral to the District Plan.

Councillor P Ballam referred to the difficulties caused when Members refused a planning application which later might be approved by a Planning Inspector. The Head of Planning and Building Services stated that it was about different aspirations and interpretations of what was sustainable development in its broadest sense.

The Head of Environmental Services stated that in terms of the service's direction of travel, his aspiration was to go further working with health partners and customers with a more "joined up" approach to delivering a targeted health programme.

Mr McManus, Director of Public Health (Hertfordshire County Council) praised the Council's efforts around mainstreaming public health and its clear framework for promoting it. He stated that the Council was a national leader in this regard. In response to a query from the Chairman, he explained how the voucher (for weight loss schemes) worked. The Director of Public Health explained that the aim was to get people out of GP Surgeries and into exercise and supported the aspiration of the Head of Environmental Services. The Director of Public Health provided a summary of what he considered a direction of travel for public health promotion.

The Chairman thanked the Director of Public Health for his endorsement of the Council's public health activities and policies agenda.

In response to a query from Councillor E Buckmaster regarding calling providers to account for their impact on public health (such as fast food outlets / fizzy drink providers), the Director of Public Health explained what approaches might be available to voice concerns.

The Head of Community Safety and Health Services explained in detail, how his service impacted on all other areas of the Council. He stated that he was proud to be assisting the Director of Public Health in ensuring that health

and wellbeing was integral to the services provided by the Council.

The Head of Planning and Building Control stated that the direction-of-travel was to make sure the Council had a strong District Plan that was well evidenced to deliver sustainable development in the area. He commented that from a planning perspective, there was a need to be more proactive around the shape of development so that the Council could reflect community aspirations.

The Housing Manager commented on the importance of good quality housing to promote health and wellbeing and in improving life chances. She explained that the Council worked with a number of partners to provide a holistic approach to housing provision. The Housing Manager referred to an educational project aimed at young people which emphasised the importance of staying within the family environment to improve their life chances.

The Chief Executive and Director of Customer and Community Services stated that the Council's role was as a community leader. He praised the work of Members and Officers for the promotion of the health and wellbeing initiative and that in his view, health and wellbeing was about how the Council worked with its partners and how he hoped the Council would go from strength to strength.

The Environmental Health Promotion Officer provided an update about the District Offer and its progress to date. This involved working up a number of proposals including working with the Clinical Commissioning Group on physical activity and he also referred to development of a further proposal working with Broxbourne and East Herts CVS. The Environmental Health Promotion Officer referred to work on the Young and Smoke Free Project phase II. It was hoped that Officers would have further information for presentation in January 2015.

The Chairman thanked Officers and the Director of Public Health for their valuable contribution to the promotion of health and wellbeing.

RESOLVED – that (A) Officers continue to integrate the public health agenda into core services, looking for effective ways to improve health and wellbeing of East Herts residents; and

(B) the starting points identified be used by Officers as a baseline for mapping future progress on mainstreaming the public health agenda into housing, planning, community safety and environmental services and that this be tracked alongside the Health and Wellbeing workplan.

41 HCC HEALTH SCRUTINY - FEEDBACK FROM THE CHAIRMAN

The Chairman stated that she had very little to report back but that she would be attending a meeting at Watford next week.

42 WORK PROGRAMME

The Chairman of the Health and Wellbeing Panel submitted a report setting out the proposed future work programme of the Panel. The Chairman stated that the Health Watch report on access to GP surgeries in Bishop's Stortford (the Hadhams and Sawbridgeworth) would be reported to the next Panel meeting on 9 December 2014. She also noted that the Head of Revenues and Benefits and East Herts Citizens' Advice Service would be attending on 24 February 2015.

The Panel approved the report, as now amended.

RESOLVED – that the report, as now amended, be approved.

43 FOR INFORMATION: A) DEMENTIA TRAINING AND B) MINUTES OF THE HEALTH AND WELLBEING PARTNERSHIP

The Scrutiny Officer provided an update in relation to Dementia Training in July, 2014 when between 30 – 40 Staff

and 12 Members had attended the meeting. It was noted that a further meeting would be held on 23 October 2014 at 7pm.

The Environmental Health Promotion Officer provided an update following the meeting of the health and Wellbeing Partnership on of 18 July 2014. The Chairman requested that the Minutes be emailed to Members following the meeting.

The meeting closed at 8.55 pm

Chairman
Date

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE: 18 NOVEMBER 2014

REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

Purpose/Summary of Report

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

<u>RECOMMENDATION FOR DECISION:</u>	
(A)	the work programme shown in this report be agreed

1.0 Background

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

1.2 To support members in their consideration of housing related matters, in the reading of committee reports and in discussions with officers/partners a quick reference guide has been compiled of the frequently used abbreviations and acronyms. **Essential Reference Paper "C"** is attached to this report and will be updated as new terminology appears and comes into common usage. Please let the Scrutiny Officer know of any terms you think should be corrected or added to the list.

2.0 Report

2.1 The draft agenda for 2014/15 meetings of Community Scrutiny Committee is shown in **Essential Reference Paper "B"**.

- 2.2 The Community Voluntary Services (CVS) for Broxbourne and East Herts is one of the council's key partners and in recognition of the services it provides, the council part-funds the CVS with an annual contribution to its core costs together with ad hoc funding for specific projects. This has been a long-standing arrangement and one which the Community Scrutiny Committee has not looked at in detail.
- 2.3 Following discussions between the Chairman of Community Scrutiny, the Executive member (for health, housing and community support) and the Head of Service, the Committee is invited to consider whether it would like to scrutinise the work of the CVS in the form of a presentation and a report covering the outcome/results of their work and projects funded by this authority.
- 2.4 Members are asked whether there is any additional topic they wish to put forward for inclusion on the agenda for the final meeting of 2014/15 or the first meeting of 2015/16.
- 2.5 Members are also asked whether they wish to extend an invitation to one or more of the Executive members to attend a particular meeting or for a specific agenda item.
- 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:

Contact Member: Cllr Diane Hollebon – Chairman Community Scrutiny Committee
diane.hollebon@eastherts.gov.uk

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

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

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives</p> <p>(2014/15 version)</p>	<p>People – Fair and accessible services for those that use them and opportunities for everyone to contribute. This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p>Place – Safe and Clean. This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity – Improving the economic and social opportunities available to our communities 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 the Executive and all Members and the public are asked through an annual item in the 'council tax' edition of LINK magazine which is delivered to every household.</p> <p>Members of each scrutiny committee (and the HWP) are consulted at every meeting as their work programme is a standing item on the agenda.</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>
<p>Health and wellbeing – issues and impacts:</p>	<p>The broad remit of scrutiny is to review topics which are of concern to the public, many of which have an indirect impact on the general wellbeing of residents of East Herts.</p> <p>The Health and Wellbeing Panel is set up to specifically focus in on issues and topics which have a direct and immediate impact on the health and wellbeing of all those who live, work or study in the district.</p>

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Community Scrutiny** Committee work programme (provisional) 2014/15

** This committee has a duty to receive a Crime and Disorder report at least once per year. Item confirmed for 10 March 2015.

meeting	date	topic	Contact officer/lead	Next Exec
2014/15	CIVIC YEAR			
JOINT SCRUTINY	20 Jan 2015	<ul style="list-style-type: none"> 2015/16 Budget items 		
JOINT SCRUTINY	10 Feb 2015	<ul style="list-style-type: none"> 2015/16 Service Plans 2014/15 Estimates and 2015/16 Future targets 		
Meeting 4/4 in 2014/15	10 Mar 2015 Report deadline 25 Feb	<ul style="list-style-type: none"> Report from Health and Well B Panel Leisure Contract – year 6 Implementation of the ASB, Crime and Policing Act (outline of new powers and a report on their use since 20 Oct 2014) Outcome of the Market tender process and future arrangements &/or plans (as relevant) Healthcheck through to Dec 2014 Work programme – planning for 2015/16 	<ul style="list-style-type: none"> Chairman of the Panel HoS (+ invite SLM) Head of Service, Lead Officer (and reps from partner agencies if required) TBC Lead Officer - Performance Scrutiny Officer 	2 Jun 2015 TBC

Community Scrutiny Committee** work programme 2015/16 (TBC)

** This committee has a duty to receive a Crime and Disorder report at least once per year. Item not yet confirmed for 2015/16.

meeting	date	topic	Contact officer/lead	Next Exec
2015/16	CIVIC YEAR			
Meeting 1/4 in 2015/16	16 June 2015 TBC	<ul style="list-style-type: none"> Report from Health and Well B Panel Work programme 2015/16: discussion with new committee 	<ul style="list-style-type: none"> Chairman of the Panel Scrutiny Officer 	7 July 2015 4 Aug 2015 1 Sept 2015 TBC

**Scrutiny Work Programme
Essential Reference Paper B**

		<ul style="list-style-type: none"> • Community Grants review of 2014/15 applications and allocation (annual) • ? <i>vacancy</i> • Service Plan monitoring – Oct 2014 to March 2015 (Community only) • Healthcheck through to Mar 2015 (which includes relevant 2014/15 Out-turns and Targets) 	<ul style="list-style-type: none"> • Community Engagement Manager/Grants officer • • Lead Officer - Performance • Lead Officer - Performance 	
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NOTE (subject to confirmation): it is expected that there will be a ‘new member’ induction training session on ‘Choice-based Lettings: how does the housing points system work?’ held immediately before Community Scrutiny on 16 June 2015. This briefing will be open to all Members.

The four principles of good public scrutiny:

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

Community Scrutiny

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, valuing people, housing strategy, private sector housing, disabled facility grants, houses in multiple occupation, housing options, community meals, citizens’ advice, benefits, Local Strategic Partnership and health scrutiny.
2. To make recommendations to the Executive on matters within the remit of the Committee.
3. To take evidence from interested groups and individuals and make recommendations to the Executive and Council for policy change and review the performance of outside bodies on matters within the remit of the Committee.
4. To consider issues referred by the Executive, or members of the Committee and where the views of outsiders may contribute, take evidence and report to the Executive and Council on matters within the remit of the Committee.
5. To consider any item referred to the Committee by any Member of the Council who is not a member of this Committee and decide whether that item should be pursued on matters within the remit of the Committee.
6. To appoint annually Standing Panels as may be determined which shall be given a brief to consider a specified service area relating to matters within the remit of the Committee and report back to the Committee on a regular basis as determined by the Committee.

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

Version 2		Issued Feb 2014
Acronym	Meaning	Explanation
ACS	Adult Care Services (Herts CC)	Herts CC Dept dealing with adults with care needs/disabilities
ADHAC	Agricultural Dwelling-House Advisory Committee	Committee which meets to decide whether a dwelling is still required for an agricultural worker
AOT	Assertive Outreach Team (Community Mental Health Team)	
ASB	Anti-Social Behaviour	
BME	Black, Asian & Minority Ethnic/Black & Minority Ethnic	
BRMA	Broad Rental Market Area	Division of areas for Local Housing Allowance purposes - EH has 3
CAB	Citizens Advice Bureau	
CBL	Choice-Based Lettings	System of allowing Housing Register applicants to choose where to live
CB	Child Benefit	
CD	Community Development	
CLG	Department for Communities & Local Government	
CMHT	Community Mental Health Team	Primary Care Trust team for people with mental health issues
CTC	Child Tax Credits	
CSF	Children, Schools & Families (Herts CC)	Herts CC Dept dealing with the needs of children & families
DLA	Disability Living Allowance	
DV	Domestic Violence	
EHCAS	East Herts Citizens Advice Service	
EHRC	Equalities and Human Rights Commission	
ESA	Employment Support Allowance	Replaced Incapacity Benefit
HA	Housing Application	

HB	Housing Benefit	
HCA	Homes & Communities Agency	
HHSRS	Housing, Health & Safety Rating System	System that Environmental Health use to assess safety in the home
HMO	House in Multiple Occupation	Shared accommodation - rooms let individually in one property
HPU	Homeless Persons Unit	Not used in East Herts, but some LAs still refer to temporary accommodation as such.
HR	Housing Register	
HSSA	Housing Statistical Appendix	Local Authority annual return on housing stock/numbers
HV	Home Visit	Carried out by Housing Options to verify applicant's details
IS	Income Support	
ISS	Independence Support Service	Herts CC Dept dealing with care leavers
JSA	Job Seeker's Allowance	Replaced Unemployment Benefit
LCHO	Low Cost Home Ownership	Shared equity, fixed equity and other home ownership options
LDF	Local Development Framework	Portfolio of local development documents for planning strategy for EH
LDT	Learning Disabilities Team	Primary Care Trust team for people with learning disabilities
LHA	Local Housing Allowance (Housing Benefit)	Set levels of HB payable for different sizes of properties with BRMAs
LSP (EHLSP)	(East Herts) Local Strategic Partnership	
MAPPA	Multi Agency Public Protection Arrangement	Panel convened to deal with high risk members of the community, often ex-prisoners
MARAC	Multi Agency Risk Assessment Conference	Panel convened to deal with domestic violence
NTA	Notice of Transfer Application	Housing Options send NTA to housing associations whose tenants have requested a transfer
NTQ	Notice to Quit	Issued by a private landlord
NOSP	Notice of Seeking Possession	Issued by a housing association/local authority
PPO	Persistent & Prolific Offender	

RDS	Rent Deposit Scheme	'Housing Options' fund for helping homeless clients into private rented properties
RP(s)	Registered Provider(s)	Replaces RSL (below)
RSL(s)	Registered Social Landlord(s) (no longer used)	Housing association
SCS	Sustainable Community Strategy	Prepared on behalf of LSP to set out vision & priorities for the area and mechanisms for delivery
SHLAA	Strategic Housing Land Availability Assessment	Identification of deliverable sites available, suitable and achievable for housing
SHMA	Strategic Housing Market Assessment	Technical study that assesses housing need and demand
SP	Supporting People	Funding for providing support by housing providers for elderly and vulnerable tenants
TA	Temporary Accommodation	
WA	Women's Aid	Organisation providing advice and refuges for women escaping domestic violence - now called Safer Places
WTC	Working Tax Credit	

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 18 NOVEMBER 2014

CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

2014/15 SERVICE PLANS – SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This exception report provides a mid-year summary of the council's achievements against its priorities for 2014/15 and details those service plan actions that are either off target, require a revised completion date or are proposed for deletion or suspension. This report also monitors the outstanding service plan actions from 2012/13 and 2011/12, which are detailed in **Essential Reference Paper "D" and "E"**.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY: That:</u>	
(A)	The progress against the council's priorities and the revised completion dates, suspensions and deletions against 2013/14 Service Plan actions and 2013/14 and 2012/13 Service Plan actions be received; and
(B)	The Executive be advised of any recommendations.

1.0 Background

- 1.1 The 2014/15 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 11 February 2014 and approved by the Executive at its meeting on 4 March 2014.
- 1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are either off target, have a revised completion date, been deleted or suspended.

- 1.3 This report covers the period 1 April to 30 September 2014 for the following services:
- Communication, Engagement and Culture
 - Community Safety and Health
 - Economic Development
 - Environmental Services (in relation to leisure only)
 - Housing
 - Revenues and Benefits Shared Service
- 1.4 In addition, outstanding actions from 2013/14 and 2012/13 Service Plans will also form part of the 2014/15 monitoring process.
- 2.0 Report
- 2014/15 Analysis**
- 2.1 In total, there are 29 actions in the 2014/15 Service Plans, of which:
- 17% (5) have been achieved
 - 69% (20) are on target
 - 3% (1) has had its completion date revised
 - 3% (1) is off target
 - 3% (1) is proposed for deletion
 - 3% (1) is to be suspended
- 2.2 An overview of all council achievements by Corporate Priority for 2014/15 are detailed in **Essential Reference Paper “B”**.
- 2.3 **Essential Reference Paper “C”** details 2014/15 Service Plan actions that are either off target, have had their completion dates revised or are proposed for deletion or suspension. For ease of reference, these have been categorised by Corporate Priority.

Full progress comments on all 2014/15 Service Plan actions can be accessed by referring to the council's performance management system, Covalent (www.covalentcpm.com/eastherts).

2013/14 Analysis

- 2.4 In total, there are three outstanding actions from the 2013/14 Community Safety and Health Service Plan and the Environmental Services Service Plan of which:

50% (1) has been achieved

50% (2) have had their completion date revised and both actions have been revised for the second time.

- 2.5 **Essential Reference Paper "D"** provides more detail on the status of these three actions.

2012/13 Analysis

- 2.6 There is one action that is outstanding from the 2012/13 Community Safety and Health Service Plan and currently the action has had its completion date revised. This action has been revised for the fifth time.

- 2.7 **Essential Reference Paper "E"** provides full details relating to this action by corporate priority.

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

2014/15 Service Plans report to Executive on 4 March 2014.

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

Contact Officer: Karen Watling – Interim Head of Finance and Performance
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Report Author:

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	There are no specific consultation implications arising directly from this report.
Legal:	There are no specific legal implications arising directly from this report.
Financial:	There are no specific financial implications arising directly from this report.
Human Resource:	There are no specific human resource implications arising directly from this report.
Risk Management:	There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the corporate priorities and objectives.
Health and wellbeing – issues and impacts:	A number of the council's service plan actions do support/contribute to the health and wellbeing agenda. Any relevant actions that are either 'off target', 'have a revised completion date' or are proposed for 'deletion or suspension' are highlighted in the report along with a current service update.

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Telling the Story – An overview of achievements by Corporate Priority up to 30 September 2014:

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.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Improve the health and well-being of our residents</p>	<ul style="list-style-type: none"> • Published our Health and Wellbeing Strategy which sets out our plans for combining our resources and skills to promote healthier lifestyles in partnership with Hertfordshire County Council, the Clinical Commissioning Groups (CCGs), NHS Trusts, volunteer organisations and others. • Helped older residents in the district to stay fit, active and independent by: <ul style="list-style-type: none"> ➤ Launching concessionary Fitsteps dance classes in Bishop's Stortford and Ware. The classes are aimed at older residents (60 years plus) so that they can reap the many health benefits that regular physical activity brings. Fitsteps is a national fitness programme which was created following the popularity of the TV programme, Strictly Come Dancing. The Bishop's Stortford class varied in numbers between two to eight residents at each session. The number of residents attending the Ware class varied from 20 to as high as 40 at each session. Due to its success the initial pilot was extended with reduced funding and

		<p>will run independently from January 2015.</p> <ul style="list-style-type: none"> ➤ Supporting a grant from the LSP Health and Wellbeing Group to the Herts Sport Partnership to provide 'Fellas Fitness'. The initiative is aimed at older men to help build and maintain their fitness levels, whilst at the same time providing an opportunity to meet and interact with other members of their local community. • Welcomed the first UK Womens International cycling tour through East Herts. The race made its way through the district on the fourth stage of the tour, which started in Cheshunt and finished in Welwyn Garden City. Cyclists passed through Hertford Heath, Hertford town centre before continuing through Wadesmill, Standon, Buntingford and Cottered.
	<p>Objective: Increase community engagement</p>	<ul style="list-style-type: none"> • As at August 2014 we have awarded £64, 519 in both revenue and capital grants to 37 different groups, including charities and parish councils. This included: <ul style="list-style-type: none"> ➤ Summer Activities – Our summer activities grants programme for 2014 was very well received and more than 2,717 children and young people attended the various activities. 68% came from the 5 to 11 age category. Events included Summer Archery, Flying Circus at Courtyard Arts, Tennis coaching, community picnic and Pop School. ➤ Community Activity Grants – In our first two funding rounds for this year, we awarded 11 different Community Activities grants to groups in both towns and villages. These grants have been used to fund a day trip, a Christmas outing for older people groups, a community fun day and the creation of a website for a town

partnership

- In the 2014/15 financial year, we awarded 10 capital grants for community led projects to improve well used facilities or services. For example, we helped Datchworth Parish Council replace and relocate water troughs for its allotment, helped two village halls refurbish their toilets and entrance hallway, updated play areas and improved car parking facilities at a village sports pavilion.
- Held the fourth annual Community Sports Awards. This annual event, funded by East Herts Council aims to celebrate achievements and contributions to sport as well as inspiring our local sporting talent to go on and reach their full potential. 19 awards were presented in total across 9 categories.
- Held our annual rural parish conference where up to 46 parish councils attended. The event provides a popular forum for engaging with parish councils on rural issues with particular interest this year on the information that the CVS presented on the community car scheme.
- Successfully implemented Individual Electoral Registration (IER). IER has been rolled out across the country to help modernise the way people register to vote and to help tackle electoral fraud. (14-DLSS01)

Priority: Place	What we want to achieve	What we have done
	<p>Objective: Reduce residual waste and increase our recycling rate</p>	<ul style="list-style-type: none"> Introduced the use of compostable caddy liners in kitchen caddies that can be disposed of in the brown bin. Residents told us that composting food waste was messy without them, and therefore made it more difficult. Nearly a third of waste put in the black bin for landfill is food, and we wanted to make it easier and encourage residents to put it in their brown bin for composting. Currently the recycling rate is 53.49% as at August 2014 which is 2.29% higher than the same period last year. (14-ES12)
	<p>Objective: Maintain our clean streets and reduce litter</p>	<ul style="list-style-type: none"> An effective stray dog services is essential to ensuring dog fouling is kept to a minimum through education and responsible dog ownership. Won the RSPCA Gold Footprint award. This certification is given for the quality of stray dog services, housing, contingency planning and animal welfare principles. Last year the council achieved a silver footprint and the year before that, a bronze. The council also scored top marks for its consistent promotion of responsible dog ownership, including micro-chipping, which becomes compulsory for all dogs in Britain from June 2016. From April 2014 to August 2014 the council has picked up 64 stray dogs.
	<p>Objective: Maintain our parks, play areas and open spaces in good order</p>	<ul style="list-style-type: none"> Celebrated Love Parks Week, by holding two free fun activities at Southern Country Park in Bishop's Stortford and Pishiobury Park in Sawbridgeworth. Activities at Southern County Park ranged from the popular annual dog show to a fitness activity trail, orienteering and making wooden medallions with the Friends group. At Pishiobury Park visitors could meet the Longhorn cattle and join a guided bug hunt.

		<p>The council also teamed up with the Dogs Trust to offer free dog micro-chipping on the day.</p> <ul style="list-style-type: none"> Retained our two Green Flags for The Ridgeway in Hertford (for the sixth year running) and Southern Country Park in Bishop's Stortford (for the seventh year running).
	<p>Objective: Ensure future development best meets the need of the district and its residents</p>	<ul style="list-style-type: none"> The development management committee approved a small development of sustainable homes in an East Herts village. The homes are expected to become the biggest group of naturally ventilated homes in the UK, serving as a working model for buildings elsewhere in the country. They will also exceed the highest ranking in the Code for Sustainable Homes, which measures new homes performance in categories such as energy efficiency, water use and health and well-being.



Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Deliver value for money and reduce our reliance on central government funding</p>	<ul style="list-style-type: none"> • Installed a new seating and auditorium floor at Hertford Theatre to provide a better customer experience. (14-CEC04) • Implemented remote working procedures in the Area Environmental Inspection Team. This allows inspectors to receive service requests and customer enquiries remotely in the district enabling jobs to be visited more quickly and some actions to be undertaken while on site. (14-ES20) • East Herts has considered how to make best use of its resources and through Audit Committee agreed a framework that allows wider options in terms of investing its money. This includes being able to make use of Property Funds. It is anticipated that the increased income from these investments will be able to close gaps in the financial model in future years as an alternative to having to look to make further savings. Executive will receive a report in October recommending specific funds to invest in. • Corporate Management Team (CMT) considered and agreed a new senior management structure that focussed resources in a different way. This included the investment in a new Head of Business Development, the remit of which includes considering improved ways of working, a more commercial approach to delivering Council Services and working alongside service areas to consider future efficiency savings. Further investment has also been made in other areas including Procurement resource to enable wider working with



		<p>our suppliers to encourage greater competition in the market.</p> <ul style="list-style-type: none"> • For the second year running, the council has undertaken a “Budget Challenge” to consider our allocation of resources, and in particular highlight those areas where there have been underspends in prior years, to free up resource to reallocate to other priority areas.
	<p>Objective: Enhance the economic well-being of East Herts</p>	<ul style="list-style-type: none"> • Celebrated ‘Love Your Local Market’ week by holding a special market where locally made ice-cream, meats and games, cheeses, pickles, sausages alongside the weekly fishmonger and greengrocer could be enjoyed. The council also provided spaces free of the usual rental charge, to encourage and support as many small businesses to take part. • Following extensive public consultation agreed to implement free short stay parking (30 minutes) for visitors to East Herts Council car parks in Bishop's Stortford, Hertford and Ware. As part of the council’s ambition to increase the vibrancy of the district's town centres, 30 minutes free parking has been introduced in most car parks, adding to the free bays on street and increasing availability and convenience. Visitors needing to park for more than half an hour will receive more parking time for the same price.

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2014/15 Service Planning Report - April - September 2014

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	Notes
Corporate Priority: People					
Objective: Improve outcomes for vulnerable families and individuals					
14-H01	Facilitate, support and maximise the provision of additional, appropriate affordable housing in association with developers and registered providers.	<p>Target: 200 new affordable homes. Outcome: Additional 200 new affordable homes for East Herts housing register applicants. Maintain current or reduce the level of homelessness as can house more households from the register earlier rather than in crisis. Critical Success Factors: Number of new private homes being developed that have affordable homes obligations, the council's Planning Policies that specify the obligation requirements, development of the new District Plan, the Economy, the willingness of Registered Providers (housing associations) to wish to develop their own asset sites as well as work with developers on S106 sites.</p> <p>Environmental Impacts: Increased CO2 emissions from building works but mitigated by Code for Sustainable Homes Requirements.</p>	31-Mar-15	 Action Off Target	April - September 2014. Current estimates for the number of new affordable homes 2014-2015 is 144. The target of 200 is an ambitious one that is dependant on private developments being built and the obligation under the S106 agreement to provide affordable homes. In addition the two LSVT Registered Providers had a programme with the Homes and Communities Agency to develop more affordable homes, in the 2001-2015 contract, on their own asset sites but did not obtain planning permission on 2 larger sites and withdrew 2 others due to technical issues with the sites. The current target is based on the Housing Needs Survey undertaken by the Council in 2004. The Council is in the process of undertaking a new Housing Needs Survey which will enable the Housing Service to develop a target for future years based on up to date survey data.
Objective: Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity					
14-ES03	Develop business case for the Council funding replacement gym equipment at Hartham and Grange Paddocks	<p>Target: Business case submitted to Corporate Management Team / Members. Outcome: Negotiate with contractors to establish whether replacement gym equipment should be funded by the Council with an associated reduction in the leisure contract management fee, on an invest to save basis. Critical Success Factors: Staff resources; co-operation of contractor. Environmental Impacts: None</p>	30-Jun-14	 Action To Be Deleted	April - September 2014. Action to be deleted. SLM have funded replacement of gym equipment at both Grange Paddocks and Hartham Leisure Centres independently and do not require East Herts Council's assistance in this project.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		Notes
14-ES04	Work with schools and Hertfordshire County Council to ensure long term financial sustainability of Joint Use pools	<p>Target: Review of financial sustainability complete; Ongoing funding mechanisms agreed with schools / County Council.</p> <p>Outcome: Options for financial sustainability considered and agreed with partners.</p> <p>Critical Success Factors: Staff resources; support from partners.</p> <p>Environmental Impacts: None</p>	31-Mar-15		Action To Be Suspended	April - September 2014. Action delayed. Ongoing discussions with schools. Uncertainty remains about future Government funding regime for school swimming.
Corporate Priority: Prosperity						
Objective: Deliver sustainable rural business growth						
14-ED02	Support to the Local Enterprise Partnership with the strategy, development and delivery of their rural development allocation from Defra.	<p>Target: Between £3-4m of funding countywide.</p> <p>Outcome: Support to rural business growth.</p> <p>Critical Success Factors: Strategy and delivery capacity.</p> <p>Environmental Impacts: None</p>	30-Sep-14		Revised Completion Date (to 31 January 2015)	April - September 2014. The research programme has now completed and reported. The LEP allocation of rural funding (known as EAFRD) will be the subject of a broad in principle proposal from East Herts Council. The proposal will identify rural areas in Hertfordshire without rural development coverage e.g. parts of St Albans and parts of Welwyn Hatfield. Paul Pullin continues to attend the EU governance group chaired by Councillor Tony Jackson. Revised completion date January 2015



2014/15 Service Planning Report - Outstanding 2013/14 Service Plan Actions (April - September 2014)

Action Code	Action Title	Action Description	Original Due Date	April - September 2013 status	October - December 2013 status	January - March 2014 Status	April - September 2014 Status	Notes	
Corporate Priority: People									
Objective: Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity									
13-ES02	Develop a strategy to show how the Council's objectives for health and wellbeing will be delivered through the Leisure Services contract	<p>Target: Objectives and outcomes documented in reports to Scrutiny Committee</p> <p>Outcome: Clear link showing how strategic objectives are delivered through contractor and services are modified to meet them</p> <p>Critical Success Factors: Support from Leisure Contractor</p> <p>Environmental Impacts: Energy efficiency and sustainability objectives delivered</p>	31-Mar-2014	Action On Target	Action On Target	Revised Completion Date (30 June 2014)		Revised Completion Date (31 December 2014)	April - September 2014. Revised completion to 31 December 2014. Working with the leisure provider to develop outcomes through Sport England Community Sports Activation bid. Further work required with partners to identify how Health and Wellbeing board can commission activities through the leisure contract.
Corporate Priority: Prosperity									
Objective: Deliver value for money									
13-CSHS07	Provide a structure for the new Community Safety and Health Service which delivers improved value for money and still achieves key targets	<p>Target: By March 2014 achieve relevant MTFP savings following the merger of CS and Licensing/ Environmental Health Services and Engineers</p> <p>Outcome: Successful restructure and targets still achieved.</p> <p>Critical Success Factors: Consultation, key messages communicated, staff cooperation.</p> <p>Environmental Impacts: N/A</p>	31-Mar-14	Action On Target	Action On Target	Revised Completion Date (10 June 2014)		Action Achieved	April - September 2014. The new structure is now in place which achieves value for money whilst retaining sufficient resources to meet service targets. The operation of the new structure is being kept under review to see if any fine tuning or revisions are necessary.
Objective: Protect the environment									
13-CSHS05	Carry out Surface Water Management Plans (SWMPs) in high risk flood locations in liaison with Herts Highways	<p>Target: Feasibility & Site work - October 2013 Modelling and final reports with Action Plan - March 2014.</p> <p>Outcome: Action plan produced and agreed in liaison with Herts highways should minimise the risk of flooding in existing locations & in future development areas. Flood risk management data readily available for specific locations. Responses & subsequent resource reduced.</p> <p>Critical Success Factors: Dependant on budget & available resource.</p> <p>Environmental Impacts: Reduction in flood risk and damage to natural environments.</p>	31-Mar-14	Action On Target	Action On Target	Revised Completion Date (31 July 2014)		Revised Completion Date (31 December 2014)	April -September 2014. All data from the survey & modelling has been received. The final report and action plan has been drafted but has been delayed due to officers needing to divert resources to the flood grant application process and associated works. Revised completion date moved to 31 December 2014 from 31 July 2014.

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2014/15 Service Planning Report - Outstanding 2012/13 Service Plan Actions (April - September 2014)

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 status	Notes
Corporate Priority: People					
Objective: 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-CSHS06	Review Private Sector Housing Assistance Policy and complete an EIA	<p>Target: Continue to provide an efficient and effective service to users in the light of current financial pressures.</p> <p>Outcome: maintain good service provision.</p> <p>Critical Success Factors: Staff resources. Partner and Member collaboration.</p> <p>Environmental Impacts: None known</p>	31-Dec-12		<p>Revised Completion Date (to 30 September 2015)</p> <p>There has been a history of delay on this project that has been reported in detail in previous service plan updates, which Members have already seen. The current position is detailed below.</p> <p>April - September 2014. Partly achieved. Insulation grants revised to reflect changing market. However, House Condition Survey to be undertaken in 2015 may inform what change required to current policy. Hence revised completion date to 30 September 2015 from 30 September 2014.</p>

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 18 NOVEMBER 2014

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

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – AUGUST 2014 TO SEPTEMBER 2014

WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To report on the performance of the key indicators that relate to Community Scrutiny for the period August 2014 to September 2014.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE</u>	
That:	
(A)	the reported performance for the period August 2014 to September 2014 be noted; and
(B)	the Executive be advised of any further recommendations.

1.0 Background

1.1 This is a performance report relevant to Community Scrutiny Committee's terms of reference covering the period August 2014 to September 2014.

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

- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should Members want more detailed information on a specific month, they should refer to that month's Executive Corporate Healthcheck report available on the Council website.
- The indicators where data is collected monthly, with performance for September 2014 presented in detail (the most up to date

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

1.3 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 a summary analysis of the performance indicators that are reported to Community Scrutiny Committee. Please note when reviewing the summary where a performance indicator is showing a deteriorating trend compared to the previous period, it does not mean it is necessarily ‘Red’ or ‘Amber’.



Essential Reference Paper ‘C’ shows the full set of performance indicators that are reported on a monthly basis to this committee.

Essential Reference Paper ‘C’ has been sorted by status e.g. all performance indicators that are ‘red’ are listed first etc.

Essential Reference Paper ‘D’ provides guidance notes and definitions for the performance indicators relating to Community Scrutiny Committee.

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 181 – Time taken to process housing benefit new claims and change events.** Performance was 'Red' for September 2014 and has declined (i.e. has got worse) when compared to the previous month. This is the third consecutive month this indicator has been 'Red' and shown a declining trend. The backlog of work is being reduced supported by additional resources and improvement in the trend is anticipated from the next period.
- 2.2 **EHPI 3a – Usage: number of swims (under 16).** Performance was 'Red' for Quarter 2. Performance is below target this quarter. This downturn in under 16 swimming is the first time for nearly a year and a half that the target has not been achieved. The service will continue monitoring this to see if any trends emerge.
- 2.3 **EHPI 3b – Usage: number of swims (16 – under 60 year olds).** Performance is 'Red' for Quarter 2. This is the second consecutive quarter where this performance indicator has been 'Red' in 2014/15. However performance has improved when compared to Quarter 1. This increase is in line with normal trends and is similar to performance in Quarter 2 for 2011/12. There is a downturn in adult swimming which in part is due to increasing gym membership (gym members can swim without this being recorded). Everyone Active has been seeking to stem the decline by adding additional early morning swims at Grange Paddocks and are looking at promotional activities.
- 2.4 **EHPI 10.1 – Council tax support caseload.** September 2014 council tax support caseload shows a slight decline from August 2014.
- 2.5 **EHPI 10.3 – Housing benefit caseload.** September 2014 shows a slight decline in housing benefit caseload from August 2014.
- 2.6 The following indicators were 'Green', meaning that the targets were either met or exceeded for July 2014/Quarter 1. They were:
- EHPI 3c – Usage: number of swims (60 year old +).
 - EHPI 4a – Usage: Gym (16 – under 60 year olds).
 - EHPI 4b – Usage: Gym (60 + year olds).

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

2.7 Although meeting the target for Quarter 2 for 2014 the following indicator showed a declining trend when performance was compared to the previous quarter:

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

Please refer to **Essential Reference Paper ‘C’** for full details.

Prosperity

Performance analysis

2.8 **EHPI 11.1 – Rental income from market traders.** Total rental income for Quarter 2 was £26,014 which is higher than the previous quarter. This breaks down as follows Bishop's Stortford (Thursday) - £5,326, Bishop's Stortford (Saturday) - £5,828, Hertford (Saturday) - £11,349, Ware (Tuesday) - £3,511.

2.9 **EHPI 11.2 – Number of producers at Hertford farmers market.** During Quarter 2 a total of 59 producers attended Hertford Farmers Market, which is slightly lower than the previous quarter. This breaks down as 19 in July, 20 in August and 20 in September.

Please refer to **Essential Reference Paper ‘C’** for full details.

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:

2013/14 Performance Indicators Estimates and Future Targets Report – Executive 4 March 2014

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

Councillor Malcolm Alexander – Executive member for Community Safety and Environment.

Malcolm.alexander@eastherts.gov.u

Contact Officer: Ceri Pettit – Corporate Planning and Performance
Manager
Contact Tel Ext No 2240
ceri.pettit@eastherts.gov.uk

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

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ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p><i>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</i></p> <p><i>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</i></p> <p><i>Prosperity – Improving the economic and social opportunities available to our communities</i></p> <p><i>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications arising from the report.</p>
<p>Financial:</p>	<p>Financial discussions have taken place between Directors and Heads of Service and any implications have been highlighted in the report.</p>
<p>Human Resource:</p>	<p>There are no human resource implications arising from the report.</p>
<p>Risk Management:</p>	<p>By not having effective performance management arrangements in place puts the Council at risk of not being clear whether it's priorities and objectives are being met and if there are any service delivery issues, that could impact on their delivery. The Corporate Healthcheck report is one tool designed to help mitigate against this risk. Effective performance management arrangements help to support transparency and increase local accountability.</p>
<p>Health and wellbeing – issues and impacts:</p>	<p>A number of the council's performance indicators do support/contribute to the health and wellbeing agenda. Any relevant indicators that are 'Red' rated are highlighted in the report and mitigating actions will be taken.</p>

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Community Scrutiny Summary - Essential Reference Paper B

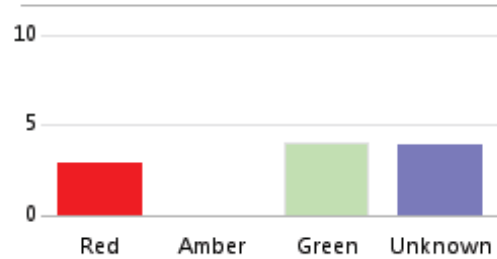
3 PIs at Red

0 PIs at Amber

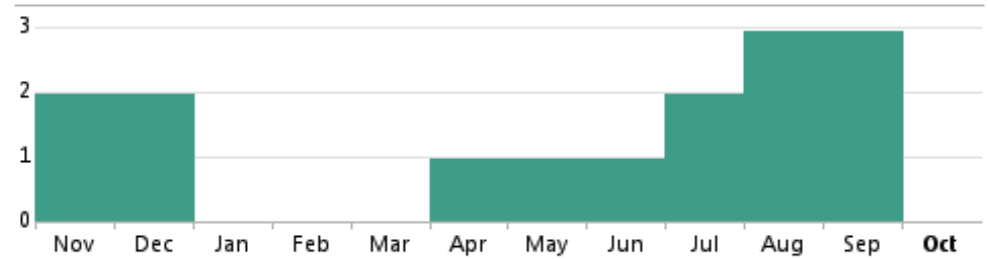
4 PIs at Green

11 Total number of PIs

Current PI statuses



PIs at Red



Best Performing (PIs)	Value	Target	Gauge
EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING IN...	5,194	3,800	
EHPI 4a Usage: Gym (16 – under 60 year olds). (MAXI...	46,502	42,000	
EHPI 3c Usage: number of swims (60 year old +). (MA...	8,168	7,500	
EHPI 129 Response time to ASB complaints made to ...	100.00 %	100.00 %	
EHPI 3a Usage: number of swims (under 16). (MAXIMI...	14,819	16,000	
EHPI 3b Usage: number of swims (16 – under 60 year ...	27,175	30,000	
EHPI 181 Time taken to process Housing Benefit new...	13.4 da...	10 days	
EHPI 10.1 Council Tax Support caseload (MAXIMISING...	6,749		
EHPI 10.3 Housing benefit caseload (MAXIMISING IN...	6,259		
EHPI 11.1 Rental income from traders. (MAXIMISING I...	£26,01...		
EHPI 11.2 Number of producers at Hertford farmers ...	59		

Improving (PIs)	Value	Target	History
EHPI 3c Usage: number of swims (60 year old +). (MA...	8,168	7,500	
EHPI 3b Usage: number of swims (16 – under 60 year ...	27,175	30,000	
EHPI 11.1 Rental income from traders. (MAXIMISING I...	£26,01...		
EHPI 3a Usage: number of swims (under 16). (MAXIMI...	14,819	16,000	
EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING IN...	5,194	3,800	

Deteriorating (PIs)	Value	Target	History
EHPI 181 Time taken to process Housing Benefit new...	13.4 da...	10 days	
EHPI 4a Usage: Gym (16 – under 60 year olds). (MAXI...	46,502	42,000	
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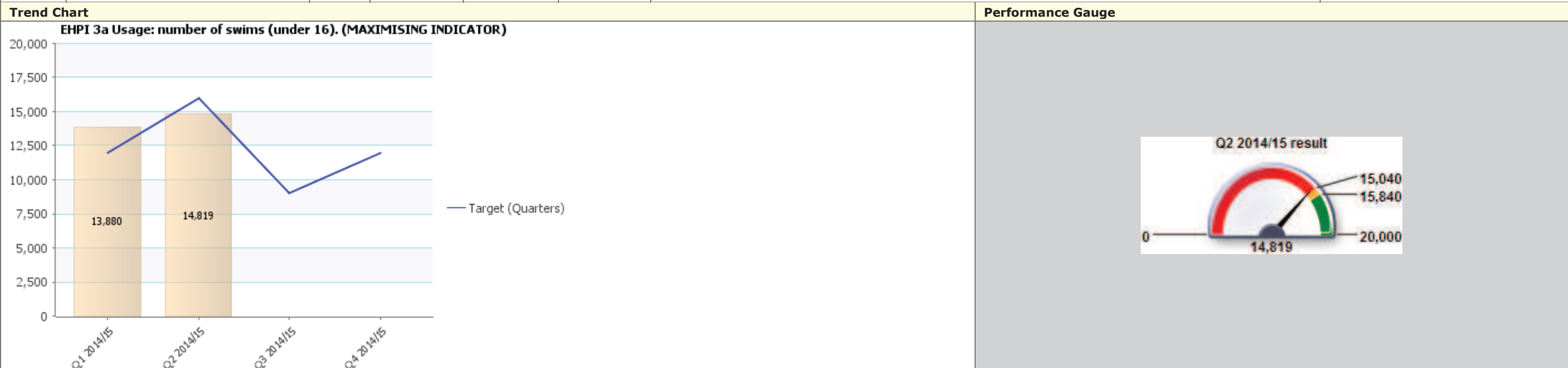




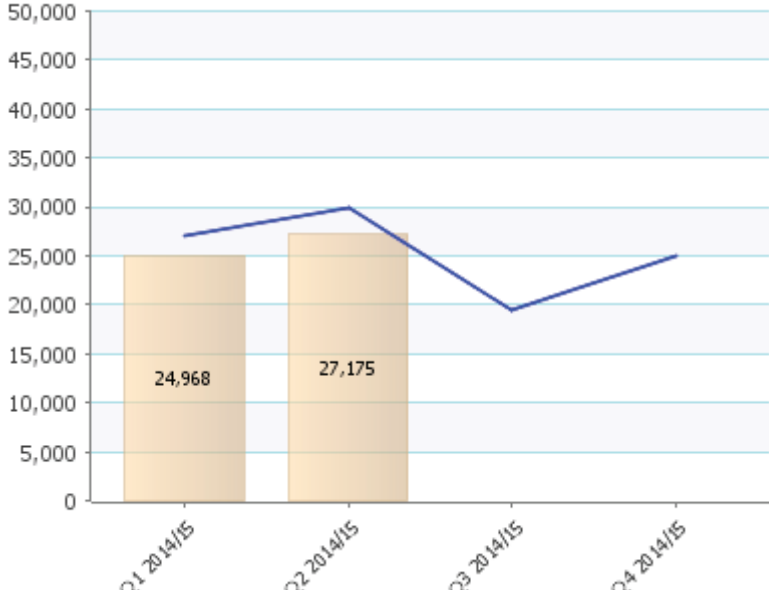

August to September Community Scrutiny Healthcheck 2014/15



Traffic Light Red
Corporate Priority: People

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 3a	Usage: number of swims (under 16). (MAXIMISING INDICATOR)		14,819	16,000		Performance is below target this quarter. This downturn in under 16 swimming is the first time for nearly a year and a half that the target has not been achieved. The service will continue monitoring this to see if any trends emerge.	None.



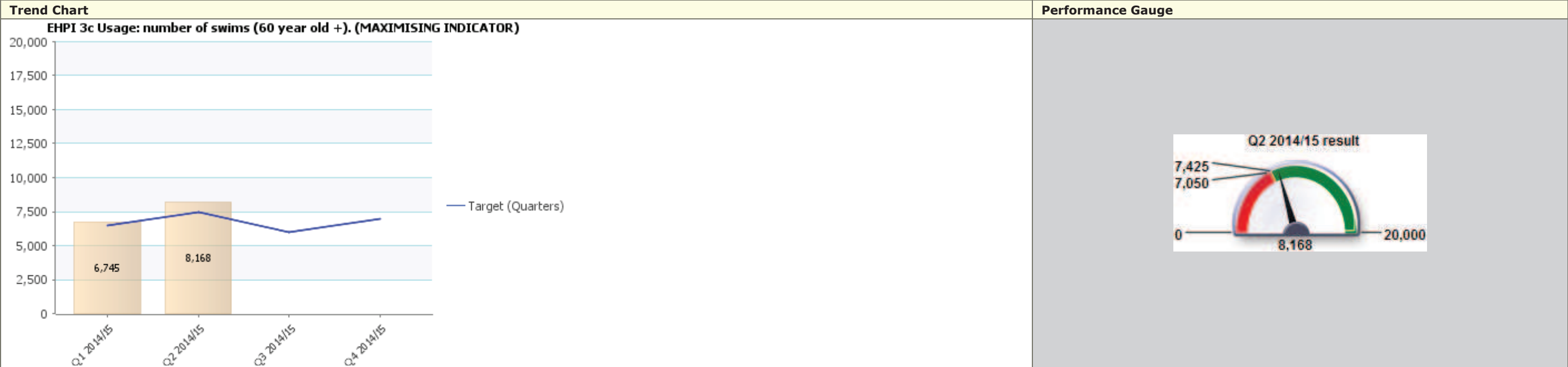
Environment Services																																
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EHPI 3b	Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)		27,175	30,000		Performance is below target this quarter. This is the second consecutive Quarter where this PI has been 'Red' in 2014/15. However performance has improved when compared to Quarter 1. This increase is in line with normal trends and is similar to performance in Quarter 2 for 2011/12. There is a downturn in adult swimming; this is in part due to increasing gym membership (gym members can swim without this being recorded). Everyone Active has been seeking to stem the decline by adding additional early morning swims at Grange Paddocks and are looking at promotional activities.	None.																									
Trend Chart						Performance Gauge																										
<p>EHPI 3b Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)</p>  <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>24,968</td> <td>27,000</td> </tr> <tr> <td>Q2 2014/15</td> <td>27,175</td> <td>30,000</td> </tr> <tr> <td>Q3 2014/15</td> <td>~20,000</td> <td>30,000</td> </tr> <tr> <td>Q4 2014/15</td> <td>~25,000</td> <td>30,000</td> </tr> </tbody> </table>						Quarter	Usage	Target	Q1 2014/15	24,968	27,000	Q2 2014/15	27,175	30,000	Q3 2014/15	~20,000	30,000	Q4 2014/15	~25,000	30,000	 <p>Q2 2014/15 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Red</td> </tr> <tr> <td>28,200</td> <td>Red/Yellow</td> </tr> <tr> <td>29,700</td> <td>Yellow/Green</td> </tr> <tr> <td>50,000</td> <td>Green</td> </tr> </tbody> </table>		Value	Zone	0	Red	28,200	Red/Yellow	29,700	Yellow/Green	50,000	Green
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Revenues and Benefits Services																																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting																										
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)		13.4 days	10 days		Performance is below target for September. Period is covering from 5 August 2014 to 9 September 2014 is at 23.09 days, which moves cumulative position to 13.4 days. The backlog of work is being reduced supported by additional resources and improvement in the trend is anticipated from the next period.	None.																										
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Traffic Light Green
Corporate Priority: People

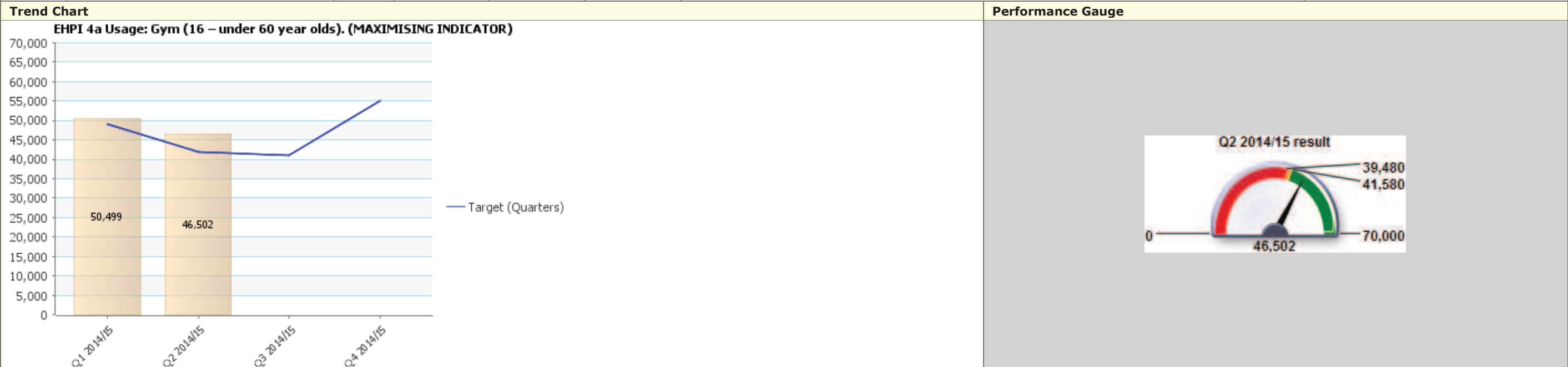
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 3c	Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)		8,168	7,500		Performance is above target and is in line with normal trend patterns.	None.



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 4a	Usage: Gym (16 – under 60 year olds). (MAXIMISING INDICATOR)		46,502	42,000		Performance is exceeding target. Figures for 2014/15 Quarter 2 show that throughput is in line with normal trends for this period and performance shows a favourable position against target.	None.



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 4b	Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)		5,194	3,800		Performance is exceeding target. Figures for 2014/15 Quarter 2 show that throughput is in line with normal trends for this period and performance shows a very favourable position against target.	None.

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Licensing and Community Safety

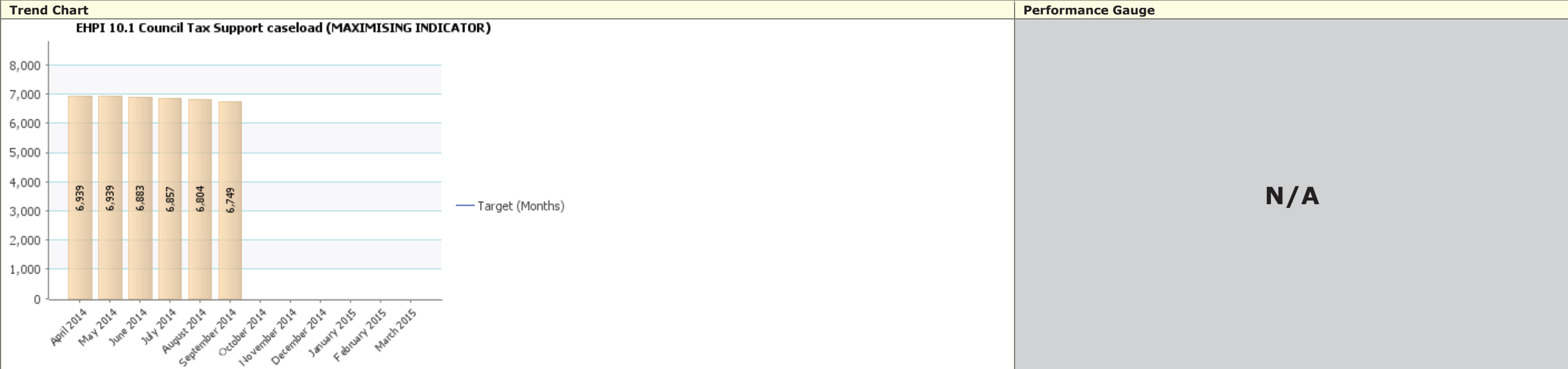
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 129	Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)		100.00 %	100.00 %		There were 5 complaints made to the Anti-Social Behaviour Officer at East Herts Council all of which were responded to within the minimum of two working days, therefore meeting the 100% target.	None.

Trend Chart	Performance Gauge																																																	
<p>EHPI 129 Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 129 Response Time Data</caption> <thead> <tr> <th>Month</th> <th>Response Time %</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>100.00 %</td><td>100.00 %</td></tr> <tr><td>May 2014</td><td>100.00 %</td><td>100.00 %</td></tr> <tr><td>June 2014</td><td>100.00 %</td><td>100.00 %</td></tr> <tr><td>July 2014</td><td>100.00 %</td><td>100.00 %</td></tr> <tr><td>August 2014</td><td>100.00 %</td><td>100.00 %</td></tr> <tr><td>September 2014</td><td>100.00 %</td><td>100.00 %</td></tr> <tr><td>October 2014</td><td>100.00 %</td><td>100.00 %</td></tr> <tr><td>November 2014</td><td>100.00 %</td><td>100.00 %</td></tr> <tr><td>December 2014</td><td>100.00 %</td><td>100.00 %</td></tr> <tr><td>January 2015</td><td>100.00 %</td><td>100.00 %</td></tr> <tr><td>February 2015</td><td>100.00 %</td><td>100.00 %</td></tr> <tr><td>March 2015</td><td>100.00 %</td><td>100.00 %</td></tr> </tbody> </table>	Month	Response Time %	Target	April 2014	100.00 %	100.00 %	May 2014	100.00 %	100.00 %	June 2014	100.00 %	100.00 %	July 2014	100.00 %	100.00 %	August 2014	100.00 %	100.00 %	September 2014	100.00 %	100.00 %	October 2014	100.00 %	100.00 %	November 2014	100.00 %	100.00 %	December 2014	100.00 %	100.00 %	January 2015	100.00 %	100.00 %	February 2015	100.00 %	100.00 %	March 2015	100.00 %	100.00 %	<p>September 2014 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>0.00 %</td> <td>Red</td> </tr> <tr> <td>94.00 %</td> <td>Yellow</td> </tr> <tr> <td>99.00 %</td> <td>Green</td> </tr> <tr> <td>100.00 %</td> <td>Blue</td> </tr> </tbody> </table>	Value	Color	0.00 %	Red	94.00 %	Yellow	99.00 %	Green	100.00 %	Blue
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Traffic Light Data Only
Corporate Priority: People

Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 10.1	Council Tax Support caseload (MAXIMISING INDICATOR)	N/A	6,749	N/A	↓	September 2014 council tax support caseload shows a slight decline from August 2014.	None.



Revenues and Benefits

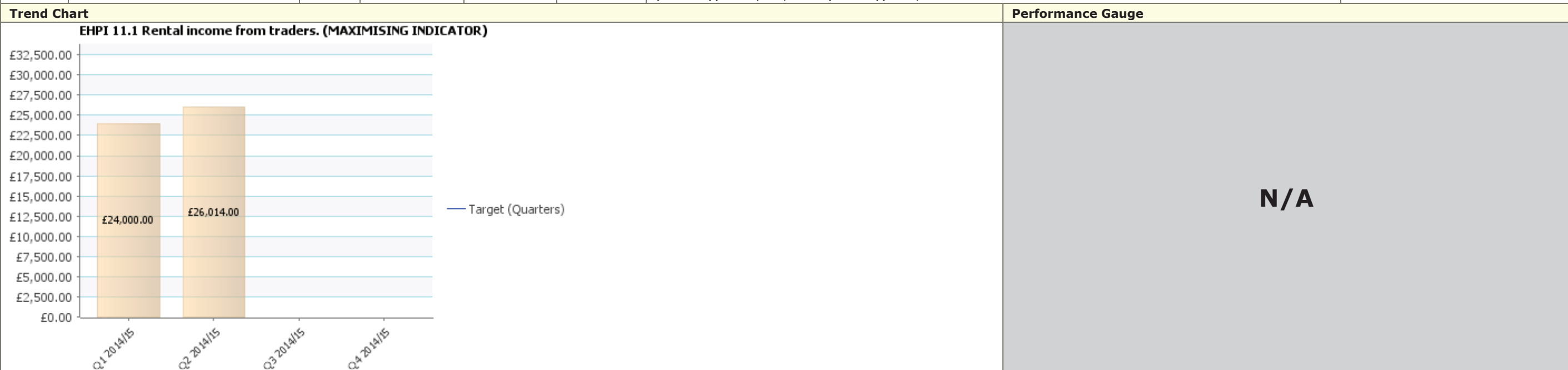
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 10.3	Housing benefit caseload (MAXIMISING INDICATOR)	N/A	6,259	N/A	↓	September 2014 council tax support caseload shows a slight decline from August 2014.	None.



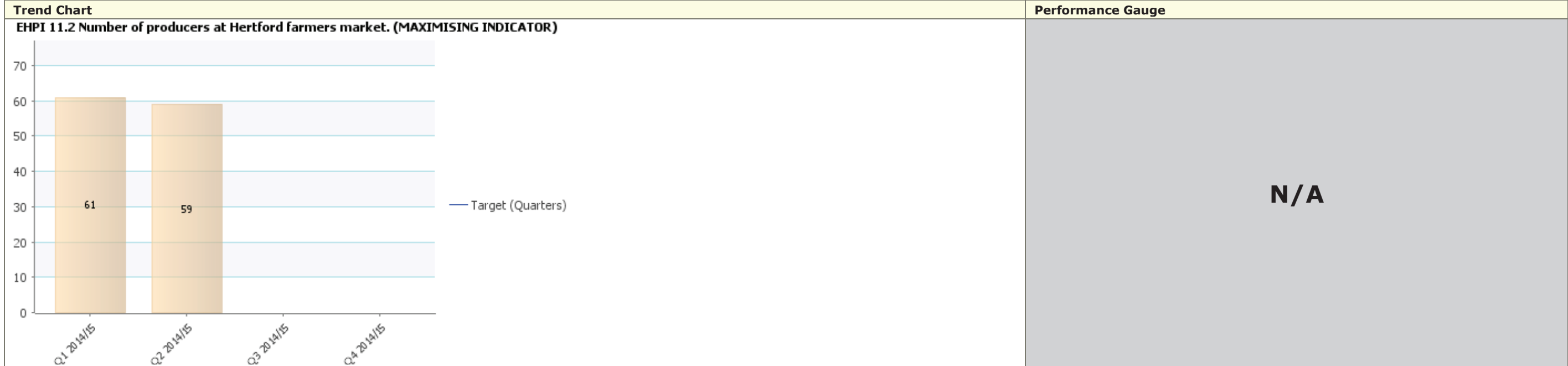
Traffic Light Unknown
Corporate Priority: Prosperity

Economic Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 11.1	Rental income from market traders. (MAXIMISING INDICATOR)	N/A	£26,014.00	N/A	↑	July - September. Total rental income for this period is £26,014 which is higher than the previous quarter. This breaks down as follows Bishop's Stortford (Thursday) - £5,326, Bishop's Stortford (Saturday) - £5,828, Hertford (Saturday) - £11,349, Ware (Tuesday) - £3,511.	None.



Economic Development							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI 11.2	Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	N/A	59	N/A	↓	July - September 2014. During this period a total of 59 producers attended Hertford Farmers Market which is slightly lower than the previous quarter. This breaks down as July - 19, August - 20, September - 20.	None.



PI Status		Short Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse



For information only: Performance Indicator Guidance

Sorted by PI code.

EHPI 3a - Usage: number of swims (under 16)
PI Definition
Total number at all pools
Data Source
Community and Cultural Services
Other Guidance
SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

EHPI 3b - Usage: number of swims (16 – under 60 year olds)
PI Definition
Total number at all pools
Data Source

Community and Cultural Services

Other Guidance

SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

EHPI 3c - Usage: number of swims (60 year old +)

PI Definition

Total number at all pools

Data Source

Community and Cultural Services

Other Guidance

SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

EHPI 4a - Usage: Gym (16 – under 60 year olds)

PI Definition

Total number from; Fanshawe, Grange Paddocks, Hartham & Leventhorpe

Data Source
Community and Cultural Services
Other Guidance
SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

EHPI 4b - Usage: Gym (60 + year olds)
PI Definition
Total number from; Fanshawe, Grange Paddocks, Hartham & Leventhorpe
Data Source
Community and Cultural Services
Other Guidance
SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

EHPI 129 - Response time to Anti Social Behaviour (ASB) complaints made to East Herts Council (EHC).
PI Definition
Number of ASB complaints made or referred to EHC ASB Officer that have response within two

working days (in line with minimum standards) from the total number of complaints received.

Data Source

Licensing and Community Safety

Other Guidance

Full details of minimum standards for ASB can be found on EHC website.

EHPI 181 - Time taken to process Housing Benefit new claims and change events

PI Definition

The average time taken in calendar days to process all new claims and change events in Housing Benefit (HB) and Council Tax Benefit (CTB)

New Claims: Any new claim to HB/CTB

Change Event: Notification of a change of circumstances which requires a decision to be made by the local authority but excluding automatic up-rating and annual council tax increases, batch changes to Council Tax liability, and revisions to earlier decisions, e.g. following an accuracy and/or management check or appeal/reconsideration/revision.

Time taken to process: The time elapsed between receipt of claim or notification of change event and a decision being recorded. The day on which the claim is received is counted as Day 1.

Decision: As defined in HB and CTB regulations

Date of receipt: Date that notification of the claim or change event was received by the authority. Either from the customer, Jobcentre Plus or The Pensions, Disability and Carers Service or other third party.

Good performance

Good performance is typified by a lower average number of calendar days taken to process new claims and change events

Data Source

Revenues and Benefits Services

Other Guidance

None.

EHPI 10.1 – Council Tax Support caseload.

PI Definition

This indicator will measure the total number of recipients of Council Tax Support with live claims on a particular date.

Data Source

Revenues and Benefits

Other Guidance

Data extracted from Capita System

EHPI 10.3 – Housing Benefit caseload.

PI Definition

This indicator will measure the total number of recipients of Housing Benefit with live claims on a particular date.

Data Source

Revenues and Benefits

Other Guidance

Calculated trend reports stats 121 and stats 122 produced as part of the Single Housing Benefits Extract (SHBE) programme to PTO.

EHPI 11.1 – Rental Income from Traders.

PI Definition

Rental income from traders. The markets that will be included are:

- Hertford Saturday
- Bishops Stortford Saturday
- Bishops Stortford Thursday

<ul style="list-style-type: none"> • Ware Tuesday • Plus individual pitch hires in the towns on non-market days
Data Source
Economic Development
Other Guidance
None

EHPI 11.2 – Number of Producers at Hertford Farmers Market.
PI Definition
This indicator monitors the total number of producers at Hertford Farmers Market.
Data Source
Economic Development
Other Guidance
None

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