

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 14 JUNE 2011

REPORT BY LEADER OF THE COUNCIL

2010/11 END OF YEAR SERVICE PLANNING REPORT

WARD(S) AFFECTED: ALL

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**Purpose/Summary of Report**

- This report provides a summary of 2010/11 Service Plan actions relevant to Community Scrutiny Committee that have been achieved and details of those that require a revised completion date.

<b><u>RECOMMENDATION FOR DECISION:</u></b>	
<b>(A)</b>	<b>The summary of achievements against 2010/11 Service Plan actions be received and Members' comments be relayed to the Executive; and</b>
<b>(B)</b>	<b>The action requiring a revised completion date be noted.</b>

1.0 Background

1.1 At the meeting on 26 October 2010, Community Scrutiny Committee received a report detailing progress as at the end of September 2010. This report details progress as at the end of March 2011 for the following services:

- Community and Cultural Services
- Community Safety and Licensing
- Health and Housing
- Revenues and Benefits.

## 2.0 Report

2.1 In total, there are 37 2010/11 Service Plan actions relevant to Community Scrutiny Committee, of which:

92% (34) have been achieved

5% (2) are on target

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

In addition, three actions from the 2009/10 Community Safety and Licensing Service Plan had revised completion dates of 31 March 2011 and have now been achieved.

2.2 An overview of the achievements by Corporate Priority can be summarised as follows:-

**Promoting prosperity and well being; providing access and opportunities.** *Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.*

15 actions have been achieved

1 action is on target

Some of the key achievements included:

- Castle Hall re-opened as Hertford Theatre on 6 December 2010, attracting over 50,000 customers since its opening. Income from shows (excluding the pantomime), cinema and from hirers has greatly exceeded the business plan, with a significant favourable overall variance against the business plan model for 2010/11. Top selling events included Private Peaceful, Giles Brandreth, Kings Speech, Julian Lloyd Webber, Elmer the Elephant and Jeremy Vine.
- New changing room facilities have been provided at Presdales and are in use.
- A domestic violence seminar was held through the Domestic Violence Forum, with East Herts and other partner input. Multi agency work has continued with a number of events, including White Ribbon Day on 25 November 2010.

- A strategic assessment summary to collate community safety data was published and presented to the Community Safety Partnership. The outcome has been that the partnership has adopted the single priority of public reassurance for 2011/12.
- All complaints about licensed premises have been responded to within the three working days deadline.
- Full Council in February approved the Alcohol and Entertainment Licensing Policy.
- A business case will be put to the Executive by the end of June 2011 recommending the commencement of a Revenues and Benefits shared service with Stevenage Borough Council. East Herts achieved target performance for 2010/11 with an increased workload and caseload – the time taken to process Housing Benefit / Council Tax Benefit new claims and change events was 9.95 days in 2010/11 against a target of 10 days and a performance outturn in 2009/10 of 10.1 days.

Achievements from the 2009/10 Community Safety and Licensing Service Plan were:

- The Licensing Enforcement Policy was reviewed and updated in line with the requirements of the Regulatory Enforcement and Sanctions Act.
- The Emergency Plan was rewritten in March 2011 following changes to Herts Resilience. The County wide Training Plan was adopted in January 2011.

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

8 actions have been achieved

1 action is on target

Some of the key achievements included:

- The new Hertford Theatre website has provided easier access for customers and better marketing, including on line

ticket sales for the theatre's first professional pantomime Cinderella.

- A public Community Safety Partnership meeting was held on 9 March 2011 and the meeting was also webcast. As with the presentation of the strategic assessment summary to collate community safety data, the outcome was that the Community Safety Partnership adopted the single priority of public reassurance for 2011/12.
- All community safety and licensing consultations have either followed statutory formats or have complied with the "Better Regulation Authority" standards, ensuring a consistent standard has been achieved.

An achievement from the 2009/10 Community Safety and Licensing Service Plan was:

- Fees and charges for taxi licensing were increased in line with the Medium Term Financial Plan to narrow the gap between income and expenditure.

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

1 action has been achieved

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

The achievement was:

- An Air Quality Management Area was declared in Hertford – a further assessment will be carried out to establish if it requires expanding.

**Caring about what's built (and) where.** *Care for and improve our natural and built environment.*

4 actions have been achieved

Some of the key achievements included:

- The House Condition Survey identified an increase in non-decent homes due to a new rating system since the previous

survey, but improved energy efficiency. The Assistance Policy is being revised in light of the survey findings and changes in demand.

- 918 energy efficiency measures were installed through the Herts Essex Energy Partnership fuel poverty and carbon reduction scheme, together with 200 priority group measures installed through the Heatseekers scheme. This compares with 145 measures through the Herts Essex Energy Partnership fuel poverty and carbon reduction scheme in the first year of the project and is the highest number of installations across the fifteen participating authorities.
- The Local Investment Plan has been adopted by the Council in order to plan housing investment in the district.

**Shaping now, shaping the future.** *Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.*

3 actions have been achieved

The achievements included:

- Economic Development services, including the Rural Business Development Programme, were delivered in accordance with current priorities. £726,537 of grants have been appraised and approved in the Rural Business Development Programme in the last year for a diverse range of 13 projects including:
  - Holiday let conversions
  - Irrigation facilities
  - Woodland conservation projects
  - Development of an engineering business
  - Small business start up units.

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

3 actions have been achieved

The achievements included:

- The annual monitoring cycle for the Sustainable Community Strategy Action Plan was completed, with progress being reported to the Local Strategic Partnership Board.
- A new style Youth Conference and shadowing event was successfully delivered.

2.3 **Essential Reference Paper “B”** details the 2010/11 Service Plan action that has had its completion date revised. Full progress comments on all 2010/11 Service Plan actions can be accessed by referring to the Council’s performance management system, Covalent ([www.covalentcpm.com/eastherts](http://www.covalentcpm.com/eastherts)).

2.4 All outstanding 2010/11 Service Plan actions will be monitored alongside the 2011/12 Service Plan actions.

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

2010/11 Service Plans report to joint meeting of Scrutiny Committees 16 February 2010.

2010/11 Service Plans report to the Executive 9 March 2010.

2010/11 Service Plans summary of progress and exceptions report to Community Scrutiny Committee 26 October 2010.

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## ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p><b>Promoting prosperity and well-being; providing access and opportunities</b> <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Fit for purpose, services fit for you</b> <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Pride in East Herts</b> <i>Improve standards of the built neighbourhood and environmental management in our towns and villages.</i></p> <p><b>Shaping now, shaping the future</b> <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p><b>Leading the way, working together</b> <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>There are no specific consultation implications arising directly from this report.</p>
<p>Legal:</p>	<p>There are no specific legal implications arising directly from this report.</p>
<p>Financial:</p>	<p>There are no specific financial implications arising directly from this report.</p>
<p>Human Resource:</p>	<p>There are no specific human resource implications arising directly from this report.</p>
<p>Risk Management:</p>	<p>There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.</p>