

EAST HERTS COUNCIL

COUNCIL – 1 MARCH 2018

REPORT BY OVERVIEW AND SCRUTINY COMMITTEE CHAIRMAN

OVERVIEW AND SCRUTINY COMMITTEE UPDATE ON CORPORATE
SERVICE PLANS 2018/19

WARD(S) AFFECTED: All

Purpose/Summary of Report

- This report details the comments and recommendations made by the Overview and Scrutiny Committee on the Corporate Service Plans 2018/19.

<u>RECOMMENDATION:</u>	
(A)	That Council note the contents of the report.

1.0 Background

1.1 On 20 February 2018, the Overview and Scrutiny Committee considered the Corporate Service Plans 2018/19 and recommended that its comments be provided for Council to consider on 1 March 2018.

2.0 Corporate Service Plans 2018/19

2.1 The Overview and Scrutiny Committee was provided with a report detailing the Corporate Service Plans 2018/19 and Heads of Service were present to respond to specific

questions.

- 2.2 With regard to measuring the employee engagement through the new intranet, Members suggested direct interviews with staff to gain feedback in addition to recording the number of page views.
- 2.4 There was discussion of the action regarding 'extra care' housing and Members noted that officers were currently exploring how it could be implemented in East Herts. Officers agreed to provide an update to the Overview and Scrutiny Committee in due course.
- 2.5 In response to a Member question regarding the 'Effective Development Management service' action, officers agreed to add figures for the target percentages under the 'performance measures or projected milestones' column.
- 2.6 There was discussion of the action to invest in parks and open spaces and Members highlighted residents' concerns around Trinity Church park in Bishop's Stortford. Officers informed the Committee that the Council would be making some improvements to this area and agreed to investigate the specific concerns raised by residents.
- 2.7 In relation to the action on Licencing Policy and food hygiene law, officers agreed to remove the word 'broadly' in the performance measures column.
- 2.8 Members welcomed the decrease in external reliance for legal support and the fact that the Council was now generating income by providing legal support to other local authorities.
- 2.9 Officers agreed to amend the service plans document to clarify that an 'E-taxi' referred to an electronic vehicle. Members asked about timescales for the introduction the 'E-taxi' measure and noted that the project was expected to be implemented in November 2018.

- 2.10 Members welcomed the success of the Forever Active programme aimed at the over fifties, and stressed the importance of promotion of healthy lifestyles to those aged eighteen to thirty. Members noted that the Active-in programme was specifically aimed at this demographic and officers agreed to amend the service plan document to highlight this.
- 2.11 In discussion around the action to implement sustainable transport initiatives, Members suggested officers explore shuttle buses and car-share schemes for commuters travelling to train stations in the district. It was noted that the Council had recruited an officer to work on sustainable transport at a local level and all suggestions from Members would be welcomed.
- 2.12 In relation to the action to 'support and develop future input into strategic planning role', Members highlighted the importance of a coherent approach with neighbouring authorities and the need to ensure sufficient ambition with regard to Section 106 funding. The Committee noted that officers were working closely with other local authorities to ensure a co-ordinated approach to long-term planning and the Council was playing a key role in this area with its involvement in the Hertfordshire Infrastructure Planning Partnership (HIPP) and the Sustainable Development Board.
- 2.13 With regard to planning enforcement, it was noted that the action plan being implemented had ensured that the Council was now well placed to undertake planning enforcement more effectively.
- 2.14 Members questioned how the performance measures of focusing on the number of sickness absence days related to the action 'to deliver the Organisational Development (OD) Strategy 2015-19 and address concerns in the employee survey (2017).' It was agreed that officers would provide a

response to the Committee.

- 2.15 The Committee recommended that Council approve the Corporate Service Plans 2018/19.
- 2.16 The Committee requested that the comments under paragraphs 2.2 – 2.15 above be provided for Council to consider on 1 March 2018.

Background Papers

None

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