



MEETING : COMMUNITY SCRUTINY COMMITTEE
VENUE : WAYTEMORE ROOM, THE CAUSEWAY, BISHOP'S
STORTFORD
DATE : TUESDAY 25 JANUARY, 2011
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillor C Woodward (Chairman)
Councillors P R Ballam, K Darby, P Grethe, Mrs D Hone, G E Lawrence,
V Shaw, A D Dodd and J J Taylor

Conservative Group Substitutes: Councillors S A Bull, G McAndrew
and J O Ranger

Liberal Democrat Group Substitutes: Councillor M Wood

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

CONTACT OFFICER: Lorraine Blackburn
01279 502172 (8.45am – 5.00pm)
only on day of meeting

PERSONAL AND PREJUDICIAL INTERESTS

1. A Member with a personal interest in any business of the Council who attends a meeting of the Authority at which the business is considered must, with certain specified exemptions (see section 5 below), disclose to that meeting the existence and nature of that interest prior to the commencement of it being considered or when the interest becomes apparent.
2. Members should decide whether or not they have a personal interest in any matter under discussion at a meeting. If a Member decides they have a personal interest then they must also consider whether that personal interest is also prejudicial.
3. A personal interest is either an interest, as prescribed, that you must register under relevant regulations or it is an interest that is not registrable but where the well-being or financial position of you, members of your family, or people with whom you have a close association, is likely to be affected by the business of the Council more than it would affect the majority of inhabitants of the ward(s) affected by the decision.
4. Members with personal interests, having declared the nature of that personal interest, can remain in the meeting, speak and vote on the matter unless the personal interest is also a prejudicial interest.
5. An exemption to declaring a personal interest applies when the interest arises solely from a Member's membership of or position of general control or management on:
 - any other body to which they have been appointed or nominated by the authority
 - any other body exercising functions of a public nature (e.g another local authority)

In these exceptional cases, provided a Member does not have a prejudicial interest, they only need to declare their interest if they speak. If a Member does not want to speak to the meeting, they may still vote on the matter without making a declaration.

6. A personal interest will also be a prejudicial interest in a matter if all of the following conditions are met:
 - the matter does not fall within one of the exempt categories of decisions
 - the matter affects your financial interests or relates to a licensing or regulatory matter
 - a member of the public, who knows the relevant facts, would reasonably think your personal interest is so significant that it is likely to prejudice your judgement of the public interest.

7. Exempt categories of decisions are:
 - setting council tax
 - any ceremonial honour given to Members
 - an allowance, payment or indemnity for Members
 - statutory sick pay
 - school meals or school transport and travelling expenses: if you are a parent or guardian of a child in full-time education or you are a parent governor, unless it relates particularly to the school your child attends
 - housing; if you hold a tenancy or lease with the Council, as long as the matter does not relate to your particular tenancy or lease.

8. If you have a prejudicial interest in a matter being discussed at a meeting, you must declare that interest and its nature as soon as the interest becomes apparent to you.

9. If you have declared a personal and prejudicial interest, you must leave the room, unless members of the public are allowed to make representations, give evidence or answer questions about the matter, by statutory right or otherwise. If that is the case, you can also attend the meeting for that purpose. However, you must immediately leave the room once you have finished or when the meeting decides that you have finished (if that is earlier). You cannot remain in the public gallery to observe proceedings.

AGENDA

1. Apologies

To receive apologies for absence

2. Minutes (Pages 7 - 18)

To receive the Minutes of the meeting held on 26 October 2010.

3. Chairman's Announcements

4. Declarations of Interest

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

5. Health Engagement Panel (Pages 19 - 30)

(A) To receive the Minutes of the meetings held on 19 October and 9 December 2010

(B) To receive a verbal update from the Health Engagement Panel Chairman

6. Annual Review of the Leisure Contract - Presentation by SLM Limited

To receive a presentation by SLM Limited

7. Annual Review of Leisure Contract (Pages 31 - 46)

8. East Herts' Housing Strategy Action Plan: Update (Pages 47 - 66)

9. Corporate Healthcheck September - November 2010 (Pages 67 - 94)

10. Work Programme (Pages 95 - 102)

11. 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.

This page is intentionally left blank

MINUTES OF A MEETING OF THE
COMMUNITY SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
26 OCTOBER 2010, AT 7.00 PM

PRESENT: Councillor C Woodward (Chairman)
Councillors P R Ballam, S A Bull, K Darby,
A D Dodd, P Grethe, Mrs D Hone and
V Shaw.

ALSO PRESENT:

Councillors D Andrews and P A Ruffles.

OFFICERS IN ATTENDANCE:

Claire Bennett	- Housing Strategy and Policy Officer
Dave Cooper	- Performance Officer
Marian Langley	- Scrutiny Officer
Peter Mannings	- Democratic Services Assistant
George A Robertson	- Director of Customer and Community Services
Lizzie Robertson	- Community Safety Co-ordinator
Brian Simmonds	- Head of Community Safety

340 APOLOGIES

Apologies for absence were submitted from Councillors L O Haysey, G E Lawrence and R L Parker. It was noted that Councillor S A Bull was substituting for Councillor G E Lawrence.

341 MINUTES

RESOLVED - that the Minutes of the meeting held on 27 July 2010, be confirmed as a correct record and signed by the Chairman.

342 CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded Members that, in the period up to the Hunsdon by-election on 11 November 2010, "purdah" rules applied. These rules existed to ensure that there was no risk of public funds being used and/or actions undertaken to support one particular political party or individual.

The Chairman reminded Members that he welcomed any feedback on the new approach to meetings of the Community Scrutiny Committee.

The Chairman welcomed the guests from Hertfordshire Constabulary to the meeting.

343 DECLARATIONS OF INTEREST

Councillor S A Bull declared a personal interest in the matter referred to at Minute 347, in that he was a board member of South Anglia Housing Association.

Councillor P Grethe declared a personal interest in the matter referred to at Minute 347, in that she was a board member of Riversmead Housing Association.

Councillors P R Ballam and S A Bull declared personal interests in the matter referred to at Minute 350 in relation to EHPI8.42 and the Citizens Advice Bureau (CAB) in that they were Members of the CAB Committee.

344 HEALTH ENGAGEMENT PANEL

Councillor D M Hone provided a summary of what had recently taken place from a Hertfordshire County Council Health Scrutiny perspective and in relation to topics and presentations covered at East Herts Health Engagement

Panel meetings on 22 June 2010 and 19 October 2010.

Councillor Hone stated that the slides from the presentation given by Richard Beazley and Nick Carver at the 19 October 2010 meeting of the Health Engagement Panel had been circulated via the Members Information Bulletin. She also stated that the Minutes of the most recent meeting of the Health Scrutiny Committee were on the website of Hertfordshire County Council.

Councillor Hone referred to concerns around the lack of an urgent care centre for Bishop's Stortford. She stressed that the general view was this was currently unaffordable. She stated that the opening hours of the Herts and Essex Community Hospital had been extended on weekends and weekday evenings.

Councillor Hone emphasised that more information was needed in relation to what treatment was available at the Herts and Essex Community Hospital. Patients needed more guidance as to where they should go for treatment for all types of accidents. She stated that finance was a major concern with an ageing population placing an increased demand on health services.

In response to concerns from Councillor A D Dodd around anxiety and uncertainty in respect of healthcare provision for Bishop's Stortford and Sawbridgeworth, Councillor Hone stressed that talks were ongoing with the Princess Alexandra Hospital.

She also stated that discussions were due to take place with the Leader and Councillor R L Parker in relation to healthcare provision. The MP for Hertford and Stortford had also not forgotten about the issue.

RESOLVED – that (A) the Minutes of the Health Engagement Panel meetings held on 22 June 2010 and 19 October 2010 be received; and

(B) the update of Hertfordshire County Council's Health Scrutiny Committee be noted.

345 COMMUNITY SAFETY ACTION PLAN: PROGRESS ON
OUTCOMES AND ACTIONS

The Head of Community Safety and Licensing submitted a report updating Members on the progress made by the Community Safety Partnership in respect of the delivery of the Community Safety Plan 2008 -11.

The Committee was provided with detailed information in respect of crime trends in East Herts. Members were reminded that East Herts remained a safe place to live, work and visit. This was borne out by the consistently low levels of crime in comparison with national trends and the neighbouring districts within Hertfordshire.

Members were referred to page 79 of the report now submitted for the East Herts Community Safety Action Plan for 2010/11. The Head of Community Safety and Licensing stressed that the allocation of resources would likely result in less funds being available to the Community Safety Partnership.

The Chairman stated that the perception of crime was often far higher than the actual levels of criminal activity. He emphasised the role of crime prevention panels in maintaining the low levels of crime in East Herts.

The Community Safety Co-ordinator, advised that there were two crime prevention panels in the District and both were very successful. She stated that funding was available for crime prevention measures that were identified by these panels.

Councillor A D Dodd stated that Hertfordshire Constabulary was to be congratulated on its performance. He expressed concerns in relation to funding cuts impacting on the provision of PCSOs in East Herts. He commented however, that the public seemed more willing to engage with Street Pastors than with the Police.

In response to a query from Councillor K Darby on how

the success of Street Pastors was being measured, the Community Safety Co-ordinator stated that she did receive information in respect of the performance of the Street Pastors.

Inspector Chris Hunt commented that a measure of success was the fact that Street Pastors were frequently being called upon to work later into the night due to the late night economy. The Head of Community Safety and Licensing stated that difficult choices might have to be made in relation to Street Pastors and PCSOs as funding was being put at risk due to the current economic climate.

Councillor P R Ballam commented that problems often arose due to the activities of one or a group of licensed premises. Inspector Hunt advised that the police were generally pleased with the results of Officers going out to diffuse situations with the late night economy.

He commented that the recent review of the Boars Head Premises Licence in Bishop's Stortford had been a positive outcome and a lot of work had gone into that application. He stated however, that the outcome of the review of the Hertford Sugar Hut Premises License had been a shame for all concerned.

In response to a comment from Councillor S A Bull in respect of noise disturbance until 3 am, Inspector Hunt stated that PCSOs typically only worked until midnight unless there was an urgent requirement for their support later than this.

The Head of Community Safety and Licensing stressed that joint funding of PCSOs and Taxi Marshalling required constant liaison to avoid a house of cards style collapse in support should one agency or authority withdraw support.

Inspector Hunt stated that a lot of work was ongoing in respect of diversionary activities, such as work with youth clubs to keep young people off the streets where they could be causing a disturbance to some residents.

He further advised that CCTV was increasingly being monitored as part of the constant battle against supplying alcohol to minors. He stressed that this was an offence and CCTV was often used to provide evidence. It was usually a requirement of the premises licence for the licensee to install CCTV which could then be reviewed by police after appropriate permission had been granted.

The Community Safety Co-ordinator emphasised that the action plans detailed in the report now submitted were updated every quarter and the Community Safety Partnership was performing well against its objectives.

In response to concerns raised by Councillors P R Ballam and C B Woodward in respect of poorly attended police locality meetings and poor publicity, Inspector Hunt stated that recent meetings had been planned well in advance, before the new police shift patterns had been finalised. He expressed his hope that this situation would improve. He stressed that if Members of the public were interested in the activities of the police, then they would attend the meetings.

The Committee received the report.

RESOLVED – that the comments now detailed, in respect of progress made against the 2008 - 2011 Community Safety Action Plan, be noted.

346 DESIGNATED PUBLIC PLACE ORDERS (DPPOS)

The Head of Community Safety and Licensing gave a presentation in respect of Designated Public Places Orders (DPPOs) in East Herts. He stated that powers under the Criminal Justice and Police Act (2001) enabled local authorities to designate areas with restrictions on drinking alcohol in public.

Members were advised of the powers available to Officers under DPPOs. The public were not committing an offence just by drinking in such an area, but were in breach of the law if they failed to stop drinking when instructed to do so by an

Officer.

The Committee was made aware of the consultation that should take place before a DPPO was put in place. There were 4 DPPOs in East Herts; Priory Grounds in Ware, Parsonage Lane in Bishop's Stortford, Hertford Town Centre and Bishop's Stortford Town Centre. Sawbridgeworth Town Centre was also due to be designated a DPPO.

Members were introduced to Bishop's Stortford DPPO as an example of a town centre DPPO. The Head of Community Safety and Licensing presented an analysis of why DPPOs were necessary. He also provided an explanation as to whether DPPOs had been successful in East Herts.

The Committee was advised that the East Herts Community Safety Partnership had requested continued support for DPPO applications when there was sufficient evidence to support their need, as well as resources available to enforce them.

In response to a query from Councillor A D Dodd, the Committee was advised that Members would have input into the preparation of a DPPO, such as the one due to be put in place in Sawbridgeworth.

The Committee noted the presentation.

RESOLVED – that the presentation be noted.

347 EAST HERTS HOUSING HOMELESSNESS AND HOMELESS PREVENTION ACTION PLAN: ANNUAL MONITORING REPORT

The Executive Member for Housing and Health submitted a report that highlighted successful performance on the second year of the Homeless and Homeless Prevention Strategy Action Plan 2008-2013. Members were advised that the report also presented Members with a review of the Action Plan for their consideration.

The Housing Strategy and Policy Manager advised that

Officers were having a busy year in terms of issuing debt advice and assisting residents who were experiencing debt problems. The Committee was advised that residents who sought assistance from debt advice workshops often had severe issues with debt.

Members were advised that housing associations often used mortgage repossession grants to buy a private property from a resident in debt and then leased that property back to them. A data sharing protocol for key information was being developed so that people experiencing debt problems could be identified earlier by Housing Associations, the Citizens Advice Bureau (CAB) and Local Authorities.

The Committee was advised that the Homeless Prevention Grant had been renewed for another year. Officers had expected this grant to end in 2010 but this was not now the case. The Grant was £30,000 and Officers had the freedom to utilise this funding as they saw fit. However, the size of this grant in the next financial year had not yet been published.

Councillor V Shaw sought and was given clarification as to the approach taken when dealing with hidden homeless households. The Housing Strategy and Policy Manager stated where a resident had been evicted and was in debt, they would not be allowed back onto the housing register until they had a payment plan in place for at least 6 months and their debt had reduced to £250.

Members were advised that for some who were in debt, the only way forward was to seek accommodation through housing associations or the private sector housing market.

The Committee received the report.

RESOLVED – that the progress of the Homeless and Homeless Prevention Strategy Action plan 2008-2013 be noted.

348 EQUALITIES: DELIVERING BETTER SERVICES FOR OUR CUSTOMERS - IMPROVED OUTCOMES FOR COUNCIL SERVICE USERS

The Director of Customer and Community Services submitted a report updating Members on the progress made since the original action plan had been presented to Community Scrutiny Committee on 27 October 2009.

The Director advised Members that the new Equalities Act 2010 collated what had become a fragmented situation in terms of legislation. He advised that this report identified any changes in obligation following the new Equality Act, which came into force on 1 October 2010.

Members were advised that there might be issues for the Authority under the new Act in terms of awareness raising, particularly when reviewing employment policies. The Director emphasised that Members would be kept informed as more detail about the implications of this Act became clearer.

The Director stated that equality impact assessments had already impacted on the functions of the Authority. He cited the example whereby refuse collectors adhered to special collection arrangements for residents who were less physically able. The Benefits service also offered special assistance to those who had difficulty reading and writing. Members were referred to Essential Reference Paper 'B' for a more comprehensive list of modifications.

The Committee received the report.

RESOLVED – that (A) progress made with the Equalities Impact Assessments by way of the Equalities Action Plan be noted;

(B) service modifications to better meet the needs of the District's diverse communities be noted; and

(C) the changes in obligation to the Council arising from the new Equality Act 2010, which came into force on 1 October 2010, be noted.

349 2010/11 SERVICES PLANS - SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

The Leader of the Council submitted an exception report of 2010/11 Service Plan Actions relevant to Community Scrutiny Committee which had been achieved and those requiring a revised completion date.

The Performance Officer advised that two actions had been completed and 6 actions had required revised completion dates. Members were referred to Essential Reference Paper 'B' of the report now submitted, for information relating to these 8 actions.

Councillor P R Ballam expressed concerns relating to delays to improvements at Presdales Recreation Ground. The Director reported that contracts had been signed and works had commenced on 18 October 2010. He advised that completion was envisaged for January 2011.

Councillor A D Dodd commented on the predestination of North Street, Bishop's Stortford. He expressed concerns that changes to the phasing of the traffic lights could mean that vehicular traffic could take a considerable length of time to get through, if North Street was closed to traffic.

The Director advised that Mouchel PLC had been commissioned to conduct a traffic study for this area of the town.

The Committee received the report.

RESOLVED – that (A) the 2010/11 Service Plan actions be received; and

(B) the revised completion dates be noted.

350 COMMUNITY SCRUTINY CORPORATE HEALTH CHECK:
JUNE - AUGUST 2010

The Director of Customer and Community Services submitted an exception report on the performance of the key indicators relating to Community Scrutiny Committee for the period June 2010 to August 2010.

In response to a query from a Member in respect of National Indicator (NI) 181, the Director undertook to provide a written response relating to the time taken to process housing and council tax benefit claims and change events.

Councillor K Darby commented on why there was no target for East Herts Performance Indicator (EHPI) 8.12. The Director advised that EHPI 8.12 was a new indicator and there was no benchmark data for the purposes of comparing performance.

In response to a request for clarity around the wording in relation to EHPI 8.43 and the Meals on Wheels Service, the Director referred to an e-mail sent to the Head of Community and Cultural Services. The message had stated that a number of clients of Hertfordshire Community Meals had ended up with different meals to what had been requested.

Hertfordshire Community Meals had stressed there was no call for concern as a new software provider was being sought to ensure that the booking system could support the service that the organisation aspired to. The Director advised that this company was about to embark on a full scale operational review to ascertain how the service could be delivered in a more cost effective and efficient manner.

The Committee received the report.

RESOLVED – that the report be received.

351 SCRUTINY WORK PROGRAMME 2010/11

The Chairman invited Members to review the work programme of Community Scrutiny Committee.

The Scrutiny Officer drew the Committee’s attention to the Joint Scrutiny meetings in January and February 2011. She stated that these meetings were to scrutinise budget items for 2011/12 and also to consider service plans and estimates and future targets for 2011/12.

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

The meeting closed at 9.00 pm

Chairman
Date

MINUTES OF A MEETING OF THE
HEALTH ENGAGEMENT PANEL HELD IN
THE COUNCIL CHAMBER, WALLFIELDS,
HERTFORD ON TUESDAY 19 OCTOBER
2010, AT 7.00 PM

PRESENT: Councillor Mrs D Hone (Chairman)
Councillors P R Ballam and R I Taylor.

ALSO PRESENT:

Councillors R Beeching, N C Poulton,
P A Ruffles and B M Wrangles.

OFFICERS IN ATTENDANCE:

Simon Barfoot	- Environmental Health Promotion Officer
Martin Ibrahim	- Senior Democratic Services Officer
George A Robertson	- Director of Customer and Community Services
Paul Thomas	- Environmental Health Manager

ALSO IN ATTENDANCE:

Richard Beazley	- East and North East Herts NHS Trust
Nick Carver	- East and North East Herts NHS Trust

9 APOLOGIES

Apologies for absence were submitted on behalf on Councillors K Darby and R Gilbert. The Panel noted that Councillor P R Ballam was substituting for Councillor R Gilbert.

10 MINUTES

In respect of Minute 7 – Review of the 2009/10 Public Health Strategy Action Plan, the Panel noted that a feedback report about the Lunch Box Detectives cookbook would be submitted to a future meeting.

RESOLVED – that the Minutes of the Health Engagement Panel meeting held on 22 June 2010, be agreed as a correct record and signed by the Chairman.

11 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Richard Beazley and Nick Carver from East and North East Herts NHS Trust to the meeting.

The Chairman reminded Members that, in the period up to the Hunsdon by-election on 11 November 2010, “purdah” rules applied. These rules existed to ensure that there was no risk of public funds being used and/or actions undertaken to support one particular political party or individual.

12 DECLARATIONS OF INTEREST

Councillor Mrs D Hone declared a personal interest in the matter referred to at Minute 13 – Presentation from East and North East Herts NHS Trust, in that she was a governor of the Hertfordshire Partnership NHS Foundation Trust.

13 PRESENTATION FROM EAST AND NORTH HERTS NHS TRUST

Richard Beazley (Chairman) and Nick Carver (Chief Executive) of the East and North East Herts NHS Trust gave a presentation which covered:

- services to East Herts population
- Lister hospital developments
- the new QEII hospital
- urgent care centres
- cancer services developments
- Foundation Trust application update

They explained to Members that the Trust was responsible for providing hospital services and was not a commissioning arm, that being undertaken by the Primary Care Trust (PCT) at present. After the presentation they concluded by responding to questions asked by Members.

In respect of urgent care centre services, Mr Beazley advised that the large majority of people presenting themselves at Hertford County Hospital were appropriate kind of cases for the unit to deal with. Councillor R Taylor commented that this appeared to contradict the view previously given by the PCT responsible for health services in the eastern part of the District on the provision of urgent care services in Bishop's Stortford. The guest speakers could not comment on the position in Bishop's Stortford which was outside their brief.

In relation to advertising and promoting services, Mr Carver stated that, although this was a commissioning responsibility, the Trust, as the service provider, did use mail-shots to keep people informed of available services. Councillor N C Poulton commented that services were advertised in his parish newsletter and notice boards.

In response to questions on the QEII Hospital, Mr Carver confirmed that this was a new building that was being developed. There was no risk to the future of the Isabel Hospice unit, as it was safeguarded by a long lease.

In respect of the promotion of public health, Mr Carver commented that, although this was primarily the responsibility of the PCT, the Trust, as an employer, took its responsibilities seriously and was working closely with the PCT.

The Chairman thanked the guest speakers for their presentation.

RESOLVED – that the presentation be received.

14 WORK PROGRAMME

The Panel considered its work programme and the Chairman

drew attention to the Hertfordshire County Council Health Scrutiny Committee meeting that would be taking place on 20 October 2010. She invited Members to let her know if they wished her to raise anything.

Councillor R Taylor asked, given the views expressed earlier by the Trust on attendances at urgent care centres, if these comments could be conveyed to the Scrutiny Committee. The Panel Chairman undertook to provide feedback at the next Community Scrutiny Committee meeting.

In respect of the work programme, the Panel agreed to request that an invitation be extended to the Primary Care Trust responsible for health services in Bishop's Stortford to give a presentation at a future meeting.

The Panel approved the work programme as now submitted.

RESOLVED – that (A) the work programme, as now submitted, be approved; and

(B) the Scrutiny Officer be asked to extend an invitation to the Primary Care Trust responsible for health services in Bishop's Stortford to give a presentation at a future meeting.

The meeting closed at 7.55 pm

Chairman
Date

MINUTES OF A MEETING OF THE
HEALTH ENGAGEMENT PANEL HELD IN
THE COUNCIL CHAMBER, WALLFIELDS,
HERTFORD ON THURSDAY 9 DECEMBER
2010, AT 7.00 PM

PRESENT: Councillor Mrs D Hone (Chairman).
Councillors S A Bull, K Darby and R I Taylor.

ALSO PRESENT:

Councillors R L Parker.

OFFICERS IN ATTENDANCE:

Simon Barfoot	- Environmental Health Promotion Officer
Marian Langley	- Scrutiny Officer
Peter Mannings	- Democratic Services Assistant
George A Robertson	- Director of Customer and Community Services
Paul Thomas	- Environmental Health Manager

15 APOLOGY

An apology for absence was submitted on behalf of
Councillor R Gilbert.

16 CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded Members that, "purdah" rules
applied until the Sawbridgeworth by-election was held on
23 December 2010. Purdah rules existed to ensure that
there was no risk of public funds being used and/or
actions undertaken to support one particular political party
or individual.

17 MINUTES

In respect of Minute 10 – Minutes, Simon Barfoot advised that he had received some excellent feedback in respect of the Lunch Box Detectives cookbook.

In respect of Minute 14 - Work Programme, Marian Langley advised that she would be inviting the Primary Care Trust responsible for health services in Bishop's Stortford to a future meeting.

RESOLVED – that the Minutes of the Health Engagement Panel meeting held on 22 June 2010, be agreed as a correct record and signed by the Chairman.

18 REVIEW OF PROGRESS MADE ON THE EAST HERTS PUBLIC HEALTH STRATEGY: 2010/11 ACTION PLAN AND PROPOSALS FOR 2011/12

The Executive Member for Housing and Health submitted a report updating Members on the Council's progress in implementing the action plan for 2010/11 that was associated with the Council's Public Health Strategy.

The Panel was advised that of the 41 actions detailed in the action plan, 26 of these actions had been completed. Paragraph 2.2 of the report now submitted was incorrect in that 12,000 adults and children had been involved with interaction in these projects. Paragraph 2.1 should also have referred to the 2010/11 action plan and not the 2011/12 action plan.

Members were referred to Essential Reference Paper 'B' which detailed the actions that had been completed. Essential Reference Paper 'C' outlined possible areas of work for the forthcoming action plan for 2011/12. The Environmental Health Manager stated that the report sought Members' input into projects that should be included in the 2011/12 action plan.

The Environmental Health Promotion Officer gave a presentation in respect of the East Herts Public Health Strategy 2008 - 2013 and the guiding principles of the action plan.

The Panel was advised that the recent strategy development focussed on increased sustainability and family focussed public health. The Environmental Health Promotion Officer stated that everyone could be a champion of public health. He referred to the importance of expanding the range of partners for public health, as well as increases in project diversity.

Members were advised that the public health white paper focussed on prevention, promotion and protection. The method of delivery was via local authorities, GP consortia and the new public health services arrangements.

The Environmental Health Promotion Officer stated that the White Paper proposed a radical new approach which was shaped by the needs of communities. He stressed the crucial role of the NHS in continuing to support this work. He advised that local government was best placed to influence many of the wider factors that affect health and wellbeing.

The Environmental Health Promotion Officer stated that charities, voluntary organisations and community groups had already made a vital contribution. He commented that employers from all sectors should look to support the health and wellbeing of staff. Central Government would continue to play an important role.

The Panel was advised of the 5 domains that enabled the measurement of health outcomes. The Environmental Health Promotion Officer stressed the importance of Members' input, as a link to the communities. He referred to new partnerships with GP Consortia and increased opportunities for partnership working between Hertfordshire County Council and East Herts Council.

The Environmental Health Promotion Officer advised that the Government's approach to improving health and wellbeing was relevant to both national and local actions. He referred to a ladder on intervention as a change of approach in promoting self esteem, confidence and personal responsibility. Members were advised that this approach would positively promote healthier behaviours and lifestyles as well as encouraging people to make healthier lifestyle choices.

The Panel was provided with a snapshot of how the new public health system would integrate and operate. The Environmental Health Promotion Officer advised how the various projects detailed in his presentation would be assessed. He summarised each of the projects and updated the Panel on what these projects had achieved to date.

The Environmental Health Promotion Officer sought Members' feedback into the 2011/12 action plan. He categorised the sections of the action and requested that Members provide feedback on colour coded post it notes. He summarised the Members' feedback and detailed how this would feed into the 2011/12 action. He thanked Members for their feedback.

The Environmental Health Promotion Officer referred to the public health strategy and action plan and stated that there had been 41 projects and 12,173 separate interactions. The projects set up in 2008 were being expanded and developed and there had been solid support from the Panel Members, East Herts Councillors and consultees.

He advised that the Health Engagement Panel was a key means of influencing the way forward. He concluded that all Councillors, Senior Leadership and Officers should be aware of massive changes and the massive opportunities with public health from now on.

Councillor R L Parker warmly supported the hard work and progress that had been made on the Public Health Action Plan and thanked the Environmental Health Promotion Officer for the work involved on behalf of East Herts Council. The Panel Chairman, on behalf of other Panel Members endorsed this support.

RESOLVED - that (A) the progress made to date with implementing the Public Health Strategy's Action Plan for 2010/11 be noted;

(B) the projects outlined in the report now submitted for the Public Health Strategy's Action Plan for 2011/12 be supported; and

(C) any other projects supported by the Panel be included in the Public Health Strategy's Action Plan for 2011/12.

19 HERTFORDSHIRE COUNTY COUNCIL HEALTH SCRUTINY COMMITTEE

The Panel Chairman stated that the consultation period had closed in respect of the Public Health White Paper. She commented that a Local Government Briefing on the white paper had been published on the 30 November 2010. The Environmental Health Promotion Officer circulated copies of the briefing to the Panel Members.

The Panel was advised that GP Consortia was an item for discussion with NHS Hertfordshire at the January meeting of the Health Scrutiny Committee. The Panel Chairman stated that she would report back on this at the next Panel meeting.

Councillor R I Taylor expressed concerns that GP Consortia would replace one tier of democracy with two tiers. The Environmental Health Promotion Officer referred Councillors to the proposed structure slide in the presentation explaining the way in which the new Public Health approach was expected to work. The Panel

Chairman advised that at the October Health Scrutiny meeting, concerns had once again been expressed in relation to the lack of an urgent care centre for Bishop's Stortford.

The Panel Chairman stated that the current position was that an urgent care centre was unaffordable in the current financial climate. The Herts and Essex Community Hospital was open on some evenings for appointments.

She advised that the Princess Alexandra Hospital now incorporated an urgent care centre. Patients would be triaged on arrival and either referred to Accident and Emergency, care in the community or to the urgent care centre.

Councillor R L Parker stated that most developments linked to NHS Hertfordshire did not relate to the western half of East Herts. He referred to the importance of bringing together all of the care providers in East Herts. The Panel was advised that what was needed was a single document stating what care was available, where and how patients could access that care.

Councillor Parker commented that the Chief Executive had sent letters to the Princess Alexandra Hospital and to NHS Hertfordshire on this issue, as well as a number of reminders and to date, there had been no response.

Councillor R I Taylor commented on whether a letter should be sent to the Secretary of State. The Director of Customer and Community Services stated that there did not seem to be any ministerial accountability for NHS Hertfordshire. He undertook to talk to Peter Wright, Public Health Partnership Manager, about this after the next meeting of the LSP Board on 13 December 2010.

Councillor S A Bull commented on whether Hospitals and GP Surgeries had a funding pot for patient transport. Councillor Parker stressed that this may well be the case. Councillor Hone referred to the possibility of some subtle

investigation yielding some answers on this issue.

RESOLVED – that the update be noted.

20 WORK PROGRAMME 2010/11

The Panel considered its work programme and the Panel Chairman drew the Panel’s attention to the two skills development sessions in January and February 2011. The Director of Customer and Community Services advised that these sessions were aimed at more experienced Scrutiny Members.

The Scrutiny Officer stated that existing Members could refine their skills and become good role models for new Members. She advised that she would circulate information to Members after Christmas. An article had appeared in the Members’ Bulletin and had also been sent to all Scrutiny Committee Members.

The Scrutiny Officer advised that the Executive Member for Housing and Health would update Members in respect of local developments at the next meeting of the Panel on 14 February 2011.

The Panel approved the work programme as now submitted.

RESOLVED – that the work programme, as now submitted, be approved.

The meeting closed at 8.37 pm

Chairman
Date

This page is intentionally left blank

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE - 25 JANUARY 2011

ANNUAL REVIEW OF THE LEISURE CONTRACT WITH SPORT AND LEISURE MANAGEMENT LTD (SLM) – “Everyone Active”

REPORT BY LEISURE SERVICES MANAGER

WARD(S) AFFECTED: all

Purpose/Summary of Report

To present the second annual review of the council’s ten year leisure contract with Sport & Leisure Management Ltd (SLM) – Everyone Active.

RECOMMENDATION FOR : Community Scrutiny Committee	
(A)	To scrutinise and comment on the second year’s performance by the council’s leisure contractor Sport & Leisure Management Ltd (SLM).

1.0 Background

1.1 On 1 January 2009, following a competitive tender process, the council entered in to a ten year fixed fee contract with the leisure provider SLM, trading as Everyone Active.

1.2 As part of the bidding process for the leisure contract, bidders submitted a variant bid to their base bids that showed indicative development proposals for investment in the council’s facilities at Grange Paddocks and Hartham that would reduce ongoing revenue costs to the council.

1.3 After consideration by Community Scrutiny, the Executive on 5 May 2009 approved a capital investment of £3.58m for major refurbishment and development at Grange Paddocks and Hartham.

1.4 This second annual review covers two main elements:

- a) Performance in relation to the specification of the contract.
- b) Progress since completion of the major new developments at Grange Paddocks and Hartham.

1.5 To complement the report, SLM will make a presentation to the Committee on their perspective of the second year and the first year since the completion of the new developments.

2.0 Report

Performance.

- 2.1 Essential reference paper 'B' 'Performance Review Information' attached to the report sets out SLM's performance against the main elements identified in the contract. It identifies the indicators which the council requires monitoring information on and provides an assessment of current performance and commentary to provide context.
- 2.2 Essential reference paper 'C' 'Customer Experience Summary' attached to the report is a summary of the third 6 monthly electronic customer survey. The information for the survey is collected using 'GovMetric', an electronic customer feedback system using touch screen panels placed in all the leisure facilities over a 4 week period. The customer feedback in more detail which underpins the summary is available at www.eastherts.gov.uk/leisurefacilities
- 2.3 Members are invited to consider performance and measurement of the contract in the context of the major development works that SLM embarked on in May 2009. These works commenced five months after the start of the contract and were completed in early February 2010.
- 2.4 The medium term financial planning savings targets are being achieved and there have been no contract variations.
- 2.5 The overall quality of the service is improving. The user survey shows in general an improvement of 7% in the overall customer experience for all sites on the previous survey in March 2010, with four sites scoring 'Good' and one gaining 'Excellent'. All maintained an upper quartile score for customer satisfaction/experience against other SLM facilities.
- 2.6 Throughput figures for both the gyms and swimming pools have achieved targets and in some areas, specifically the gym has greatly exceeded them.

- 2.7 Members are asked to note that the net cost/subsidy per visit for 2010 has reduced from a baseline established for 2009 of £7.28pa to £1.36pa through a mixture of increase in throughput and a reduction in the fixed price management fee.
- 2.8 Just over 50% of survey respondents that completed the Fitness statement section stated that they were either new to or had been exercising regularly for only 1 to 5 months. This would indicate that the message of affordable health and exercise promoted by the council and SLM Ltd through the new facilities is reaching those who have previously not been exercising.
- 2.9 All sites are compliant with providing the Leisure Services Manager with monthly 'Customer Charters'. Essential reference paper D 'SLM Customer Comment summary sheet' attached to the report shows an example which provides the number and type of comments received and recorded at site as well as a summary of the comments made by customers in the month and the action carried out as a result.
- 2.10 SLM hold Customer Forums at sites where customer representatives meet with the Managers to feedback on the centres performance, these include Football Forums, Gym Forums and Swimmers Forums.
- 2.11 The present contract management relationship is proving to be professional, positive and problem solving in a partnership style that delivers optimum outcomes. This is evidenced in the new developments recently embarked on.

New developments

- 2.12 Essential reference paper 'E' 'Summary of Hartham & Grange Paddocks Leisure Centre development and improvements' attached to the report sets out the significantly improved facilities and services that are being delivered as an outcome of the council's £3.58m investment and additional SLM reinvestment. Headlines include;
- Hartham Leisure Centre was fully re-opened to the public on 30th January 2010.
 - Hartham Leisure Centre has benefited from further SLM investment in gym equipment due to the success of the gym and a reorganisation of existing equipment in response to customer comments to allow for greater customer enjoyment.

- Hartham Leisure Centre have reprogrammed the swim timetable to allow more public swim time and more effective school lesson usage as well as investing in a new pool inflatable to enhance public fun swims and pool parties.
- Hartham Leisure Centre are redeveloping the car park to the facility to provide 41 extra parking spaces for centre users and developing an appropriate parking management system
- Grange Paddocks Leisure Centre re-opened to the public on 6th February 2010.
- Grange Paddocks Leisure Centre has benefited from further SLM investment in gym equipment due to the success of the gym

2.13 Essential reference paper 'F' 'History & Summary of Presdales Recreation Grounds and building' attached to the report sets out the Presdales Pavilion development that the council has undertaken through SLM, which has been particularly complex in its development.

Headlines;

- Developed good working relationships with sport clubs to deliver all year sporting activities
- Delivering good quality, fit for purpose changing facilities which lean to the potential for new club house facilities

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

Community Scrutiny reports:

22 April 2008

26 January 2009

Executive reports:

20 August 2008

5 May 2009

24 November 2009

Contact Member: Councillor Linda Haysey – Executive Member
Community Development, Leisure and Culture

Contact Officer: Mark Kingsland – Leisure Services Manager –
Contact tel Ext No 1508

Report Author: Mark Kingsland – Leisure Services Manager

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p>
<p>Consultation:</p>	<p>N/A</p>
<p>Legal:</p>	<p>N/A</p>
<p>Financial:</p>	<p>The combined financial revenue benefits of the ten year contract includes;</p> <ul style="list-style-type: none"> ● Savings in revenue cost as a result of retendering the leisure contract £2.7m ● Savings in revenue cost as a result of investment to reduce management fee over life of the contract £3.77m ● Total savings due to developments and capital investment is approximately £6.5m.
<p>Human Resource:</p>	<p>N/A</p>
<p>Risk Management:</p>	<p>N/A</p>

Performance Review Information

Main performance indicators	Frequency	Current performance	Target	Comment
Sport England benchmarking service – an independent customer satisfaction survey	biennial	To be commissioned 2011	Upper quartile against national benchmarks	This survey will be undertaken every two years and will enable the council and SLM to compare the service of each facility with similar facilities across the country.
Non user research (cost to be shared with contractor) – Residents' Survey	biennial	Residents identified the following facilities as most in need of improvement in East Herts: Swimming pools (46%) and outdoor sports facilities (28%) Residents with children in their households and residents who are not working (but not retired) are significantly more likely than average to say that swimming pools and parks and playgrounds are in need of improvement.	Upper quartile of other Hertfordshire authorities	A biennial Residents' Survey has been undertaken by East Herts Council since 1993. Last one in 2009 (reported to CBS in Nov 2009) next due 2011. New specific questions to be consulted on with SLM for next survey.
EHPI1a % of customers satisfied with the service – all sites – Essential reference paper C (page xx) presents the findings in more detail, category by category.	bi-annual	Third GovMetric six monthly survey carried out Nov/Dec 2010 overall value for money Feb/Mar 2010 69% Nov/Dec 2010 76%	Upper quartile against other SLM facilities	Latest figures for Nov/Dec 2010 mark an improvement on the previous figure by 7% GovMetric score is maintained as 'Good'
EHPI1b Overall Experience % of customers satisfied with the service – Leventhorpe	bi-annual	Feb/Mar 2010 69% Nov/Dec 2010 74%	Upper quartile against other SLM facilities	Latest figures for Nov/Dec 2010 mark an improvement on the previous figure by 5% GovMetric score is maintained as 'Good'
Overall Experience EHPI1c % of customers	bi-annual	Feb/Mar 2010 73% Nov/Dec 2010 73%	Upper quartile	Latest figures for Nov/Dec 2010 show a static figure.

satisfied with the service – Hartham				against other SLM facilities	GovMetric score is maintained as 'Good'
EHPI1d Overall Experience % of customers satisfied with the service – Fanshawe	bi-annual	Feb/Mar 2010 68%	Nov/Dec 2010 79%	Upper quartile against other SLM facilities	Latest figures for Nov/Dec 2010 mark an improvement on the previous figure by 11% GovMetric score is maintained as 'Good'
EHPI1e Overall Experience % of customers satisfied with the service – Ward Freman	bi-annual	Feb/Mar 2010 58%	Nov/Dec 2010 74%	Upper quartile against other SLM facilities	Latest figures for Nov/Dec 2010 mark an improvement on the previous figure by 16%. GovMetric score is improved from 'Fair' to 'Good'
EHPI1f Overall Experience % of customers satisfied with the service – Grange paddocks	bi-annual	Feb/Mar 2010 79%	Nov/Dec 2010 80%	Upper quartile against other SLM facilities	Latest figures for Nov/Dec 2010 mark an improvement on the previous figure by 1% GovMetric score is improved from 'Good' to 'Excellent'
EHPI3a Usage: number of swims (under 16s)	quarterly / annually	Q4 2008/09 12,156 Q1 2009/10 12,518 Q2 2009/10 15,509 Q3 2009/10 6,617	2009/10 10,771 20010/11 13,222 20010/11 15,871 20010/11 7,815	+1% per annum, 2010-2013	Baseline established for 2009; 46,800 per annum Target + 1% = 47,268 Achieved 47,679
EHP3b Usage: number of swims (16 – 60)	quarterly / annually	Q4 2008/09 16,482 Q1 2009/10 19,930 Q2 2009/10 21,026 Q3 2009/10 12,879	2009/10 19,386 20010/11 42,591 20010/11 29,120 20010/11 19,353	+1% per annum, 2010-2013	Baseline established for 2009; 70,317 per annum Target + 1% = 71,020 Achieved 110,450
EHPI3c Usage: number of swims (60+)	quarterly / annually	Q4 2008/09 3,709 Q1 2009/10 4,346 Q2 2009/10 5,528	2009/10 10,371 20010/11 8,063 20010/11 6,784	+1% per annum, 2010-2013	Baseline established for 2009; 18,203 per annum. Target + 1% = 18,385

		Q3 2009/10 4,620	20010/11 5,134		Achieved 30,352
EHPI4a Usage: Gym (16 – 60)	quarterly / annually	Q4 2008/09 N/A Q1 2009/10 16,567 Q2 2009/10 13,798 Q3 2009/10 13,587	2009/10 30,451 20010/1 39,786 20010/11 39,090 20010/11 36,793	+1% per annum, 2010-2013	Baseline established for 2009/10; 74,403 per annum. Target + 1% = 75,147 Achieved 146,120 (Q4-Q3)
EHPI4b Usage: Gym (60+)	quarterly / annually	Q4 2008/09 N/A Q1 2009/10 1,524 Q2 2009/10 1,338 Q3 2009/10 1,356	2009/10 1,622 20010/11 2,850 20010/11 2,854 20010/11 3,202	+1% per annum, 2010-2013	Baseline for 2009/10; 5,840 per annum. Target + 1% = 5,898 Achieved 10,528 (Q4-Q3)
EHPI2 Net cost/subsidy per visit	quarterly / annually	Q4 2008/09 £11.44 Q1 2009/10 £ 5.43* Q2 2009/10 £ 4.64* Q3 2009/10 £ 7.60	2009/10 £1.74** 20010/11 £1.06** 20010/11 £1.17** 20010/11 £1.47	-1% per annum, 2010-2013	Baseline established for 2009; Net cost/subsidy per visit = £7.28 per annum. *adjusted to allow for revised monthly management fee **allows for RPI of 4.6% 2010; Net cost/subsidy per visit = £1.36 per annum
Compliance with complaints procedure	ongoing	Monthly reports received by Leisure Services Manager			Complaints are being monitored on a monthly basis and processed in accordance with the council's policy.

Notes:

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

Essential reference paper 'C' Customer Experience Summary

GovMetric summary showing customer experience levels in specific areas of service delivery 8th November 2010 to 8th December 2010						
	Customer satisfaction levels					Overall customer satisfaction at all pools
	Fanshawe	Grange Paddocks	Hartham	Leventhorpe	Ward Freman	
Swimming lessons - overall experience of service	80%	70%	63%	84%	81%	
Group Exercise	N/A	88%	80%	N/A	N/A	
Fitness - overall experience	82%	81%	80%	71%	N/A	
Reception Area - overall experience	84%	83%	72%	81%	78%	
Cleanliness - overall experience	71%	76%	71%	58%	62%	
Overall experience	79%	80%	73%	74%	74%	76%

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

Essential reference paper ‘D’

SLM Customer Comment summary sheet

An example from Hartham Leisure Centre, which show the number and type of comments received and recorded at the site as well as a summary of the comments made by customers in the month and the action carried out as a result.

Customer Comments for Hartham December 2010

	Verbal	Written	Comment	E-mail
Number of comments	2	13	0	0

So far this year you rated your experience as;

Rating	% YTD this month	% YTD last month	% movement
Excellent	13	14	-1
Very Good	25	9	+16
Good	13	63	+50
Average	13	14	-1
Poor	36	0	+36

(Percentage of total completed responses from customer comment cards year to date)

The following is a summary of the comments you made this month and the action we have carried out as a result.

You Said?	We Did!
<p>“My sons swimming lessons constantly start 5 minutes late. This does not represent good value for money...”</p>	<p>Thank you for your comments. These have been forwarded to the lesson manager who will be monitoring this closely.</p>
<p>“The manager was very polite and helpful, so were the reception staff...”</p>	<p>Thank you for your comments. These have been forwarded to the team.</p>

If you feel that we could improve our service or facility in any way, please either

- inform one of our colleagues,
- complete a comment card
- or send an e-mail to harthamgm@slm-ltd.co.uk .

We also hold a Customer Forum where customer representatives meet with the Manager to feedback on the Centres performance. OR We also hold meet the manager sessions. Please book at Reception.

Thank you for your feedback, all comments are valuable to us. Customer comments assist us to continually improve and provide you with the best customer experience.

This information is collated from completed customer comments cards, available in the reception areas, via emails, letters and verbal comments. The LSM also receives the SLM Group Overview for comments. This information is available on site in more detail and is inspected by the LSM on his monthly site visits

Summary of Hartham & Grange Paddocks Leisure Centre development and improvements

The recent investment of over £156,000 by SLM Ltd in to the contract shows the commitment by SLM Ltd to continue the successful development of the two sites and build upon the success of the initial £3.58M investment. There has been an increase of around 1,560 gym members in the last 12 months which has a positive effect on the contractor's income. The increase in throughput coupled with a reduced fixed management fee has also had positive effect on the Net cost/subsidy per visit rate dropping it from £7.28/annum in 2009 to £1.36/annum in 2010.

The facilities at Grange Paddocks and Hartham leisure centres now offer in addition to swimming;

East Herts Council original investment at Hartham

- spacious 85 station gym, improvements include,
 - Pulse Strength and Cardio equipment
 - Reaction trainer
 - PowerPlate vibration trainers
 - Concept II rowers
 - XT Cycle trainers
- Dryside male and female changing rooms
- air-conditioned studio for group exercise classes
- completely refurbished mixed Changing Village facilities
- new reception area and control entry system
- redecorated pool hall
- off site crèche facilities in partnership Montessori child care

- **NEW** items due to £116,000 SLM Ltd reinvestment
 - Pool fun inflatable
 - TRX suspension training zone
 - Kettlebell workshops
 - Stretch zones
 - Strength Zone relocated to ground floor
 - Redeveloped car parking

East Herts Council original investment at Grange Paddocks

- spacious 85 station gym, improvements include,
 - Pulse Strength and Cardio equipment
 - Reaction trainers
 - PowerPlate vibration trainers
 - XT Cycle trainers
 - free weights zone
 - Concept II rowers
 - Stretch zone
- completely refurbished dual use male and female changing rooms
- air-conditioned studio for group exercise classes
- reception area and control entry system
- crèche room

- **NEW** items due to £40,000 SLM Ltd reinvestment

- 10 new cardio stations; treadmills and x-trainers

Essential reference paper 'F'

History & Summary of Presdales Recreation Grounds and building

In 2005, a project to developing football activities at Presdales, based on a redevelopment of the existing Council owned changing rooms was commenced. This was endorsed as an effective approach to enhancing sports provision in the district.

The Football Association identified a shortage of football pitches in the district and confirmed that there was no real alternative or equivalent to the facilities at Presdales.

The overall vision for the project was "To develop a sustainable community based facility that provides a safe, flexible, accessible environment that can provide enhanced opportunities for the broader community to satisfy a variety of needs." by promoting girls' football and disability football in particular.

In 2008 the project to build the new pavilion/club house was withdrawn due to the spiralling costs and financial demands that the scheme was putting on the Council, although over £90,000 was invested in ground maintenance works to the pitches and installing static rabbit fencing to protect and reduce the damage to the grounds.

In 2009 officers discussed the necessity of replacing the existing pavilion as it had reached the end of its usable life and replacing the structure with a functional modular build changing facility with Capital funding allocated to the previous scheme. Officers also discussed the opportunity to transfer the management and maintenance of the community asset away from the existing leisure providers, SLM Ltd, to a Community Sport Trust as a way of making better use of this valuable asset and enhancing sports provision in the future.

The Council entered into talks with Ware Cricket Club (WCC) to develop the grounds for cricket use through out the summer months, cumulating in the granting of a lease for two cricket squares and an artificial cricket wicket to be installed in February 2011.

In June 2010 talks were entered into with Bury Rangers FC (BRFC) and WCC, both community youth status clubs, to create a community sport trust to take over the responsibility for the lease for the whole grounds. The lease would include all pitch and ground maintenance, gate opening, changing room & showers maintenance and cleaning and generating additional income to the site, which would be re-invested into providing additional/ improved site facilities and would also develop a club house adjoining the existing changing facilities

In September 2010 an order was placed with SLM Ltd to project manage a fixed price development to deliver Phase 1 of the Presdales Pavilion project. Demolition of the old Presdales Pavilion commenced early in October, and the modular units were delivered to site on 23rd November 2010, the project now completed was handed over on 14th January 2011 and will be officially opened on 28th January 2011.

Through the investment at Presdales Recreation Ground these facilities now offer in addition to changing facilities for adults and junior football teams and officials, changing for girls to encourage the development of girl's football as well as cricket in

the summer months

Phase 1 Changing pavilion

- New 27m x 10m modular build changing pavilion
- 8 changing rooms
- Officials changing room
- Male & Female showers
- Male & Female toilets
- Accessible Changing / toilets

Cricket at Presdales

- Ware Cricket Club installing two cricket squares and one artificial cricket strip

Phase 2 Opportunity to develop club house

- Negotiations in progress to develop Phase 2 Club House with newly set up sport trust to further develop this community asset and improve the use of the facility and grounds for the benefit of sporting community to be funded solely by the football and cricket clubs; with no further capital investment by the council.

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE - 25 JANUARY 2011

REPORT BY EXECUTIVE MEMBER OF HOUSING AND HEALTH

HOUSING STRATEGY ACTION PLAN UPDATE

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

The report highlights successful performance on the Housing Strategy Action Plan 2008-2011. The report also presents to Members, for consideration and comment, revised strategic priorities for the new Housing Strategy due to replace the current one in October 2011.

RECOMMENDATION FOR : COMMUNITY SCRUTINY COMMITTEE

(A)	Members note successful progress on the Housing Strategy Action Plan 2008-2011 and
(B)	Members agree the revised strategic priorities for the Housing Strategy so that officers can begin drafting the next Housing strategy due October 2011.

1.0 Background

1.1 The Council adopted its current Housing Strategy for 2008-2011 in October 2008. The Housing Strategy for East Herts sets the direction for housing within the district from 2008 to 2011 whilst having regard to longer term housing challenges.

1.2 It was agreed at the Community Scrutiny meeting of 22 July 2008 and the Executive of 9 September 2008 that an annual report should be presented to Community Scrutiny to monitor progress against the action plan. The timetable has slipped slightly due to the purdah period in 2010.

1.3 The Strategic Housing Service, with the assistance of Planning Policy and Private Sector Housing, have begun the process of

developing the next Housing Strategy which will cover the period from 2011 to 2014.

2.0 Report

2.1 The current Housing Strategy 2008-2011 was adopted by the Council on 1 October 2008. The aims and objectives of the Strategy are being delivered by officers of the Council, along with our partner agencies. The Housing Strategy Action Plan has been grouped into three Strategic Objectives. These Strategic Objectives are:

1. Maximise the delivery of a range of new affordable homes to meet diverse needs
2. Improve the condition of the housing stock both public and private
3. Building sustainable and thriving neighbourhoods and communities and ensure that vulnerable people are supported in the community.

2.2 The Strategy is a three year one with the Action Plan being reviewed annually. The Corporate Housing Strategy Group, which consists of officers from the Housing Service, Private Sector Housing and Planning Policy monitor the actions on the plan.

2.3 The Council and its partners have made significant progress on the actions in the plan. Essential Reference Paper B attached to the report now submitted details progress on each action in the Housing Strategy Action Plan. This report highlights three significant actions that have been successfully achieved, since the last report in October 2009.

Key Successes

2.4 **Action 1. Increase supply of affordable housing including affordable rented housing and shared ownership - Carry out a Strategic Housing Market Assessment (SHMA) with partner Local Authorities.** The SHMA was published in January 2010 with a report being presented to the LDF Panel, from the consultants, also in January 2010. In addition, a SHMA Viability Report, that considers the economics of housing development was published in August 2010. In 2009/10 there were 185 units of affordable homes developed in East Herts. This is the highest

number of affordable homes since 2006/07, the year when Jackson Square and the Herts and Essex hospital site were completed, and set against a continuing difficult economic climate. This has been achieved primarily through negotiation on Section 106 sites as well as some redevelopment of under used housing association land and assets.

- 2.5 **Action 6. Continue to secure funding that provides the optimum mix of affordable housing in terms of type and tenure, in the right location.** The Strategic Housing Service has produced and agreed, within a very short timescale, a Local Investment Plan (LIP) with the Homes and Communities Agency (HCA). The LIP identifies the strategic context for investment and summarises the evidence base that will be used to direct investment from us and our partners including the HCA. The document will be used as evidence based framework to seek funding, primarily for affordable housing in East Herts, and to ensure that the right housing of the right size and type is developed in East Herts. This is the first time local authorities have been advised to produce such a strategic document to guide investment from them. Without an agreed LIP the HCA are unlikely to invest social housing grant in a local authority. Copies of the document are available from the Housing Strategy and Policy Manager.
- 2.6 **Action 16. Undertake a house Condition Survey in 2009/10.** Survey fieldwork was carried out during May to September 2009, findings reported to Council at its meeting on 9th December 2009, and report revised and produced. This is a comprehensive survey of a representative sample of the housing stock in the District carried out every five years. The conclusions and data from the study are used to inform future policy and direct resources for maximum benefit. All has been achieved within budget.

The Housing Strategy for 2011-2014

- 2.7 The Strategic Housing Service with assistance from Planning Policy and Private Sector Housing has begun the process of developing the next Housing Strategy.
- 2.8 Since the new Government took office in May 2010 they have begun a process of consulting on a number of significant proposed changes to housing and planning laws and policies. Two papers issued by the Department of Communities and Local Government (DCLG) have recently been out for consultation that will have a significant impact on our housing and planning policies in the

future. However the proposals may change significantly once the Government reviews the consultation responses it has received and begins the process of putting them onto statute. The table below gives a brief summary of the current main proposals.

2.9

Proposal	Overview
New Homes Bonus	<p>Consultation document on financial incentives for local authorities to drive growth. Key proposals:</p> <ul style="list-style-type: none"> • Local authorities will receive a New Homes Bonus on each additional property they build/bring back into use • The bonus will be equal to the national average for the council tax band and paid for the following six years as an un-ring fenced grant. • There will be an enhancement of 25% for affordable homes • The Government has set aside £1bn over the spending review period towards funding the scheme. <p>The consultation period ended 24 December 2010</p>
<i>Local decisions: a fairer future for social housing</i>	<p>Consultation document: Key proposals include:</p> <ul style="list-style-type: none"> • Creation of a new local authority flexible tenancy with min fixed terms of two years (in addition to secure and introductory tenancies) • Investment of £100m to bring empty homes back into use • New local authority powers to manage waiting lists • Introduction of a national home swap scheme for social tenants • Homelessness – local authorities will have the power to fully discharge their duty to secure accommodation by offering suitable accommodation in the private sector without the applicant’s agreement. <p>The consultation period ended 17th January 2011.</p>

2.10 In addition the Council has recently agreed with the Homes and Communities Agency a Local Investment Plan. The HCA is able

to provide grant funding for affordable housing and has other powers relating to the provision, facilitation and acquisition of housing, regeneration and infrastructure. This is a very significant document and it is the first time that the HCA have asked Local Authorities to produce one.

2.11 The East Herts Local Investment plan (LIP) is intended to provide a framework that will be used to seek future HCA funding for primarily affordable housing in East Herts. It is intended to be a document that is subject to continual review as projects complete and new ones come forward that need to be considered for funding.

2.12 The LIP is based upon existing strategic documents and priorities which have already been subject to extensive public consultation. These documents include the East Herts Sustainable Community Strategy (SCS), the ongoing consultation on the Local Development Core Strategy and the current Housing Strategy 2008-2011. The LIP identifies the strategic context for investment and summarises the evidence base that will be used to direct investment from us and our partners including the HCA. The LIP was developed around four overarching 'Challenges'.

2.13 The challenges are:

- | | |
|--------------|--|
| Challenge 1. | Maximise the delivery of a range of new affordable homes, whilst ensuring the best use of existing housing |
| Challenge 2. | Meeting the needs of a growing elderly population |
| Challenge 3. | Meeting the needs of vulnerable people and stronger communities |
| Challenge 4. | Economic Development, Employment and Skills |

2.14 The East Herts LIP focuses on affordable housing developments and sites with funding gaps and where successful intervention would help address agreed ambitions and challenges for East Herts. The LIP also identifies priorities for housing specific groups of people with support needs and for vulnerable people.

2.15 To begin the process of developing the next Housing Strategy the Strategic Housing Service recommends that one, two and three of the four strategic challenges identified in the LIP are used in the

development of the Housing Strategy and associated action plan to enable there to be a clear link between all these strategic documents.

2.16 The Council will need to agree a new Housing Strategy by the end of this calendar year and if these priorities are agreed it is intended to bring a draft strategy for comment to Community Scrutiny in the autumn.

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' attached to the report.

Background Papers

Minutes of the Community Scrutiny Committee 22 July 2008.

Minutes of the Executive 9 September 2008

Housing Strategy 2008-2011

Local Decisions: a fairer future for social housing DCLG

<http://www.communities.gov.uk/documents/housing/pdf/1775577.pdf>

New Homes Bonus: Consultation

<http://www.communities.gov.uk/documents/housing/pdf/1767788.pdf>

Contact Member: Councillor Bob Parker, Executive Member for Housing and Health

Contact Officer: Simon Drinkwater, Director of Neighbourhood Services – Ext No 1405
Claire Bennett, Housing Strategy and Policy Manager – Ext No 1603

Report Author: Claire Bennett, Housing Strategy and Policy Manager – Ext No 1603

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Caring about what's built and where <i>Care for and improve our natural and built environment.</i></p> <p>Shaping now, shaping the future <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>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>Extensive consultation undertaken in developing the Housing Strategy and Action Plan 2008-2011</p>
<p>Legal:</p>	<p>None</p>
<p>Financial:</p>	<p>None</p>
<p>Human Resource:</p>	<p>None</p>
<p>Risk Management:</p>	<p>None</p>

Housing Strategy

Action Plan 2008-2011

05 January 2011

Theme	Outputs and targets	Lead	Progress	Target date	Key Partners
Strategic Objective 1 – Maximising the delivery of a range of new affordable homes to meet diverse needs					
1. Increase supply of affordable housing including affordable rented housing and shared ownership	- Review the Affordable Homes Commissioning Brief	East Herts Housing Services	To be reviewed again to reflect the changes in the housing market, the findings of the Strategic Housing Market Assessment and the Local Investment Plan. Post of Development Manager currently vacant.	Completed & Ongoing	East Herts Housing Services, Development Control and Planning Policy, RSLs, HCA, TSA, Developers, other Local Authorities
	- Work with Stansted Area Partnership to maximise provision of affordable homes in East Herts	Stansted Area Partnership	No current development projects suitable for the Stansted Area partnership local authorities. Uttlesford are project lead and currently considering winding project up.	Annual and Ongoing	
	- Explore feasibility of East Herts Asset Managed land for developing affordable housing.	East Herts Housing Services	Reviewed as part of Community Scrutiny Report Jan 09. Option not supported at this time due to lack of suitable land.	Completed and Ongoing	
	- Ensure East Herts' contribution to the County Council's local LAA2 affordable housing target of 35%.	County Council	Herts County Council published figures show that East Herts provided 489 gross housing completions in 2009/10 of which 142 were affordable, which is 30% on sites eligible for affordable housing. However LAA 2 targets now abandoned by County.	Annual and Ongoing	
	- Carry out A Strategic Housing Market Assessment with partner Local Authorities. Review planning polices if required.	East Herts Housing Services and Planning Policy	Strategic Housing Market Assessment completed January 2010 and report presented to the Local Development Framework Panel by the Consultants. In addition SHMA Viability Report, that considers the economics of housing development was published in August 2010. Planning policies under review.	Completed	
	- Deliver 200 affordable homes on average over a five year rolling programmed subject to amendment of target following completion of SHMA	East Herts Housing Services	Number of new affordable homes delivered 2008/09 : 138 2009/2010 :185 including Homebuy (which is market housing purchased by housing associations for sale on shared ownership basis) . Figures collated by the East Herts Housing Development Manager	Annual and Ongoing	

2. Maximise relet nominations from Registered Social Landlord partners	<p>- Write to all preferred partner RSLs regarding the need to return data to Housing Service regarding all lets.</p> <p>- Encourage all RSLs to be part of the Common Housing Register (CHR).</p>	<p>East Herts Housing Services</p> <p>East Herts Housing Services</p>	<p>Both Large Scale Voluntary Transfer (LSVT) housing associations and all significant stock holding RSLs in East Herts are part of the Council's Common Housing Register (CHR) and are putting all vacant properties through Choice Based Lettings (CBL).</p> <p>Currently consulting on a Memorandum of Understanding regarding operational practices and future development of the CHR and CBL. Will encourage all housing associations with stock in the district to sign up to the document and join the CHR.</p>	<p>Completed</p> <p>Mar-11</p>	<p>East Herts Housing Services, RSLs</p>
3. Encourage the RSLs to contribute to the database of local affordable rented housing in the District to include details of any adaptations made	<p>To make the best use of adapted stock in the district and to match adapted stock to housing register applicants needing adaptations.</p>		<p>This is being achieved through CBL and the Housing Register. Housing associations advise the Housing Options Team of adapted properties as they become available and property is advertised to attract appropriate bids. Applicants requiring adaptations are identified at registration and details of requirements collected. Applicants then advised of suitable properties as they become available.</p>	<p>Completed and Ongoing</p>	
4. Monitor the impact of the Council's Local Plan Policies on the delivery of new affordable housing and take action as appropriate	<p>- Relevant Core Indicators and key information monitored in the East Herts Annual Monitoring Report, with appropriate action guided by Strategic Housing Market Assessment and Strategic Housing Land Availability Assessment</p>	<p>East Herts Planning Policy</p>	<p>A total of 470 (net) new properties, (489 gross) were completed in 2009/10 of which 142 were affordable. An additional 43 affordable homes were acquired from the private sector by RSLs outside of the planning system via Homebuy.</p>	<p>Annual and Ongoing</p>	<p>Herts County Council, East Herts Housing Services and Planning Policy</p>
5. Continue to negotiate on site provision of affordable housing by private developers as directed by planning policy	<p>- Aim to deliver up to 40% affordable housing on eligible housing sites</p>	<p>East Herts Housing Services</p>	<p>Negotiating up to 40% affordable housing on eligible sites registered after policy adopted in April 07. Housing Development Manager monitors individual sites for out-turn percentage achieved. 30% achieved on eligible sites in 2009/10 as reported in the Council's Annual Monitoring Report.</p>	<p>Annual and Ongoing</p>	<p>East Herts Housing and Planning Policy, RSLs and Developers</p>

Page 58

6. Continue to secure funding that provides the optimum mix of affordable housing in terms of type and tenure, in the right location	- Monitor Value for money of average unit cost, using internal and external public funds, of each affordable home developed by type, tenure and site.	East Herts Housing Services	Report detailing options in the current housing market discussed at January 2009 Executive meeting. The Council have produced a Local Investment Plan (LIP) with the Homes and Communities Agency (HCA) to provide a framework that will be used to seek future HCA funding for primarily affordable housing in East Herts. The LIP identifies the strategic context for investment and summarises the evidence base that will be used to direct investment from us and our partners including the HCA to ensure we develop the right type of accommodation in the right locations.	Completed and Ongoing	East Herts Housing services and Planning Policy
--	---	-----------------------------	---	-----------------------	---

Theme	Outputs and targets	Lead		Target date	Key Partners
Strategic Objective 2. Improve the condition of the housing stock both public and private					
7. Increase the number of properties made decent as a result of Council action which are occupied by vulnerable households.	<p>- Target Decent Home Grants (DHGs) to vulnerable households</p> <p>- Monitor the number of dwellings occupied by vulnerable households made decent with a grant, or by informal or formal action.</p>	<p>East Herts Housing Services</p> <p>East Herts Housing Services</p>	<p>Monitoring is ongoing. In 2008/09 42 DHGs were completed of which 37 were for vulnerable households (88%). This compares with 28 DHGs completed in 2007/08 of which 24 were in a vulnerable group (85%). However this increase was unlikely to continue as a new scheme for heating & energy was introduced in 2009. The new HEEP scheme resulted in much higher numbers of household receiving measures, increasing numbers of homes made decent, and as a result, fewer Decent Home Grants were sought. Due to funding limitations and increasing demand for mandatory Disabled Facilities Grants, DHGs are now being limited.</p> <p>In 2008/09, 114 non decent homes were improved of which 43 were occupied by vulnerable households. In 2009/10, 29 Category 1 hazards were remedied, in 22 premises, and 45 dwellings occupied by vulnerable households received energy measures.</p>	<p>Annual and Ongoing</p> <p>Annual and Ongoing</p>	<p>East Herts Housing Services</p>

8. Maintain take up of grants through publicity, leaflets, landlord forums	- Do a mail out with the Benefits Service to promote grants to vulnerable households at least once a year.	East Herts Housing Services	Grant leaflets regularly sent to benefit recipients plus targeted leafleting for insulation grants carried out through promotion scheme. In addition, energy advice promoted in 6,000 NI187 questionnaires sent, of which 3,000 were to housing and council tax benefit recipients. Those returned expressing an interest are offered bespoke energy advice. To end Aug 09, 30 were visited, and a further 190 contacted through HEEP scheme. Extensive publicity of HEEP scheme, through NI187 survey, Link magazine, newspaper articles, direct mailing and door knocking, landlord forum, and website.	Annual and Ongoing	East Herts Housing Services and Benefits Service
9. Continue to monitor Riversmead and South Anglia housing associations residual delivery of promises actions	- Send request annually to Riversmead and South Anglia Housing Associations -RSLs and Council to report annual outcomes to Council	East Herts Housing Services	Regular annual reports presented to Community Scrutiny; last report July 2010 Housing Service continue to monitor and audit residual Delivery of Promises with last report July 2010. Both South Anglia and Riversmead housing associations each gave presentations to Community Scrutiny Committee including individual question and answer sessions.	Completed and Ongoing Completed and Ongoing	East Herts Housing Services, Riversmead and South Anglia Housing Associations
10. Monitor local Registered Social Landlords delivery of decent homes	- Send request annually to all significant stock holding Housing Associations requesting information regarding Decent Homes	East Herts Housing Services	Both Riversmead and South Anglia report that all their stock is decent homes compliant.	Completed	East Herts Housing Services, RSLs
11. Take action in accordance with the council's enforcement policy to remedy category 1 hazards where appropriate	- Respond to request for service from housing complaints within one to three working days depending on risk - Monitor number of category one hazards removed	East Herts Housing services East Herts Housing services	95% of housing complaints responded to in 1-3 working days in 2008/09. 92% of housing complaints responded to in 1-3 working days in 2009/10. 36 properties had Category 1 hazards removed through Decent Homes Grants in 2008/09, with a total of 50 hazards removed. Four properties had Category 1 hazards removed through informal or formal enforcement action, totaling 4 hazards. In 2009/10, 29 category 1 hazards were remedied, in 22 premises.	Annual and Ongoing Annual and Ongoing	East Herts Housing Services

<p>12. Provide guidance and advice to residents, tenants and landlords on their rights and responsibilities through a variety of media</p>	<p>- Review and expand information on Council's website</p> <p>- Give out at least 1,000 pieces of housing advice</p> <p>Hold at least one Private Sector Landlords Forum annually</p> <p>- Review existing leaflets and ensure up to date and comprehensive</p>	<p>East Herts Housing Services</p> <p>East Herts Housing Services</p> <p>East Herts Housing Services</p> <p>East Herts Housing Services</p>	<p>Housing advice information updated to include more information on debt, and mortgage arrears advice. Includes contact and website details of a wide range of external agencies, both local and national, providing free advice as well as the Council. The Housing Register Application form is now available on the Council's website for customers to download and complete. Energy efficiency advice updated.</p> <p>From April 09 to March 2010 1,045 pieces of housing advice given out, primarily by interview and telephone.</p> <p>Forum held on 25 March 2009, and 23 March 2010. Agenda items included Council's rent deposit scheme and discussion on Landlords Accreditation Scheme. Also changes to planning legislation for HMOs, housing benefit, Housing Fire Safety Guidance, House Condition survey. Next forum planned for February 2011.</p> <p>Housing Register and Allocation, and Homeless leaflet updated following review of policy and contact details of agencies. Housing Advice leaflet completed, distributed and put onto website. Provides comprehensive contact details of agencies providing free advice. Grants leaflet revised & contributed to review of County Councils DFG leaflet</p>	<p>Completed and Ongoing</p> <p>Annual and Ongoing</p> <p>Completed and Annual Ongoing</p> <p>Annual and Ongoing</p>	<p>East Herts Housing Services</p>
<p>13. Implement the Actions in the 2007 Affordable Warmth Strategy</p>	<p>Refer to Strategy for detailed Actions and monitoring schedule</p>	<p>East Herts Housing services</p>	<p>Three actions achieved from the Strategy include: 1) Links established with County Council and other partners to target fuel poor through development of referral scheme: 2) 93 households received free insulation measures resulting from ENACT mail out: 3) Increased the number of households receiving energy efficiency measures through Decent Homes Grants from 15 in 2007/08 to 21 in 2008/09. Referrals and measures through HEEP scheme increased.</p>	<p>Annual and Ongoing</p>	<p>East Herts Housing services</p>

14. Implement the actions in the Empty Homes Strategy	- Refer to Strategy for detailed actions and monitoring schedule:	East Herts Housing Services	Three actions directly relevant achieved from the Strategy include: 1) Completed first property on PLACE Scheme. Empty property renovated and tenant identified by Housing options Service. Rent just below 75% of Local Housing Allowance. 2) Web page available and reports received from members of the public 3) Publicity in LINK and press release taken up by Herts Observer leading to increased public awareness and additional properties reported as empty. Empty Homes Strategy reviewed and adopted in 2010.	Annual and Ongoing	
	- Aim to bring back into use 12 empty homes in the private sector each year	East Herts Housing Services	Achieved target of bringing back into use 12 homes in the private sector in 2008/09. Target in Empty Homes Strategy 2010 - 15 is to bring 10 empty private sector homes into use each year. This reflects greater emphasis in the new strategy on tackling longer term or problematic empty homes. This was achieved in 2009/10.	Annual and Ongoing	East Herts Housing Services
	- Monitor the annual number of returned empty homes providing accommodation for private sale, private rent, or social rent.	East Herts Housing Services	Ten homes were privately rented, 1 home was sold privately and 1 property was let on the Council's Private Leasing Scheme, through an RSL at below market rent.	Annual and Ongoing	East Herts Housing Services
15. Inspect and initiate action to bring HMOs up to standard and issue license where appropriate	- Aim to inspect and initiate action on 10 HMOs per annum	East Herts Housing Services	14 HMOs inspected with action initiated 2008/09. 22 in 2009/10. Likely to achieve target in 2010/11.	Annual and Ongoing	East Herts Housing Services
	- Aim to issue 10 licenses per annum	East Herts Housing Services	13 HMO licences issued 2008/09. 20 in 2009/10. Fewer applications received in 2010/11, and emphasis now on securing compliance with conditions.	Annual and Ongoing	
16. Undertake a house condition survey in 2009/10.	- Schedule contract to ensure that all funding spent 2008-2010	East Herts Housing Services	Survey work started week beginning 18 May 2009 and finished mid September 09. Contract issued within budget.	Completed March 2010	East Herts Housing services, contractor and potential partner LA
	- Aim for production of final report by end 2009/10	East Herts Housing Services	Report presented by end of March 2010 and subsequently revised, and produced in 2010/11.	Completed March 2010	

Theme	Outputs and targets	Lead		Target date	Key Partners
Strategic Priority 3: Build sustainable and thriving neighbourhoods and communities and ensure that vulnerable people are supported in the community.					
17. Promote community cohesion and support the local economy by providing housing that is affordable for local people.	- Monitor the mix of market and affordable housing in terms of type and tenure in right sustainable locations	East Herts Housing Services	The Annual Monitoring Report 2009/10 produced by East Herts Council shows the number of properties, 489, built by size. 1 bed flat = 103; 2 bed flat = 229; 3 bed flat = 12. 1 bed house = 3; 2 bed house = 51; 3 bed house = 46; 4+ bed house = 32. unknown = 13	Annual and Ongoing	East Herts Housing Services, Development Control and Planning Policy, RSLs, HCA, TSA, Developers
18. Ensure that housing policies and practices promote equalities and diversity	<p>- Carry out Equality Impact Assessments on: Housing register and Allocations policy and Affordable Warmth Strategy</p> <p>- Homeless and Homeless Prevention Strategy, Private Sector Housing Enforcement Policy,</p> <p>- Private Sector Housing Assistance Policy and Housing Strategy</p> <p>Through the LDF, seek to deliver Gypsy & Traveler pitches and Traveling Showperson plots.</p>	<p>East Herts Housing Services</p> <p>East Herts Housing Services</p> <p>East Herts Housing Services</p> <p>East Herts Planning Policy</p>	<p>Equality Impact Assessment completed for Housing register and allocations policy and submitted to Community Projects Section. Action Plan developed. Revised guidance and matrix produced April 09 and data updated and revised into new matrix. Produced within target.</p> <p>Enforcement Policy Equality Impact Assessment now due Mar 12.</p> <p>Consultants have completed a joint Gypsy and Traveller technical study to identify suitable broad locations. The Council will fully consider the accommodation needs of both Gypsies and Travellers and Travelling Showpeople throughout the LDF process.</p>	<p>Mar-10</p> <p>Mar-11</p> <p>Mar-12</p> <p>2011</p>	<p>East Herts Housing Services</p> <p>East Herts Planning Policy & Broxbourne BC (in respect of Travelling Showpeople)</p>
19. Encourage high quality of design and layout in new developments, including public health, crime prevention, community safety and energy and water efficiency, maintaining the attractiveness of East Herts as a residential environment	- Deliver high quality developments via effective implementation of the Local Plan Policies. Relevant Core Indicators and key information monitored in the East Herts Annual Monitoring Report	Planning Policy	Internal meeting May 09 to discuss effective quality design elements to be included in the Local Development Framework. Met with RSL partners and other housing stakeholders 9 September. Agenda included consultation on housing development in East Herts and the Local Development Framework.	Completed and Ongoing	East Herts Housing Services, Planning Policy and Development Control

<p>20. Contribute to partnership action on crime and anti-social behaviour as they relate to housing through the Community Safety Plan 2008-2011.</p> <p>The East Herts Community Safety Partnership has one priority for 2010-11; 'Keep crime levels low and improve public confidence through reassurance and crime prevention measures'.</p>	<p>Priorities and Actions from 2009-10 Action plan:</p> <p>1. Improve public confidence through reassurance messages and crime prevention measures . Action: Work with partners to devise reassurance schemes</p> <p>7. Raise awareness of domestic violence and reduce repeat incidents through a coordinated approach. Action: Raise awareness of domestic violence.</p>	<p>East Herts Community Safety</p>	<p>Two editions of Community Safety partnership newsletter published. Five partnership public meetings held Jan/Feb 2010 to improve public confidence. 15 problem solving meetings held including locality and street briefings. Halloween rock concert for secondary school age children took place 31/10/09. 200 young children attended this event and a significant decrease of 50% in respect of and reports of ASB/Criminal damage was recorded between 1600-0000hrs 31/10/09.</p> <p>Six forums of the East Herts and Broxbourne Domestic Violence Forum held annually. Mobile phones and wrist alarms issued for victims. Multi-Agency Risk Assessment Conference (MMARAC) in place since January 2009, meetings held monthly, East Herts Housing Options Service attends.</p> <p>DV forum has created charity website. www.dv-advice.org.uk</p>	<p>Completed and ongoing</p>	<p>East Herts Community Safety, Housing Services, RSLs, statutory and voluntary services</p>
<p>21. Contribute to the improvement of public health and the reduction in health inequalities as they relate to housing through the East Herts Council Public Health Strategy 2008-2013.</p>	<p>- Refer to Strategy for detailed actions and monitoring schedule. Two key housing related actions are:</p>	<p>East Herts Housing Services</p>	<p>2008-09 Action Plan monitored through Health Engagement panel and Community Scrutiny Committee. Actions to date include increased publicity of Handyperson Scheme. Handyperson jobs completed increased as follows: 2006/07 233, plus 291 home security; 2007/08 236, plus 288 home security; 2008/09 252, plus 336 home security. Aim to approve 95% of Decent Homes Grants and Disabled facilities Grants within 7 weeks. Achieved 98% in 2008/09. Achieved 100% in 2009/10.</p>	<p>Completed and Ongoing</p>	<p>East Herts Housing Services, RSLs, statutory and voluntary services</p>

<p>22. Review Implementation of Choice Based Lettings and continue to review and develop service as best practice allows</p>	<p>- Review implementation of CBL to date</p> <p>- Continue to enhance the service by attendance at the Home Options project Review Group</p>	<p>East Herts Housing Services</p> <p>Home Options work Group</p>	<p>CBL reviewed with Key partners. Housing Register and Allocations Policy updated to incorporate review finding and agreed at Community Scrutiny and Executive October 08.</p> <p>Home Options Review Group attended by Senior Housing Options Officer. Currently developing a joint Housing Register application form. Senior Housing Options Officer working with East Herts IT Service to migrate our Housing Register database across to Locata. This will ensure smooth transition of information between the housing register and allocations process and allow a much wider analysis including collating data that is currently not available for our Equality Impact Assessments.</p>	<p>Completed</p> <p>Completed and Ongoing</p>	<p>East Herts Housing Services, RSLs, Other Local Authorities in Home Options work group</p>
<p>23. Maximise the opportunities to enhance and develop services to vulnerable residents of East Herts</p>	<p>- Review the Community Alarm service with a view to re-provision</p> <p>- Ensure all partner agencies are aware of the referral route for the County Council's Supporting people Floating Support Service by requesting a presentation by SP at the Homeless Strategy Group and other forums</p> <p>- Ensure appropriate officer attendance at the Supporting People Commissioning Body and Programmed Development meetings.</p> <p>- Ensure adequate representation by East Herts at the County Council's Supporting people groups and working parties, including the Accommodation for Older Persons Review Group, the Move-On project and Accommodation Services for Young People Partnership Group.</p>	<p>East Herts Housing Services</p> <p>East Herts Housing Services</p> <p>East Herts Housing Services</p> <p>East Herts Housing Services</p>	<p>Service reviewed with partners. New service provider started April 09. Transitional arrangements successful.</p> <p>Presentation on the Floating Support Service given to the Homeless Strategy Group partners by HYHG and Herts County Council November 2008. Copies of all documentation including referral documents circulated to all partners on the group.</p> <p>Supporting People service now part of HCC Adult Care Service (including grant) and Commissioning Body no longer exists. Herts County Council developing links to services at district level through Herts Heads of Housing and other project boards to be agreed. Housing Officer attends where relevant.</p> <p>Accommodation for Older Persons Review Group attended by Housing Strategy and Policy Manager. Other groups currently suspended by Herts County Council.</p>	<p>Completed</p> <p>Completed</p> <p>Ongoing</p> <p>Ongoing</p>	<p>East Herts Housing services, County Council, Voluntary and Statutory support agencies</p>

<p>24. Implement the actions in the Homeless and Homeless Prevention Strategy 2008-2013</p>	<p>- Refer to Strategy for detailed actions and monitoring schedule</p> <p>Report progress on action plan annually to Community Scrutiny.</p>	<p>East Herts Housing Services</p>	<p>Regular updates provided to external partners on the Homeless Strategy Group on progress of action plan. Actions achieved to date include bringing back in-house the management of the Council's Hostel Services. The Housing Options Service have supported an initiative developed by Herts Young Homeless Group, with 4 other LAs in the County and the County Council, to go into schools attended by East Herts children and raise awareness of the implications of homelessness. Aimed at 14 year olds. Funding for 2010/2011 agreed through LSP.</p> <p>Report on the progress of the Homeless and Homeless prevention Strategy presented to Community Scrutiny July 2010.</p>	<p>Annual and Ongoing</p>	<p>East Herts Housing services, County Council, Voluntary and Statutory support agencies</p>
<p>25. Work with health and care agencies to target vulnerable households in need of home improvements</p>	<p>Establish a referral network with Herts County Council, East Herts Council, Primary Care Trust and others for vulnerable households to receive energy efficiency measures, benefits advice and other services. For residents over 50 years old.</p>	<p>Herts County Council Housing Services</p>	<p>The County Council have invited expressions of interest for a managing agent to oversee the project for two years. A First Contact Signposting Assessment Form has been drafted and has been consulted on by all partners. Scheme recently launched.</p>	<p>Annual and Ongoing</p>	<p>East Herts Council, Herts County Council, Voluntary and Statutory support agencies</p>
<p>26. Reduce levels of fuel poverty, particularly for vulnerable Groups.</p>	<p>Maximise the use of East Herts Council's share of the £6.6M London Commuter Belt funding to install fuel efficient measures in 340 homes per annum over two years.</p>	<p>East Herts Housing Services</p>	<p>Project launched 8 July 2009. First installations measures installed in August. Target number of measures achieved. Project across the 15 council districts currently under spent, but strong promotion in East Herts maximised share.</p>	<p>Annual 2009/10 & 2010/11</p>	<p>LCB authorities, Communities & Local Government, EERA, Climate Energy (managing agents)</p>

This page is intentionally left blank

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 25 JANUARY 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK SEPTEMBER 2010 - NOVEMBER 2010

WARD (S) AFFECTED: All

Purpose/Summary of Report:

To set out a report on the performance of the key indicators that relate to Community Scrutiny for the period September 2010 to November 2010.

<u>RECOMMENDATION FOR DECISION:</u>	
That Scrutiny:	
(A)	That the reported performance be scrutinised and Executive be informed of any recommendations.

1.0 Background

1.1 This is a performance report relevant to the Community Scrutiny terms of reference covering the period from September 2010 to November 2010.

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 November 2010 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 councils performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team is able to provide support and training on using the Covalent system if required.

1.4 Essential Reference Paper 'B' attached to the report shows the full set of performance indicators that are reported on a monthly and quarterly basis.

Essential Reference Paper 'C' attached to the report shows a comparative view of East Herts against most similar group relating to crime performance indicators.

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 – Indicators grouped by corporate priority

Promoting Prosperity and well-being, providing access and opportunities

Performance analysis

- 2.1 Performance for the following indicators were 'Green', which means that the target was either met or exceeded for November/Quarter 2. They are;
- NI 156 - Number of households living in temporary accommodation.
 - EHPI 129 - Response time to anti social behaviour complaints made to East Herts Council.
 - EHPI 213 - Preventing Homelessness - number of households where homelessness prevented
- 2.2 **NI 15 – Serious violent crime rate.** East Herts ranked fourth in the county for serious violence excluding Grievous Bodily Harm (August - October 2010) in November 2010. When comparing East Herts with other areas with similar characteristics, East Herts featured below the average with 0.037 crimes per 1000 residents (August - October 2010).
- 2.3 **NI 16 - Serious acquisitive crime rate.** East Herts is fourth in the county for serious acquisitive crime (August - October 2010) in November 2010. When comparing East Herts with other areas with similar characteristics, the district is tenth (out of 15) with 2.299 crimes per 1000 residents (August - October 2010).
- 2.4 **NI 20 – Assault with injury crime rate.** East Herts was third in the county for assault with less serious injury (1 August - 31 October 2010) in November 2010. When compared with other areas with similar characteristics, East Herts is below the average with 0.729 crimes per 1000 residents (August - October 2010).
- 2.5 **EHPI 130 - Number of council endorsed community safety projects that receive positive publicity.** There have been no planned partnership supported activities in November 2010, and therefore no publicity.
- 2.6 Please refer to Essential Reference Paper 'B' for full details.

Fit for purpose

Performance analysis

- 2.7 The following indicator was 'Green', meaning that the target was either met or exceeded for November 2010. It is:
- NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.

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

Shaping now, shaping the future

Performance analysis

- 2.8 **NI 173 - Flows on to incapacity benefits from employment.** As reported previously data for NI 173 has not been issued since March 2009. This is due to complications associated with data collection arising from the introduction of the Employment and Support Allowance (ESA). Work is ongoing to find a solution. Furthermore, following the abolition of the Comprehensive Area Assessment (CAA) it was announced that the national indicator set will be replaced by April 2011 and this indicator will not likely be continued.

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

Leading the way, working together

Performance analysis

- 2.9 The following indicators were 'Green', meaning that the target was either met or exceeded for Quarter 2:
- EHPI 2 - Net cost/subsidy per visit
 - EHPI 3a - Usage: number of swims (under 16)
 - EHPI 3b - Usage: number of swims (16 – under 60 year olds)
 - 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).

Please refer to Essential Reference Paper 'B' 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:

- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix B - Complete list of Performance Indicator by Corporate Priority
- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix C – report reading guidance notes
- February 2009 – May 2009 Community Scrutiny Corporate Healthcheck Appendix E – Performance indicator definitions

Contact Member: Councillor Linda Haysey

Contact Officers: In terms of performance issues

Ceri Pettit, Head of Strategic Direction (Shared) and Performance Manager
– ext 2240

Lorna Georgiou, Performance and improvement Coordinator – ext 2244

Report Author:

Karl Chui, Performance Officer – ext 2243

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Shaping now, shaping the future <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>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>There are no financial implications.</p>
<p>Human Resource:</p>	<p>There are no Human Resource implications.</p>
<p>Risk Management:</p>	<p>There are no Risk implications.</p>



Community Scrutiny Corporate Healthcheck September to November 2010/11

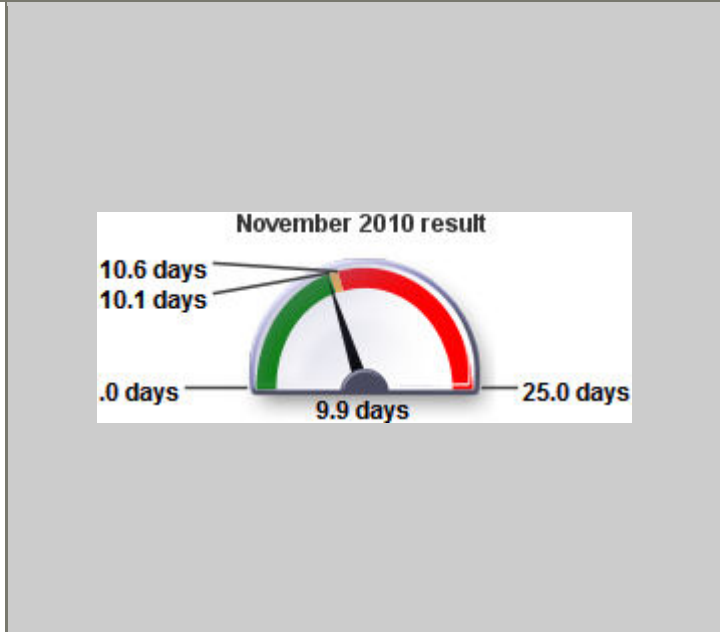
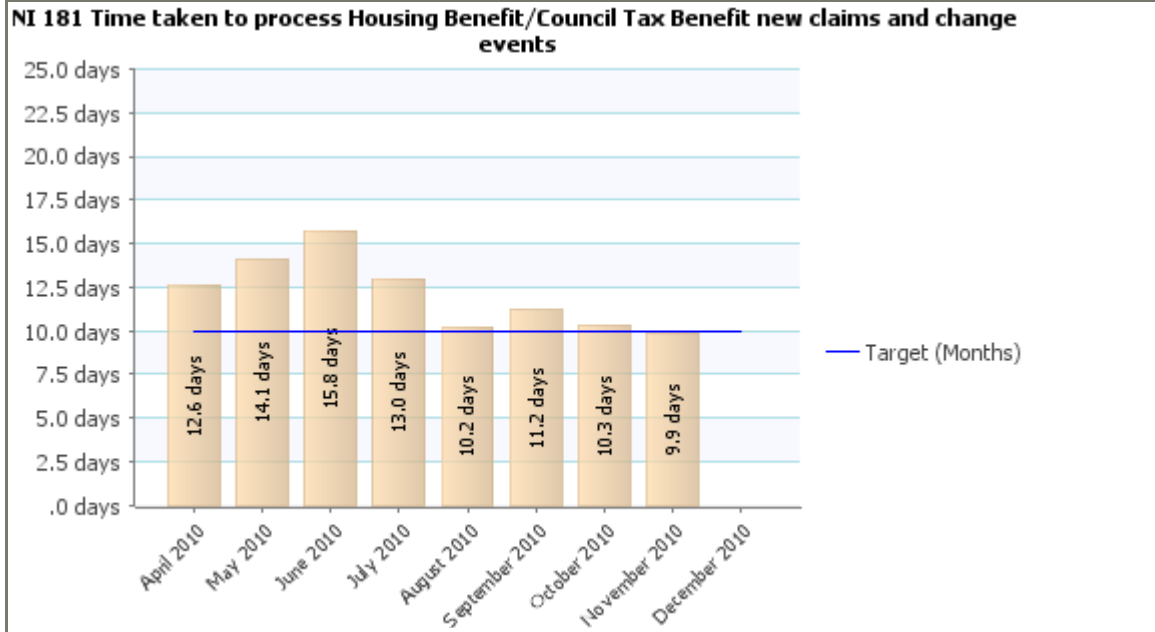
PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Traffic Light Green
Description Fit for purpose, services fit for you

Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		9.9 days	10.0 days		For the period 8 November 2010 - 6 December 2010 9.87 days. Which brings the cumulative to 12.28	The Director undertook to provide a written response relating to the time taken to process housing and council tax benefit claims and change events.

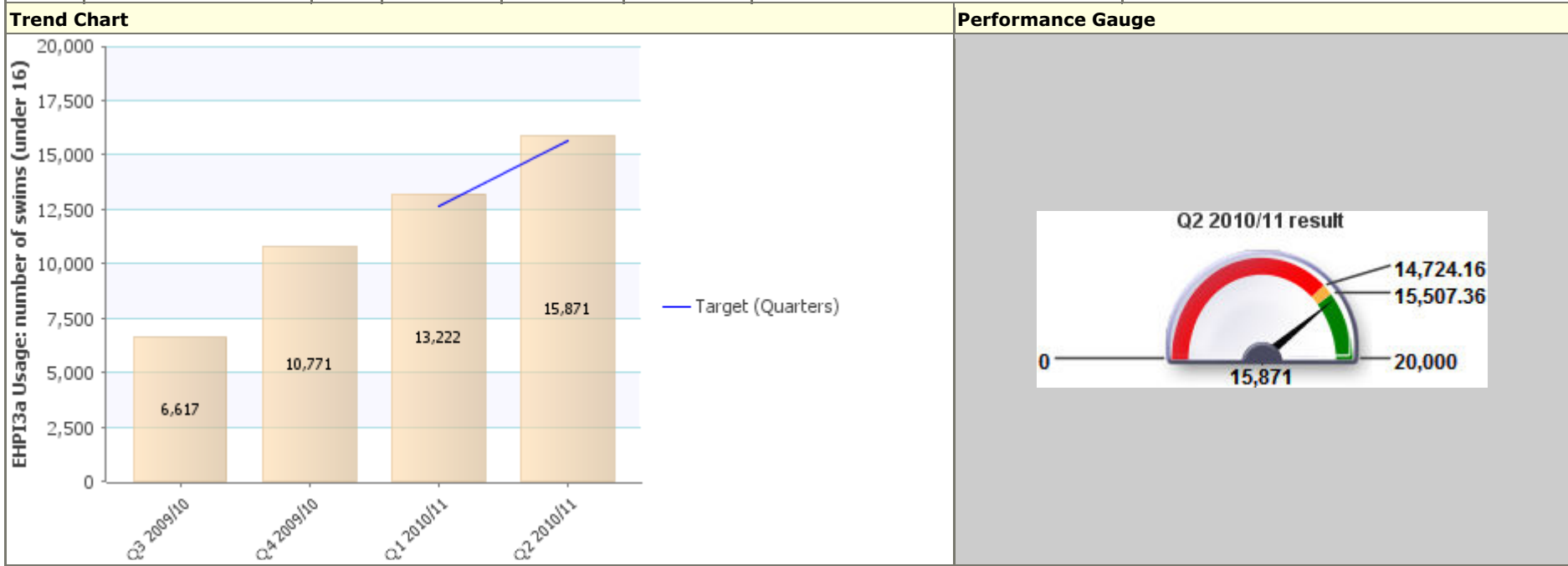
Trend Chart **Performance Gauge**



Traffic Light Green
Description Leading the way, working together

Community and Cultural Services

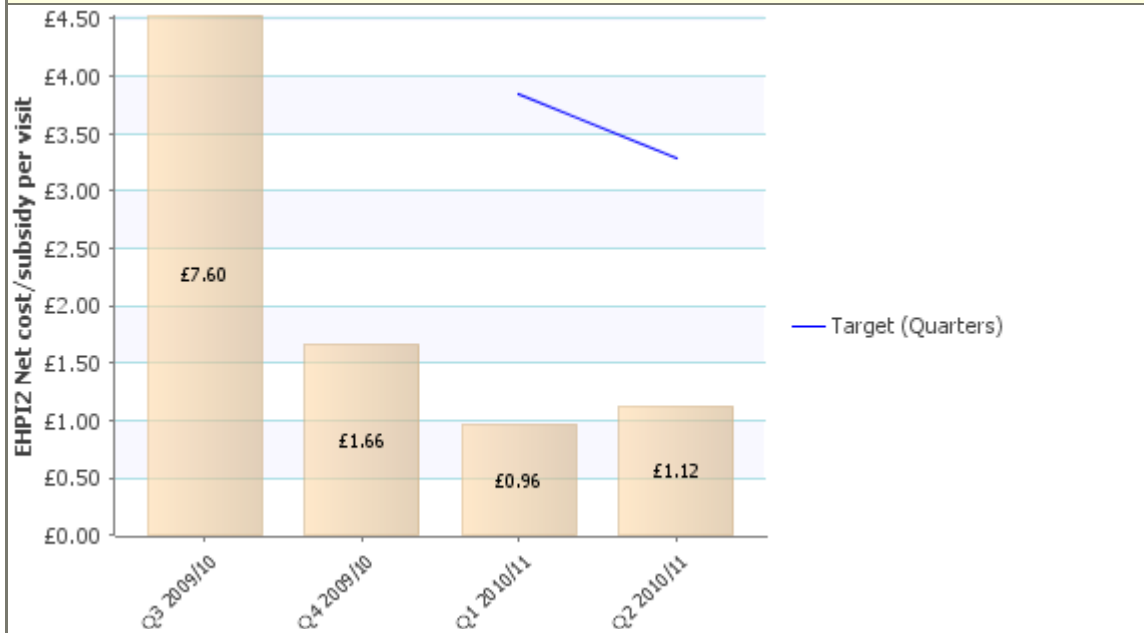
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010
EHP13a	Usage: number of swims (under 16)		15,871	15,664		Performance continues to show favourable position against target.	None



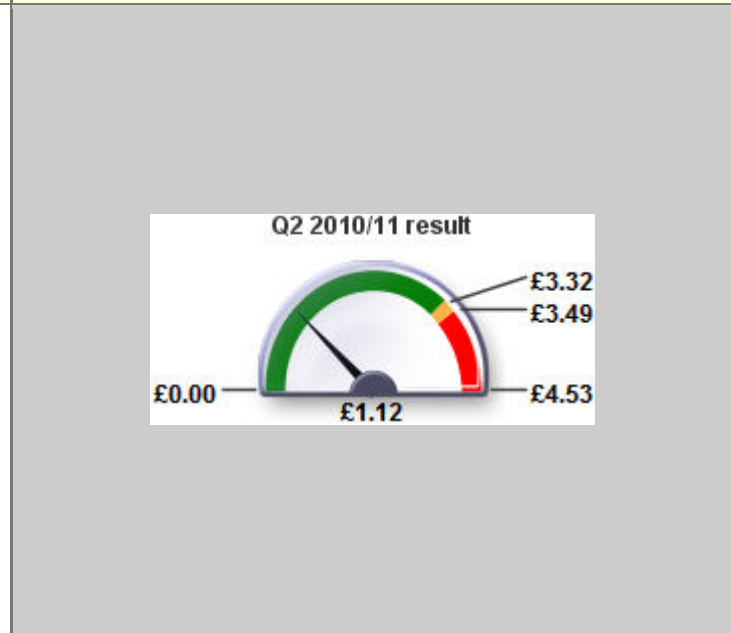
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010
EHP12	Net cost/subsidy per visit		£1.12	£3.29		Retail Price Index (RPI) set at 4.6% increases net cost/subsidy per visit to £1.17 per user	None

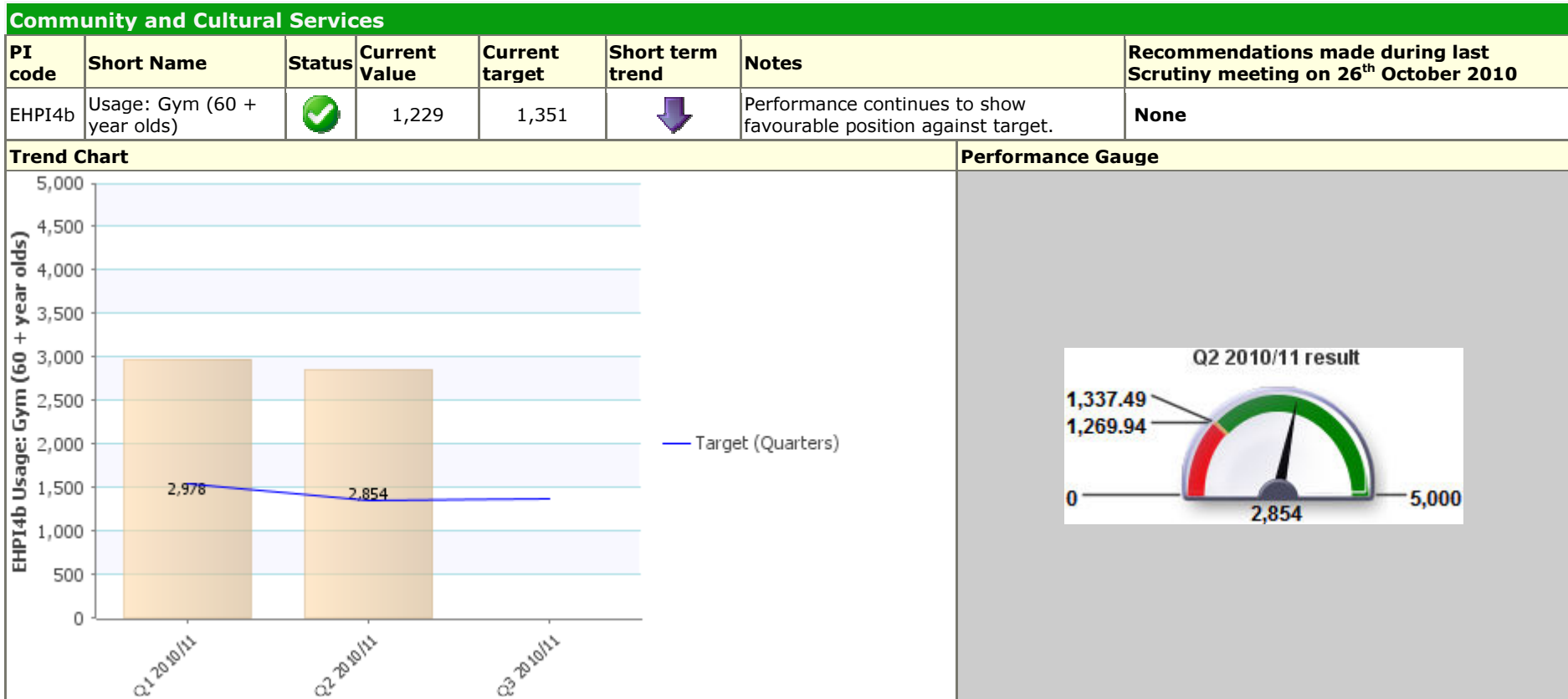
Trend Chart



Performance Gauge

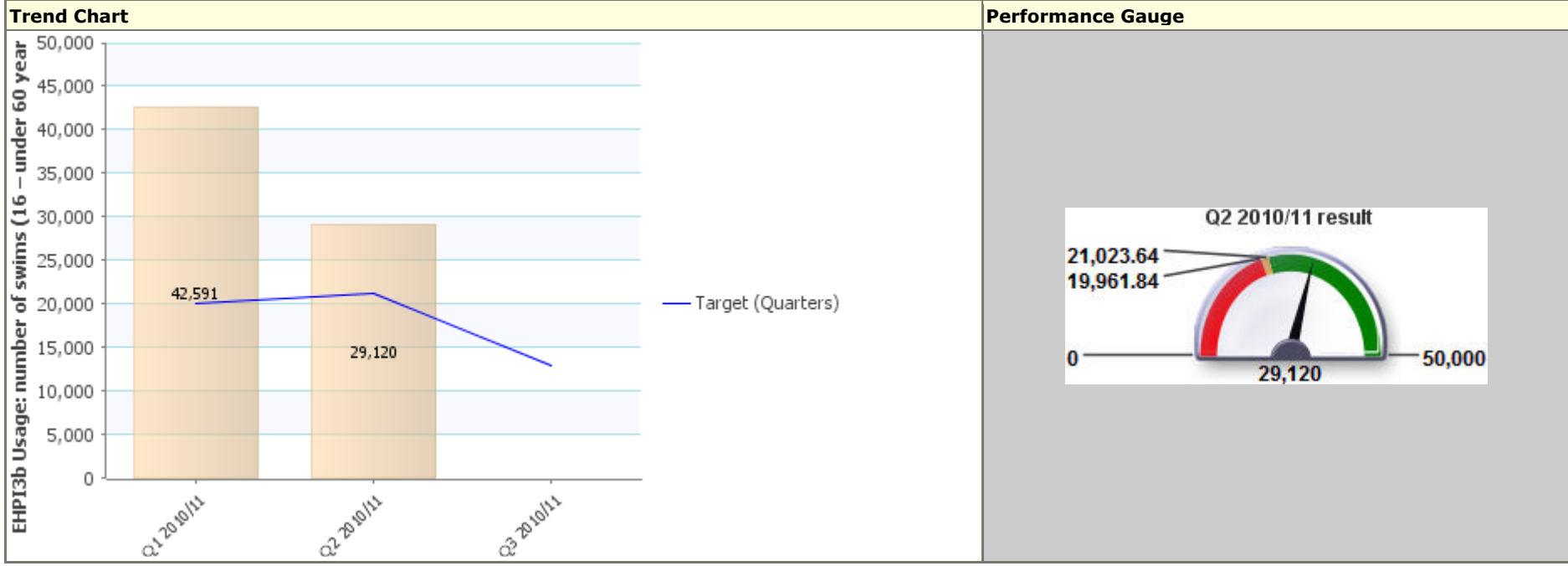


Community and Cultural Services																															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010																								
EHP14a	Usage: Gym (16 - under 60 year olds)		40,744	13,935		Performance continues to show favourable position against target.	None																								
Trend Chart						Performance Gauge																									
<p>EHPI4a Usage: Gym (16 - under 60 year olds)</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2010/11</td> <td>49,093</td> <td>17,000</td> </tr> <tr> <td>Q2 2010/11</td> <td>40,744</td> <td>14,000</td> </tr> <tr> <td>Q3 2010/11</td> <td>-</td> <td>14,000</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q1 2010/11	49,093	17,000	Q2 2010/11	40,744	14,000	Q3 2010/11	-	14,000	<p>Q2 2010/11 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>13,795.65</td> <td>Red/Yellow</td> </tr> <tr> <td>13,098.9</td> <td>Yellow/Green</td> </tr> <tr> <td>40,744</td> <td>Green</td> </tr> <tr> <td>70,000</td> <td>Green</td> </tr> </tbody> </table>		Value	Zone	0	Red	13,795.65	Red/Yellow	13,098.9	Yellow/Green	40,744	Green	70,000	Green
Quarter	Usage	Target (Quarters)																													
Q1 2010/11	49,093	17,000																													
Q2 2010/11	40,744	14,000																													
Q3 2010/11	-	14,000																													
Value	Zone																														
0	Red																														
13,795.65	Red/Yellow																														
13,098.9	Yellow/Green																														
40,744	Green																														
70,000	Green																														



Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010
EHP13b	Usage: number of swims (16 – under 60 year olds)		29,120	21,236		Performance continues to show favourable position against target.	None

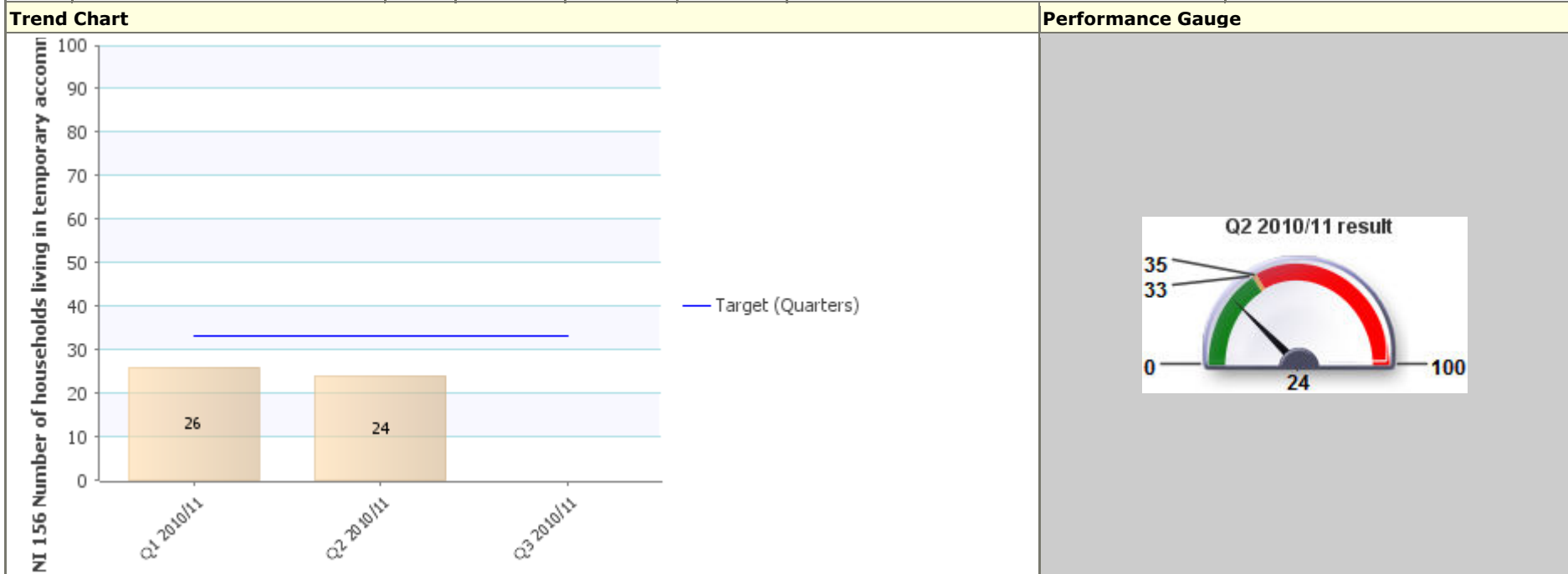


Community and Cultural Services																											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010																				
EHP13c	Usage: number of swims (60 year old +)		6,784	5,583		Continues to show favourable position against target despite the removal of the government free swim scheme for the 60+. Performance continues to exceed target.	None																				
Trend Chart						Performance Gauge																					
<p>EHPI3c Usage: number of swims (60 year old +)</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2010/11</td> <td>8,063</td> <td>~4,500</td> </tr> <tr> <td>Q2 2010/11</td> <td>6,784</td> <td>~5,500</td> </tr> <tr> <td>Q3 2010/11</td> <td>-</td> <td>~4,800</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q1 2010/11	8,063	~4,500	Q2 2010/11	6,784	~5,500	Q3 2010/11	-	~4,800	<p>Q2 2010/11 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Position on Gauge</th> </tr> </thead> <tbody> <tr> <td>6,784</td> <td>Current Result</td> </tr> <tr> <td>5,527.17</td> <td>Target</td> </tr> <tr> <td>5,248.02</td> <td>Previous Value</td> </tr> </tbody> </table>		Value	Position on Gauge	6,784	Current Result	5,527.17	Target	5,248.02	Previous Value
Quarter	Usage	Target (Quarters)																									
Q1 2010/11	8,063	~4,500																									
Q2 2010/11	6,784	~5,500																									
Q3 2010/11	-	~4,800																									
Value	Position on Gauge																										
6,784	Current Result																										
5,527.17	Target																										
5,248.02	Previous Value																										



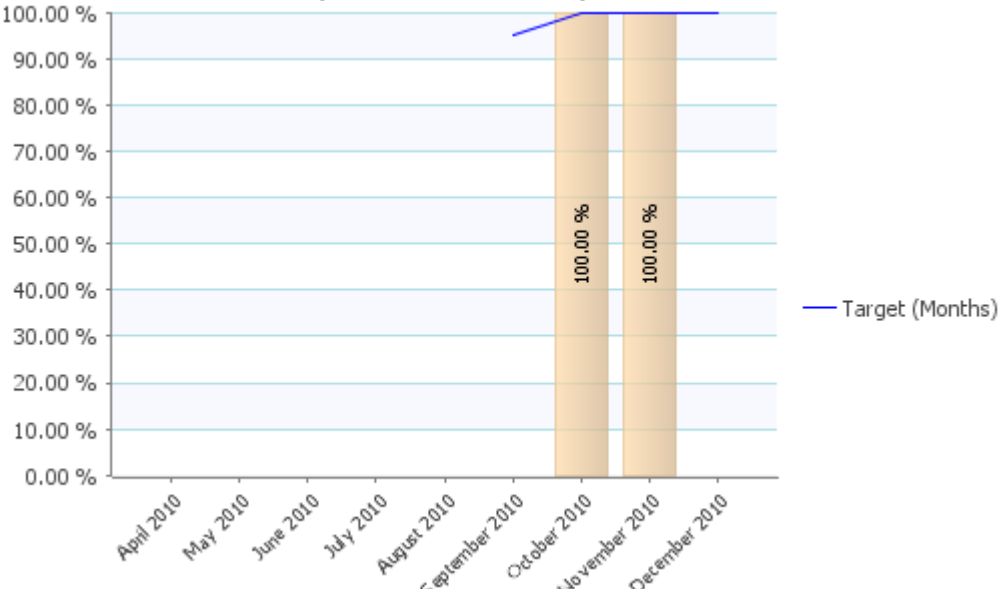

Traffic Light Green
Description Promoting prosperity & well being providing access & opportunities

Health and Housing

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010
NI 156	Number of households living in temporary accommodation		24	33		Sept 2010: Target is 33 households or less in temporary accommodation so significantly below this number.	None



Health and housing																															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010																								
EHPI213	Preventing Homelessness - number of households where homelessness prevented		51	37.5		Performance on target.	None																								
Trend Chart						Performance Gauge																									
<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2010/11</td> <td>51</td> <td>37.5</td> </tr> <tr> <td>Q2 2010/11</td> <td>109</td> <td>37.5</td> </tr> <tr> <td>Q3 2010/11</td> <td>-</td> <td>37.5</td> </tr> </tbody> </table>						Quarter	Value	Target	Q1 2010/11	51	37.5	Q2 2010/11	109	37.5	Q3 2010/11	-	37.5	<p>Q2 2010/11 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Red</td> </tr> <tr> <td>35.25</td> <td>Red/Green</td> </tr> <tr> <td>37.13</td> <td>Green</td> </tr> <tr> <td>109</td> <td>Actual Result</td> </tr> <tr> <td>500</td> <td>Green</td> </tr> </tbody> </table>		Value	Color	0	Red	35.25	Red/Green	37.13	Green	109	Actual Result	500	Green
Quarter	Value	Target																													
Q1 2010/11	51	37.5																													
Q2 2010/11	109	37.5																													
Q3 2010/11	-	37.5																													
Value	Color																														
0	Red																														
35.25	Red/Green																														
37.13	Green																														
109	Actual Result																														
500	Green																														

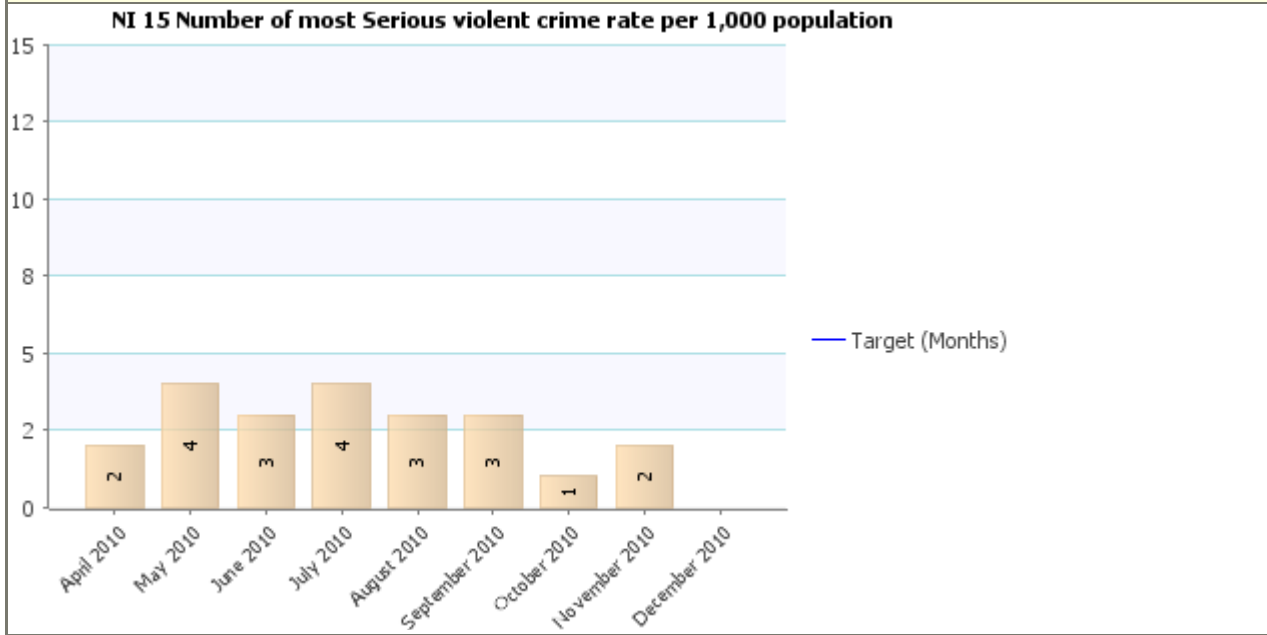
Licensing and Community Safety																																										
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010																																			
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There was only x3 ASB complaints made directly to EHC all of which had a response within the minimum 48 hours (lower than previous months due to EHC ASB Officer being on leave for 8 days in the month).	None																																			
Trend Chart						Performance Gauge																																				
<p>EHPI129 Response time to ASB complaints made to EHC.</p>  <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>-</td><td>100.00</td></tr> <tr><td>May 2010</td><td>-</td><td>100.00</td></tr> <tr><td>June 2010</td><td>-</td><td>100.00</td></tr> <tr><td>July 2010</td><td>-</td><td>100.00</td></tr> <tr><td>August 2010</td><td>-</td><td>100.00</td></tr> <tr><td>September 2010</td><td>-</td><td>100.00</td></tr> <tr><td>October 2010</td><td>100.00</td><td>100.00</td></tr> <tr><td>November 2010</td><td>100.00</td><td>100.00</td></tr> <tr><td>December 2010</td><td>-</td><td>100.00</td></tr> </tbody> </table>						Month	Value (%)	Target (%)	April 2010	-	100.00	May 2010	-	100.00	June 2010	-	100.00	July 2010	-	100.00	August 2010	-	100.00	September 2010	-	100.00	October 2010	100.00	100.00	November 2010	100.00	100.00	December 2010	-	100.00	<p>November 2010 result</p>  <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>0.00 %</td></tr> <tr><td>100.00 %</td></tr> <tr><td>99.00 %</td></tr> <tr><td>94.00 %</td></tr> </tbody> </table>		Value (%)	0.00 %	100.00 %	99.00 %	94.00 %
Month	Value (%)	Target (%)																																								
April 2010	-	100.00																																								
May 2010	-	100.00																																								
June 2010	-	100.00																																								
July 2010	-	100.00																																								
August 2010	-	100.00																																								
September 2010	-	100.00																																								
October 2010	100.00	100.00																																								
November 2010	100.00	100.00																																								
December 2010	-	100.00																																								
Value (%)																																										
0.00 %																																										
100.00 %																																										
99.00 %																																										
94.00 %																																										

Traffic Light Data Only
Description Promoting prosperity & well being providing access & opportunities



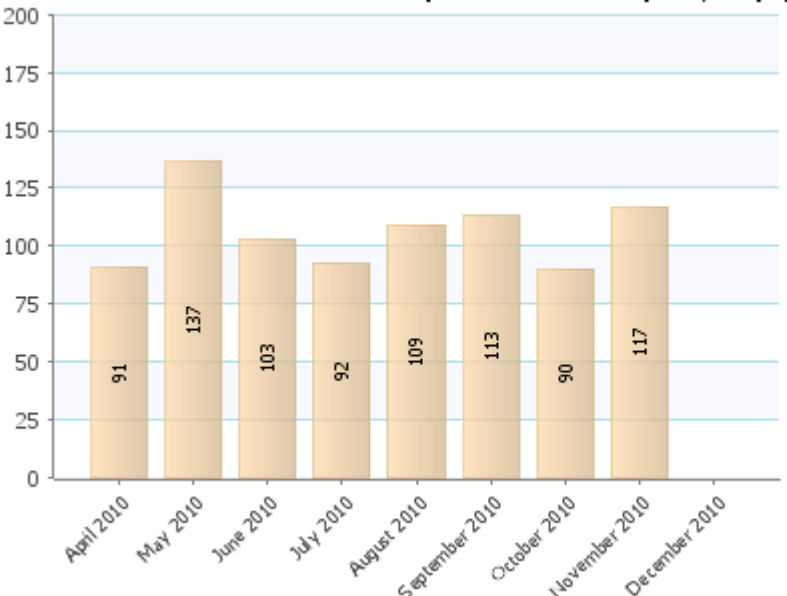
Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010
NI 15	Number of most Serious violent crime rate per 1,000 population		2			East Herts ranked 4th in the county for serious violence excluding GBH (Aug - Oct 10). When comparing East Herts with other areas with similar characteristics, East Herts featured below the average with 0.037 crimes per 1000 residents (Aug - Oct 2010)	None



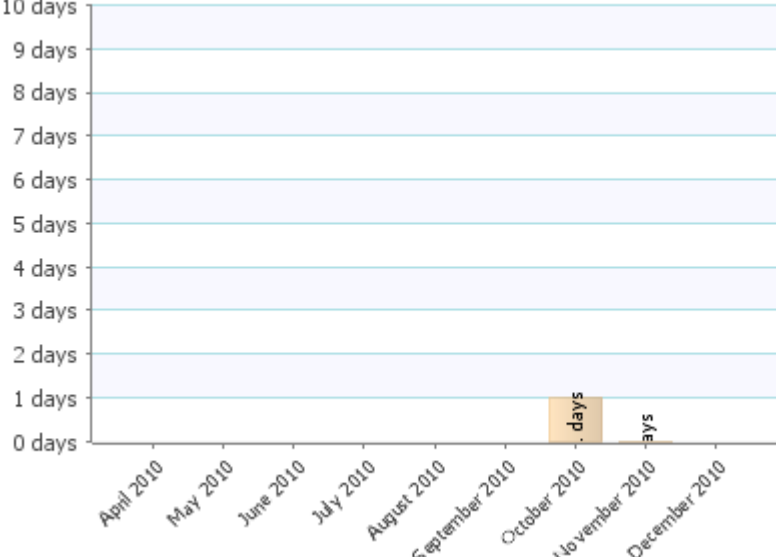
Trend Chart **Performance Gauge**



November 2010 result
2



Licensing and Community Safety																									
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010																		
NI 16	Number of Serious acquisitive crime rate per 1,000 population		117			East Herts is 4th in the county for serious acquisitive crime (Aug - Oct 2010). When comparing East Herts with other similar areas, the district is 10th (out of 15) with 2.299 crimes per 1000 residents (Aug - Oct 2010)	None																		
Trend Chart						Performance Gauge																			
<p>NI 16 Number of Serious acquisitive crime rate per 1,000 population</p>  <table border="1"> <caption>Monthly Crime Rate Data</caption> <thead> <tr> <th>Month</th> <th>Crime Rate</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>91</td></tr> <tr><td>May 2010</td><td>137</td></tr> <tr><td>June 2010</td><td>103</td></tr> <tr><td>July 2010</td><td>92</td></tr> <tr><td>August 2010</td><td>109</td></tr> <tr><td>September 2010</td><td>113</td></tr> <tr><td>October 2010</td><td>90</td></tr> <tr><td>November 2010</td><td>117</td></tr> </tbody> </table> <p>— Target (Months)</p>						Month	Crime Rate	April 2010	91	May 2010	137	June 2010	103	July 2010	92	August 2010	109	September 2010	113	October 2010	90	November 2010	117	<p>November 2010 result 117</p>	
Month	Crime Rate																								
April 2010	91																								
May 2010	137																								
June 2010	103																								
July 2010	92																								
August 2010	109																								
September 2010	113																								
October 2010	90																								
November 2010	117																								

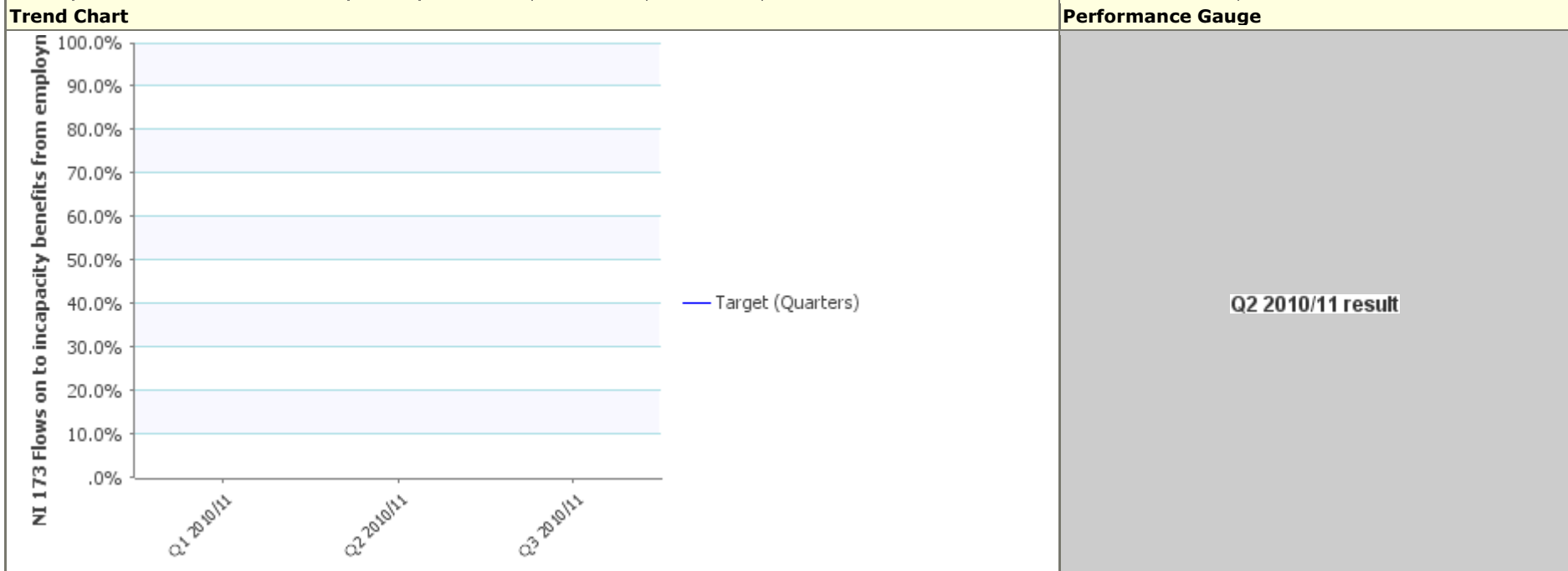
Licensing and Community Safety																									
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010																		
NI 20	Number of Assault with injury crime rate offences per 1,000 population		36			East Herts was 3rd in the county for assault with less serious injury (1 Aug - 31 Oct 2010). When compared to other similar areas, East Herts is below the average with 0.729 crimes per 1000 residents (Aug - Oct 2010)	None																		
Trend Chart						Performance Gauge																			
<p>NI 20 Number of Assault with injury crime rate offences per 1,000 population</p> <table border="1"> <caption>Monthly Assault Rates (2010)</caption> <thead> <tr> <th>Month</th> <th>Rate</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>30</td></tr> <tr><td>May 2010</td><td>42</td></tr> <tr><td>June 2010</td><td>25</td></tr> <tr><td>July 2010</td><td>30</td></tr> <tr><td>August 2010</td><td>31</td></tr> <tr><td>September 2010</td><td>29</td></tr> <tr><td>October 2010</td><td>39</td></tr> <tr><td>November 2010</td><td>36</td></tr> </tbody> </table>						Month	Rate	April 2010	30	May 2010	42	June 2010	25	July 2010	30	August 2010	31	September 2010	29	October 2010	39	November 2010	36	<p>November 2010 result</p> <p>36</p>	
Month	Rate																								
April 2010	30																								
May 2010	42																								
June 2010	25																								
July 2010	30																								
August 2010	31																								
September 2010	29																								
October 2010	39																								
November 2010	36																								

Licensing and Community Safety																											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010																				
EHPI130	Number of council endorsed community safety projects that receive positive publicity.		0.00 days			There have been no planned partnership supported activities this month, and therefore no publicity.	None																				
Trend Chart						Performance Gauge																					
<p>EHPI130 Number of council endorsed community safety projects that receive positive publicity.</p>  <table border="1"> <caption>EHPI130 Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>0</td></tr> <tr><td>May 2010</td><td>0</td></tr> <tr><td>June 2010</td><td>0</td></tr> <tr><td>July 2010</td><td>0</td></tr> <tr><td>August 2010</td><td>0</td></tr> <tr><td>September 2010</td><td>0</td></tr> <tr><td>October 2010</td><td>1</td></tr> <tr><td>November 2010</td><td>0</td></tr> <tr><td>December 2010</td><td>0</td></tr> </tbody> </table>						Month	Value (days)	April 2010	0	May 2010	0	June 2010	0	July 2010	0	August 2010	0	September 2010	0	October 2010	1	November 2010	0	December 2010	0	<p>November 2010 result 0 days</p>	
Month	Value (days)																										
April 2010	0																										
May 2010	0																										
June 2010	0																										
July 2010	0																										
August 2010	0																										
September 2010	0																										
October 2010	1																										
November 2010	0																										
December 2010	0																										

Traffic Light Data Only
Description Shaping now, shaping the future

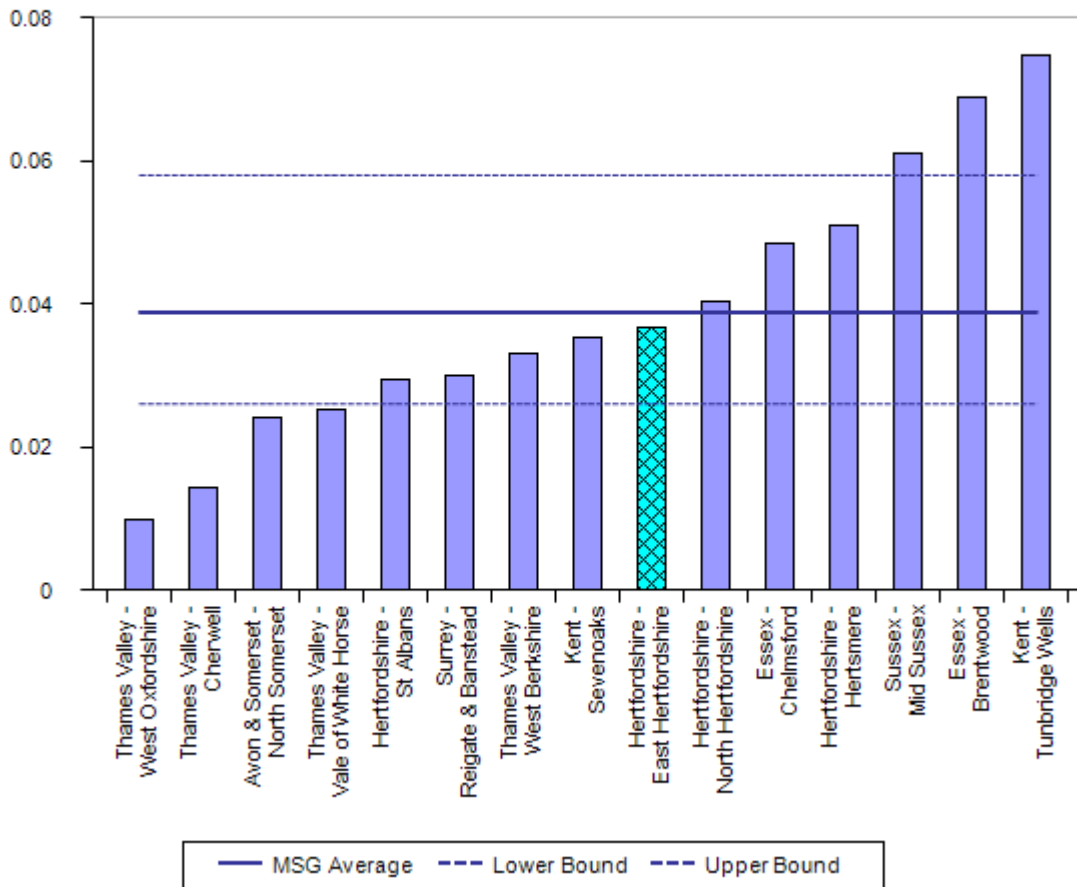
Strategic Direction

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 26 th October 2010
NI 173	Flows on to incapacity benefits from employment		N/A			It was announced that the national indicator set will be replaced by April 2011 and this indicator will not likely be continued.	None



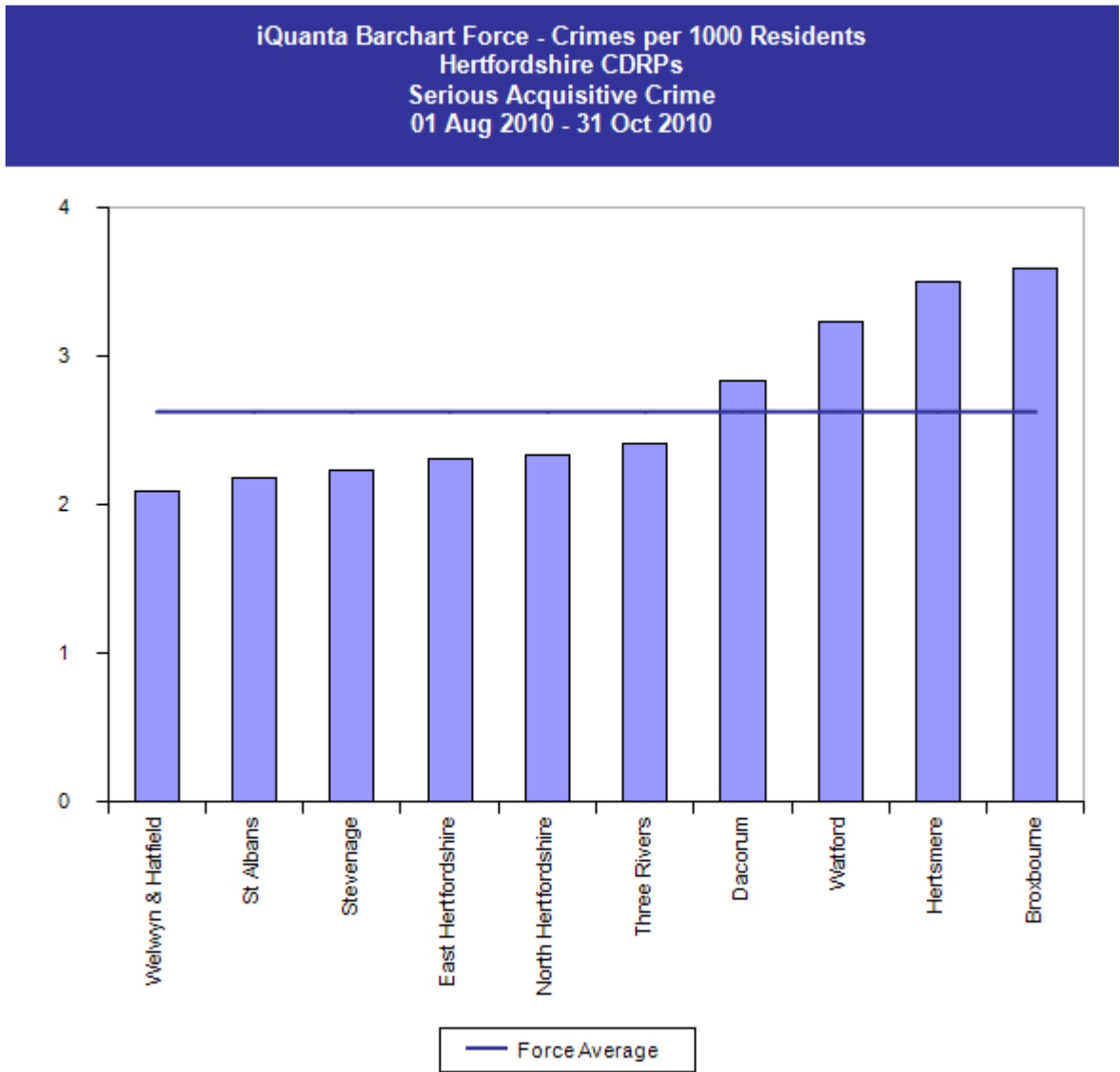
NI 15 - Most serious violence

iQuanta Barchart MSG - Crimes per 1000 Residents
 Hertfordshire - East Hertfordshire CDRP
 Most serious violence exc GBH without intent
 01 Feb 2010 - 30 Apr 2010



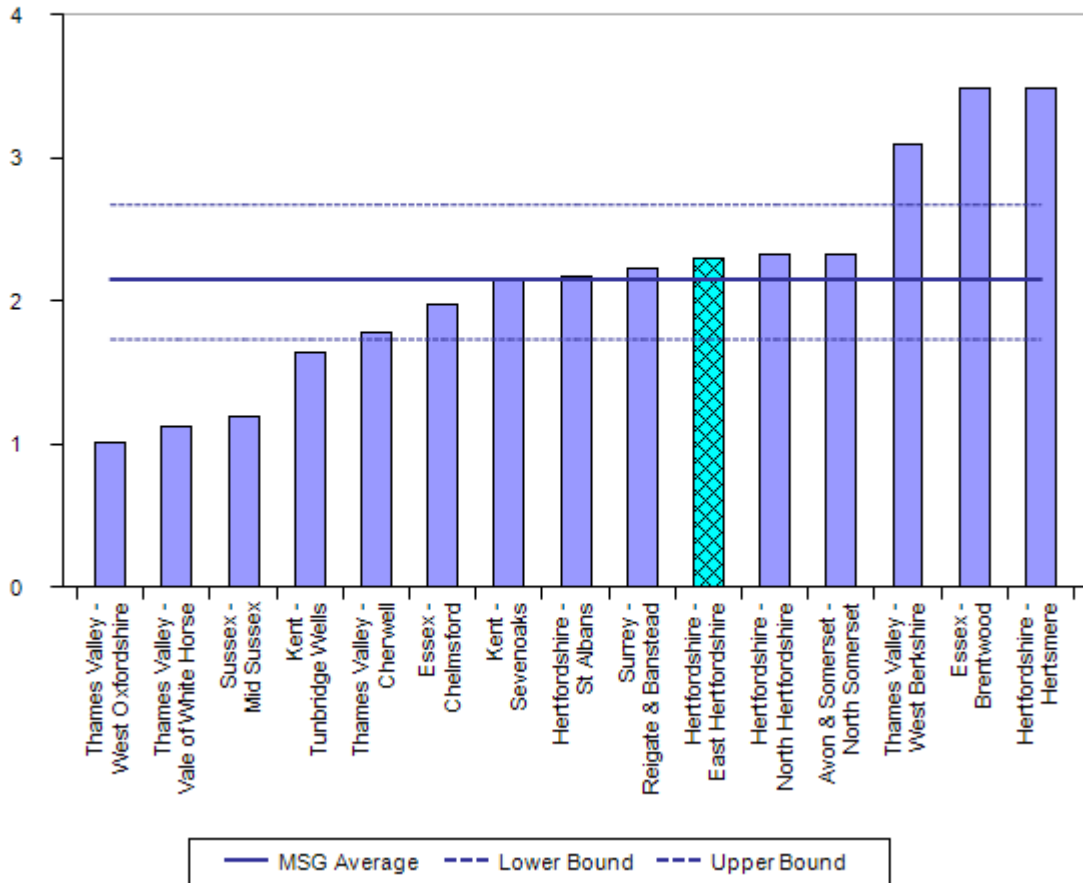
CDRP	Crimes per 1000 Residents
Thames Valley - West Oxfordshire	0.010
Thames Valley - Cherwell	0.014
Avon & Somerset - North Somerset	0.024
Thames Valley - Vale of White Horse	0.025
Hertfordshire - St Albans	0.030
Surrey - Reigate & Banstead	0.030
Thames Valley - West Berkshire	0.033
Kent - Sevenoaks	0.035
Hertfordshire - East Hertfordshire	0.037
Hertfordshire - North Hertfordshire	0.040
Essex - Chelmsford	0.048
Hertfordshire - Hertsmere	0.051
Sussex - Mid Sussex	0.061
Essex - Brentwood	0.069
Kent - Tunbridge Wells	0.075
Hertfordshire - East Hertfordshire MSG	0.039

NI 16 - Number of Serious acquisitive crime



Source: iQuanta 25-11-2010

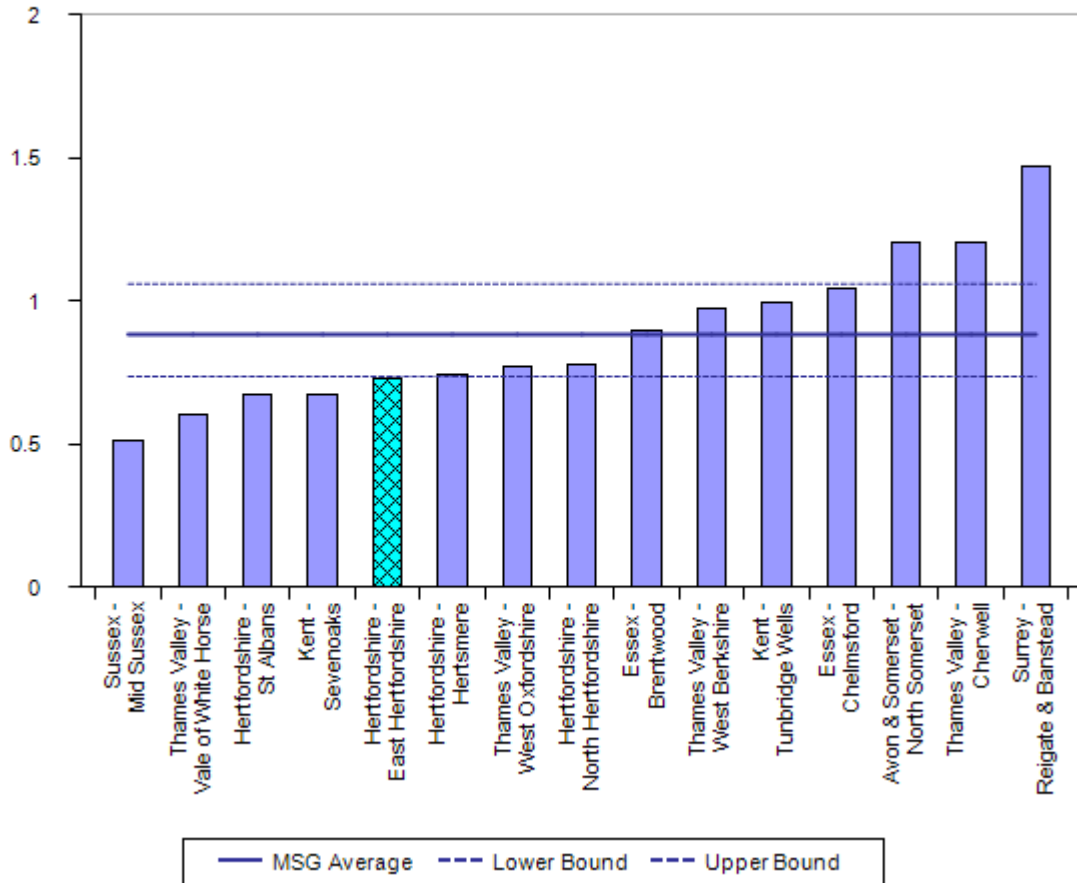
iQuanta Barchart MSG - Crimes per 1000 Residents
Hertfordshire - East Hertfordshire CDRP
Serious Acquisitive Crime [SPI 5.2 / NI16]
01 Aug 2010 - 31 Oct 2010



CDRP	Crimes per 1000 Residents
Thames Valley - West Oxfordshire	1.009
Thames Valley - Vale of White Horse	1.117
Sussex - Mid Sussex	1.192
Kent - Tunbridge Wells	1.639
Thames Valley - Cherwell	1.780
Essex - Chelmsford	1.977
Kent - Sevenoaks	2.155
Hertfordshire - St Albans	2.174
Surrey - Reigate & Banstead	2.226
Hertfordshire - East Hertfordshire	2.299
Hertfordshire - North Hertfordshire	2.328
Avon & Somerset - North Somerset	2.333
Thames Valley - West Berkshire	3.097
Essex - Brentwood	3.489
Hertfordshire - Hertsmere	3.494
Hertfordshire - East Hertfordshire MSG	2.154

NI 20 - Number of Assault with injury crime

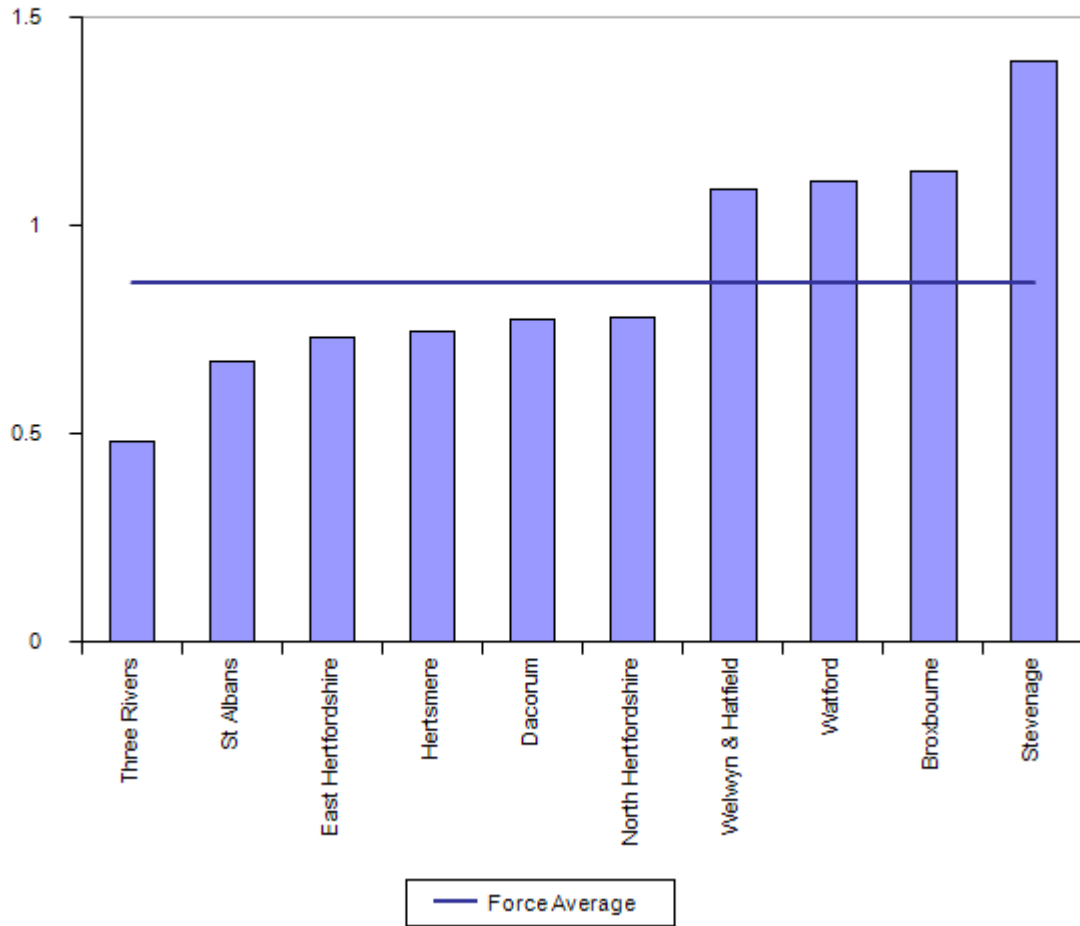
**iQuanta Barchart MSG - Crimes per 1000 Residents
Hertfordshire - East Hertfordshire CDRP
Assault with Less Serious Injury [SPI 5.3 / NI20]
01 Aug 2010 - 31 Oct 2010**



CDRP	Crimes per 1000 Residents
Sussex - Mid Sussex	0.512
Thames Valley - Vale of White Horse	0.601
Hertfordshire - St Albans	0.673
Kent - Sevenoaks	0.674
Hertfordshire - East Hertfordshire	0.729
Hertfordshire - Hertsmere	0.746
Thames Valley - West Oxfordshire	0.774
Hertfordshire - North Hertfordshire	0.776
Essex - Brentwood	0.896
Thames Valley - West Berkshire	0.977
Kent - Tunbridge Wells	0.993
Essex - Chelmsford	1.046
Avon & Somerset - North Somerset	1.203
Thames Valley - Cherwell	1.203
Surrey - Reigate & Banstead	1.469
Hertfordshire - East Hertfordshire MSG	0.885

Source: iQuanta
25/11/2010

**iQuanta Barchart Force - Crimes per 1000 Residents
Hertfordshire CDRPs
Assault with Less Serious Injury
01 Aug 2010 - 31 Oct 2010**



Source: iQuanta 25-11-2010

This page is intentionally left blank

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 25 January 2011

REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY COMMITTEE

SCRUTINY WORK PROGRAMME 2010/11 AND 2011/12

WARD(S) AFFECTED: none

Purpose/Summary of Report

- This report is intended to support the Community Scrutiny Committee in reviewing and planning its work programme for 2010/11 and 2011/12.

<u>RECOMMENDATION FOR : Community Scrutiny Committee</u>	
(A)	that the work programme shown in this report be reviewed and agreed, and
(B)	that the scrutiny officer be asked to make any changes, additions or arrangements as might be discussed in the meeting.

1.0 Background

- 1.1 Items previously required, identified or suggested for the work programme are set out in Essential Reference Paper B attached to the report now submitted.

2.0 Report

- 2.1 There will be a verbal update on the opening of the Hertford Theatre made through Chairman's announcements at the start of this committee meeting. The written report, with a more detailed initial analysis of the launch, will now be brought to the scrutiny committee meeting on 29 March 2011.
- 2.2 A further report on Hertford Theatre is scheduled for later in the year (26 July 2011) when audited financial data and a more

detailed analysis will be available covering the period from the re-opening to the end of the financial year.

- 2.3 Members are reminded that the second of the two Joint Scrutiny sessions is scheduled for 15 February 2011. The outline agenda for that is included in Essential Reference Paper B attached.
- 2.4 There are two decisions to be made concerning the agenda for 26 July 2011.
- 2.5 Members may wish to consider whether the main Housing Associations and the East Herts Citizens' Advice Service (CAB) should continue to report in person on an annual basis to this committee.
- 2.6 There is a scrutiny topic planning workshop scheduled for Thursday 3 February 2011 and Members may wish to delay making any decision on the topic for the Crime and Disorder review until all the suggestions can be collated and summarised. The list can be reported to this committee at the 29 March 2011 meeting for further consideration.
- 2.7 All scrutiny workshops planned are shown below:

SCRUTINY ACTIVITY – as agreed by Scrutiny Chairmen		
27 Jan 2011 Council Chamber	5:30 – 6:30	Skills Development (1) – Questioning for Scrutiny
	6:30 – 7:30	Scrutiny Evaluation Workshop and setting objectives for 2011/12
3 Feb 2011 Council Chamber	5:30 – 6:30	Skills Development (2) – Assessing the quality of evidence
	6:30 – 7:30	Scrutiny Topic Planning 2011/12

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

Four principles of good public scrutiny published by CfPS (Centre for Public Scrutiny) [click here for link to CfPS external site](#)

East Herts Council own current guidelines for selecting issues for review. A summary of this information is printed at the back of Essential Reference Paper B.

Contact Member: Cllr Colin Woodward, Chairman: Community Scrutiny Committee

Contact Officer: Ceri Pettit, Head of Strategic Direction and Performance Manager – Extn 2240

Report Author: Marian Langley, Scrutiny Officer – Extn 1612

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives</p>	<p>Effective use of the scrutiny process contributes to the Council's ability to meet two core objectives:</p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p> <p>In monitoring the performance of the council's services and action plans, the Committee is monitoring the Council's achievement of all of its corporate objectives.</p> <p>Any additional issues identified for scrutiny will relate to at least one of the Council's corporate objectives.</p>
<p>Consultation:</p>	<p>Potential topics for scrutiny are always invited from members of the public, the Executive and all Members.</p>
<p>Legal:</p>	<p>According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of members on that committee who are not members of the largest political group on the Council.</p>
<p>Financial:</p>	<p>Any additional meetings and every task and finish group has resource needs linked to officer support activity and time for officers from the services to make the required input.</p>
<p>Human Resource:</p>	<p>none</p>
<p>Risk Management:</p>	<p>Matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for review would risk inefficient use of resources. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.</p>

Community Scrutiny Committee work programme 2010/11 and into 2011/12

SCRUTINY ACTIVITY – as agreed by Scrutiny Chairmen		
27 Jan 2011 Council Chamber	5:30 – 6:30	Skills Development (1) – Questioning for Scrutiny
	6:30 – 7:30	Scrutiny Evaluation Workshop and setting objectives for 2011/12
3 Feb 2011 Council Chamber	5:30 – 6:30	Skills Development (2) – Assessing the quality of evidence
	6:30 – 7:30	Scrutiny Topic Planning 2011/12

meeting	date	topic	Contact officer/lead	Next Exec
THIS	CIVIC YEAR			
JOINT SCRUTINY	15 Feb 2011	<ul style="list-style-type: none"> • 2011/12 Service Plans • 2010/11 Estimates and Future targets 		
4 in 10/11	29 Mar 2011 Report deadline 16 March	<ul style="list-style-type: none"> • Report from Health Engagement Panel • Healthcheck through to Feb 2011 • Initial report and analysis on the Hertford Theatre launch • Review of the LSP's delivery of the local Sustainable Communities Strategy • Work programme 2011/12 	<ul style="list-style-type: none"> • Chairman of Panel • Lorna Georgiou/Karl • Will O'Neill with Rhys, Emma & Eoin • Will O'Neil/Mekhola Ray (George Robertson) • Marian Langley 	5 April 2011 24 May 2011 5 July 2011

ESSENTIAL REFERENCE PAPER B

meeting	date	topic	Contact officer/lead	Next Exec
NEXT	CIVIC YEAR			
1 in 11/12	26 July 2011 Report deadline 13 July	<ul style="list-style-type: none"> • Report from Health Engagement Panel • 'Annual Reports' by Housing Associations and CAB (EHCAS) – <i>format/style to be agreed</i> • 'Crime and Disorder' – <i>topic to be agreed</i> • Healthcheck through to May 2011 • End of financial year annual report on Hertford Theatre • Work Programme 	<ul style="list-style-type: none"> • Chairman of Panel • Presentation by reps from RSLs and CAB (EHCAS) • Brian Simmonds, Lizzie Clarke & Police • Lorna Georgiou/Karl • Will O'Neill with Rhys, Emma & Eoin • Marian Langley 	9 Aug 2011 6 Sept 2011 11 Oct 2011
2 in 11/12	25 Oct 2011 Report deadline 12 October	<ul style="list-style-type: none"> • Report from Health Engagement Panel • Healthcheck through to Aug 2011 • East Herts Homelessness and Homeless Prevention action plan – annual monitoring report • Community Safety: report on progress towards outcomes & actions on the 3 year plan • Equality Scheme – update (<i>prov</i>) • Service Plans Apr 2011 – Sept 2011 monitoring (Community only) • Work Programme 	<ul style="list-style-type: none"> • Chairman of Panel • Lorna Georgiou/Karl • Claire Bennett • Brian Simmonds/Lizzie Clarke • Mekhola Ray/Marianne • Ceri Pettit/Dave Cooper • Marian Langley 	8 Nov 2011 6 Dec 2011

The four principles of good public scrutiny: from Centre for Public Scrutiny (CfPS)

- *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*

Currently within East Herts Council, the criteria for selecting issues:

For the Scrutiny Committee to select an issue to review, it must meet all of the following criteria:

- Of local, and preferably current, concern
- Linked to the council's corporate objectives
- Capable of being influenced by this committee
- Of manageable scope – focused rather than too wide ranging
- Of sufficient scope to warrant a scrutiny review – not something that can be easily fixed by meeting with the service provider
- Not being scrutinised elsewhere (eg another Scrutiny Committee)