



## Public Document Pack

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

**MEETING** : COMMUNITY SCRUTINY COMMITTEE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : TUESDAY 14TH JUNE, 2011  
**TIME** : 7.00 PM

**PLEASE NOTE TIME AND VENUE**

### **MEMBERS OF THE COMMITTEE**

Councillor G McAndrew (Chairman),  
Councillors E Buckmaster, S Bull, T Herbert, Mrs D Hone, Mrs J Mayes,  
P Moore, P Ruffles, N Symonds and C Woodward

Conservative Group Substitute: Councillor N C Poulton  
Independent Group Substitute: Councillor M Newman

*(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

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## 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. Appointment of Vice Chairman

To seek nominations for the appointment of a Vice Chairman.

3. Minutes (Pages 7 - 16)

To receive the Minutes of the meeting held on 25 January 2011

4. Chairman's Announcements

5. Declarations of Interest

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

6. Health Engagement Panel

Overview by the Chairman of the Health Engagement Panel, working with Health Scrutiny at the County Council and future developments.

7. Hertford Theatre - Review of the Launch of the New Theatre and Performance Against the Business Plan (Pages 17 - 30)

8. Assessment of East Herts' Sports Facilities (Pages 31 - 46)

9. 2010 - 2/11 End of Year Service Planning Report (Pages 47 - 56)

10. Community Scrutiny Corporate Healthcheck February - March 2011 (Pages 57 - 84)

11. Community Scrutiny Work Programme (Pages 85 - 112)

## 12. Urgent Business

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

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MINUTES OF A MEETING OF THE  
COMMUNITY SCRUTINY COMMITTEE  
HELD IN THE WAYTEMORE ROOM, THE  
CAUSEWAY, BISHOP'S STORTFORD ON  
TUESDAY 25 JANUARY 2011, AT 7.00 PM

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PRESENT: Councillor C Woodward (Chairman)  
Councillors P R Ballam, A D Dodd,  
G McAndrew, J O Ranger, V Shaw and  
J J Taylor

ALSO PRESENT:

Councillors R Beeching, E Buckmaster,  
L O Haysey

OFFICERS IN ATTENDANCE:

Claire Bennett	- Housing Strategy and Policy Officer
Lorraine Blackburn	- Committee Secretary
Mark Kingsland	- Leisure Services Manager
Marian Langley	- Scrutiny Officer
Will O'Neill	- Head of Community and Cultural Services
George A Robertson	- Director of Customer and Community Services

ALSO IN ATTENDANCE:

Mathew Nicolson      - SLM Limited

522      APOLOGIES

Apologies for absence were submitted from Councillors P Grethe, D Hone and G E Lawrence. It was noted that Councillors G McAndrew and J O Ranger were substituting for

Councillors p Grethe and G E Lawrence respectively.

523 MINUTES

RESOLVED – that the Minutes of the meeting held on 26 October 2010 be confirmed as a correct record and signed by the Chairman.

524 CHAIRMAN'S ANNOUNCEMENTS

The Chairman stated that Hertford Theatre was now operational. There had been a sell out of tickets for the first showing of The King's Speech. It was anticipated that a full report would be presented to Members at a further meeting.

525 HEALTH ENGAGEMENT PANEL

In the absence of Councillor D Hone, the Committee Chairman read out a written update from her. Members noted that the last meeting of Hertfordshire County Council's Health Scrutiny had taken place on 14 December 2010. There had been a Scrutiny Café exercise on their budgets with Members split into groups and Councillor D Hone had taken part in the Group examining Performance Standards and Targets. The issue would be considered further at the meeting on 18 February.

It was noted that a review of the pilot urgent care centres in Hertford and Cheshunt was underway.

The Minutes of the Health Engagement Panel held on 19 October and 9 December 2010 were received.

RESOLVED – that (A) the Minutes of the Health Engagement Panel held on 19 October 2010 and 9 December 2010 be received; and

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

526 ANNUAL REVIEW OF THE LEISURE CONTRACT -  
PRESENTATION BY SLM LIMITED



The Chairman welcomed Mathew Nicolson from SLM to the meeting. It was noted that apologies had been submitted from Duncan Jefford. The Chairman referred Members to the agenda where further information concerning SLM's performance was set out in a number of Essential Reference Papers attached to the report now submitted.

Mathew Nicholson gave a presentation on the progress made so far. Members were reminded that the contract had commenced on 1 January 2009 following a £3.58M investment by the Council. Hartham Leisure Centre had been re-launched on 30 January and Grange Paddocks on 6 February 2010.

In terms of key performance indicators in relation to gym membership:-

Fanshawe (998) December 2009 compared to (850)  
December 2010

Grange Paddocks (1382) December 2009 compared to (2676)  
December 2010

Hartham (1920) December 2009 compared to (2328)  
December 2010

Leventhorpe (141) December 2009 compared to (150)  
December 2010.

In summary, there had been a total of 1563 new members overall with membership at all centres totalling 6004. Key performance indicators were provided in relation to the swim scheme.

Mathew Nicholson referred to the customer satisfaction surveys which had been carried out covering five key areas: swimming lessons, group exercise classes, fitness, reception and cleanliness. In summary, 80% + of respondents to the survey overall had rated the centres positively. The results were broken down on individual centre basis with issues of cleanliness being highlighted at Leventhorpe and Ward

Freman. It was suggested that, as these centres were used by a lot of school children and were not as aesthetically as up to date as the other fitness centres, this might contribute to the overall perception of the centres.

SLM managers would be monitoring the situation and take steps as necessary.

Updates were provided in relation to the Presdales development, a modular building comprising changing rooms, officials' room, toilet and shower rooms. The building was also DDA (Disabilities Discrimination Act) compliant. It was noted that a Clubhouse facility would be started once the lease agreements had been completed with Bury Rangers and Ware Cricket Club. Assurances were provided that local users would not be prejudiced by lease arrangements with other clubs.

Mathew Nicholson reported on the success of community events in 2010 including the Dance in the Park on Hartham Common and the community event in Jackson Square, Bishop's Stortford. The Chairman congratulated SLM on their achievements. He appreciated the openness and acknowledgement of any shortfalls. He stated that Grange Paddocks was excellent and welcomed the establishment of crèche facilities at more centres.

Councillor J J Taylor congratulated SLM on their achievements. She was pleased to see the high customer satisfaction rating in relation to Fanshawe and of the efforts which would be made by SLM to increase gym membership.

Councillor Mrs P R Ballam raised the issue of a fitness leaflet which she had received over Christmas. Mathew Nicholson agreed to look into the matter for her. She also raised the issue of the Presdales development and whether Ware teams would be disadvantaged in any way. Assurances were provided that no one would be disadvantaged by the proposal envisaged for the Presdales facility. The Head of Community and Cultural Services added that no users would be disadvantaged. He explained how and who would use the facility.

Councillor G A McAndrew stated that he was impressed with the statistics and to have doubled the gym figures at Grange Paddocks in the current economic climate was an achievement. He commented on the efforts made to keep Leventhorpe afloat and congratulated both staff and SLM on their achievements.

Councillor V Shaw referred to the cleanliness issue at Fanshawe. Mathew Nicolson stated that cleanliness issues could be notorious for getting low scores in a survey. He added that a new contact cleaning company had been employed. He stated that the issues might be around perceptions of cleanliness given the age of the buildings. He referred to the fact that a lot of school children used Leventhorpe and who could create the impression of the facility not being clean in moments. The Director of Customer and Community Services stated that the figures from the survey had collated using Gov.Metric adding that it was not a scientific method of assessment but was a useful indicator of areas which needed further investigation.

Councillor E Buckmaster stated that part of the issues about cleanliness might be because of the design of the area and of children passing through with dirty shoes. SLM accepted that the cleaners needed to get out there quicker to clean when needed.

The Chairman, on behalf of Members, thanked Mathew Nicolson for attending and giving the presentation. He stated that he appreciated the developments and improvements reported by both SLM and Officers and that plans for improvement outlined by SLM would be monitored.

RESOLVED – that (A) the presentation and update be received and noted,

(B) that SLM and officers be congratulated for achieving such positive outcomes and that future plans for improvement be monitored.

## UPDATE

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The Executive Member of Housing and Health submitted an update highlighting the successful performance on the Housing Strategy Action Plan 2008-11. The report also sought support for a revision to the priorities to be incorporated within the new Housing Strategy due in October 2011 and which would cover the period 2011 to 2014. The aims and objectives of the current strategy were outlined in the report now submitted.

The Housing Strategy and Policy Manager stated that the Council and its partners had made significant progress in the actions contained within the plan, the detail of which was set out in the report now submitted. Of particular note:-

Action 1: the Council's success in increasing the supply of affordable housing including affordable rented housing and shared ownership and carrying out a strategic Housing market Assessment with partner local authorities.

Action 6: continuing to secure funding that provides an optimum mix of affordable housing in terms of type and tenure in the right location;

Action 16: Undertaking a comprehensive house condition survey in 2009/10.

The Housing Strategy and Policy Manager explained that with help from Planning Policy and Private Sector housing the housing service has begun the process of developing the next Housing Strategy. The Government was also proposing significant changes to housing, planning laws and policies which would impact on the Council's housing strategy and planning policies. She referred to the recent agreement with the Housing and Communities Agency of a Local Investment Plan and their ability to provide grant funding for affordable housing and other powers relating to provision and explained the role of the Council's Local Investment Plan (LIP) in seeking funding from the HCA for affordable housing. The LIP had been developed from four overarching "Challenges" these were:

Challenge 1: to 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 populating

Challenge 3: meeting the needs of vulnerable people and stronger communities

Challenge 4: Economic Development, employment and skills

The Housing Strategy and Policy Manager explained that the East Herts' LIP focussed on affordable housing developments and identified priorities for housing specific groups of people and vulnerable groups. Officers therefore felt that Challenges 1, 2 and 3 identified in the LIP be used to develop the next Housing Strategy and associated Action Plan.

Councillor G McAndrew referred to the £100m proposed by the Government to bring empty homes back into use and referred to a number of empty homes in Bishop's Stortford. The Housing Strategy and Policy Manager referred to the Government's Localism Bill which was proposing that more work be done around empty homes.

The Chairman suggested that Councillor McAndrew speak on the matter to Officers separately and referred to the 700 empty homes in around the county of which, 200 were in Bishop's Stortford. He referred to a previous request to the Executive for more housing Officers to progress the issue of empty homes. Councillor G McAndrew suggested that the Executive be reminded about this. Councillor J O Ranger said that the Council's target of bringing 10 empty homes back into use was being met.

In respect of the Choice Based Letting Scheme, Councillor J O Ranger referred to the fact that he was aware that individuals might bid for a property which was located some distance away from their child/childrens' town based school and of the impracticalities of this arrangement when moving

out to a rural location such as his ward.

The Housing Strategy and Policy Manager explained the points system, how individuals bid for properties and the Council's ability to exclude certain persons from the housing register.

Councillor V Shaw queried the issue of homelessness and the Council's role and affordable homes and choice. She was particularly concerned at the lack of two bedroom houses as only flats had been built recently. The Housing Strategy and Policy Manager explained the process and the Council's role in securing affordable homes from developers.

Councillor J O Ranger suggested that more should be done to encourage people to downsize from their homes which might now be too big for them and that they should be helped with the costs. The Housing Strategy and Policy Manager explained the Council's incentive scheme to free up larger homes. She stated that in addition to financial incentives, many needed physical help with the process and some did not want to move. She reported that the Registered Social Landlords (RSLs) were due to undertake an audit of occupation on their properties, with a view to identifying any under-occupation. Members asked that when this was completed, they would like to have a summary of the findings. She suggested that the Council and RSLs also needed to look at the way they were spending money on adaptations and review whether fully adapting larger property was cost effective when a move to a more appropriate property might mean far fewer or no changes were needed.

Members noted the progress on the Housing Strategy Action Plan 2008–11 and supported the revised strategic priorities Challenges 1, 2 and 3 set out in the report now submitted for incorporation within the next Housing Strategy due in October 2011.

RESOLVED – that (A) the progress on the Housing Strategy Action Plan 2008-11 be noted; and

(B) the revised strategic priorities, Challenges, 1, 2

and 3 as set out in the report now submitted, be supported and agreed for incorporation within the next Housing Strategy due in October 2011.

528 CORPORATE HEALTHCHECK SEPTEMBER –  
NOVEMBER 2010

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The Director of Customer and Community Services submitted an exception report on the performance of key indicators relating to Community Scrutiny Committee for the period ending November 2010. It was noted that all the performance indicators were “green” and had either met or exceeded the target for November.

Councillor G A McAndrew referred to EHPI3a (Usage: number of swims (under 16) and EHPI3b (Usage: number of swims (16 – under 60 year olds) and stated that it was good to see targets being exceeded. The Director of Customer and Community Services referred to the strong start in gym membership which had provided a foundation on which SLM could build.

The Committee received the report.

RESOLVED – that the report be received.

529 WORK PROGRAMME

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

The Scrutiny Officer drew attention to the Hertford Theatre which would be reported to a later meeting. She sought guidance on Members’ views for a crime report to the July meeting. Members supported a topic on CCTV usage. Guidance was sought in relation to annual reports by Housing Associations and the CAB.

Members were of the view that the last reports from Housing Associations and the CAB were too lengthy. The Director of Customer and Community Services referred to the fact that the CAB had worked hard to adjust its services in line with the

reduction in its revenue and it had been appropriate to hear from them during this period of change. He referred to new rules relating to localism which would be unfolding over the next 12 months. Members supported a suggestion that these agencies be invited back at a later in the year, as the Localism Bill progressed and it became clearer where changes need to be made.

The Committee supported this approach.

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

The meeting closed at 8.20 pm

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



## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY COMMITTEE – 14 JUNE 2011

#### REPORT BY HEAD OF COMMUNITY AND CULTURAL SERVICES

#### HERTFORD THEATRE – REVIEW OF THE LAUNCH OF THE NEW THEATRE AND PERFORMANCE AGAINST BUSINESS PLAN.

WARD(S) AFFECTED: ALL

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

- To present operational and financial information relating to the new Hertford Theatre for scrutiny.

<b>RECOMMENDATION FOR : COMMUNITY SCRUTINY COMMITTEE</b>	
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<b>(A)</b>	<b>That the performance for 2010/11 financial year against business plan is scrutinised and approved.</b>
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#### 1.0 Background

1.1 The Executive on 11 May 2010 approved an invest-to-save business plan for the development of Hertford Theatre.

1.2 The core elements of the plan included:

- £914,000 capital investment in re-modelling and refurbishment works to create a new studio, refurbished River Room and new café/bar, foyer and gallery areas
- £100,000 capital investment in new digital cinema equipment
- £23,000 capital investment in new studio equipment
- £20,000 capital investment in bar/café fixtures and fittings
- A new cultural programme including a professional pantomime
- An enhanced community resource and offer
- A financial plan that showed a reduction in subsidy to the theatre of £720,000 over a ten year period.

1.3 Following Executive approval, the project progressed as highlighted by the following milestones:

Building work started 24 June 2010.  
Building work completed 28 November 2010.  
New Café/bar opened 6 December 2010.  
First gallery exhibition opened 9 December 2010.  
Cinderella first night 11 December 2010.  
New web site launched on 21 December 2010.  
Youth Theatre launched in Studio 30/1/11.  
Cinema launched with King's Speech 19 January 2011(sell out).  
31 March 2011 – busiest 'multi-use' day so far:

- 800 school students Private Peaceful (two shows)
- Studio – classes from 3 to 10 p.m
- River Room – in use from 9 a.m to 6 p.m by Harlow College and Employment centre.

2.0 Report

2.1 The Committee is invited to scrutinise the various component elements of the development plan as approved by the Executive on 11 May 2010 as follows:

- ⇒ Remodelling and refurbishment works
- ⇒ Pantomime - Cinderella
- ⇒ Cinema
- ⇒ Café/bar
- ⇒ Programme (auditorium, studio, River Room, gallery)
- ⇒ Hires (auditorium, studio, River Room)
- ⇒ Art gallery
- ⇒ Staff structure
- ⇒ Re-branding and website
- ⇒ Budget – estimated outturn against budget plan for 2010/11

2.2 Remodelling and refurbishment works

2.2.1 The architectural vision for the remodelling and refurbishment works, that won the original design competition, was successfully driven through to completion on contractual time (from 24 June 2010 to 28 November 2010); creating a new, light, open, attractive foyer, bar/café and gallery area, together with a with an improved River Room (now on one level) and a new multi-purpose dance and performance studio.

2.2.2 The building contract for the re-development works that included new foyer, bar/café, gallery, new studio and refurbished River Room was for a sum of £914,000. To the original specification was added already planned external (town centre) landscaping works around the Theatre and The Wash which were agreed as part the council's town centre enhancement budget. By working with the contractor to identify value engineering opportunities throughout the build unforeseen items e.g. asbestos removal, plant room and drainage alignment, the final account (which is currently still under negotiation) is not expected to exceed the Council's capital budget provision for the project.

2.2.3 Critically the building work completed on time allowing the planned first ever professional pantomime at the theatre to launch on schedule.

## 2.3 Pantomime - Cinderella

2.3.1 The new venue opened with "Cinderella" and over 5,000 people came to see the theatre's first professional pantomime. Approximately 85% of those people had never been to the venue before. The overall numbers attending the scheduled 31 shows over a three week period were less than predicted in the original business plan. There were good reasons for this shortfall, not least that the building contract was let some three weeks later than originally anticipated. Marketing a first time pantomime when the venue was a building site until two weeks before the opening night was very difficult particularly to schools who need certainty and early planning. Nevertheless the show was very well received and it ensured that the theatre opened with a 'bang', bringing new people in and ensuring that the marketing process for the 2011/12 pantomime Aladdin has a good foundation to build on. Already the theatre is taking block bookings for Aladdin from schools; to date four schools have booked 876 seats.

2.3.2 The net financial underperformance on the 2010/11 pantomime was £34,429. However, the spin off marketing benefit from the numbers of customers who were attracted into the building for the panto, was a significant contributory factor to the overall favourable performance reported elsewhere in this report.

## 2.4 Cinema

- 2.4.1 Following a competitive tender a new digital projector, screen and sound system was purchased and installed for the sum of £100,000.
- 2.4.2 The cinema launched on 19 January 2011 with the Kings Speech to a sell out audience of 396. The King's Speech subsequently attracted 3,320 customers over 13 screenings at an average of 255 per screening. Other highlights included:
- Made in Dagenham (2 shows on 26/01/11) 311 tickets sold
  - Breakfast at Tiffany's 181 tickets sold for single screening
  - Brighton Rock (3 shows) 646 tickets sold
- 2.4.3 The total overall gross income for film since opening on 19 January 2011 through to the end of the financial year was £33,026 from 59 screenings.
- 2.4.4 The income and expenditure performance is included within the global income and expenditure budget lines entitled Promotions at **Essential Reference Paper "B"**.

## 2.5 Café/bar

- 2.5.1 The original business plan presented a model of in-house operation of the bar/café prior to a future outsourcing. However, as ambition for the project grew and ideas were developed, the decision was taken to progress straight to a marketing testing through a tender process. As a result of that process the council has contracted with local business Serendipity Foods Ltd, for the running of bar and café for a three year period. There is an agreed annual franchise fee payable by Serendipity together with a profit share arrangement. Any profit share is calculated on the basis of Serendipity's annual audited accounts; the accounts for 2010/11 will not be audited until June 2011.
- 2.5.2 The salary costs of not now employing a part time bar manager are reflected in the savings in the salary budget against the business plan.
- 2.5.3 The benefit of having a professional local business running the café and bar from day one has been considerable. Serendipity brought a great deal of local goodwill with them and has ensured that the foyer and gallery are busy and vibrant areas throughout the day. It is estimated that the bar/café attracts approximately

1,400 customers per month. Serendipity also offers bespoke catering for River Room functions.

## 2.6 Programme (excluding cinema)

2.6.1 Since the start of the post pantomime programme in January 2011 through to the 31 March 2011, 55,000 tickets have been sold to customers attending a diverse range of drama, music, dance and other shows. The gross income from all promoted shows excluding cinema for the 2010/11 financial year was £39,363 against a business plan target of £30,742.

2.6.2 The full programme for that period (and beyond) is presented in the widely circulated Hertford Theatre brochure (hard copies of which will be available for members at the committee meeting). Highlights include:

- Tom Courtney 28 (drama) January (257 seats sold).
- Gyles Brandreth (comedy) (19 February (266).
- Elmer the Elephant (children's show) (219).
- Julian Lloyd Webber (music) 19 March (357)
- Private Peaceful (drama) 31 March (795 – two shows).
- Jeremy Hardy (comedian) 29 April 2011 (sell out).

## 2.7 Hires

2.7.1 The target income for all hires in the business plan for 2010/11 was £16,500. The actual was £34,755. The business plan target for 2011/12 is £64,750; to date bookings worth £72,499 have already been taken for 2011/12. Usage against maximum capacity is as follows:

- Auditorium 95%
- Studio 64%
- River Room 20%

Examples of hires:

### Auditorium

Aladdin 9 – 16 January (Hertford Dramatic and Operatic Society) 1789 tickets

Carousel 1 -5 March 2011 (Ware Operatic Society) 1603 tickets

Hertford Theatre week 11-16 April 2011 (Hertford Dramatic and Operatic Society) 860 tickets

NHS 900  
U3A 450 to 500  
National trust 900 to end of March

### Studio

Graham School of Dance  
Hertford Youth Theatre  
Dance Expression  
Hertford School of Dance  
Drum Workshop

### River Room

Hertford Art Forum  
Harlow College  
European Study Tours  
East Herts Local Strategic Partnership

## 2.8 Art Gallery

2.8.1 The gallery has shown four exhibitions since opening, as follows:

- A Grimm Christmas 10 December 2010 to 15 January 2011- an exhibition of original framed illustrations from the last 200 years – a complement to Cinderella, by the Chris Beetles Gallery, London.
- The Reel World – original posters celebrating 20<sup>th</sup> century cinema – a complement to the launch of Hertford Theatre Cinema, by The Reel Poster gallery, London.
- Azlan Creations by local artist Al Grey.
- Courtyard Arts a local annual open exhibition, curated by Courtyard Arts, Hertford.

2.8.2 All the art was for sale. 12 sales were made with Hertford Theatre taking commission worth £508 from the first four shows.

2.8.3 As well as intrinsic value, the gallery acts as an additional attractor for the theatre in general, contributing to the sense of activity, footfall and vibrancy.

## 2.9 Staff structure

2.9.1 The interim staff structure as presented to the Executive on 11/5/10 was implemented. Now that the staffing needs of the new business have emerged following the first five months of operation, a further review of the structure is being undertaken.

## 2.10 Re-branding and website

2.10.1 The re-branding proposals including the name change from Castle Hall to Hertford Theatre were successfully implemented. The new quarterly programme brochures and cinema leaflet have been well received (copies displayed at meeting). Twenty thousand brochures were published to advertise the first quarter's programme and over 19,500 were distributed/taken: 5,000 were sent out to theatre's mailing list; 7,000 were sent out to libraries, Tourist Information Centre's, hotels and shops and the remainder were picked from the theatre. 10,000 cinema leaflets were printed, again with a very high take up. The website (launched on 21 December) and social network marketing is proving particularly successful as indicated by the following:

- 2,150 visits to website per month.
- 851 sign ups for the e- marketing list.
- 112 facebook friends.

## 2.11. Estimated budget outturn against business plan for 2010/11

2.11.1 The estimated outturn for the financial year 2010/11 against the business plan that was approved by the Executive on 11 May 2010, is presented in detail at **Essential Reference Paper "B"**.

2.11.2 The overall 'bottom line' net expenditure against the business plan shows a favourable variance of £61,133.

## 2.12 2011/12 and beyond.

2.12.1 It is intended that the business plan will be further developed in the next financial year with the following initiatives:

- a) focus on promoting the River Room to corporate clients and private functions and receptions in partnership with Serendipity.
- b) new marketing drive, to include:

- advertising at Hertford North railway station

- building on relationship with schools and the demand for curriculum based drama etc
- taking advantage of the year long lead in to next year's (2011/12) in-house professional panto: Aladin.

- c) opening up external side café terrace.
- d) development of rear terrace as a sculpture park exhibition area.
- e) exploring expenditure savings through consolidation of programme e.g. no promoted shows on Sundays.
- f) staff re-structure so that there is a better fit with the needs of the new business.
- g) installation of a hydro power generator – to reduce utility costs and increase corporate hire income from the River Room.

### 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

Business Plan report to Executive 11 May 2010.

Contact Member: Councillor Linda Haysey, Executive Member for Housing, Health and Community Support.

Contact Officer: Will O'Neill, Head of Community and Cultural Services – Contact Tel Ext 2186.

Report Author: Will O'Neill, Head of Community and Cultural Services – Contact Tel Ext 2186.



## ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p><b>Promoting prosperity and well-being; providing access and opportunities</b>  <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Fit for purpose, services fit for you</b>  <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Pride in East Herts</b>  <i>Improving standards of the built neighbourhood and environmental management in our towns and villages.</i></p> <p><b>Shaping now, shaping the future</b>  <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p><b>Leading the way, working together</b>  <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>No specific new consultation.</p>
<p>Legal:</p>	<p>No issues arising.</p>
<p>Financial:</p>	<p>Included within the report and at ERP B.</p>
<p>Human Resource:</p>	<p>No issues arising: the staff structure review will be taken through the appropriate corporate processes.</p>
<p>Risk Management:</p>	<p>The performance against the business plan is registered on the corporate risk register.</p>

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HERTFORD THEATRE

	2009/10	2010/11	2010/11	2010/11	2010/11 business plan approved	VARIANCE
Code: Service	ACTUAL £	ESTIMATE £	PROBABLE £	ACTUAL £	£	
<b>EXPENDITURE</b>						
<b>Employees</b>						
0110 Employees	213,306	254,600	236,390	234,591	250,223	-15,632
0651 Long Service Awards	175	0	0	0	0	0
0661 Staff Appointment	2,452	0	4,000	2780	4,000	-1,220
0693 Childcare Fees	46	0	50	23	50	-27
<b>Premises</b>						
1010 Property Maintenance Recharge	40,416	42,300	42,300	45,259	41,000	4,259
1013 Repairs & Maintenance	1,000	1,300	1,300	1,036	1,350	-314
1082 Refuse Clearance	2,817	2,660	2,000	1,080	2,000	-920
1210 Building Insurance	8,820	10,500	12,880	13,040	10,300	2,740
1430 Electricity	26,952	25,200	25,200	25,673	25,200	473
1440 Gas	16,694	11,000	8,500	6,866	8,500	-1,634
1630 NNDR	13,337	12,600	9,460	7,043	13,400	-6,357
1710 Water Charges	1,513	1,500	1,950	1,329	1,950	-621
1810 Purchase of Fixtures & Fittings	483	600	600	453	600	-147
1910 Cleaning Materials	1,789	2,050	2,050	1,326	2,050	-724
1920 Window Cleaning	1,050	1,000	1,000	161	1,000	-839
<b>Transport Related Expenses</b>						
2510 Car Expenses	1,354	840	750	749	1,500	-751
2610 Lease Car Costs	0	210	1,110	1,107		1,107
2710 Travel Allowance	0	0	300	199		199
<b>Supplies &amp; Services</b>						
3010 Purchase & Mtce of Equipment	6,103	6,700	6,700	6,153	6,700	-547
3110 Protective Clothing & Uniform	305	400	400	370	400	-30
3210 General Stationery	563	620	620	787	620	167
3220 Printing	101	150	150	208	150	58
3291 Tickets Charge	732	500	500	590	500	90
3310 Advertising	700	1,000	0	0	0	0
3311 Marketing	15,956	8,000	23,000	22,148	23,000	-852
3312 Promotional Expenditure	107,773	114,810	44,800	42,661	44,810	-2,149
3476 Way Forward Group	6,150	0	0	0	0	0
3510 Telephones/Alarms	788	700	700	834	350	484
3572 Postages	6,712	6,070	6,070	4,413	6,070	-1,657
3610 Subsistence	0	0	150	106	0	106
3631 Training	133	300	300	32	300	-268
3679 Pantomime	0	0	88,100	73,140	88,065	-14,925
3820 Misc & Third Party Insurance	3,680	4,050	4,020	3,960	3,890	70
3870 Other Expenses	55	150	150	291	150	141
3872 Licences	4,469	4,000	4,000	2,822	4,000	-1,178
3877 Credit Card Charges	1,484	1,500	1,500	986	1,500	-514
3930 Vending/ Bar Supplies	3,473	6,000	0	-86	8,000	-8,086
3940 Supplies for Sale (non vending)	0	0	0	-504	0	-504
3891 Additional Expenditure	0	43,000	0	0	0	0
<b>Third Party Payments</b>						
4401 Misc Hired & Contracted Services	4,004	4,200	3,200	3,413	3,200	213
4464 Architects Consultancy Fees	49,567	0	100	85	0	85
<b>Support Services &amp; Divisional Costs</b>						
6110 Divisional Costs	51,850	54,600	59,610	59,610	62,340	-2,730
6110 Support Services Costs	29,570	44,650	47,290	47,150	23,790	23,360
6221 Desk Top Publishing	2,500	1,470	4,440	4,440	2,080	2,360
<b>Capital Financing Costs</b>						
7090 Software Costs	1,182	1,180	0	0	1,180	-1,180
7099 Capital Charges	101,200	101,800	101,180	101,184	140,000	-38,816
<b>TOTAL EXPENDITURE</b>	<b>731,254</b>	<b>772,210</b>	<b>746,820</b>	<b>717,508</b>	<b>784,218</b>	<b>-66,710</b>
	2009/10	2010/11	2010/11	2010/11	2010/11	

Code: Service	ACTUAL £	ESTIMATE £	PROBABLE £	ACTUAL £	business plan approved £	VARIANCE
<b>20603 HERTFORD THEATRE (cont)</b>						
<b>INCOME</b>						
<b>Government Grants</b>						
9047 Government Grants Deferred	142	0	0	0	140	-140
<b>Customer &amp; Client Receipts</b>						
9300 Pantomime	0	0	81,200	31,862	81,216	-49,354
9326 Hire of Hall - Current Year	80,517	67,350	16,500	34,755	16,500	18,255
9336 Hire of Kitchen - Current Year	2,696	1,500	0	162	0	162
9339 Box Office Commission	4,588	2,500	2,500	0	2,500	-2,500
9340 Hertford Theatre Promotions	123,335	111,250	30,750	65,364	30,742	34,622
9507 Sale of Electricity	0	0	0	0	0	0
9540 Vending Sales	7,587	2,100	0	2,915	0	2,915
9551 Bar Concession	2,458	15,500	2,300	4,806	17,600	-12,794
9710 Reduced Income	0	-28,700	0	75		75
9711 Phone Coin Box Income	319	200	200	0	200	-200
9715 Postages	1,085	850	850	268	850	-582
9723 Rechargeable Income	8,644	3,960	7,950	7,929	3,965	3,964
<b>TOTAL INCOME</b>	<b>231,371</b>	<b>176,510</b>	<b>142,250</b>	<b>148,136</b>	<b>153,713</b>	<b>-5,577</b>
<b>NET EXPENDITURE TO SUMMARY</b>	<b>499,883</b>	<b>595,700</b>	<b>604,570</b>	<b>569,372</b>	<b>630,505</b>	<b>-61,133</b>

	Commitment	Actual	Act & Comm	
TOTAL	313342	16541	290046	306,587
110 Salaries	211,458	-	187,802	187,802
661 Staff Appointment	-	-	1,780	1,780
693 Childcare Fees	-	-	23	23
1010 Property Maintenanc	35,960	10,433	22,902	33,335
1013 Repairs & Maintena	1,084	-	963	963
1082 Refuse Clearance	-	-	-	-
1210 Building Insurance	-	-	-	-
1430 Electricity	21,000	-	18,878	18,878
1440 Gas	9,168	-	4,166	4,166
1630 NNDR	12,600	-	9,463	9,463
1710 Water Charges	-	-	981	981
1810 Purchase of Fixtur	500	42	297	339
1910 Cleaning Materials	1,710	333	779	1,112
1920 Window Cleaning	834	-	81	81
2510 Car Expenses	700	-	681	681
2610 Leased Cars - Cost	-	-	-	-
2710 Travel Allowance	-	-	182	182
3010 Equipment - Purcha	5,584	625	6,095	6,720
3110 Protective Clothin	334	35	-	35
3210 General Stationery	518	427	228	655
3220 Printing	126	-	40	40
3291 Tickets Charge	418	-	893	893
3310 Advertising	834	-	-	-
3311 Marketing	6,668	758	26,964	27,722
3312 Promotional Expend	95,676	-	10,540	10,540
3476 Castle Hall Way Fo	35,834	-	-	-
3510 Telephones	584	-	458	458
3572 Postages	5,060	-	1,891	1,891
3610 Subsistence Allowa	-	-	106	106
3631 Training	250	-	32	32
3679 Pantomine	-	3,750	64,926	68,676
3820 Miscellaneous & Th	-	-	-	-
3870 Other Expenses	126	-	-	-
3872 Licences	3,334	-	2,062	2,062
3877 Credit/Debit card	1,250	-	328	328
3930 Vending Supplies	5,000	138	86	52
4401 Misc Hired & Contr	3,500	-	2,773	2,773
4464 Castle Hall Archit	-	-	85	85
6110 Central Administra	-	-	-	-
6220 Word Processing -	-	-	-	-
7090 Software	-	-	-	-
7099 Capital Charges	-	-	-	-
9300 Pantomine - ticket	-	-	21,058	21,058
9326 Hire of Hall, CYR	- 56,126	-	14,730	14,730
9327 Hire of Hall, Yr 1	-	-	2,894	2,894
9329 Hertford Operatic	-	-	12,866	12,866
9330 Ware Operatic	-	-	280	280
9331 Herts Symphony Orc	-	-	1,637	1,637
9333 Other Promotions	-	-	1,962	1,962
9336 Kitchen Hire, CYR	- 1,250	-	162	162
9339 Box Office Commiss	- 2,084	-	-	-
9340 Castle Hall Promot	- 92,710	-	9,631	9,631
9540 Vending Sales	- 1,750	-	3,595	3,595
9551 Bar Concession	- 12,918	-	1,506	1,506
9710 Misc Income	23,918	-	-	-
9711 Phone Coin Box Inc	- 168	-	-	-
9715 Postage	- 710	-	-	-
9723 Rechargeable Incom	-2970	0	-5947	5,947

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## EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 14 JUNE 2011

EXECUTIVE COMMITTEE – 5 JULY 2011

REPORT BY CLAIRE PULLEN, COMMUNITY PLANNING AND PARTNERSHIPS MANAGER

## ASSESSMENT OF EAST HERTS SPORTS FACILITIES

WARD(S) AFFECTED: ALL

### Purpose/Summary of Report

- This report presents the draft Assessment of East Herts Sports Facilities and a range of recommendations and long term aspirations. It is the intention that recommendations be delivered by sports providers in the commercial, voluntary and/or public sector and are not the sole responsibility of any one sector or agency.
- The report seeks agreement to use the Assessment as guidance for local planning decisions up to 2021 and as a technical document to support the evidence base of the East Herts Local Development Framework (LDF).

<b>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</b>	
<b>(A)</b>	<b>That the draft Assessment be noted and agreement given to use as planning guidance</b>
<b>(B)</b>	<b>That officers are asked to pursue external funding opportunities, as appropriate</b>

<b>RECOMMENDATION FOR EXECUTIVE :</b>	
<b>(A)</b>	<b>That the views of Community Scrutiny Committee be considered</b>
<b>(B)</b>	<b>That the recommendations/aspirations for indoor sports facilities be acknowledged and the Assessment be noted and published</b>

## 1.0 Background

- 1.1 East Herts is well served by a range of high quality, indoor and outdoor sports facilities. This report is about how the Council might make best use of its existing facilities and take advantage of external funding opportunities to add to this provision and help ensure it is better fit for purpose. It is not proposed that the Council adopt the recommendations (listed in **Essential Reference Paper 'B'**) in the Assessment as policy, but rather that they be acknowledged as aspirations.
- 1.2 In 2008, Sport England invited Local Authorities in the South East area to attend workshops to discuss and join its Facilities Improvement Scheme (FIS). The Assessment is one of the outcomes of this work and the subject of this report.
- 1.3 The purpose of the Assessment is to undertake a review of the current state of indoor and outdoor sports facilities in the district and to propose local planning standards as appropriate. In addition, it will inform future work on open spaces for sport and recreation, in line with the anticipated forthcoming Planning Policy Statement from Central Government on Creating Natural and Healthy Environments.
- 1.4 Led by the Planning Policy Team, a Steering Group was established with representatives from the Leisure, Contract Services, Community Projects and Property Teams and the East Herts Community Sports Network (CSN).
- 1.5 The scope of facilities included in the FIS and considered by the Steering Group, included: sports halls, swimming pools, health and fitness centres, indoor tennis courts, indoor bowls rinks, athletic tracks, Artificial Grass Pitches (AGPs) and any specialist facilities. All sports facility providers have been included - commercial sector, voluntary and community sector, statutory and not for profit.
- 1.6 To develop the East Herts Assessment of Sports Facilities, it was necessary to commission three reports:
- An audit of all indoor sports facilities within the district
  - Preparation of Facilities Planning Models (FPM), a Sport England strategic modelling tool, for swimming pools, sports halls and AGPs
  - An audit of all outdoor sport facilities in the form of an



East Herts Playing Pitch Strategy (PPS) which looked at all outdoor sports facilities, multi use games areas and playing pitches

- 1.6 Further desk-based research was conducted, including consideration of population figures and housing growth, analysis of physical activity rates among East Herts residents and a survey of village halls and community centres.
- 1.7 The PPS, which forms part of the Assessment, was agreed by the Local Development Framework (LDF) Executive Panel on 22 September 2010.
- 1.8 It was agreed at that time that the PPS would be used i) as a technical study, forming part of the evidence base, to inform and support the LDF and ii) as a basis for informing future planning decisions concerning development which affect playing pitches and outdoor sports facilities; and (iii) as a basis for informing the Assessment and any Action Plans contained therein. It is intended that the Assessment will be used in the same manner.
- 1.9 A draft Assessment was completed and given to the Community Projects Team to finalise and coordinate consultation with stakeholders.
- 1.10 A consultation event, supported by the CSN, was held on the 27 January 2011 at Wodson Park Sports Centre where more than 20 representatives of local sports clubs attended. Representatives of National Governing Bodies of indoor sports and Village Hall/Community Centre Management Committees were also invited. A list of those consulted, along with notes from the event, is included in Appendix 1 of the full Assessment document, available on line at [www.eastherts.gov.uk/SportsFacilitiesAssessment](http://www.eastherts.gov.uk/SportsFacilitiesAssessment)
- 1.11 The Assessment document provides:
  - a comprehensive audit of the supply of, and demand for the various sports facility types in East Herts
  - an analysis of the quantity and quality of existing indoor sports facilities in the district;
  - proposals on local standards of indoor sports provision for planning purposes;
  - consideration of the adequacy of existing provision against these standards;

- recommendations on appropriate responses for each facility type; and
  - an approach towards delivery and resources
- 1.12 It is intended that Planning Officers will use the FPMs on an on-going basis to anticipate future need of individual sports facility types and the costs involved.
- 1.13 As a result of the robust approach to analysis and consultation, Sport England is very pleased with the overall strategy and, if adopted, will be using the East Herts document as an exemplar.

## 2.0 Strategy Report

- 2.1 Comprised of 10 chapters, the Assessment contains the national and local context for sports and sets out the methodology of undertaking the desk-based research (Chapters 1 to 4).
- 2.2 Chapter 5 details the current level of built sports facilities provision and future needs using the planning tools described in Chapter 4.
- 2.3 Chapter 6 looks at sports provision in village halls, community centres and schools. The report identifies the need to maximise use of existing provision, particularly on school sites.
- 2.4 Chapter 7 includes the previously agreed Playing Pitch and Outdoor Sports Strategy.
- 2.5 Chapter 8 identifies the key issues, options, recommendations and long term aspirations for indoor sports facilities (**Essential Reference Paper 'B'**). Members are asked to closely scrutinise these proposals as they are likely to have significant implications for planning.
- 2.6 The recommendations (listed in Chapter 8) have been drawn up based on the Council's priorities and the themes in the East Herts Sustainable Communities Strategy (2010-2024), specifically Health, Wellbeing and Play and East Herts Character (built and natural environment) as well as the profile of the District, facility provision analysis and consultation.
- 2.7 Chapter 9 covers delivery through partnerships, including the CSN and local sports clubs, resources, planning gain and identifies local standards for indoor and outdoor sports provision. Chapter 10 concludes with a statement on monitoring and review.

### 3.0 Implications/Consultations

- 3.1 The recommendations/aspirations are intended to help ensure that East Herts sports facilities are better fit for purpose to meet the needs of a growing population and changing demographics. It is anticipated that some facilities, particularly schools, may need encouragement to maximise community access to their facilities.
- 3.2 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

### Background Papers

“Summary: Assessment of East Herts Sports Facilities” May 2011

“Full Report – Assessment of East Herts Sports Facilities” May 2011

“East Herts Playing Pitch Strategy and Outdoor Sports Audit Strategy Report” (July 2010), Knight Kavanagh and Page

All are available online at [www.eastherts.gov.uk/SportsFacilitiesAssessment](http://www.eastherts.gov.uk/SportsFacilitiesAssessment)

Hard copies can be made available for Members on request from the Planning Policy or Community Projects Team.

Report Authors: Claire Pullen, Community Planning and Partnerships Manager, Community Projects Team

Jenny Pierce, Senior Planning Officer,  
Planning Policy Team

Contact Officer: Will O'Neill, Head of Community and Customer Services

## ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p><b>Promoting prosperity and well being; providing access and opportunity</b> <i>Enhancing quality of life, health and well being of individuals, families and communities, particularly those that are vulnerable</i></p> <p><b>Pride in East Herts</b> <i>Improving standards of built neighbourhood and environmental management in our towns and villages</i></p> <p><b>Leading the way, working together</b> <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>27 January 2011 with East Herts Community Sports Network</p>
<p>Legal:</p>	<p>None, as a result of this report, at this stage</p>
<p>Financial:</p>	<p>None, as a result of this report, at this stage</p>
<p>Human Resource:</p>	<p>None, as a result of this report, at this stage</p>
<p>Risk Management:</p>	<p>Failure to follow the recommendations in the Assessment may result in sports facilities that are inadequate for the 21<sup>st</sup> century and not fit for purpose, leading to a decline in participation in sports and recreation and resultant longer-term risks to the health and wellbeing of the district's residents and visitors.</p>

### **Assessment of East Herts Sports Facilities Recommendations/Aspirations**

#### SUMMARY AND CONTEXT

This Assessment shows that East Herts is well served by a range of high quality, indoor and outdoor sports facilities. In general, residents are currently satisfied with the sports and active recreation facilities on offer.

East Herts Council recognises the physical, mental and social benefits of sport and physical recreation and aims to encourage and enable “sport for all” through stimulation of interest, creating awareness and facilitating access to an active, healthy lifestyle through the provision of sports facilities. The Council will work in partnership with schools, local sports facilities providers and the voluntary sports club network to provide and improve opportunities for everyone to participate in the sport and active recreation of their choice and attain their desired level of performance.

The following recommendations and long term aspirations take into account the following factors:

- The population in East Herts is predicted to increase from 128,919 to 145,000 (by 2016) or 153,000 by 2021 (an increase of 11% and 15% respectively). The “active” population is expected to increase by 6% by 2021.
- It is anticipated that there will be a 24% rise in people over 65 years old by 2021 and expectations are changing: significantly people increasingly want to have more control over their own lives and how their needs are met. Older people are getting “younger” physically and mentally and therefore they will still be active, possibly more active than younger people as they have more time and disposable income to spend on leisure and sport.
- Residents of East Herts are generally affluent with a good level of health and quality of life, though there are pockets of deprivation.
- There are 5 main towns and a large dispersed rural area and differential accessibility to facilities.
- Access to school sports facilities by the community is limited.
- Access to sports facilities in neighbouring local authority areas is good; and there is some import and export of demand across boundaries to each others’ sports facilities.
- Many of these factors combine to demonstrate that activity levels in sport in the district are higher than the national average. However, there is still less than 25% of the local population undertaking 30 minutes of exercise, three times a week, so participation could be improved – as per the new East Herts Public Health Action Plan.

- In terms of East Herts residents participation in sport, the condition of individual sports facilities has a higher than average impact on whether they are encouraged to take part. For those active in sport, improving performance is an important motivating factor.

## ASSESSMENT AND RECOMMENDATIONS/ASPIRATIONS FOR INDIVIDUAL SPORTS FACILITY TYPES

The recommendations identified in the next pages could be delivered by sports providers in the commercial, voluntary and/or public sector and are not the sole responsibility of any one sector or agency. The medium/long term recommendations are aspirations for the future and would be pursued only if external funding opportunities become available or if the Council's financial situation changes.

### SPORTS HALLS (Chapter 5):

Key Issues from the Assessment - There are 11 main sports halls with 3+ courts, and a number of smaller halls, although some are on school and education sites and may not offer full community access at all times. According to Sport England's Sports Facility Calculator, anticipated demand from within the district is for about nine 4-court halls.

The level of satisfied demand for sports halls in East Herts is high, but there is a small amount of unmet demand in the Hertford area, which might justify one additional hall, though this would be likely to drag demand in from outside the district. In addition, four of the existing main sports halls are operating at capacity, and additional space could therefore be considered, either on these sites by increasing capacity, or refurbishment, or by improving community access to other halls on nearby school sites.

Current provision of sports halls relies on all existing halls being available in some degree to community use. Better use of school halls is required to maintain this level of provision at present, and avoid existing halls being overused. It is estimated that there is unmet demand for the provision of one additional 4-court hall in Hertford.

Future provision - on the basis of the desirable level of current provision, it is estimated that up to 2.5 additional halls would be needed in the period up to 2021.

### Recommendations/Aspirations

1. In the short term, there is demand for the development of a 4-court sports hall to meet the needs of Hertford, possibly on the basis of dual use with schools.
2. Retain and maintain the quality of the existing 'public' sports halls at Wodson Park Sports Centre in Ware, including ongoing maintenance and improvement to ensure continued community use and long term sustainability.
3. Maintain and improve community access to school sports halls throughout the district, using models of good practice for community use agreements.

4. Coordinated management and promotion of all halls throughout the district, possibly by the CSN, to ensure optimum availability for all different users, and support the appointment/identification of an organiser.
5. Establish a framework for the usage of all sports halls to ensure community use by the wider community, sports clubs, and other users, including defining particular halls for specialist use by clubs in a particular activity.
6. Ensure that all sports halls meet the needs of the widest range of users, including young people, women and the disabled by improved management and publicity.
7. Ensure that all sports halls are maintained and fit for purpose over the whole term of the strategy to 2021.
8. Work in partnership with Local Education Authority and local schools to ensure that any new sports hall – provided as part of a future schools investment programme – are planned and designed to meet community as well as school needs.
9. Plan for the specialist needs of individual sports when designing new or refurbished sports halls in consultation with sports national governing bodies in order to meet any sport specific or competition needs that are currently not being met.
10. Adopt Sport England design and technical guidance advice for quality standards for new sports halls.
11. In the medium/longer term, it is estimated that one additional larger (6 to 8 court) sports hall with full community access may be needed in the Bishops Stortford or a 4-court hall in the Buntingford area, depending on housing growth. This aspiration is dependent on external funding becoming available or a change in the Council's financial situation.

## SWIMMING POOLS (Chapter 5)

Key Issues from the Assessment - There are 17 pools available in some measure to the wider community in East Herts, though only nine with four lanes or more. Of these, there are six main pay and play pools with 1750m<sup>2</sup> of water in the main pool, and a further three on school sites and mainly available for clubs and bookings with 750m<sup>2</sup> of water. If an allowance is made for pools not in secured community use, there is the equivalent of 2125m<sup>2</sup> or about 10 4-lane pools available for use in the district. Anticipated demand from within the district from Sport England's Sports Facilities Calculator is for about six 4-lane pools.

The level of satisfied demand for swimming in East Herts is very high, and additional pools are not required for this reason. There is spare capacity overall and at all individual pools. No additional pools are required at the present time.

Future provision - on the basis of current provision and spare capacity at existing pools, it is unlikely that additional water space is required to meet increased population growth, even taking into account increased participation rates. However, there will be issues of quality and possibly accessibility by then, and some consideration will need to be given to these in the future.

### Recommendations/Aspirations

1. Retain and maintain the availability and quality of the main 'public' pools at Hartham, Grange Paddocks, and joint provision pools - Fanshawe, Ward Freman and Leventhorpe.
2. Seek to secure appropriate community usage of schools and other pools in the district.
3. Ensure that all different demands for swimming – casual, teaching, training, life saving, competition are catered for throughout the district in a coordinated manner and establish a hierarchy of pools to deliver this.
4. Endeavour to coordinate the management and promotion of all pools throughout the district to ensure optimum availability for all different users. Taking measures to spread the peak demand for swimming so that existing supply can 'fit' the variety of different demands on time.
5. Endeavour to ensure that all swimming pools meet the needs of the widest range of users, including young people, women and the disabled by improved management and publicity.
6. Further investigate/consult on whether there is a need for a district Aquatics Strategy and organiser to promote the maximum and profitable usage of all pool space.
7. Work in partnership with the owners of the joint provision pools to maintain and, where appropriate, further develop the joint use pools at Fanshawe, Ward Freman and Leventhorpe, in the face of the continuing and possibly increasing demand for water space arising from development initiatives and population increases.

### HEALTH AND FITNESS CENTRES (Chapter 5)

Key Issues from the Assessment - There are 895 health and fitness stations throughout East Herts, of which about 800 are available to the wider community either through Pay-as-You-Play access, sports club use or by registered membership.

In accordance with the guidelines of the Fitness Industry Association, an estimated demand from the current population of the district would require about 670 stations in the district. Despite the calculations above, demand and supply are therefore considered to be in broad balance, and additional centres are not considered necessary at the present time.

Future provision - on the basis of the desirable level of current provision, up to 130 additional stations might be required for community usage up to 2021.

### Recommendations/Aspirations

1. Maintain the current level and mix of facilities in the district.
2. Maintain and improve where necessary the quality of facilities in the district.
3. Seek to ensure that all health and fitness centres meet the needs of the widest range of users, including young people, women and the disabled by improved management and publicity.



4. In the longer term, it is estimated that there may be a demand for two to three 50-station centres, in accessible locations throughout the district, preferably in conjunction with other sports and community facilities including sports halls (especially on schools sites), pools, artificial grass pitches and village/community halls, to ensure that all facilities are sustainable in financial terms. This aspiration is dependent on external funding becoming available or a change in the Council's financial situation.

## INDOOR BOWLS (Chapter 5)

Key Issues from the Assessment - There is no indoor bowls provision in East Herts. Despite the relatively good accessibility to facilities in neighbouring local authority areas, it would be appropriate to plan for the provision of new indoor bowls facilities in the district to bring local provision up to the county or national average, or in accordance with Sports England's Sports Facilities Calculator (based on the average participation rate at a national level.) It is not feasible, unless a local demand can be identified, to improve to the regional average which is very high. On this basis, the local population could justify 5 to 8 rinks, and this could be in two locations in the east and south of the district. Bowls is an activity especially popular in the 50 plus population.

Future provision - on the basis of the desirable level of current provision, up to three additional rinks might be required up to 2021.

### Recommendations/Aspirations

1. In the short term, in conjunction with the existing outdoor provider and with the national governing body, further research the need for the development of a multi-use 4-to-6 rink facility in the Bishops Stortford area to meet existing demand which is currently met via a facility outside the district.
2. Work with the English Indoor Bowling Association and Bowls Development Alliance (operating in Hertfordshire) to promote the sport throughout the district as an activity which is particularly suitable for older people, given the future demographics of the area, while at the same time encouraging more participation by younger people.
3. In the longer term, it is estimated there will be demand for an additional multi-use 2-to-4 rink facility either in conjunction with the short term provision above or as a separate facility in the Hertford/Ware area, liaising closely with national governing body. This aspiration is dependent on external funding becoming available or a change in the Council's financial situation.

## INDOOR TENNIS (Chapter 5)

Key Issues from the Assessment - Indoor tennis provision in East Herts is at about the regional and national average, though below the very high levels in Hertfordshire as a whole. (The county average provision is inflated by very high levels of court provision in Welwyn Hatfield, Hertsmere and St Albans.)

Unless there is any clear local demand for additional indoor tennis, it is unlikely that further provision can be justified at the current time.

Future provision - on the basis of the existing provision, up to one additional court might be required up to 2021, but this would depend on a local case being made.

### Recommendations/Aspirations

1. Additional indoor tennis facilities are unlikely to be required unless there is an identified need for them.
2. Maintain existing facilities over the duration of the strategy to ensure they continue to be fit for purpose.

## COUNTY SPECIALIST FACILITY REQUIREMENTS (Chapter 5)

Key Issues from the Assessment - The Active Hertfordshire Sports Facilities Strategy (2007-2016) highlighted a demand for a number of specialist facilities, which might be provided in East Herts. These include athletics, badminton, cricket, cycling, football, gymnastics, hockey, martial arts, netball, rugby union and volleyball. The information supplied in the county strategy is now several years old, and further consultation with county governing bodies of sport should be undertaken, so that the local implications of sport development plans and facility strategies currently being prepared can be assimilated in this document.

### Recommendations/Aspirations

1. Wodson Park Sports Centre in Ware would be an appropriate venue for development as a centre of strategic sporting excellence due to its existing diverse provision and strong user base, as a venue for the development of any identified specialist facilities and for support facilities associated with these uses.
2. Incorporate specialist facilities for table tennis, badminton, basketball, volleyball or other sports within a hierarchy of sports halls (See Chapter 5) in a coordinated manner, particularly on school sites where management would be facilitated.
3. It is acknowledged that a range of specialist clubs (e.g. Bishops Stortford Judo) could work together to find and develop a suitable training venue.
4. Ensure that national governing bodies of sport be consulted for input on specialist needs when new facility proposals come forward.

## VILLAGE HALLS/COMMUNITY CENTRES (Chapter 6)

Key Issues from the Assessment - There are 61 village halls and community centres in the district, which offer the opportunity for sport and recreation outside the main towns and where access to sports facilities is poorer. There is widespread usage for a range of activities and most halls are open in the evening allowing full community access. The majority of halls and community centres are in regular use, although most have some spare capacity.

There is no specific evidence for the total demand for village halls and community centres and further research is required. However, three quarters of halls have identified no demand that cannot be met. Most village halls are considered to be in good or excellent condition. Almost all halls have been improved in recent years and half of all halls plan further refurbishment in the future. Future plans are not, for

the most part, intended specifically for sport, but opportunities for sport will benefit from general improvements.

Future provision - if the current standard of provision is projected into the future, there would be a requirement of between four to seven additional halls to meet the needs of the increased population. However, this needs to be related to the actual location of additional housing and its relationship to the current network of halls, and additional research is required to ascertain the appropriate gaps and future locations.

#### Recommendations/Aspirations

1. Seek to facilitate the maintenance and refurbishment of existing village and community halls as a suitable base for sports activities in the rural parts of the district through available capital grants.
2. Ensure that any major improvements to village halls in the future accommodate space suitable for indoor sport - as feasible
3. In the longer term, it is anticipated there may be a need for the provision of four to seven additional village halls in locations which best meet the needs of the rural population, and in conjunction with new housing development. This aspiration is dependent on external funding becoming available or a change in the Council's financial situation.

#### PLAYING PITCHES AND OTHER OUTDOOR SPORTS (Chapter 7)

No summary is attached here as this relates to the East Herts Playing Pitch and Outdoor Sports Strategy which has already been agreed by the Council. The Playing Pitch strategy includes such facilities as outdoor tennis, netball, bowls, multi use games areas (MUGAs) as well as Artificial Grass Pitches and Athletics Tracks and the proposed agreed policies are shown below.

#### ARTIFICIAL GRASS PITCHES (AGPs)

Key Issues from the Assessment - There are eight full-size AGPs (synthetic/artificial all weather pitches) in East Herts, seven in some form of community use, although most of these are on school and education sites and may not offer full community access at all times. Anticipated demand from within the district from the Sports Facilities Calculator is for about four pitches in total.

Additional AGPs in East Herts cannot be justified at present, but some spare capacity would be released by additional pitch construction in neighbouring towns and districts.

Future provision - on the basis of the existing provision, one additional pitch in community use might be required up to 2021.

#### Recommendations/Aspirations

1. Maintain and enhance the existing use of AGPs throughout the district to meet the current needs for hockey, football and other activities and ensure the maximum use of school facilities by the wider community.

2. Require that all new pitches are maintained with a sinking fund in place, to ensure that the surface is replaced at least every 10 years, and all pitches remain fit for purpose.
3. Investigate the need for the provision in the longer term of one additional new pitch, built to 3G specification to meet Football Association requirements, in the area of highest housing growth.
4. In the short term, it is estimated that there may be a need for the provision of a facility suitable for the development of small sided football in the short term.
5. Ensure that any new pitch is associated with any necessary changing and clubhouse facilities to facilitate club development.
6. Embrace any new technology which ensures that pitches can be used by a wider range of sports e.g. 4<sup>th</sup> Generation pitches, when existing pitches reach the end of their life or are considered for refurbishment.

These conclusions are compatible with the results of the Playing Pitch and Outdoor Sports Strategy which concluded that “it is not thought that current or future demand for hockey will attribute to the need for more AGP provision in East Herts.

Accessibility and management issues at existing sites are more of priority to tackle.”

#### ATHLETICS TRACKS

Key Issues from the Assessment - There is one athletics track in the district with eight lanes. Athletics provision in the district is better than the average, and most residents of the district can gain access to a track within a reasonable drive. The track is understood to be in good condition and was recently refurbished. There is little justification in further provision for athletics at present, although as athletics is primarily a club-based sport, any local sports development factors would need to be considered.

Future provision - on the basis of the existing provision, up to 2 additional lanes might be required up to 2026. These levels of additional provision cannot be met alone, but depending on sports development factors, consideration might be given to a smaller training track or J-track in the north of the district, around Buntingford, possibly in conjunction with a developing school site.

#### Recommendations/Aspirations

1. Maintain and enhance the existing 8-lane track at Wodson Park Sports Centre in Ware as the centre for athletics in the district.
2. If demand increases in the future, there may be a need for the provision of a smaller training track or J-track in the north of the district as a satellite facility for athletics in the rural area, preferably on a school site.

These conclusions are compatible with the results of the Playing Pitch and Outdoor Sports Strategy.

#### DELIVERY (Chapter 9)

As listed above, the Assessment has identified a range of recommendations/aspirations that would meet anticipated and future demand for sports facilities. Action on these recommendations will depend on the following factors:

- Funding and procurement – the availability of finance from a variety of sources, borrowing, grant aid, partnerships, private sector funding, procurement competitions, joint ventures and other arrangements
- New planning legislation, such as the Community Infrastructure Levy (CIL)
- The development of planning policies and inclusion of these in the Core Strategy and ongoing Local Development Framework
- Planning contributions from developers towards essential community infrastructure including sports facilities

The strategy should be guided by a steering group specifically set up for the purpose, and this should base its considerations on the action plan (to be prepared).

## REVIEW AND MONITORING (Chapter 10)

The Assessment is relevant in the current situation and represents a snapshot from 2010. It is essential that the document is constantly monitored and reviewed on an annual basis, and a comprehensive review undertaken in 2016.

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 14 JUNE 2011

REPORT BY LEADER OF THE COUNCIL

2010/11 END OF YEAR SERVICE PLANNING REPORT

WARD(S) AFFECTED: ALL

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**Purpose/Summary of Report**

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

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

1.0 Background

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

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

## 2.0 Report

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

92% (34) have been achieved

5% (2) are on target

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

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

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

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

15 actions have been achieved

1 action is on target

Some of the key achievements included:

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



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

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

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

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

8 actions have been achieved

1 action is on target

Some of the key achievements included:

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

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

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

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

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

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

1 action has been achieved

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

The achievement was:

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

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

4 actions have been achieved

Some of the key achievements included:

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

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

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

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

3 actions have been achieved

The achievements included:

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

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

3 actions have been achieved

The achievements included:

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

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

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

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper “A”**.

#### Background Papers

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

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

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

Contact Member: Councillor A.P. Jackson, Leader of the Council

Contact Officer: Anne Freimanis, Chief Executive, Ext. 1403

Report Author: Dave Cooper, Performance Officer

## ESSENTIAL REFERENCE PAPER 'A'

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

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**2010/11 Service Plan actions by Corporate Priority where completion dates have been revised.**

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
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***Strapline: Pride in East Herts***

***Corporate Priority: Improve standards of the neighbourhood and environmental management in our towns and villages***

***By 2012 - Improve public satisfaction with East Herts as a place to live by reviewing environmental quality standards to ensure a high level of street cleansing is maintained and that improved street scene visual standards are delivered in partnership with others.***

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-CC07	Community & Cultural Services	Pedestrianise North Street, Bishop's Stortford on Thursday market days and implement recommendations of markets scrutiny committee review group (when identified / agreed).	<p><b>Target:</b> Provide well managed vibrant first time pedestrianisation of Bishop's Stortford market on stretch of North St.</p> <p><b>Outcome:</b> Improved customer experience and economic vitality.</p> <p><b>Critical Success Factors:</b> Partnership Highways and good project management.</p> <p><b>Environmental Impacts:</b> N/A</p>	30/06/11	Revised completion date from 31 March 2011 to 30 June 2011. The experimental Traffic Regulation Order process is nearly complete - pedestrianisation is to take place in June 2011.



EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 14 JUNE 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – FEBRUARY 2011 - MARCH 2011

WARD (S) AFFECTED: All

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**Purpose/Summary of Report:**

- To report on the performance of the key indicators that relate to Community Scrutiny for the period February 2011 to March 2011.

<b><u>RECOMMENDATION FOR COMMUNITY SCRUTINY:</u></b>	
<b>That:</b>	
<b>(A)</b>	<b>The reported performance be scrutinised and Executive be informed of any recommendations.</b>

---

1.0 Background

1.1 This is a performance report relevant to the Community Scrutiny terms of reference covering the period from February 2011 to March 2011.

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 March 2011 presented in detail (the most up to date available) with previous months summarised in a trend chart.
- The indicators where data is collected quarterly, with performance for Quarter 4 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.
- The indicators where data is collected annually, with performance for 2010/11 presented in detail (the most up to date available) with previous years summarised in a trend chart.

1.3 All Councillors have access to Covalent (the council’s performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team is able to provide support and training on using the Covalent system if required.

1.4 **Essential Reference Paper ‘B’** shows the full set of performance indicators that are reported on a monthly, quarterly and yearly basis. 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 was 'Green', which means that the targets were either met or exceeded for March/Quarter 4. 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 The crime indicators below are for information only as comparative data was historically obtained from the Iquanta database. However since the database has been modified the comparative data for these indicators is no longer available:

- NI 15 – Serious violent crime rate.
- NI 16 – Serious acquisitive crime rate.
- NI 20 – Assault with injury crime rate.

2.3 **EHPI 130 - Number of council endorsed community safety projects that receive positive publicity.** There were no good news stories released for the March 2011 period.

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

### **Caring about what's built and where**

2.4 The following indicator was 'Green', meaning that the target was either met or exceeded for 2010/11. It is:

- EHPI 64 - No of private sector vacant dwellings that are returned into occupation or demolished

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

## Fit for purpose

### Performance analysis

- 2.5 **EHPI 156 - Buildings Accessible to People with a Disability.** Performance was 'Amber' for 2010/11. Performance shows that public areas in 91.30% of buildings operated by East Herts Council are suitable for and accessible to people with a disability. The proposed replacement of a football changing room building not accessible to disabled persons, took place in 2010/11 making it now accessible.
- 2.6 The following indicator was 'Green', meaning that the target was either met or exceeded for March 2011. 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

- 2.7 **NI 155 - Number of affordable homes delivered (gross).** Performance was 'Red' for 2010/11. The outturn is 64 homes. The current economic downturn has severely affected the number of new homes that have been built in the district and therefore the number of new affordable homes achieved from private developments. Of the 64 homes, 29 units were for social rent.
- 2.8 **NI 154 - Net additional homes provided.** The 2010/11 performance outturn is not available. The data analysis undertaken by Hertfordshire County Council at the end of year and details are usually available by June/July 2011. Data will be included in the Council's Annual Monitoring Report due to be produced in December 2011. The Council's performance management system will be updated at the same time.

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

## Leading the way, working together

### Performance analysis

- 2.9 **EHPI 3c - Usage: number of swims (60 year old +)**. Performance was 'Red' for Quarter 4. Performance was down compared to the same period last year (Quarter 4 of 2009/10) this is due to figures in the previous year including free swims.
- 2.10 The following indicators were 'Green', meaning that the targets were either met or exceeded for Quarter 4:
- 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).
- 2.11 There is no 2010/11 outturn data available for the indicators below. The service is currently awaiting survey analysis which is expected to be available by 19 July 2011. The service is collating site specific customer comments and feedback forms. The Council's performance management system will be updated once the outturn is available and will also be reported in the 2010/11 Annual Report:
- EHPI 1a - % of customers satisfied with the service – All
  - EHPI 1b - % of customers satisfied with the service – Leventhorpe
  - EHPI 1c - % of customers satisfied with the service – Hartham
  - EHPI 1d - % of customers satisfied with the service – Fanshawe
  - EHPI 1e - % of customers satisfied with the service - Ward Freman
  - EHPI 1f - % of customers satisfied with the service - Grange Paddocks

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

### Unit Cost Indicators

- 2.12 Members are to note the following unit cost performance indicators will not have outturn data until the close of the 2010/11 financial accounts in July 2011. Therefore the unit cost data will be reported in

the next Community Scrutiny meeting on 20 September 2011:

- EHPI 8.11 - Net cost of Housing and Council Tax Benefit per claim
- EHPI 8.12 - Net cost of Collecting Council Tax per property
- EHPI 8.33 - Net cost of Licensing per Hackney Carriage license
- EHPI 8.34a - Net cost of Licensing per LA2003 Premises Licenses
- EHPI 8.34b - Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)
- EHPI 8.35 - Net cost of East Herts funded Police Community Support Officers per head of population
- EHPI 8.37 - Net cost of Environmental Health per food inspection
- EHPI 8.38 - Net cost of Environmental Health per health and safety inspection
- EHPI 8.40 - Net cost of the Homelessness Service per presentation
- EHPI 8.41 - Net cost of swimming pool per swim
- EHPI 8.42 - Net cost of Citizen Advice Bureau per contact
- EHPI 8.43 - Net cost of Meals on Wheels per number served per annum

### 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 Members: Councillor Linda Haysey - Executive member for Community Development, Leisure and Culture  
Councillor Malcolm Alexander – Executive member for Community Safety and Protection.

#### 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><b>Promoting prosperity and well-being; providing access and opportunities</b>  <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Shaping now, shaping the future</b>  <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p><b>Leading the way, working together</b>  <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>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>







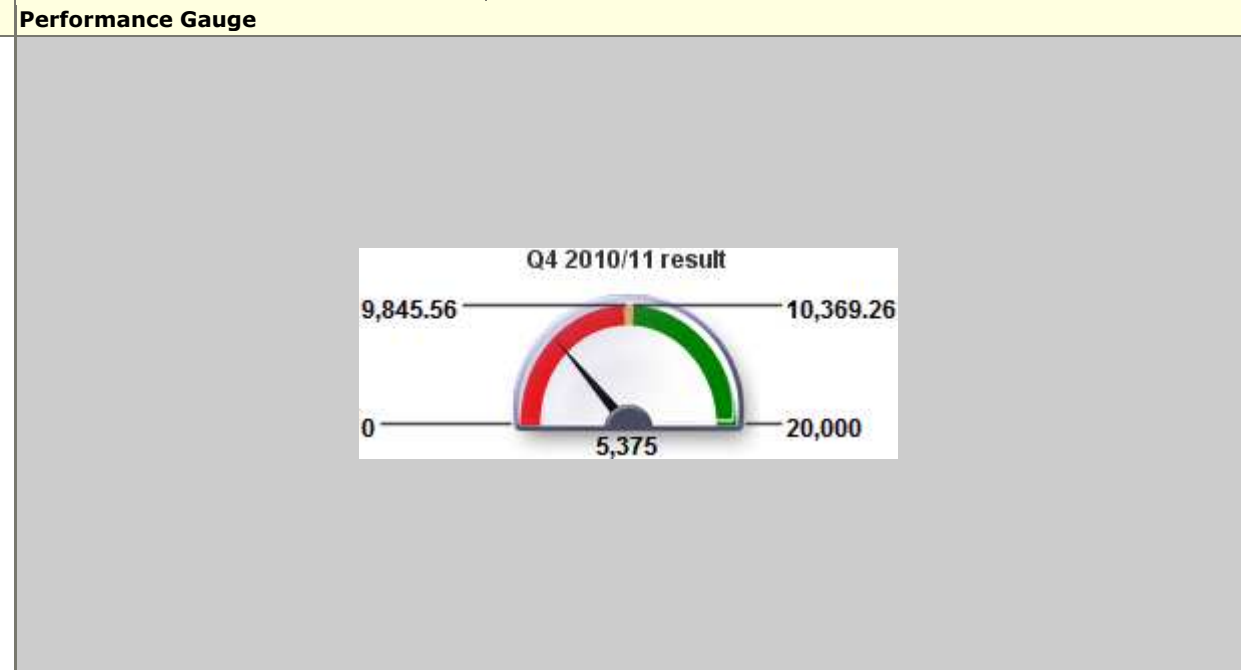
## Community Scrutiny Corporate Healthcheck March/Quarter 4 2010/11

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 Red**  
**Description** Leading the way, working together



**Community and Cultural Services**

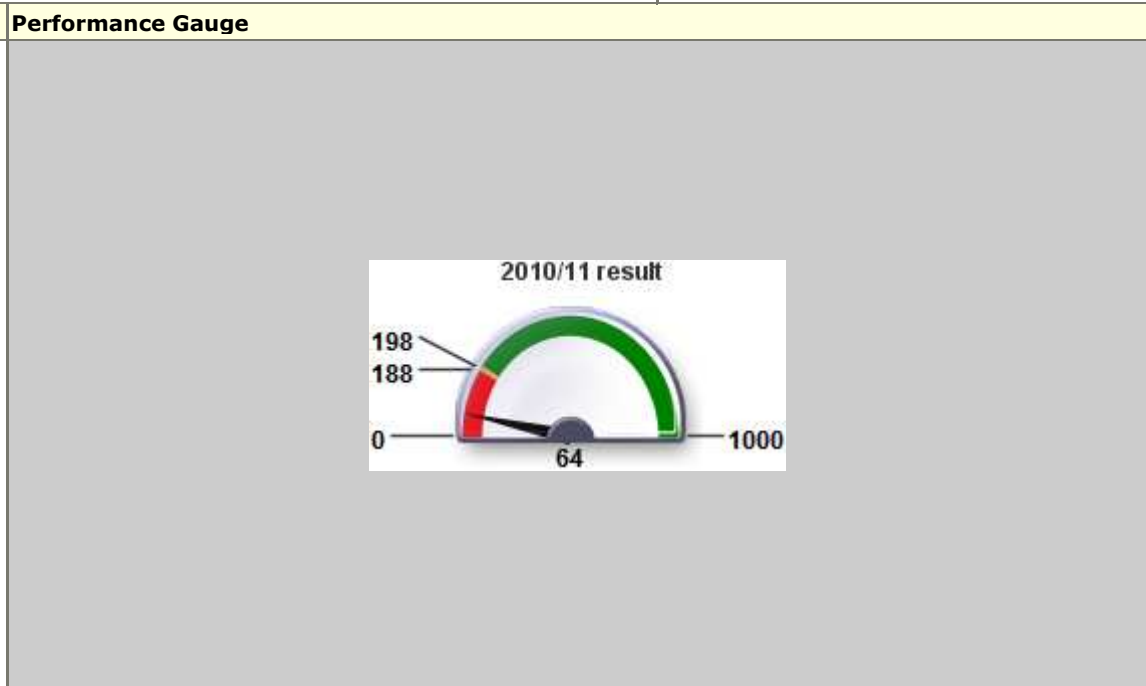
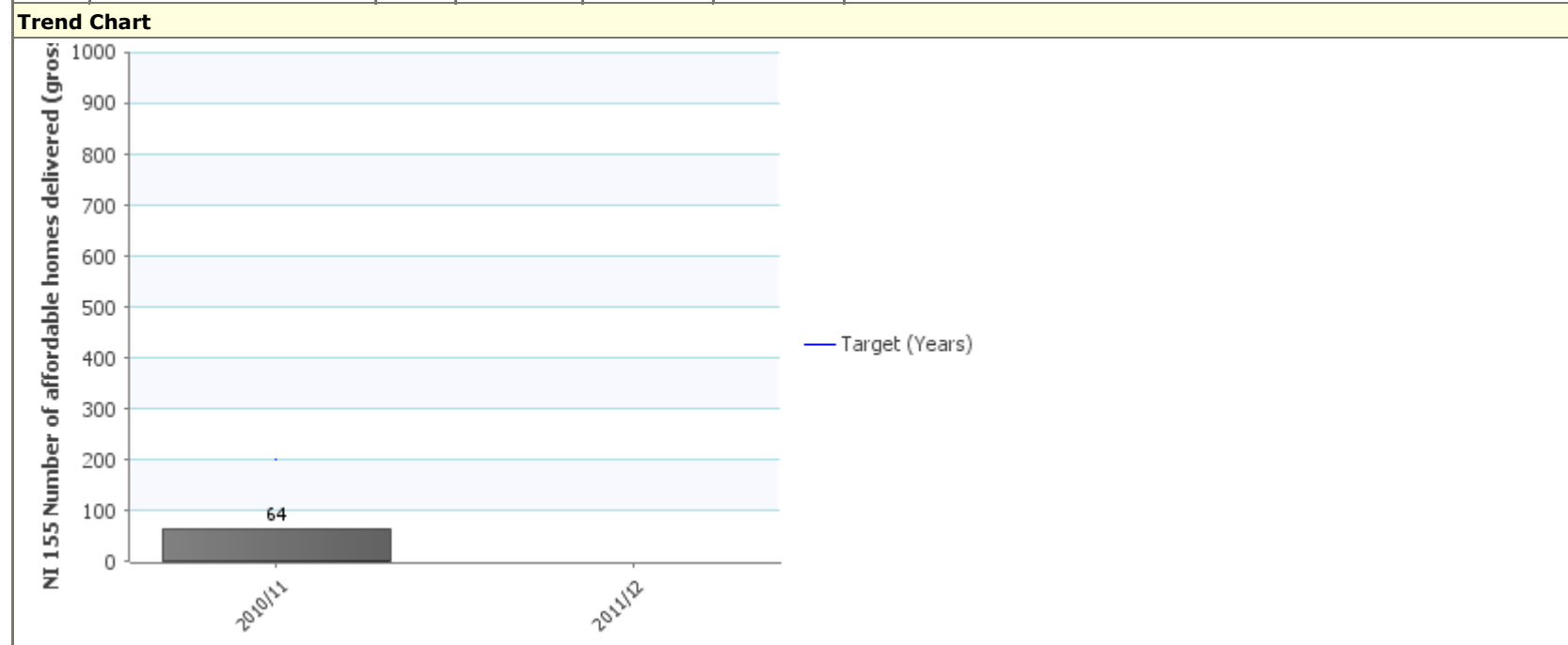
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP13c	Usage: number of swims (60 year old +)		5,375	10,474		Throughput down in comparison to previous years Q4, but Q4 2009/10 included free swimming numbers.	None



**Traffic Light Red**  
**Description** Shaping now, shaping the future



**Health and Housing**

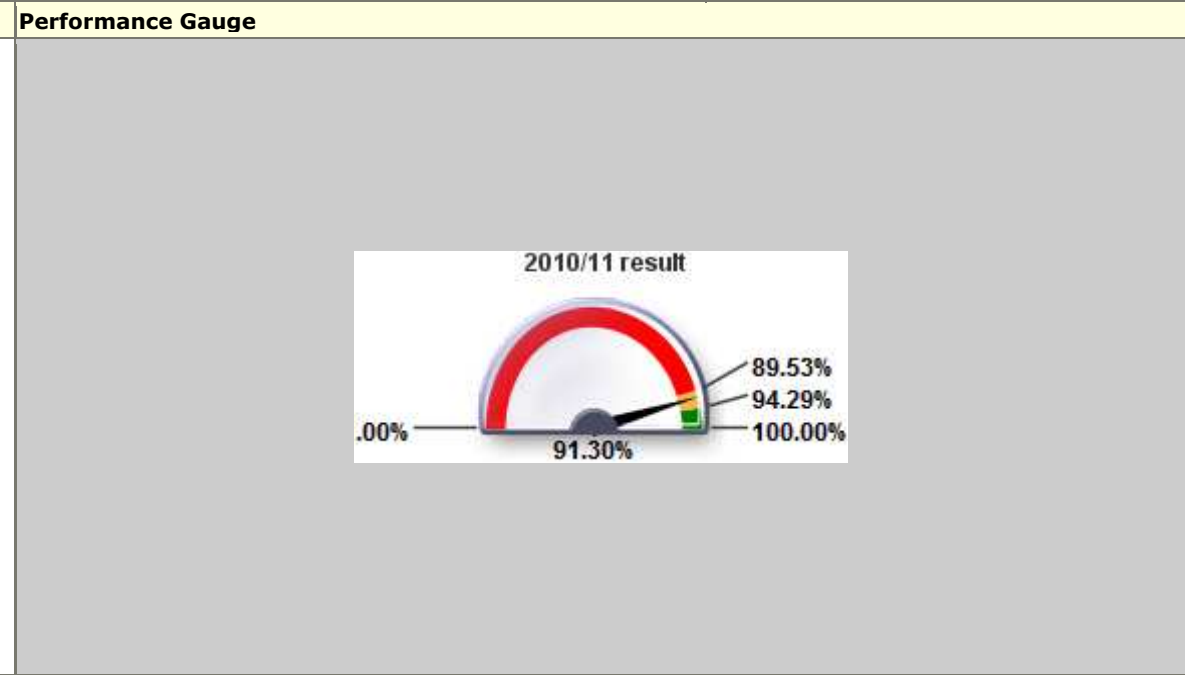
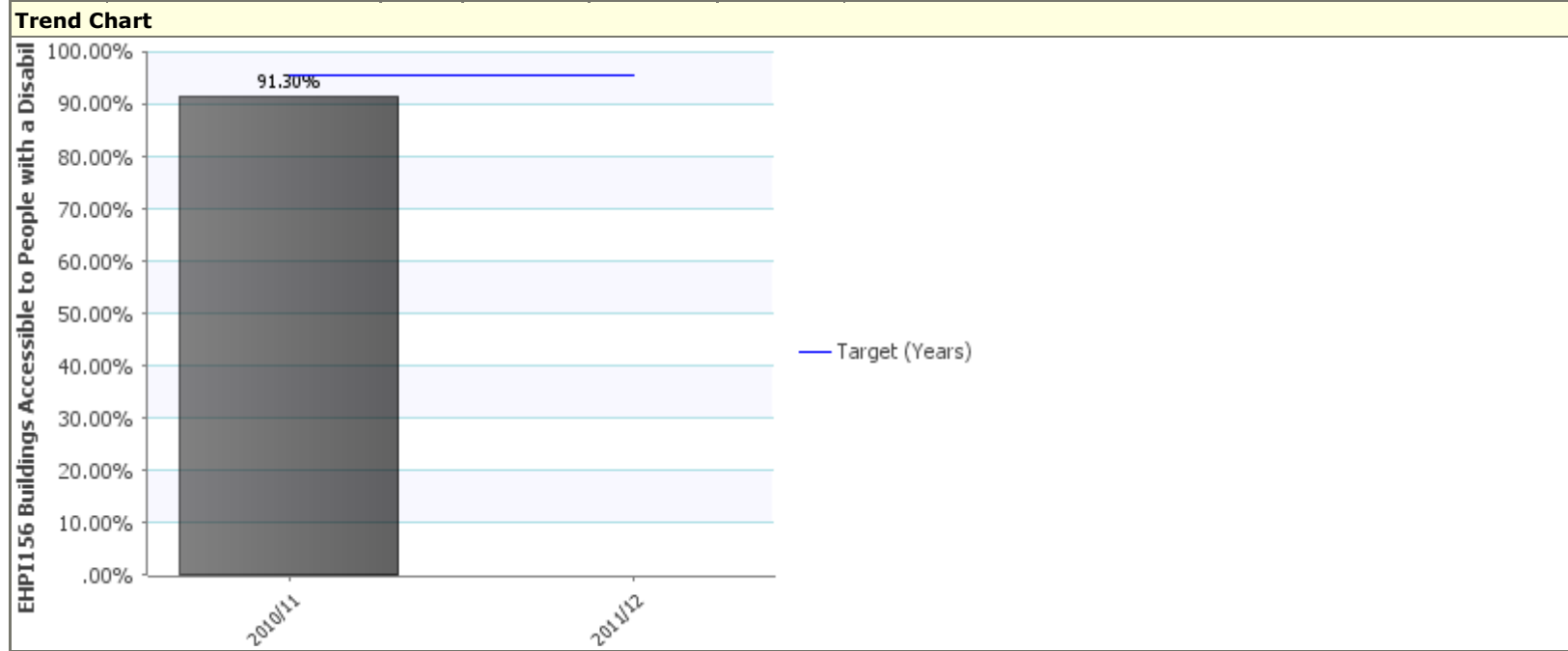
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
NI 155	Number of affordable homes delivered (gross)		64	200		The out-turn is 64 homes. The current economic down turn has severely affected the number of new homes that have been built in the district and therefore the number of new affordable homes achieved from private developments. Of the 64 homes, 29 units were for social rent.	None



**Traffic Light Amber**  
**Description** Fit for purpose, services fit for you

**Financial Support Services**

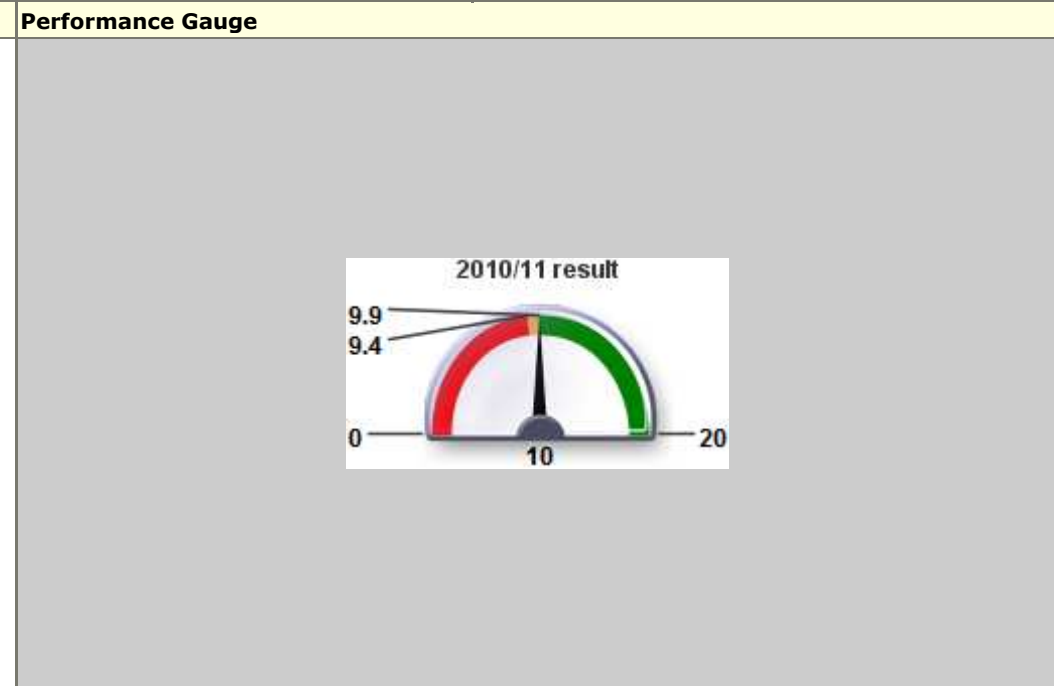
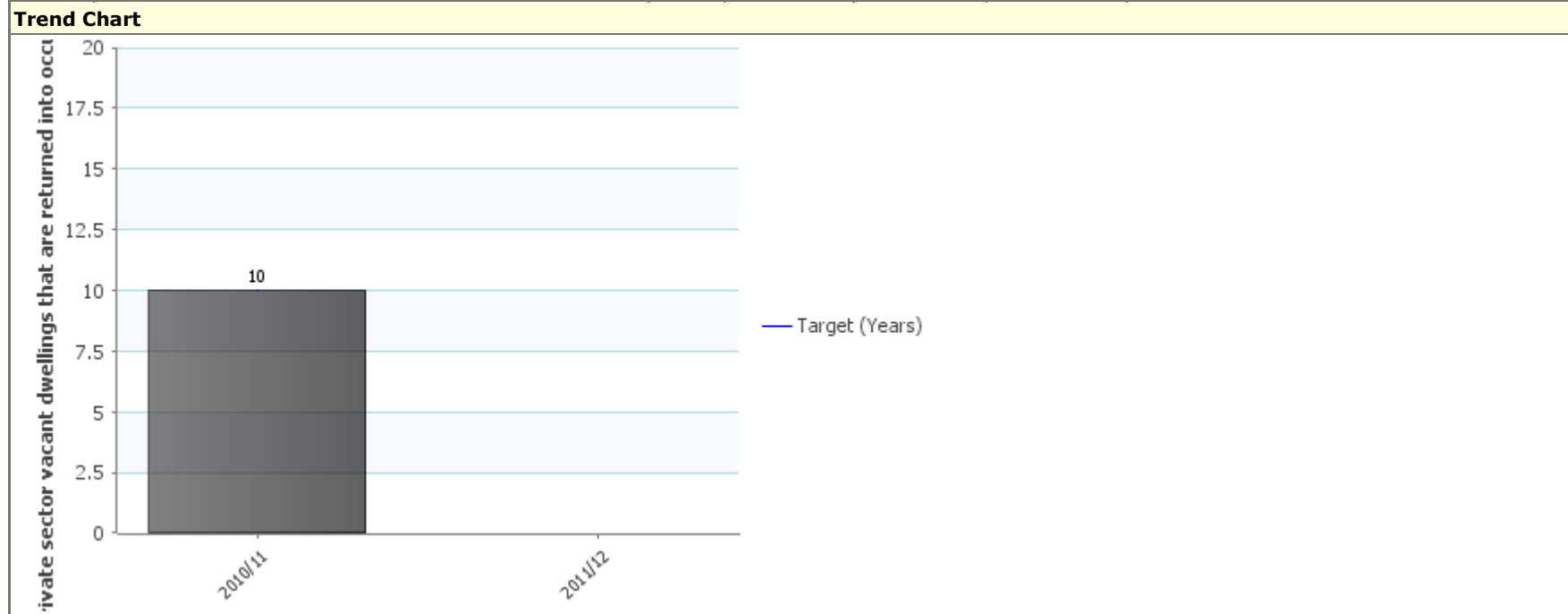
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP1156	Buildings Accessible to People with a Disability		91.30%	95.24%		Performance shows that Public Areas in 91.30% of Buildings operated by East Herts Council are suitable for and accessible to Disabled Persons. The proposed replacement of a Football Changing Room Building not accessible to Disabled Persons, took place in 2010/11 making it now accessible to Disabled Persons.	<b>None</b>



**Traffic Light** Green  
**Description** Caring about what's built (and) where

**Health and housing**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP164	No of private sector vacant dwellings that are returned into occupation or demolished		10	10		Target achieved. 10 dwellings definitely brought back into use. Of these, 5 were particularly problematic or long term, exceeding strategy target.	None

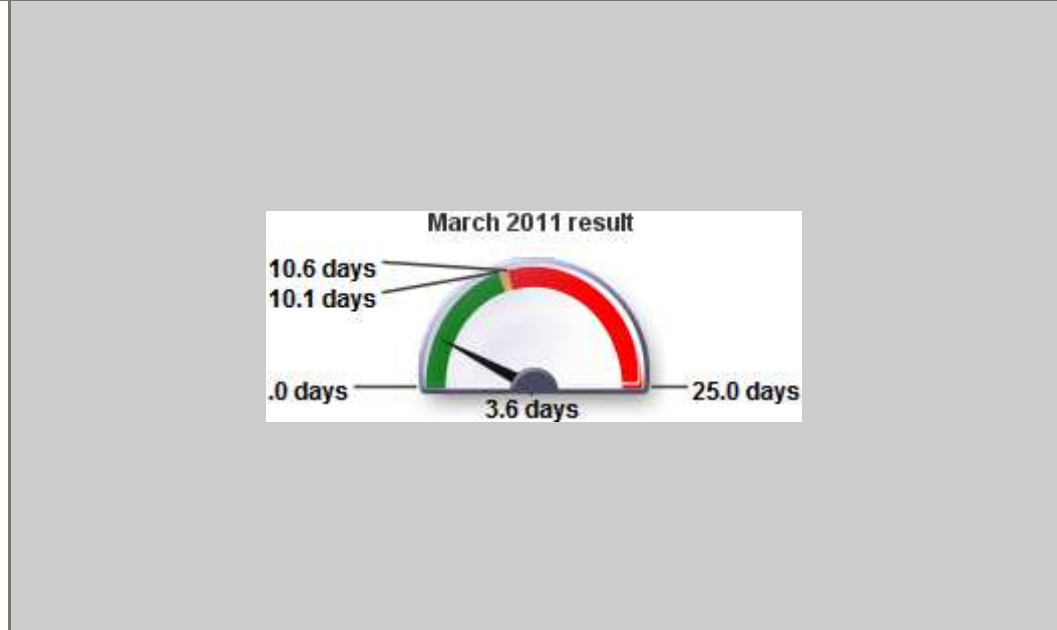
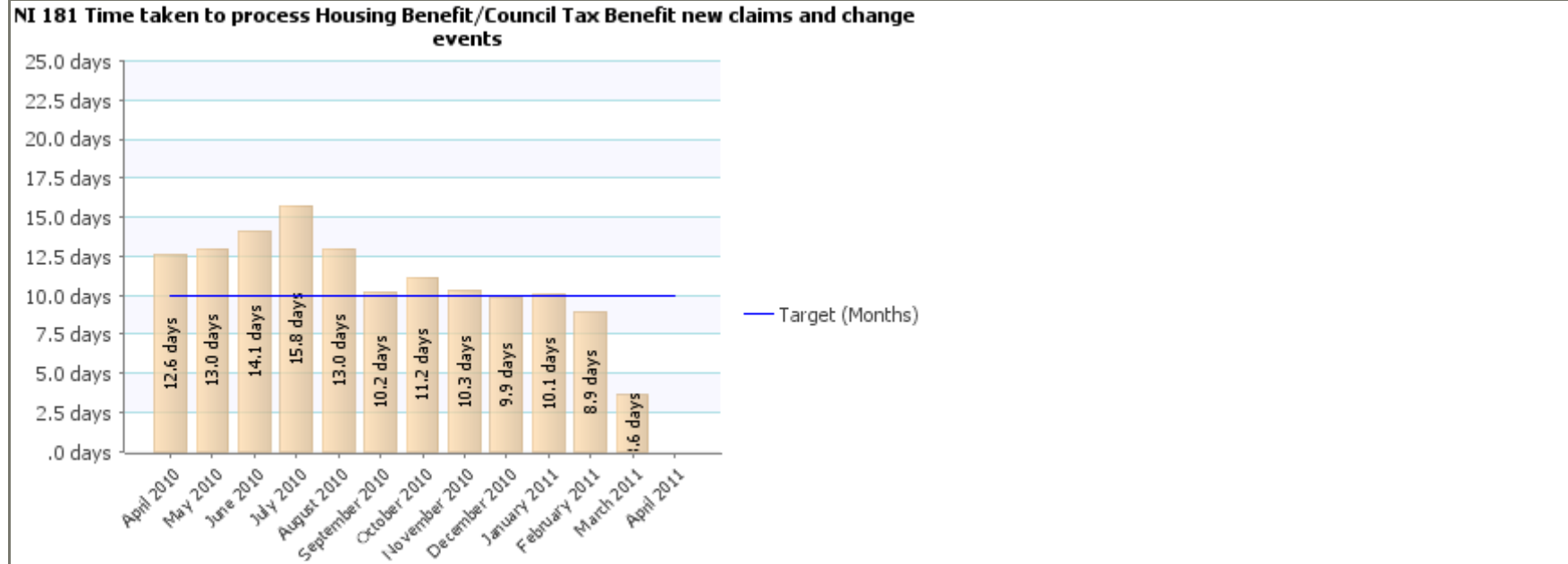


**Traffic Light Green**  
**Description** Fit for purpose, services fit for you

**Revenues and Benefits Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		3.6 days	10.0 days		March period performance of 3.55 days gives a cumulative for the year at 9.95 days	None

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

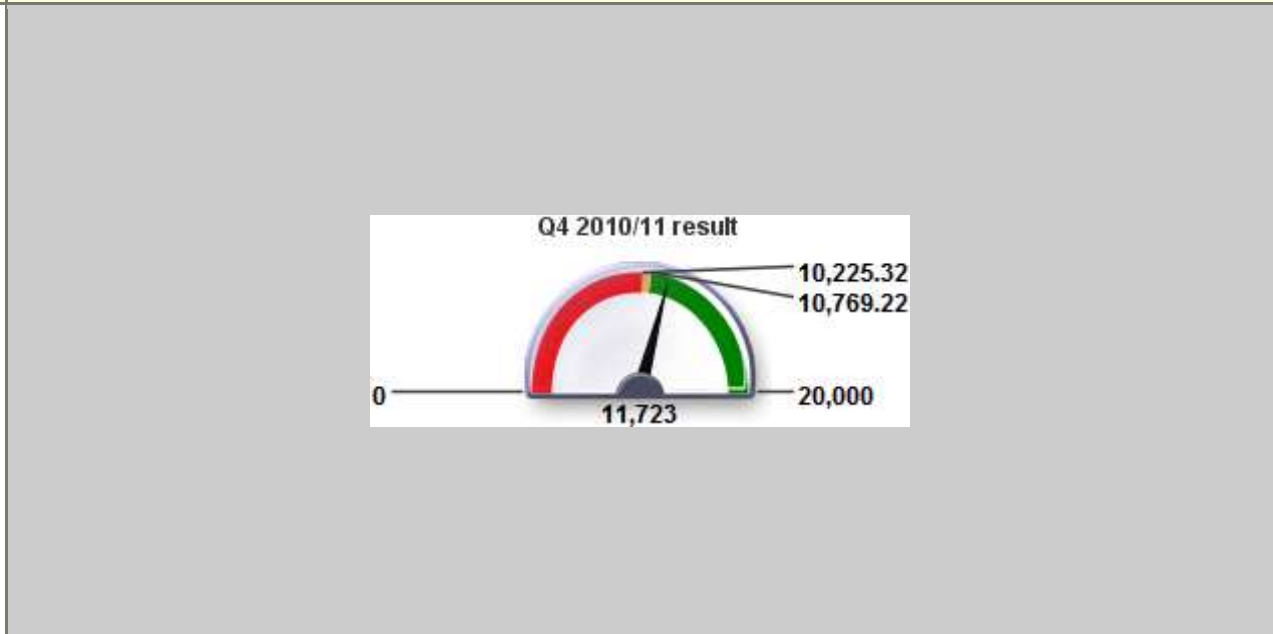


**Traffic Light Green**  
**Description** Leading the way, working together

**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP13a	Usage: number of swims (under 16)	✓	11,723	10,878	↑	Performance continues to show favourable position against target	None

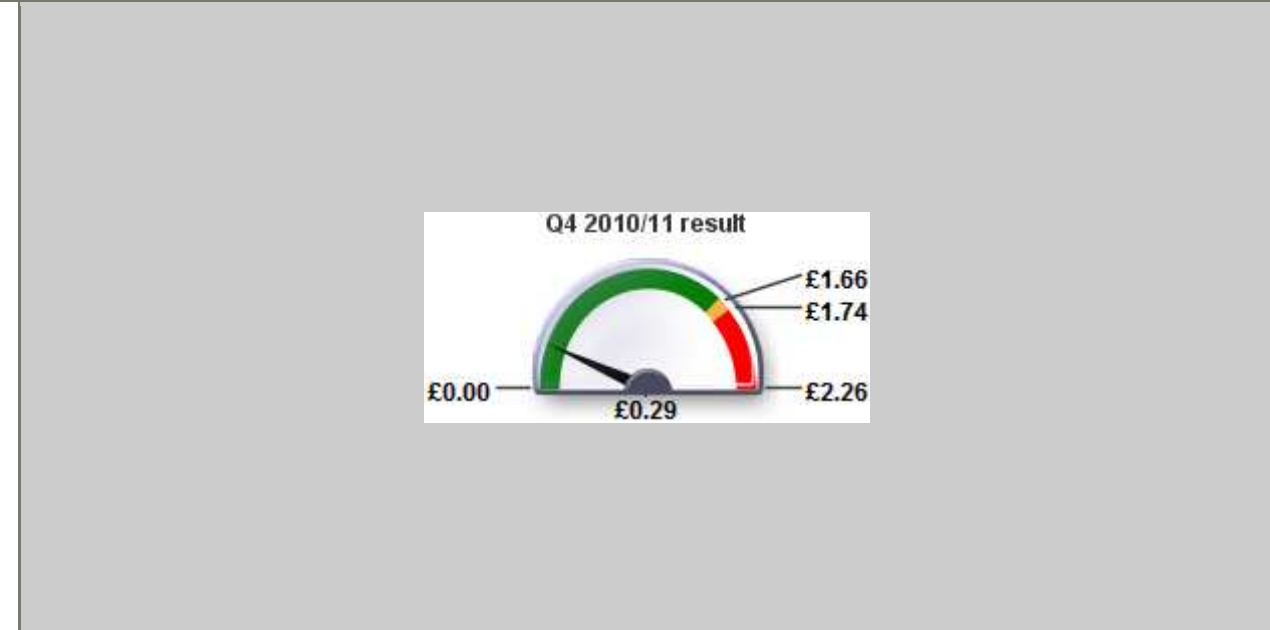
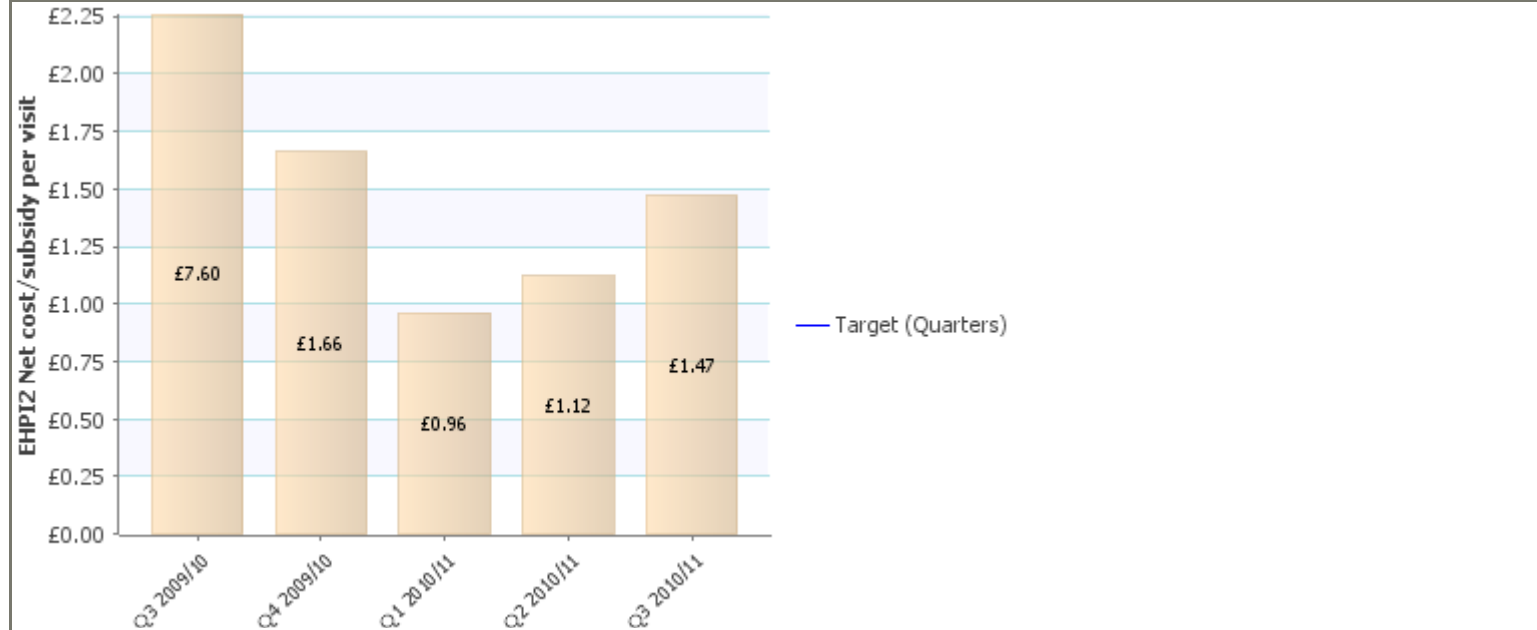
**Trend Chart** **Performance Gauge**



**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP12	Net cost/subsidy per visit		£0.29	£1.64		3 monthly management fee (including Retail Price Index) divided by total visits for the three month period, Jan - Mar 2011, equals cost per user subsidy; £35,312.16/123,769 = £0.29	None

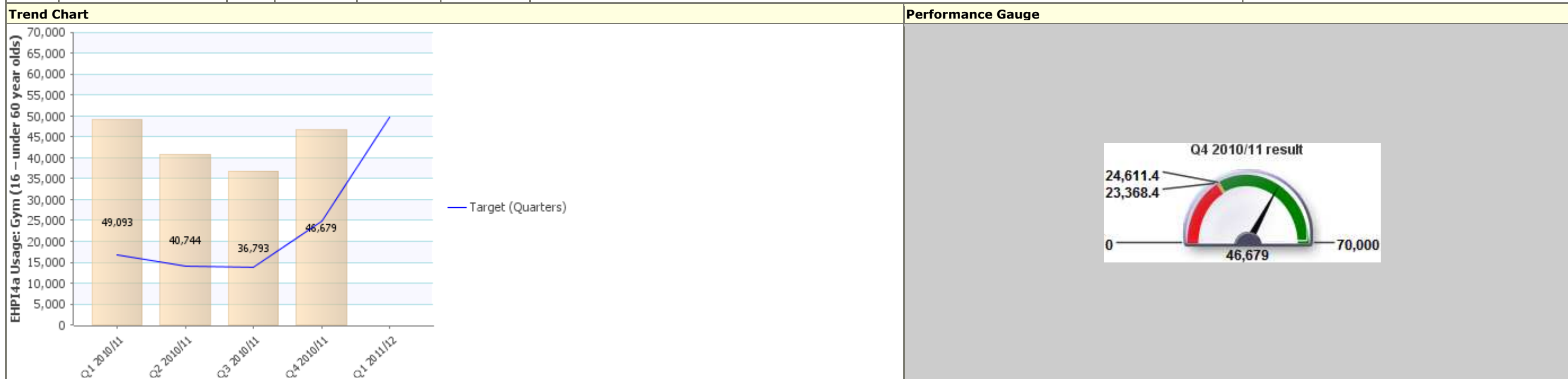
**Trend Chart** **Performance Gauge**





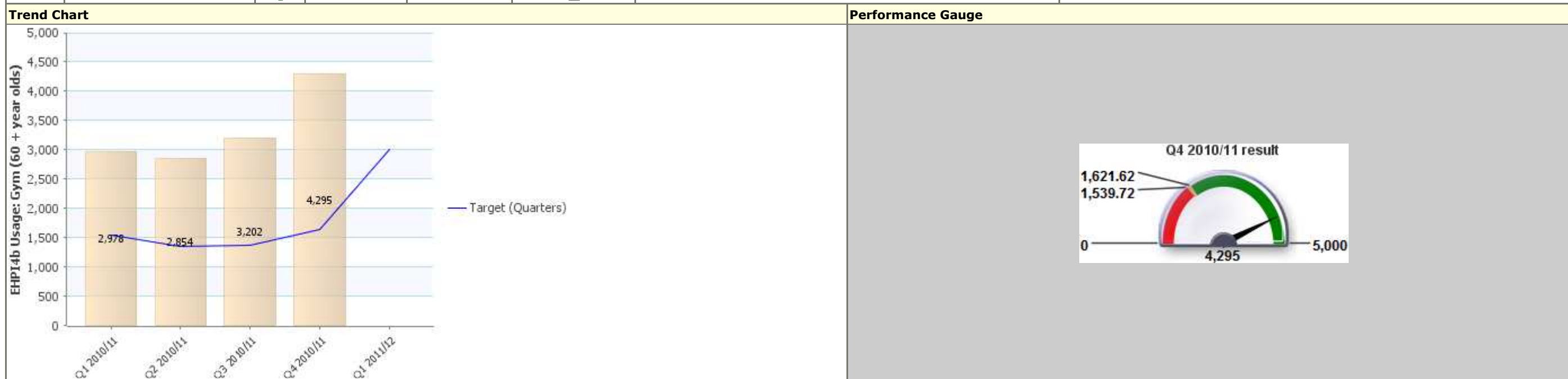
**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP14a	Usage: Gym (16 – under 60 year olds)	✔	46,679	24,860	↑	Numbers continue to grow due to the successful investment into the existing facilities. This figure does not include the 24,353 users that have attended Group Exercise classes this quarter.	None



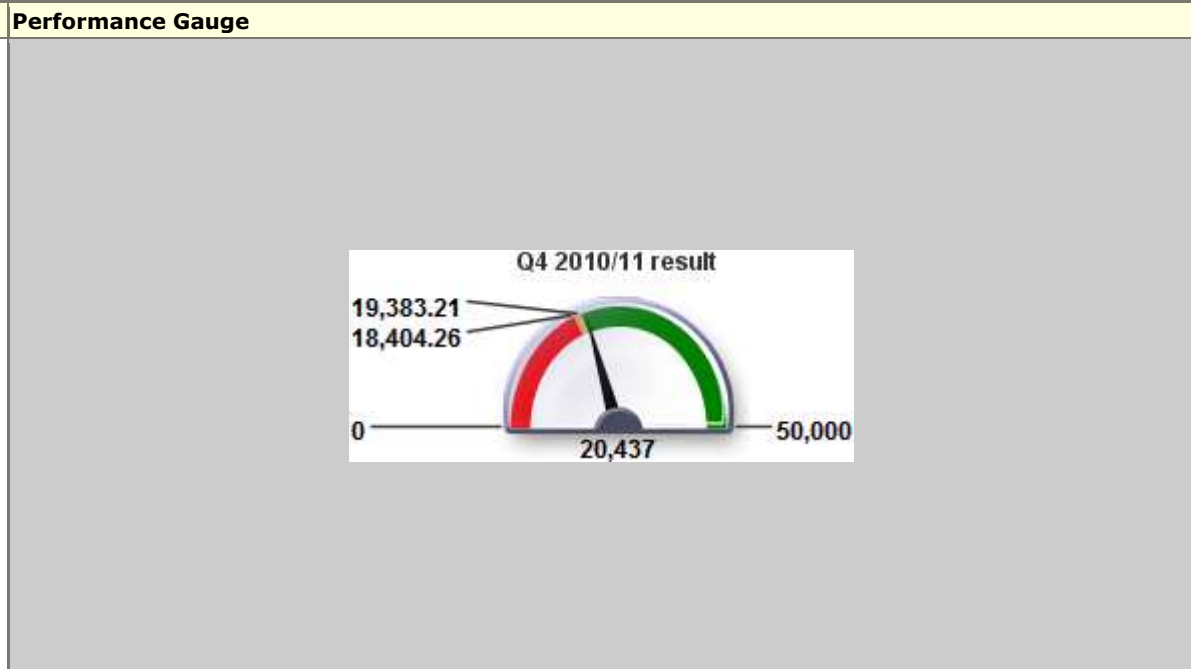
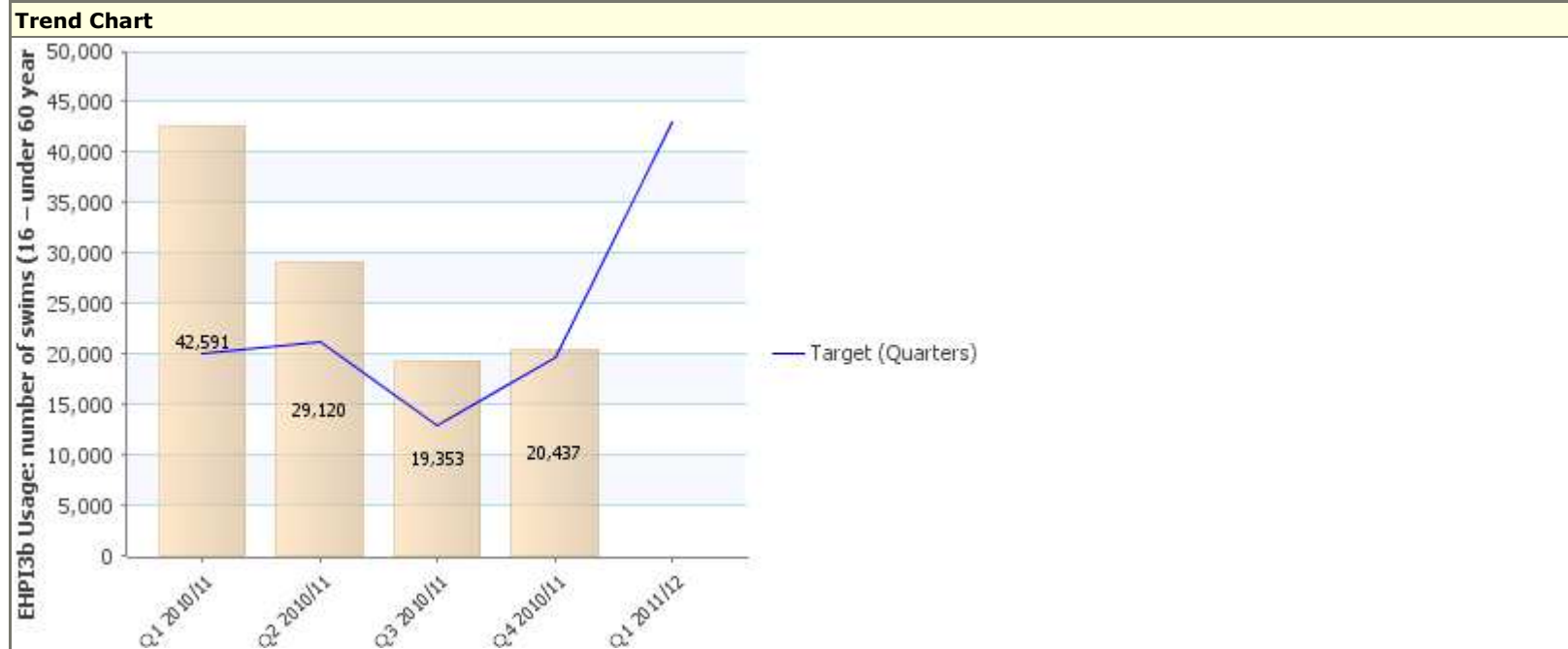
**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP14b	Usage: Gym (60 + year olds)	✔	4,295	1,638	↑	Performance continues to show favourable position against target.	None



**Community and Cultural Services**

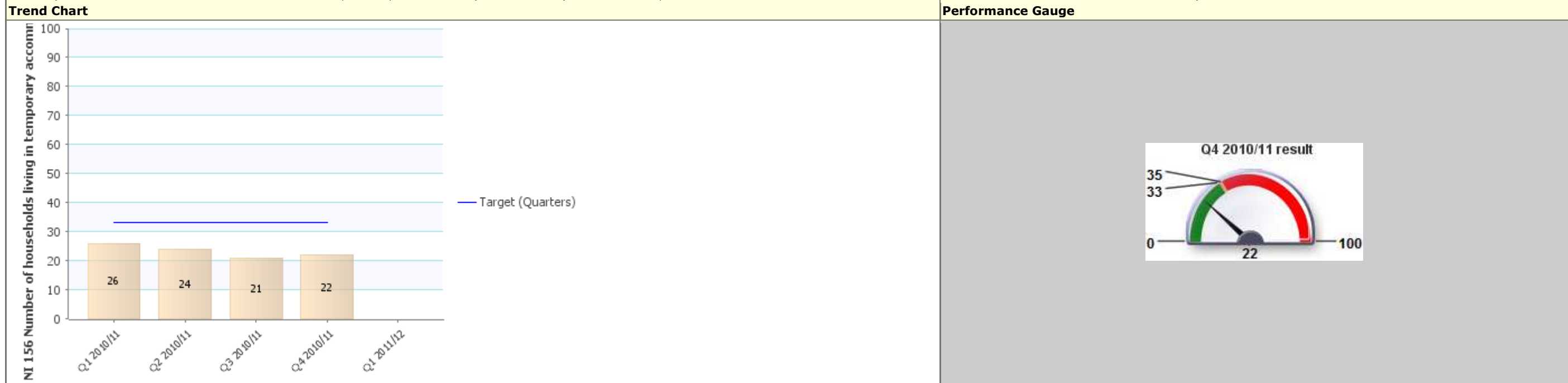
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP13b	Usage: number of swims (16 – under 60 year olds)		20,437	19,579		Performance continues to show favourable position against target.	None



**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 21 <sup>st</sup> March 2011
NI 156	Number of households living in temporary accommodation		22	33		Actual performance is well inside of target of 33 households. This indicator has consistently been inside of target all year.	None



Health and housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP1213	Preventing Homelessness - number of households where homelessness prevented		83	37.5		Performance data is not currently available until end of April 2011.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
<p>renting Homelessness - number of households where homelessness prevented</p> <p>Target (Quarters)</p>						<p>Q4 2010/11 result</p>	

Licensing and Community Safety							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP1129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 7 complaints made directly to EHC ASB Officer for the month of March 2011. All of the complainants were responded to within the minimum standards of 2 working days, either by phone or email.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
<p>EHP1129 Response time to ASB complaints made to EHC.</p> <p>Target (Months)</p>						<p>March 2011 result</p>	

**Traffic Light Data Only**  
**Description** Fit for purpose, services fit for you

**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.33	Net cost of Licensing per Hackney Carriage license		£182.04		↑	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						2009/10 result £182.04	

**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.34a	Net cost of Licensing per LA2003 Premises Licenses		£226.88		↑	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						2009/10 result £226.88	

**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.34b	Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)		£222.42		↓	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						2009/10 result £222.42	

**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.35	Net cost of East Herts funded Police Community Support Officers per head of population		£0.75		↑	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						2009/10 result £0.75	

**Revenues & Benefits**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.11	Net cost of Housing and Council Tax Benefit per claim		£82.35		↓	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						2009/10 result £82.35	

Revenues & Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.12	Net cost of Collecting Council Tax per property		£17.83			No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £17.83	

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

Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.41	Net cost of swimming pool per swim		£24.34			No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £24.34	

Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.42	Net cost of Citizen Advice Bureau per contact		£18.96			No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £18.96	

Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.43	Net cost of Meals on Wheels per number served per annum		£684.25			No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £684.25	

Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.37	Net cost of Environmental Health per food inspection		£3,368.08			No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £3,368.08	

Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.38	Net cost of Environmental Health per health and safety inspection		£10,498.93		↓	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £10,498.93	

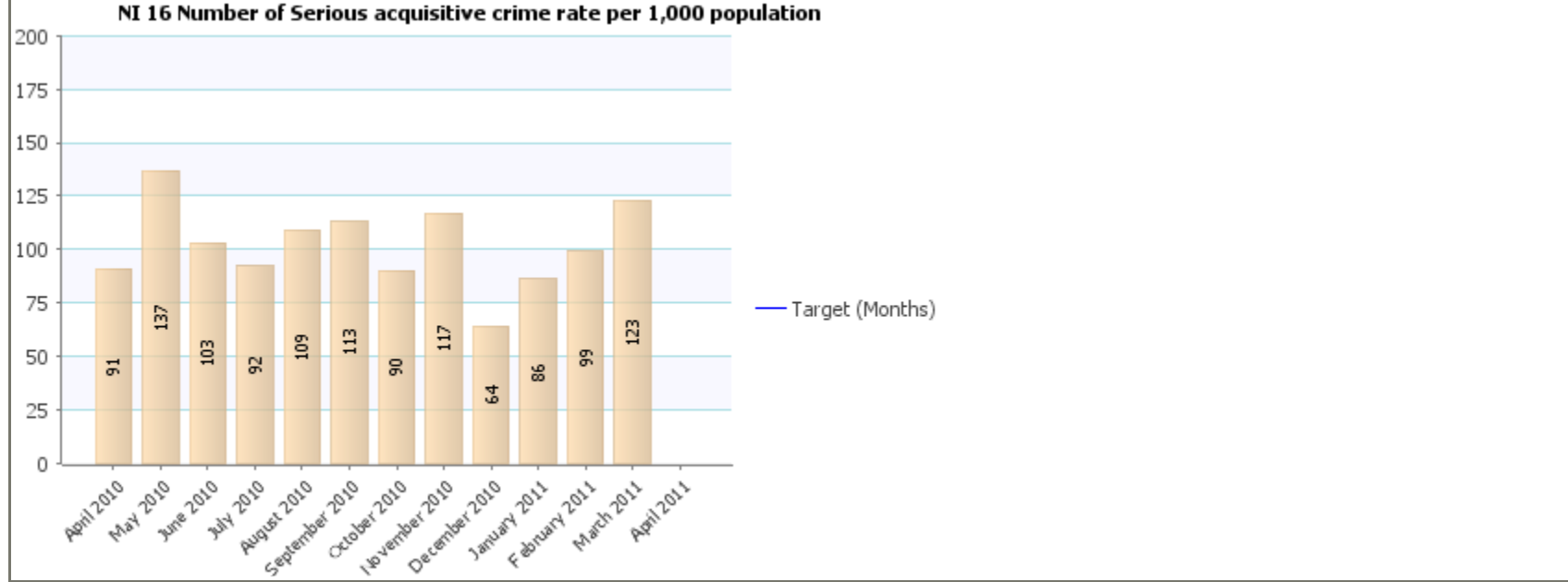
Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP18.40	Net cost of the Homelessness Service per presentation		£5,533.67		↓	No 2010/11 outturn data until the close of the 2010/11 financial accounts in July 2011.	None
Trend Chart						Performance Gauge	
						2009/10 result £5,533.67	

Licensing and Community Safety																																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011																												
NI 15	Number of most Serious violent crime rate per 1,000 population		2		↓	Due to modifications to the iQuanta website, the number of serious violent crimes can no longer be viewed.	None																												
Trend Chart						Performance Gauge																													
<p><b>NI 15 Number of most Serious violent crime rate per 1,000 population</b></p> <table border="1"> <caption>NI 15 Crime Rate Data</caption> <thead> <tr> <th>Month</th> <th>Crime Rate</th> </tr> </thead> <tbody> <tr><td>April 2010</td><td>2</td></tr> <tr><td>May 2010</td><td>4</td></tr> <tr><td>June 2010</td><td>3</td></tr> <tr><td>July 2010</td><td>4</td></tr> <tr><td>August 2010</td><td>3</td></tr> <tr><td>September 2010</td><td>3</td></tr> <tr><td>October 2010</td><td>1</td></tr> <tr><td>November 2010</td><td>2</td></tr> <tr><td>December 2010</td><td>4</td></tr> <tr><td>January 2011</td><td>4</td></tr> <tr><td>February 2011</td><td>0</td></tr> <tr><td>March 2011</td><td>2</td></tr> <tr><td>April 2011</td><td>0</td></tr> </tbody> </table>						Month	Crime Rate	April 2010	2	May 2010	4	June 2010	3	July 2010	4	August 2010	3	September 2010	3	October 2010	1	November 2010	2	December 2010	4	January 2011	4	February 2011	0	March 2011	2	April 2011	0	March 2011 result 2	
Month	Crime Rate																																		
April 2010	2																																		
May 2010	4																																		
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January 2011	4																																		
February 2011	0																																		
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April 2011	0																																		

**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
NI 16	Number of Serious acquisitive crime rate per 1,000 population		123			Due to modifications to the iQuanta website, the number of serious acquisitive crimes can no longer be viewed.	None

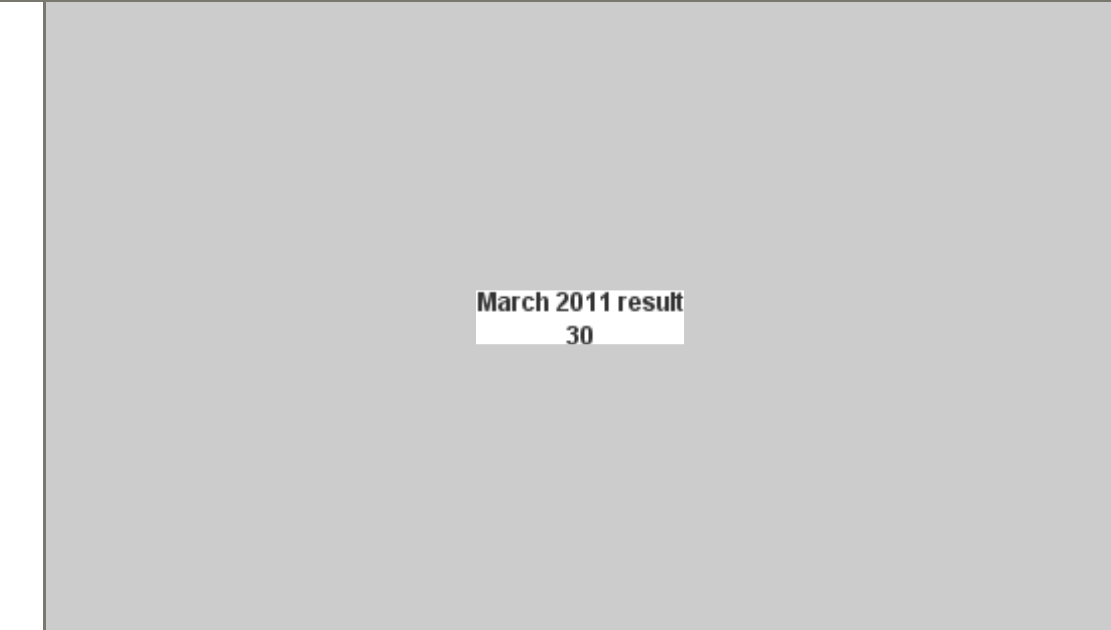
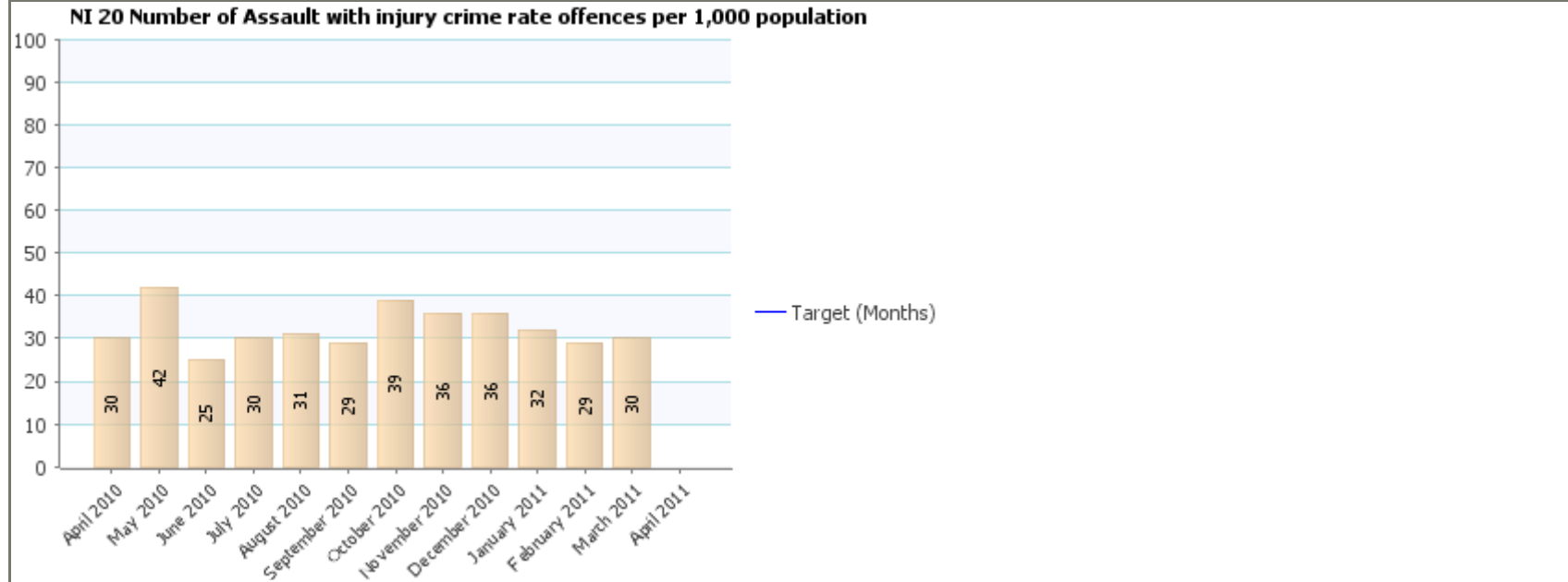
**Trend Chart** **Performance Gauge**



**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
NI 20	Number of Assault with injury crime rate offences per 1,000 population		30			Due to modifications to the iQuanta website, the number of serious acquisitive crimes can no longer be viewed.	None

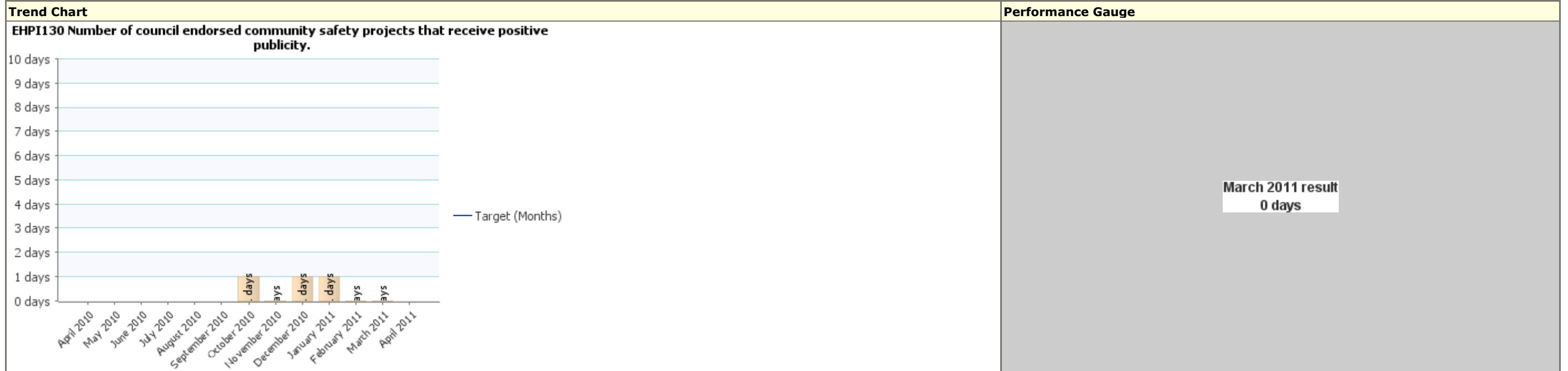
**Trend Chart** **Performance Gauge**





**Licensing and Community Safety**

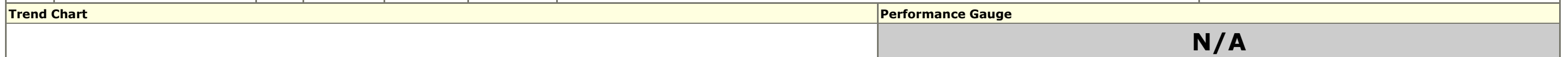
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHP1130	Number of council endorsed community safety projects that receive positive publicity.		0 days			0 good news stories were released	None



**Traffic Light Unknown**  
**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 21 <sup>st</sup> March 2011
EHPI 1a	% of customers satisfied with the service - All		68.00%			No 2010/11 outturn data available for the indicators below. The service is currently awaiting a survey analysis which is expected to be available by 19 July 2011.	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 21 <sup>st</sup> March 2011
EHPI 1b	% of customers satisfied with the service - Leventhorpe	?	67.00%		?	No 2010/11 outturn data available for the indicators below. The service is currently awaiting a survey analysis which is expected to be available by 19 July 2011.	None
Trend Chart						Performance Gauge	
						N/A	

Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHPI 1c	% of customers satisfied with the service - Hartham	?	68.00%		?	No 2010/11 outturn data available for the indicators below. The service is currently awaiting a survey analysis which is expected to be available by 19 July 2011.	None
Trend Chart						Performance Gauge	
						N/A	

Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHPI 1d	% of customers satisfied with the service - Fanshawe	?	68.00%		?	No 2010/11 outturn data available for the indicators below. The service is currently awaiting a survey analysis which is expected to be available by 19 July 2011.	None
Trend Chart						Performance Gauge	
						N/A	

Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHPI 1e	% of customers satisfied with the service - Ward Freman	?	57.00%		?	No 2010/11 outturn data available for the indicators below. The service is currently awaiting a survey analysis which is expected to be available by 19 July 2011.	None
Trend Chart						Performance Gauge	
						N/A	

Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
EHPI 1f	% of customers satisfied with the service - Grange Paddocks	?	84.00%		?	No 2010/11 outturn data available for the indicators below. The service is currently awaiting a survey analysis which is expected to be available by 19 July 2011.	None
Trend Chart						Performance Gauge	
						N/A	

**Traffic Light** Unknown  
**Description** Shaping now, shaping the future

Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 <sup>st</sup> March 2011
NI 154	Net additional homes provided	?	N/A	375	?	2010/11 Outturn not yet available. Data analysis undertaken by County subsequent to end of year and details usually available by June/July. Data included in the Councils Annual Monitoring Report produced in December.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
						<b>N/A</b>	

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## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY COMMITTEE – 14 June 2011

#### REPORT BY: CHAIRMAN OF COMMUNITY SCRUTINY COMMITTEE

#### SCRUTINY WORK PROGRAMME 2011/12

WARD(S) AFFECTED: none

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

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

<b><u>RECOMMENDATION FOR : Community Scrutiny Committee</u></b>	
<b>(A)</b>	that the work programme shown in this report be reviewed and agreed, <b>and</b>
<b>(B)</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**.
- 1.2 The full 2012/13 Integrated Service Plan and Budget (ISP) timetable has now been agreed.

#### 2.0 Report

- 2.1 At the final meeting of Community Scrutiny last year, members indicated their approval for the outline work programme, subject to confirmation of the ISP timetable. Some minor changes/additions have now been made to the work programme to meet certain ISP deadlines or actions.

- 2.2 As part of the ISP process, members are asked to consider the following documents attached to this report:
- **Essential Reference Paper C** is an extract from the Medium Term Financial Plan (MTFP) with forward items under Community Scrutiny remit tagged in yellow.
  - **Essential Reference Paper D** is an extract from the 2012/13 Capital Programme proposals with forward items under Community Scrutiny remit tagged in yellow.
- 2.3 Members are asked to choose some specific issues (which fall under their Community remit) from the MTFP and Capital Programme to review in more detail at the meeting of this committee on 20 September 2011. Members are asked to focus on 2012/13 financial year at this time.
- 2.4 At the final committee meeting of last year, members indicated an interest in picking up some aspects of the council's wider review of Community Safety – particularly highlighted were 'use and effectiveness of CCTVs' and 'funding for PCSOs'. However, these aspects of scrutiny involvement are not confirmed at this stage. The remit of the wider review might divide the work under different themes.
- 2.5 If the new committee confirms Community Safety as a scrutiny priority, the appropriate topic(s) will be added into the committee's work programme in line with the main review schedule. Scrutiny resources have been earmarked within 2011/12 to support this work subject to members' agreement.
- 2.6 During 2011/12 there will need to be some scrutiny undertaken on the implications of the Localism Bill currently going through parliament. This will be timetabled into the programme as details are published.
- 2.7 In making any decision on choice of topics, members should bear in mind the selection criteria agreed at the recent evaluation/ planning workshops (as set out on the back page of Essential Reference Paper B) and be able to identify the impact, outcome and results expected to come from the scrutiny activity.
- 2.8 Members may wish to note that an article explaining scrutiny and asking for suggestions for review topics from residents did appear in the recent edition of LINK magazine. The only response to date related to 'potholes'. This was referred to the resident's county

councillor and has now been resolved. Any further responses arising from this consultation will be brought to the attention of the scrutiny chairmen and committees.

2.9 Members of Community Scrutiny are reminded that the Health Engagement Panel is meeting next Tuesday (7 June 2011, Council Chamber, starting at 19:00). The external speaker will be Darren Leach, Executive Director of Delivery at Princess Alexandra Hospital, Harlow. All members are invited to the meeting, but the discussion may be of particular interest to those who have wards on the eastern side of the district.

### 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”**.

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## 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><b>Fit for purpose, services fit for you</b>  <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Leading the way, working together</b>  <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 2011/12

meeting	date	topic	Contact officer/lead	Next Exec
NEXT	CIVIC YEAR	Still to be scheduled: <ul style="list-style-type: none"> <li>Aspects of Community Safety review</li> <li>Implications of Localism Bill</li> </ul>		
2 in 11/12  date of this meeting was moved from 25 Oct	20 Sept 2011  Report deadline 7 Sept	<ul style="list-style-type: none"> <li>Report from Health Engagement Panel</li> <li>MTFP items chosen last meeting for more detailed discussion</li> <li>East Herts Homelessness and Homeless Prevention action plan – annual monitoring report</li> <li>Community Safety: report on progress towards outcomes &amp; actions on the 3 year plan</li> <li>Healthcheck through to June 2011</li> <li>Work Programme</li> </ul>	<ul style="list-style-type: none"> <li>Chairman of Panel</li> <li>Alan Madin</li> <li>Claire Bennett</li> <li>Brian Simmonds/Lizzie Robertson</li> <li>Lorna Georgiou/Karl Chui</li> <li>Marian Langley</li> </ul>	11 Oct 2011 08 Nov 2011
<b>Member consultation</b>	on-line during NOV	<ul style="list-style-type: none"> <li>2012/13 Proposed Service Options</li> </ul>		
3 in 11/12	22 Nov 2011  Report deadline 9 Nov	<ul style="list-style-type: none"> <li>Report from Health Engagement Panel</li> <li>(holding space for Community Safety review/task &amp; finish group)</li> <li>Equality Scheme – update</li> <li>Service Plan monitoring Apr 2011 – Sept 2011 (Community only)</li> <li>Healthcheck through to Sept 2011</li> <li>Work programme</li> </ul>	<ul style="list-style-type: none"> <li>Chairman of Panel</li> <li>Will O'Neill/Mekhola Ray</li> <li>Lois Prior/Dave Cooper</li> <li>Lorna Georgiou/Karl Chui</li> <li>Marian Langley</li> </ul>	06 Dec 2011 10 Jan 2012 07 Feb 2012
<b>JOINT SCRUTINY</b>	17 Jan 2012	<ul style="list-style-type: none"> <li>2012/13 Budget items</li> <li>Residents' Survey - results</li> </ul>		
<b>JOINT SCRUTINY</b>	14 Feb 2012	<ul style="list-style-type: none"> <li>2012/13 Service Plans</li> <li>2011/12 Estimates and Future targets</li> </ul>		
4 in 11/12	28 Feb 2012	<ul style="list-style-type: none"> <li>Report from Health Engagement</li> </ul>	<ul style="list-style-type: none"> <li>Chairman of Panel</li> </ul>	06 Mar 2012

## Essential Reference Paper B

	Report deadline 15 Feb	<p>Panel</p> <ul style="list-style-type: none"> <li>• Leisure Contract – year 3</li> <li>• East Herts Housing Strategy 2011 – 2014 annual monitoring of progress on action plan</li> <li>• East Herts Sustainable Communities Strategy – <i>the specific strand for scrutiny to be confirmed</i></li> <li>• Healthcheck through to Dec 2012</li> <li>• Work programme 2012/13</li> </ul>	<ul style="list-style-type: none"> <li>• Invite SLM</li> <li>• Claire Bennett</li>   <li>• Will O'Neil/Mekhola Ray (George Robertson)</li>   <li>• Lorna Georgiou/Karl</li> <li>• Marian Langley</li> </ul>	22 May 2012

**The four principles of good public scrutiny:**

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

**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)

At the last scrutiny evaluation there was a feeling, in the light of the current economic climate and limited resources, that there should also be some consideration given to

- areas where significant costs might be incurred or could be saved
- minimising the level of risk associated with the topic/issue
- the length of time since the topic was last reviewed.

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**GENERAL FUND - MEDIUM TERM FINANCIAL PLAN****SUMMARY Model after Council**

	<b>2009/10 Actual</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
	£'000	£'000	£'000	£'000	£'000	£'000
<b>Net Cost of Services</b>	<b>18,444</b>	<b>18,889</b>	<b>16,143</b>	<b>16,702</b>	<b>17,581</b>	<b>18,535</b>
Interest Payments	675	662	662	662	662	662
Interest & Investment Income	-2,481	-1,650	-1,175	-1,422	-1,620	-1,947
Pensions Interest/Return on Assets	1,562	505	1,424	1,424	1,424	1,424
Fees & Charges			-7	-131	-243	-357
Growth Items			80	105	174	227
Special Items			137	25		
Efficiency Savings			-1,121	-2,139	-2,660	-2,915
Contribution of vacancies						
<b>Balancing Figure</b>						
One off Savings			-15	-15	-6	-15
Known Changes			34	-154	-463	-514
Planning Contingency				161	470	779
RCCO/Internal Interest	29	26	26	26	26	26
<b>Net Expenditure</b>	<b>18,229</b>	<b>18,432</b>	<b>16,188</b>	<b>15,244</b>	<b>15,345</b>	<b>15,905</b>
Contribution to / from Earmarked Reserves	614	33	-124	249	249	249
Contribution to/ from Interest Equalisation reserve	-1,019	-778	17	27	115	-72
Cost of change Contingency			400	200		
Use of General Reserve	233	-41	-66		145	
Movement on Pension Reserve	-835	-34	-888	-888	-888	-888
<b>Net Expenditure after reserves</b>	<b>17,222</b>	<b>17,612</b>	<b>15,527</b>	<b>14,832</b>	<b>14,966</b>	<b>15,194</b>
Formula Grant/NNDR	-8,141	-8,182	-6,079	-5,306	-5,160	-5,100
Council Tax Freeze Grant			-230	-230	-230	-230
Local Area Agreement Grant	-217	-250				
Area Based Grant	-23					
Transfer (from)/to Collection Fund	131	16	31			
<b>Demand on Collection Fund</b>	<b>8,972</b>	<b>9,196</b>	<b>9,249</b>	<b>9,296</b>	<b>9,576</b>	<b>9,864</b>
Council Taxbase	57,734	57,791	58,123	58,414	58,706	58,999
<b>Council Tax at Band D</b>	<b>155.41</b>	<b>159.13</b>	<b>159.13</b>	<b>159.13</b>	<b>163.11</b>	<b>167.19</b>

Percentage Increase

2.40%

0.00%

0.00%

2.50%

2.50%

## OTHER KNOWN REDUCTIONS AND INCREASES

	2011/12	2012/13	2013/14	2014/15
	£'000	£'000	£'000	£'000
Causeway deal		-74	-74	-74
increase in pension costs				92
Jackson Square Contract - Rent	75	83	91	99
Income Shortfall 2009/10 reducing effect	-50	-100	-150	-150
Changes to Terms and Conditions			-267	-440
New Refuse, Recycling & Street Cleansing Contract		-100	-100	-100
Joint Mgt team for Revenues and Benefits with Stevenage	-37	-37	-37	-37
Post regraded in Revenues & Benefits		-2	-2	-2
Markets - marketing & maintenance	6	6	6	28
Annual Licence fee - Benefits System	40	40	40	40
Additional plastic recycling - full year effect		22	22	22
Homelessness grant continuation (reduction in income from 11/12)		19	19	19
Hertford Theatre Hydro Income		-11	-11	-11
<b>Total</b>	<b>34</b>	<b>(154)</b>	<b>(463)</b>	<b>(514)</b>

## Pay and Price Assumptions for Medium Term Financial Plan

Data Table	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Overall salary increase (Inclusive of everything)*	4.75%	4.75%	0.65%	1.70%	1.45%	2.80%	3.15%
Members Allowances		0.00%	0.00%	2.68%	2.61%	1.80%	2.40%
Inflation	2.50%	2.50%	2.00%	2.10%	2.30%	2.60%	2.70%
NNDR	2.50%	3.00%	2.50%	2.50%	2.50%	2.50%	2.50%
Fuel	2.50%	5.00%	5.00%	2.50%	2.50%	2.50%	2.50%
Contract Index - All Contracts	3.50%	2.50%	2.00%	2.70%	2.70%	2.70%	2.70%
Contract Index - Street Cleansing	3.50%	2.50%	2.00%	2.70%	2.70%	2.70%	2.70%
Contract Index - Refuse Only	3.50%	2.50%	2.50%	3.20%	3.20%	3.20%	3.20%
Contract Index - Parking	3.00%	2.00%	1.50%	2.20%	2.20%	2.20%	2.20%
Contract Index - Leisure	2.50%	2.00%	1.50%	2.20%	2.20%	2.20%	2.20%
Contract Index - Community Meals	3.50%	3.00%	3.00%	3.70%	3.70%	3.70%	3.70%
Formula Grant/NNDR Redistribution	1.00%	0.50%	0.50%	-5.00%	-5.00%	-5.00%	-5.00%
Tax Base Increase	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%
<b>Income</b>							
Increase for Fees & Charges	3.50%	3.50%	3.50%	2.50%	2.50%	2.50%	2.50%
Increase for car parks	5.00%	5.00%	5.00%	2.50%	2.50%	2.50%	2.50%
Interest on investment	5.30%	2.75%	2.46%	1.81%	2.30%	2.70%	3.30%
1. Street cleansing / Grounds Maintenance - April RPI applied in April							
2. Refuse & Recycling - April AEI (public sector) applied in August							
3. Parking - April RPIx applied in January							
4. Community Meals - April RPI applied in April (contract ends July '09)							
5. Leisure - January RPIx applied in January							
*Salary Increase							
Pay award original budget **	2.50	2.25	0.00	0.20	0.20	1.80	2.4
Pay allowance - increments and local award	2.25	2.25	0.65	1.50	1.25	1.00	0.75
	<b>4.75</b>	<b>4.50</b>	<b>0.65</b>	<b>1.70</b>	<b>1.45</b>	<b>2.80</b>	<b>3.15</b>
** Pay award actuals and now reflected in future plans	2.75	1.00					

<b>Savings</b>	2011/12 £	2012/13 £	2013/14 £	2014/15 £
<b>Recommendations to Council</b>				
<b>CUSTOMER &amp; COMMUNITY</b>				
<b>Community &amp; Cultural</b>				
Reduce funding for museum services HCC and partnership funding				
<b>Customer &amp; New Media</b>				
Cancel free parking days at Christmas				
Ware Amwell End - Revision of rent payable by Hertford regional College for student car park spaces	-1,000			
Grange Paddocks Project Elm Road income	-7,500			
Postponing of Sunday Charging - income until 2011/12				
<b>INTERNAL SERVICES</b>				
<b>Democratic &amp; Legal Services</b>				
Reduce support for Chairman				
<b>Total recommendations to Council</b>	<b>-8,500</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Other savings</b>				
<b>CUSTOMER &amp; COMMUNITY</b>				
<b>Community &amp; Cultural</b>				
C&C - MOW		-45,761	-15,269	
Leisure Savings		-86,000	39,000	118,000
Review minor grants		-12,500		
Castle Hall - new business plan (subject to approval)		-83,085	-57,671	-45,000
<b>Environment</b>				
Do not replace Area Environment Inspector & delete lease van after 12 month contract expires		-30,000		
Delete Business Support Assistant Part Time Post FTE Grade 3 - 18.5 hours)		-12,175		
Delete Business Support Assistant Part Time Post FTE Grade 3 - 22.5 hours)		-12,922		
Reduce Recycling advertising and promotion budget		-31,300		
<b>Customer &amp; New Media</b>				
Ware Amwell End - Revision of rent payable by Hertford regional College for student car park spaces		-1,000	-1,000	
Introduce On Street Charging				
Grange Paddocks Project Elm Road income		-10,000	-10,000	
Rye St/Grange Paddocks income		-50,000	-50,000	
Link Road resulting from redesignation as short stay			-50,000	
Northgate End resulting from redesignation as short stay			-56,000	



Grange Paddocks Project - Resident permit income			-2,500	-2,500	
<b>NEIGHBOURHOOD SERVICES</b>					
<b>Planning &amp; Building Control</b>					
Cessation or very minimal provision of remaining discretionary elements of service			-71,305	-71,305	
<b>CHIEF EXECUTIVE</b>					
<b>Strategic Direction &amp; Corporate Support Team</b>					
Restructuring within Strategic Direction			-16,041	-16,041	
<b>INTERNAL SERVICES</b>					
<b>Democratic &amp; Legal Services</b>					
Land Charges - staffing reductions			-4,000	-23,000	
<b>People &amp; Organisational Services</b>					
Reduction in corporate training budget pro rata to staff reduction				-6,000	
<b>Financial Support Services</b>					
Phased reduction in hours of estates staffing			-16,000	-15,000	-15,000
<b>Business Support Services</b>					
Staffing efficiencies on completion of C3W programme			-56,090		
<b>Revenues &amp; Benefits</b>					
Invest to save option			-64,000	-64,000	
<b>Total other savings</b>		0	<b>-604,679</b>	<b>-398,786</b>	<b>58,000</b>
<b>Review of 09/10 outturn</b>					
Community Safety - reduction in supplies & services		-5,000			
<b>Total review of 09/10 outturn</b>		<b>-5,000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>2011/12 budget round additional savings</b>					
<b>CHIEF EXECUTIVE</b>					
<b>Strategic Direction &amp; Corporate Support Team</b>					
Public Consultation Budget reduction to base		-14,000			
Deletion of Graduate Trainee post		-15,000			
Reduction of Supplies & Services		-1,000			
Reduce performance and communications activity		-85,000			

<b>INTERNAL SERVICES</b>					
Reduce and consolidate management resources	-75,000				
<b>Human Resources</b>					
Reduce HR support	-20,000	-60,000			
<b>Business Support Services</b>					
Internal Audit efficiencies from partnership working	-15,000	-30,000			
Restructuring within facilities services	-70,000	-50,000			
Reduce ICT contract payment	-30,000				
Restate property budgets		-13,000			
<b>Revenues &amp; Benefits</b>					
Further shared service savings	-36,000				
Discretionary Rate Relief		-30,000			
Reductions in supplies & services - printing	-11,000				
Increase in recoverable overpayments of Housing Benefits	-100,000				
<b>Financial Support Services</b>					
Review of Financial Support Services				-40,000	
<b>Democratic &amp; Legal Support Services</b>					
Efficiency measures for electoral canvass				-13,000	
Restructuring of Democratic & Legal Services		-4,000	-23,000		
<b>NEIGHBOURHOOD SERVICES</b>					
<b>Planning &amp; Building Control</b>					
Building control fees		-50,000	-50,000	-50,000	
Development Control BPI led savings				-22,000	
DC miscellaneous costs		-10,000	-10,000		
Planning administration				-68,000	
LDF funding		-10,000	-100,000		
Planning policy resources			-12,000		
<b>Health &amp; Housing</b>					
Restructuring the services delivered by Licensing, Community Safety and Environmental Health leading to a reduction in resources	-100,000			-106,000	
Cease funding Hsg Improvement Agency core & associated services		-5,000			
- cease Hsg Advice		-16,000			
- cease Handyperson service		-33,000			
- cease funding HIA core and associated services					
Reduce hours of Hsg Dev Officer and increase fees	-13,000				
Scale back rent support scheme					
Reduction in housing resouces	-54,000				
<b>Community Safety</b>					

Set taxi licence fees to recover full costs	-13,000	-13,000	-14,000	-14,000
Taxi marshals - withdrawal of funding	-5,000			
Cease contribution to PCSO's (As per 8/02/11 Executive decision moved from 11/12 to 12/13)		-46,000		
<b>CUSTOMER &amp; COMMUNITY Environment</b>				
Reduce ancillary admin spend for Environmental Services	-3,000			
Reduce ancillary admin spend for Community & Cultural	-4,000			
Additional Income from sale of recycleables	-200,000			
Reduce total staff support across Environmental Services	-20,000			
Review / reduce level of environmental coordination and advice	-25,000	-25,000		
increase charges for bulky waste collection service	-10,000			
Join the Consortium contract for the provision of textile banks	-30,000			
<b>Community &amp; Cultural</b>				
Reduce and consolidate senior management resource	-60,000			
Rationalise and consolidate the range of community and culture activities and projects undertaken	-41,000	-41,000		
Review the Hertford Theatre management structure	-7,000	-15,000		
Reduce total spend on Community & Culture, grants, subscriptions & discretionary commissioning by approx 5%	-20,000			
<b>Customer Services &amp; New Media</b>				
Reduce / consolidate ongoing web support	-15,000			
<b>Corporate costs</b>				
Reduce corporate management	-15,000	-50,000		
<b>Deletion of existing savings options in the MTFP replaced by items above</b>				
Planning Service ) together these		87,000	87,000	
Strategic Direction ) add up to £87K				
	-1,107,000	-414,000	-122,000	-313,000
<b>Total Savings</b>	-1,120,500	-1,018,679	-520,786	-255,000
	-1,120,500	-2,139,179	-2,659,965	-2,914,965

<b>One Off Savings</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>
	£	£	£	£
<b>INTERNAL SERVICES</b>				
<b>Financial Support Services</b>				
Rural Development Project Income Stream		-5,000		
Total	0	-5,000	0	0
<b>Review of 09/10 outturn</b>				
<b>CHIEF EXECUTIVE</b>				
<b>Strategic Direction</b>				
Public Consultation & Research		-9,700	-5,700	-14,700
Total	0	-9,700	-5,700	-14,700
<b>Agreed at 8 February 2011 Executive</b>				
CCTV - Developer contribution (removed from 2011/12 f&c)	-14,700			
<b>Total</b>	<b>-14,700</b>			
<b>Total one off savings</b>	<b>-14,700</b>	<b>-14,700</b>	<b>-5,700</b>	<b>-14,700</b>

Special Items	2011/12	2012/13	2013/14	
	£	£	£	
<b>CUSTOMER &amp; COMMUNITY</b>				
Community & Cultural				
LSP	60,000			
<b>Customer &amp; New Media</b>				
Consultancy re parking retender	12,000			
Grange Paddocks Project -	6,300	0	0	
Grange Paddocks Project - Resident permit	20,000	0	0	
<b>Total</b>	<b>98,300</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Review of 09/10 outturn</b>				
Bldg Control - Supplements	9,000	9,000	0	0
Dev Plans - Supplements	6,500	6,500	0	0
Dev Control - Supplements	9,000	9,000	0	0
<b>Total</b>	<b>24,500</b>	<b>24,500</b>	<b>0</b>	<b>0</b>
<b>Agreed at Council 23 February 2011</b>				
leaf clearance (11/12 only)	14,000			
	14,000	0	0	0
<b>Total SIs</b>	<b>136,800</b>	<b>24,500</b>	<b>0</b>	<b>0</b>

<b>Growth</b>	2011/12 £	2012/13 £	2013/14 £	2014/15 £
<b>CUSTOMER &amp; COMMUNITY</b>				
<b>Customer &amp; New Media</b>				
On Street Charging - Maintenance and Monitoring of Pay and Display Machines				
Sunday & Bank Holiday charging				
Grange Paddocks Project - Rebate to Leisure Centre Users			40,000	
Grange Paddocks Project - Maintenance of pay and display machines			3,600	
Hartham Lane car park extension - Maintenance and monitoring of pay and display machines	250			
<b>Environment</b>				
Refuse Service - Property Growth				53,000
Growth from capital programme	25,000	25,000	25,000	
<b>Total</b>	<b>25,250</b>	<b>25,000</b>	<b>68,600</b>	<b>53,000</b>
<b>Review of 09/10 outturn</b>				
Dev Control - Appeals & Consultancy	50,000	0	0	0
<b>Total</b>	<b>50,000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Agreed at 8 February 2011 Executive</b>				
Part of the savings from deleting support for non statutory meetings approved by the Council in September be redirected to support for member development	5,000			
	5,000	0	0	0
<b>Total Growth</b>	<b>80,250</b>	<b>25,000</b>	<b>68,600</b>	<b>53,000</b>
<b>Cumulative Total Growth</b>	<b>80,250</b>	<b>105,250</b>	<b>173,850</b>	<b>226,850</b>

**CAPITAL PROGRAMME SUMMARY  
2011/12**

SUMMARY	2010/11 Original Estimate	2010/11 Estimate as @ Nov 10	2010/11 Revised Estimate	2011/12 Original Estimate	2012/13 Original Estimate	2013/14 Original Estimate
	£	£	£	£	£	£
<b><u>EXISTING SCHEMES</u></b>						
1. Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable	3,969,400	4,488,100	3,760,930	1,989,940	1,923,000	1,599,500
2. Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation	1,799,400	1,663,900	1,291,160	1,270,550	362,000	314,000
3. Improve standards of the neighbourhood and environmental management in our towns and villages	998,000	1,144,700	1,371,080	1,018,000	287,200	100,000
4. Care for and improve our natural and built environment	284,400	333,900	230,030	407,200	194,000	194,000
5. 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	124,300	188,600	170,600	430,500	47,500	47,500
<b>SUB-TOTAL</b>	<b>7,175,500</b>	<b>7,819,200</b>	<b>6,823,800</b>	<b>5,116,190</b>	<b>2,813,700</b>	<b>2,255,000</b>
<b><u>NEW SCHEMES</u></b>						
1. Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable	0	0	0	165,000	142,500	95,000
2. Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation	0	0	0	115,000	160,000	15,000
3. Improve standards of the neighbourhood and environmental management in our towns and villages	0	0	0	822,000	0	75,000
4. Care for and improve our natural and built environment	0	0	0	19,000	0	0
5. 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	0	0	0	0	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,121,000</b>	<b>302,500</b>	<b>185,000</b>
<b>TOTAL</b>	<b>7,175,500</b>	<b>7,819,200</b>	<b>6,823,800</b>	<b>6,237,190</b>	<b>3,116,200</b>	<b>2,440,000</b>
<b>RE-PROFILING POTENTIAL SLIPPAGE (71264/7501)</b>	<b>(750,000)</b>	<b>(750,000)</b>	<b>0</b>	<b>(750,000)</b>	<b>750,000</b>	
<b>GRAND TOTAL</b>	<b>6,425,500</b>	<b>7,069,200</b>	<b>6,823,800</b>	<b>5,487,190</b>	<b>3,866,200</b>	<b>2,440,000</b>

CAPITAL PROGRAMME 2011/12									
Exp. Code	Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable	Project Control Officer	2010/11 Original Estimate £	2010/11 Estimate as @ Nov 10 £	2010/11 Revised Estimate £	2011/12 Original Estimate £	2012/13 Original Estimate £	2013/14 Original Estimate £	
72570	Hillcrest Hostel alterations	S. Whinnett	0	8,500	7,940	0	0	0	
<b>Asset Improvement Items-Swimming Pools :-</b>									
Various	Leventhorpe	S. Whinnett	0	35,000	35,000	0	0	0 Note 1	
Various	Hartham	S. Whinnett	7,000	17,800	17,800	0	52,000	0	
Various	Grange Paddocks	S. Whinnett	25,000	25,000	26,130	40,000	12,000	0	
Various	Fanshawe	S. Whinnett	20,000	20,000	20,000	30,000	20,000	0 Note 1	
72332	Ward Freman	S. Whinnett	70,000	70,000	1,260	68,740	0	0 Note 1	
	Capital Salaries	S. Chancellor	0	0	53,600	53,600	53,600	53,600	
	Asset Improvement Items - Hertford Theatre	S. Whinnett	990,700	984,500	1,084,500	56,200	0	0	
72571	Leisure Development Projects (Retention only)	W. O'Neill	105,000	62,000	62,000	0	0	0	
72545	Presdales - Replace Pavilion	W. O'Neill	458,800	461,700	461,700	0	0	0	
72578	Drill Hall	W. O'Neill	200,000	200,000	200,000	0	0	0 Note 2	
Various	Private Sector Improvement Grants	S. Winterburn	885,000	927,000	927,000	740,000	820,000	820,000 Note 3&4	
Various	Social Housing Schemes	S. Drinkwater	867,500	917,500	205,600	700,000	700,000	509,900	
71201	Capital Salaries	S. Chancellor	25,400	25,400	25,400	25,400	25,400	26,000	
Various	Capital Grants 2009/10 - 2013/14	J. Petrie	83,000	83,000	83,000	83,000	83,000	83,000	
72530	Community Planning Grants	W. O'Neill	20,000	20,000	20,000	20,000	20,000	20,000	
72582	LSP Capital Grants	W. O'Neill	0	217,000	217,000	0	0	0	
72683	Village Hall Community Challenge	C. Pullen	11,000	21,900	21,900	11,000	11,000	11,000	
72512	Partnership Investment Fund	C. Pullen	26,000	64,600	64,600	26,000	26,000	26,000	
72569	Partnership Funding - Hertford Museum	A. Holley	0	0	10,000	0	0	0	
72504	Provision of Play Equipment	C. Cardoza	50,000	68,700	68,700	50,000	50,000	50,000	
72573	Play Projects Ridgeway, Hertford & Grange Paddocks B/S	C. Cardoza	0	52,000	52,300	0	0	0 Note 5	
72574	Play Project King George Recreation Ground	C. Cardoza	0	6,500	6,500	0	0	0 Note 6	
	Art in Parks Project	C. Cardoza	0	0	0	0	5,000	0 Note 7	
72580	Vantorts Sawbridgeworth-Play Area Development Programme	C. Cardoza	50,000	50,000	50,000	0	0	0 Note 8	



<b>CAPITAL PROGRAMME 2011/12</b>								
Exp. Code	Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable	Project Control Officer	2010/11 Original Estimate £	2010/11 Estimate as @ Nov 10 £	2010/11 Revised Estimate £	2011/12 Original Estimate £	2012/13 Original Estimate £	2013/14 Original Estimate £
72584	Sacombe Road, Hertford - Play Area Development Programme	C. Cardoza	0	0	0	10,000	0	0
72585	The Bourne, Ware - Play Area Development Programme	C. Cardoza	0	0	0	40,000	0	0
	<b>Pishiobury Park Wetland Habitat Project</b>	<b>C. Cardoza</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20,000</b>	<b>0</b>
72581	Grange Paddocks Playbuilder Project	C. Cardoza	75,000	75,000	0	0	0	0
	<b>Hartham Common-Parks Development Plan Project</b>	<b>C. Cardoza</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25,000</b>	<b>0</b>
72583	Improvements to Works at Southern Country Park	C. Cardoza	0	75,000	39,000	36,000	0	0
	<b>TOTAL EXISTING SCHEMES</b>		<b>3,969,400</b>	<b>4,488,100</b>	<b>3,760,930</b>	<b>1,989,940</b>	<b>1,923,000</b>	<b>1,599,500</b>
	<b>NEW SCHEMES</b>							
	<b>Hertford Theatre</b>	<b>S. Whinnett</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>155,000</b>	<b>50,000</b>	<b>0</b>
	<b>Swimming Pools</b>	<b>S. Whinnett</b>					<b>85,000</b>	<b>65,000</b>
	<b>Castle Gardens B/S - Resurface Footpaths</b>	<b>S. Whinnett</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>30,000</b>
	<b>Castle Gardens Bungalow - Replace Roof Covering</b>	<b>S. Whinnett</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7,500</b>	<b>0</b>
	<b>Vantorts Open Space - Resurface Footpaths</b>	<b>S. Whinnett</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10,000</b>	<b>0</b>	<b>0</b>
	<b>TOTAL NEW SCHEMES</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>165,000</b>	<b>142,500</b>	<b>95,000</b>
	<b>GRAND TOTAL</b>		<b>3,969,400</b>	<b>4,488,100</b>	<b>3,760,930</b>	<b>2,154,940</b>	<b>2,065,500</b>	<b>1,694,500</b>
	<b>New schemes in bold</b>							
Note 1.	Expenditure on Joint Use Pools 40% funding sought from HCC/schools as appropriate.							
Note 2.	Release of funding is contingent upon agreeing a full repairing lease with the occupier							
Note 3.	Disabled Facilities - Government funding of £228,000 in 10/11 and assumed funding of £114,000 in 11/12, £80,000 in 12/13 & £57,000 in 13/14.							
Note 4.	Decent Home Grants - Government funding assumed from the single regional housing pot of £49,000 in 10/11, £25,000 in 11/12 & £25,000 in 12/13.							
Note 5.	Fully funded from HCC Playbuilder Grant.							
Note 6.	Fully funded from Big Lottery Grant.							
Note 7.	Provision to attract external funding.							
Note 8.	£10,000 to be sought from external contributions - £40,000 from EHC, total £50,000.							
Note 9.	Reflects the minimum sum needed to bring the site up to standard. Will be used to bid for external funding to raise standards at the site.							
Note 10.	This project will require match funding to maximise the potential of this project and this sum reflects provision for this.							
Note 11.	Scheme not to be progressed due to suspension of grant funding.							
Note 12.	Development of this site will require significant external investment and this sum represents provision to support bids for external funding.							
Note 13.	Externally funded - £46,000 BIFFA, £9,000 Env Agency, £10,000 Countryside Management Services. £10k EHC.							

## CAPITAL PROGRAMME 2011/12

Exp. Code	Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation	Project Control Officer	2010/11 Original Estimate £	2010/11 Estimate as @ Nov 10 £	2010/11 Revised Estimate £	2011/12 Original Estimate £	2012/13 Original Estimate £	2013/14 Original Estimate £
71318	Micro Systems ***	P. Bowler	40,000	49,000	33,000	0	0	0
71342	PC Upgrades ***	P. Bowler	35,000	82,600	82,600	0	0	0
71370	Development Control EDM	P. Bowler	0	4,500	4,500	0	0	0
71371	Upgrade of Back Office Systems ****	P. Bowler	20,000	35,800	19,800	0	0	0
71372	Telephone Expansion System ***	P. Bowler	2,000	3,000	3,000	0	0	0
71374	Network, Servers & Storage Upgrade	P. Bowler	30,000	35,600	35,600	30,000	30,000	30,000
71375	Councillors IT Provision ***	P. Bowler	10,000	10,000	3,600	0	0	0
71376	Home & Mobile Working	P. Bowler	0	61,000	61,000	0	0	0
71377	BACS	P. Bowler	0	3,500	3,500	0	0	0
71378	Business Continuity	P. Bowler	0	0	0	30,000	0	0
71379	Authentication	P. Bowler	0	31,000	0	31,000	0	0
71383	Content Management Solution	P. Bowler	0	10,000	10,000	0	0	0
71388	G.I.S.	P. Bowler	18,700	18,700	18,700	0	0	0
71389	Small Systems ****	P. Bowler	35,000	47,000	20,000	0	0	0
71391	Audio Visual Upgrade ***	P. Bowler	3,000	2,000	2,000	0	0	0
71395	EDM - Corporate	P. Bowler	50,000	62,700	10,000	52,700	0	0
71396	Enhancement of Telephony System	P. Bowler	0	3,400	3,400	0	0	0
71401	Human Resources/Payroll System *	E. Freeman	50,000	0	0	0	0	0
71402	Council Chamber Enhancements	P. Searle	0	3,000	3,000	0	0	0
71403	Committee Management System	J. Hughes	0	11,100	11,560	0	0	0
71404	Corporate Consultation System	P. Bowler	50,000	50,000	25,100	0	0	0
71405	Financial Management System	S. Chancellor	0	0	0	0	50,000	0
71407	ICT C3W Contingency	P. Searle	27,000	27,000	0	0	0	0
71408	Revenues & Benefits System	P. Bowler	165,000	113,000	122,000	43,000	0	0

**CAPITAL PROGRAMME 2011/12**

Exp. Code	Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation	Project Control Officer	2010/11 Original Estimate £	2010/11 Estimate as @ Nov 10 £	2010/11 Revised Estimate £	2011/12 Original Estimate £	2012/13 Original Estimate £	2013/14 Original Estimate £
71409	Locata	P. Bowler	37,700	37,700	0	37,700	0	0
71410	Firewalls & Intrusion Protection	P. Bowler	50,000	50,000	50,000	0	0	0
71411	Instant Messaging Archiving	P. Bowler	20,000	20,000	0	0	0	0
71412	Renewal of Cabling - Wallfields	D. Frewin	0	0	104,000	0	0	0
	<b>Hardware Funding</b>	<b>D. Frewin</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>120,650</b>	<b>110,000</b>	<b>110,000</b>
	<b>Applications</b>	<b>P. Bowler</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>72,000</b>	<b>55,000</b>	<b>55,000</b>
71362	Capital Salaries	S. Chancellor	107,000	107,000	107,000	107,000	107,000	109,000
Various	Asset Improvement Items - Council Offices	S. Whinnett	1,025,000	753,500	540,000	722,500	0	0
71203	Replacement of Chairs & Desks	R. Crow	6,000	5,000	5,000	10,000	10,000	10,000
71251	Automated Telling Machines (ATM's) at Hertford & B/S	N. Sloper	14,000	14,000	0	14,000	0	0
71252	Enhancements to B/S & Hertford receptions	N. Sloper	0	8,800	8,800	0	0	0
71263	Microfiche Printer/Scanner for Hertford Customer Service Centre	N. Sloper	4,000	4,000	4,000	0	0	0
<b>TOTAL EXISTING SCHEMES</b>			<b>1,799,400</b>	<b>1,663,900</b>	<b>1,291,160</b>	<b>1,270,550</b>	<b>362,000</b>	<b>314,000</b>
<b>NEW SCHEMES</b>								
	<b>Merging IT systems - Licensing &amp; Env Health</b>	<b>B. Simmonds</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15,000</b>	<b>0</b>	<b>0</b>
	<b>New Telephone System **</b>	<b>P. Bowler</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100,000</b>	<b>150,000</b>	<b>0</b>
	<b>Asset Improvement Items - Council Offices</b>	<b>S. Whinnett</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10,000</b>	<b>15,000</b>
<b>TOTAL NEW SCHEMES</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>115,000</b>	<b>160,000</b>	<b>15,000</b>
<b>GRAND TOTAL</b>			<b>1,799,400</b>	<b>1,663,900</b>	<b>1,291,160</b>	<b>1,385,550</b>	<b>522,000</b>	<b>329,000</b>

New schemes in bold

Increased hardware by £4,250 in 2011/12 for new Parking Mgt scheme to be met by external funding

- \* £50,000 funding transferred to Financial Management System
- \*\* New Telephone System funded from £250,000 originally in 2012/13 for Financial Management System
- \*\*\* Original budgets combined to make new scheme 'Hardware Funding'
- \*\*\*\* Original budgets combined to make new scheme 'Applications'

## CAPITAL PROGRAMME 2011/12

ES Code	Improve standards of the neighbourhood and environmental management in our towns and villages	Project Control Officer	2010/11 Original Estimate £	2010/11 Estimate as @ Nov 10 £	2010/11 Revised Estimate £	2011/12 Original Estimate £	2012/13 Original Estimate £	2013/14 Original Estimate £
74105	Town Centre Environmental Enhancements	P. Pullin	100,000	157,200	107,200	100,000	100,000	100,000
74106	Heart of B/S - Market Improvement Scheme	W. O'Neill	0	0	100,000	0	0	0 Note 1
74107	Heart of B/S - Riverside Improvement Scheme	W. O'Neill	0	0	156,300	0	0	0 Note 2
<b>Asset Improvement Items - Car Parks:-</b>								
Various	Bircherley Green MSCP	S. Whinnett	780,000	0	0	625,000	0	0
75223	Bircherley Green/Gascoyne Way Concrete Repairs Work	S. Whinnett	0	2,900	2,900	0	0	0
Various	Gascoyne Way MSCP	S. Whinnett	25,000	820,900	820,900	0	0	0
Various	Other Car Parks	S. Whinnett	90,000	147,300	167,300	290,000	100,000	0
75251	Car Park Tariff Increase 2008	N. Sloper	0	1,400	1,330	0	0	0
75254	Replacement Machines Causeway Car Park	N. Sloper	0	0	150	0	0	0
	Grange Paddocks Project - 8 new P & D machines	N. Sloper	0	0	0	0	36,000	0
	Grange Paddocks Project - purchase of tariff boards/signs	N. Sloper	0	0	0	0	3,000	0
	Parking Contingency Sum	N. Sloper	0	0	0	0	48,200	0
75257	Changes to signs re charging Saturday's & Bank Holidays	N. Sloper	3,000	0	0	3,000	0	0
72572	What's On' signage in Bishop's Stortford	N. Sloper	0	15,000	15,000	0	0	0
<b>TOTAL EXISTING SCHEMES</b>			<b>998,000</b>	<b>1,144,700</b>	<b>1,371,080</b>	<b>1,018,000</b>	<b>287,200</b>	<b>100,000</b>

**NEW SCHEMES**

<b>Car Parks</b>	<b>S. Whinnett</b>	0	0	0	37,500	<b>0</b>	<b>75,000</b>
Hartham Leisure Car Park **	N. Sloper	0	0	0	11,000	0	0
Purchase & Resurfacing of Apton Road Car Park	N. Sloper	0	0	0	650,000	0	0 Note 3
Purchase of Baldock Street Car Park	N. Sloper	0	0	0	120,000	0	0 Note 3
New Stall Covers for Hertford & Ware Markets	T. Andrews	0	0	0	3,500	0	0
<b>TOTAL NEW SCHEMES</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>822,000</b>	<b>0</b>	<b>75,000</b>
<b>GRAND TOTAL</b>		<b>998,000</b>	<b>1,144,700</b>	<b>1,371,080</b>	<b>1,840,000</b>	<b>287,200</b>	<b>175,000</b>

**New schemes in bold**

Note 1. Fully funded from Town Centre Enhancement budget (£25k) & PRG £75k).

Note 2. Fully funded from Town Centre Enhancement budget (£25k), S106 (£51,300), British Waterways (£20k) & PRG £60k).

**\*\* SLM have agreed to fund all capital & revenue elements of this project**

Note 3. Reflects recommendations following report to Executive on 11 January 2011. Apton Rd includes additional £100k for potential resurfacing work subject to approval

## CAPITAL PROGRAMME 2011/12

Exp. Code	Care for and improve our natural and built environment	Project Control Officer	2010/11 Original Estimate £	2010/11 Estimate as @ Nov 10 £	2010/11 Revised Estimate £	2011/12 Original Estimate £	2012/13 Original Estimate £	2013/14 Original Estimate £
74102	Historic Building Grants	K. Steptoe	35,000	51,200	30,000	56,200	<b>35,000</b>	35,000
72604	Energy Grants	S. Winterburn	20,000	20,000	0	20,000	<b>20,000</b>	20,000
	Refuse Collection & Recycling		229,400	222,700	160,030	286,000	<b>139,000</b>	139,000
75161	Energy Efficiency Initiatives	C. Cardoza	0	40,000	40,000	0	<b>0</b>	0
75168	Energy Efficiency & Carbon Reduction Measures	C. Cardoza	0	0	0	45,000	<b>0</b>	0 <sup>Note1</sup>
<b>TOTAL EXISTING SCHEMES</b>			<b>284,400</b>	<b>333,900</b>	<b>230,030</b>	<b>407,200</b>	<b>194,000</b>	<b>194,000</b>
<b>NEW SCHEMES</b>								
	Procurement of a Land Rover	C. Cardoza	0	0	0	19,000	<b>0</b>	<b>0</b>
<b>TOTAL NEW SCHEMES</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>19,000</b>	<b>0</b>	<b>0</b>
<b>GRAND TOTAL</b>			<b>284,400</b>	<b>333,900</b>	<b>230,030</b>	<b>426,200</b>	<b>194,000</b>	<b>194,000</b>
<b>New schemes in bold</b>								

Note 1. Relates to provision for energy efficiency measures following C3W. This is subject to bids for grant funding.

**CAPITAL PROGRAMME 2011/12**

Exp. Code	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	Project Control Officer	2010/11 Original Estimate £	2010/11 Estimate as @ Nov 10 £	2010/11 Revised Estimate £	2011/12 Original Estimate £	2012/13 Original Estimate £	2013/14 Original Estimate £
71262	Elizabeth Road Shops - Renew Water Main	S. Whinnett	15,000	15,000	15,000	0	0	0
75157	New Footbridge over the River Stort	M. Shrosbree	61,800	107,100	107,100	0	0	0
72568	Asset Improvement Items - Infrastructure (North Drive - reconstruct road & drainage)	M. Shrosbree	0	17,500	17,500	0	0	0
75160	River & Watercourse Structures	G. Field	47,500	49,000	31,000	65,500	47,500	47,500
75166	Replace Footbridge Library Car Park, Ware	G. Field	0	0	0	150,000	0	0
75259	Grange Paddocks New Pedestrian Bridge	S. Whinnett	0	0	0	50,000	0	0
	Castle Weir Micro Hydro Scheme	C. Cardoza	0	0	0	165,000	0	0
<b>TOTAL</b>			<b>124,300</b>	<b>188,600</b>	<b>170,600</b>	<b>430,500</b>	<b>47,500</b>	<b>47,500</b>

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