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Jeff Hughes
*Head of Democratic and Legal
Support Services*

MEETING : COMMUNITY SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 20 SEPTEMBER, 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, J Mayes,
P Moore, P Ruffles, N Symonds and C Woodward

Conservative Group Substitutes: Councillors N Poulton
Liberal Democrat Group Substitutes:
Independent Group Substitute:

(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. Minutes (Pages 7 - 26)

To receive the Minutes of the meetings held on 21 March and 14 June 2011.

3. Chairman's Announcements

4. Declarations of Interest

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

5. Health Engagement Panel (Pages 27 - 34)

To receive:-

- (A) the Minutes of the meeting held on 21 June 2011; and
- (B) a verbal update from the Health Engagement Panel Chairman;

6. Health Engagement Panel - Membership (Pages 35 - 42)

7. Community Safety: Report on progress towards outcomes and actions on the three year plan (Pages 43 - 98)

8. Community Safety Review (Pages 99 - 106)

9. Monitoring and Review of the Homeless and Homeless Prevention Strategy Action Plan 2008 - 2013 (Pages 107 - 122)

10. Community Scrutiny Corporate Healthcheck - April - July 2011 (Pages 123 - 154)

11. Community Scrutiny Work Programme (Pages 155 - 164)

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
MONDAY 21 MARCH 2011, AT 7.00 PM

PRESENT: Councillor C Woodward (Chairman).
Councillors S A Bull, E Buckmaster and
A D Dodd.

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Committee Secretary
Marian Langley	- Scrutiny Officer
Will O'Neill	- Head of Community and Cultural Services
Mekhola Ray	- Community Projects Team Manager
George A Robertson	- Director of Customer and Community Services
Brian Simmonds	- Head of Community Safety

627 APOLOGIES

Apologies for absence were submitted from Councillors P R Ballam, D Hone, G. Lawrence, V Shaw and J J Taylor. It was noted that Councillor S A Bull was substituting for Councillor P R Ballam.

628 MINUTES

The Minutes of the meeting held on 25 January 2011 were submitted.

In respect of Minute 526 – Annual Review of the Leisure

Contract – Presentation by SLM, the Chairman queried whether Councillor P R Ballam had been provided with a report from SLM concerning the delivery of a leaflet detailing the leisure facilities in South Cambridgeshire and not East Herts. The Head of Community and Customer Services undertook to provide a written response to Councillor P R Ballam if necessary.

In respect of Minute 527 – East Herts Housing Strategy Action Plan: Update, Members queried whether a summary of the Registered Social Landlords audit of occupation of their properties had been finalised. Officers undertook to investigate the matter and provide a written response.

RESOLVED – that the Minutes of the meeting held on 25 January 2011 be confirmed as a correct record and signed by the Chairman.

629 CHAIRMAN'S ANNOUNCEMENTS

The Chairman referred to the recent sad loss of Councillor J Hedley. The Chairman, on behalf of Members, offered his sincere condolences to his family.

The Chairman stated that this was his last meeting for the Civic Year. He expressed his appreciation to all Members for their diligence and support and to Officers who had presented their reports to the Committee. He offered his specific thanks to the Scrutiny Officer and the Committee Secretary for their support in guiding his Chairmanship. In response, Councillor A D Dodd thanked Councillor C Woodward for his Chairmanship.

630 HEALTH ENGAGEMENT PANEL

Councillor D M Hone, Chairman of the Health Engagement Panel submitted her apologies following a recent accident. In her absence, the Chairman read out a written update from her. It was noted that Hertfordshire County Council's Health Scrutiny Committee which would have been held on 6 April 2011, had been cancelled. The

Chairman, on behalf of Members wished her a speedy recovery.

The Minutes of the Health Engagement Panel held on 14 February 2011 were received.

RESOLVED – that (A) the Minutes of the Health Engagement Panel held on 14 February 2011 be received; and

(B) the update provided from the Chairman of the Health Engagement Panel be noted.

631 “EVERYONE MATTERS” - A SUSTAINABLE COMMUNITY STRATEGY FOR EAST HERTS

The Head of Community and Customer Services submitted a report updating Members about “Everyone Matters” – A Sustainable Community Strategy (SCS) for East Herts 2009 – 2024 together with an Action/Delivery Plan.

It was noted that the Action Plan contained 72 activities/projects within key themes which were set out in the Essential Reference Paper, attached to the report now submitted. Members’ comments were sought on the proposed Action Plan which would be submitted to the Local Strategic Partnership Board, for further consideration.

The Director of Customer and Community Services reminded Members that the Sustainable Community Strategy (SCS) was a partnership document, which had brought positive benefits to the people in East Herts.

The Chairman referred Members to the Action Plan. Members made the following comments:

- Reduce levels of acquisitive crime in the district though joint working with partners and engagement with the community:

Councillors A D Dodd and S A Bull referred to the important role of public meetings like Community Voice in engaging with the public. Councillor E Buckmaster stated that the Sawbridgeworth Community Voice was well supported.

- Furniture Re-Use Project:

Councillor A D Dodd stated that a lot of furniture was not acceptable because it might not comply with fire regulations and it was important for the scheme to avoid getting 'overloaded' with items it could not use.

- Village Hall Broadband Project:

Councillor E Buckmaster referred to a scheme operated by Swindon Council. He undertook to provide the Director of Customer and Community Services with the information.

- Apprenticeship opportunities:

The Chairman queried the Council's role in providing apprenticeship opportunities. The Director advised that the Council already had a trainee Personal Assistant, and an apprentice would shortly be commencing employment at Hertford Theatre. The Director stated that the Council had written to its main contractors advising them of the benefits of using apprentices. The Chairman asked whether it would be possible to establish whether these third parties had taken advantage of the Apprenticeship Scheme. The Director of Customer and Community Services undertook to investigate and advise Members.

- Broxbourne Health Shuttle:

The Chairman referred to the Broxbourne Health Shuttle and the need to think about a similar scheme in other areas and referred to the use of a mini bus around Bishop's Stortford so that residents could access hospitals. It was acknowledged that some areas were not commercially viable to some mini-bus providers and that

the community should step in to fill this gap.

- Learning Partnership Target aimed at residents in Sele and Havers Estates:

The Chairman referred to the need to obtain up to date ward profiles. The Scrutiny Officer advised that this was in hand and new ward profiles would be part of the information pack for every councillor elected in May.

- Working with Jobcentre Plus and their Contractors:

The Director of Customer and Community Services advised Members that the Jobcentre had been offered the use of office space in Charringtons House, but had not taken this up.

- Working with HCC to promote modal shift through better signage of cycle and walking routes:

Councillor A D Dodd raised concerns about the Sustrans decision to have a cycle route through from Harlow to Bishop's Stortford which was not then actioned as part of the route was considered inappropriate. Councillor A D Dodd also expressed his concern regarding the excessive amount of old street signs and unused posts and that this clutter should be reduced. The Chairman agreed that this was something which needed to be considered with its Partners.

- Pursue offer from NHS and HCC for a co-funded officer to co-ordinate on transport arrangements to hospitals, etc:

Councillor S A Bull referred to the fact that many people were not advised of what help they could secure to and from hospitals. He said that some GP's offered transport services to patients but some did not and that there needed to be consistency in the way eligibility was applied.

- Develop "Friends of" groups to help manage our

principal parks and open spaces:

Councillor A D Dodd referred to Pishiobury Park and the fact that the local Sawbridgeworth Scouts' group were unable to find a base. He suggested that the southern end of the park could offer a suitable base for the Scouts to establish a hut. Councillor E Buckmaster advised that the Scouts were currently negotiating with a landowner and that they may no longer be looking for a base. The Chairman suggested that Officers make contact with Southern Country Park to see what could be done.

- Develop a Sports and Active Recreation Facilities Strategy and audit in partnership with Sport England:

The Chairman advised that this had been completed in other places and the East of England had liked it so much they intended to use the arrangement throughout England. Members supported its inclusion of this issue on the Community Scrutiny work programme for the June 2011 meeting.

The Director of Customer and Community Services reminded Members of the financial constraints placed on the Council in terms of reduced Government funding and how this would impact on the provision of its services.

Members received the report and asked that their comments be forwarded to the Local Strategic Partnership (LSP) Board, where appropriate.

RESOLVED – that the report be received and that Members' comments be forwarded to the Local Strategic Partnership Board.

632 CRIME AND DISORDER: CRIME AND PERCEPTION OF CRIME

The Head of Licensing and Community Safety submitted a report about crime and the perception of crime in East Herts. It was noted that whilst crime and antisocial behaviour problems were relatively low in East Herts, the

fear of crime was relatively high. Members were advised that crime detection in the District was 36.02% set against a national crime detection figure of 22%.

The report and supporting Essential Reference Papers provided data on main crime types broken down into areas and how East Herts' compared with similar group areas. The report also provided background information on four crime types which had not reduced this year relating to vehicle crime, robbery, serious acquisitive crime and burglary (sheds and theft of lead, etc).

The Head of Licensing and Community Safety explained the difficulties in data capture which was mostly attributable to how individual partner, e.g. the Police, Housing Associations collated information on their own systems.

Members were provided with clarification on the statistics as presented. Councillor A D Dodd referred to the positive news in relation to anti-social behaviour, which he attributed to the contribution of Police Community Support Officers (PCSOs) and Street Pastors.

The issue of Police meetings was considered. The Chairman said that there needed to be better liaison by the Police with the Council about when these meetings were held. He referred to the fact that the Council published all its meetings well in advance.

In relation to the perception of crime, the Chairman queried whether there was an opportunity to raise concerns and work with local residents. The Head of Licensing and Community Safety suggested that one such medium was through IT. He said that young people's knowledge of IT was extensive and that residents could benefit from being given further information.

The Head of Licensing and Community Safety suggested that the partnership should be congratulated for their work and their achievements. Key issues which needed to be

addressed involved the funding of CCTV cameras, PCSOs and their effectiveness.

The Chairman referred to five crimes recently in Bishop's Stortford which might have been deterred if CCTV had been deployed. In terms of the cost, the Head of Licensing and Community Safety said that he anticipated that the cost of CCTV would reduce rapidly. Whilst he supported their use, he added that these needed to be placed in the right areas and that these should not be used to replace personnel.

Members referred to the excellent role of PCSOs in tackling anti-social behaviour and providing a physical presence. It was suggested that Parish Councils might have a role to play in providing partial funding for PCSOs.

The Head of Licensing and Community Safety advised that the Partnership had achieved excellent results and that crime statistics showed that overall crime continued to be reducing making which contributed to the District being recognised as the sixth best place to live in the country by the Halifax 'Quality of Life' survey published in December 2010. He stated that this was the message which needed to be communicated to the public more effectively.

The Chairman welcomed the good news and that the statistics were moving in a positive direction. He urged Members to become more involved from a safety viewpoint in liaising with residents. He also recommended that Members should take advantage of the "Ride Along" scheme offered by the Police.

Members agreed that CCTV funding be included as part of the Community Safety Review and that Officers should explore other sources for funding PCSO's within the community e.g. by approaches to Parish Councils.

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

(B) CCTV funding be included as part of the

Community Safety Review and that officers explore other sources for funding PCSOs within the community, e.g. by approaches to Parish Councils.

633 COMMUNITY SCRUTINY HEALTHCHECK (DECEMBER 2010 TO JANUARY 2011)

The Director of Customer and Community Services submitted an exception report on the performance of key indicators relation to Community Scrutiny Committee for the period December 2010 – January 2011.

The Chairman referred to performance indicator NI181 (Time taken to process Housing Benefit/Council Tax Benefit for new claims and change events) and queried whether these targets were being met by staff having to work a significant amount of overtime and weekend working. The Director of Customer and Community Services undertook to seek clarification and write to Members.

The Chairman referred to performance indicator EHP12 (Net cost/subsidy per visit) and whether this related to visits or swims. The Director of Customer and Community Services confirmed that this was an historical figure and that there was a need to revisit the figures. He undertook to do this.

The Committee received the report.

RESOLVED – that the report be received.

634 WORK PROGRAMME

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

The Scrutiny Officer drew attention to the new meeting dates and that civic calendars detailing this information would be circulated shortly.

It was noted that the work programme for the 21 June 2011 meeting would be amended by the inclusion of the Sports and Active Recreation Facilities Strategy report.

The Scrutiny Officer advised that an article had been published in The Link magazine drawing attention to scrutiny and how the public can get involved. Any scrutiny topics which might come in from the public would be brought to the attention of the committee at the first meeting in the new civic year.

The Committee supported the work programme, as amended.

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

The meeting closed at 8.50 pm

Chairman
Date

MINUTES OF A MEETING OF THE
COMMUNITY SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
14 JUNE 2011, AT 7.00 PM

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

ALSO PRESENT:

Councillors P Ballam, L Haysey, G Jones,
P Phillips, J Ranger and J Wing

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Committee Secretary
Ben Cannell	- Front of House Manager
Karl Chui	- Performance Office (Strategic Direction)
Mark Kingsland	- Leisure Services Manager
Marian Langley	- Scrutiny Officer
Jenny Pierce	- Senior Planning Officer
Will O'Neill	- Head of Community and Cultural Services
Mekhola Ray	- Community Projects Team Manager
George A Robertson	- Director of Customer and Community Services
Rhys Thomas	- Arts and Entertainment

Programme
Director

81 APOLOGIES

An apology for absence was submitted on behalf of Councillor S Bull.

82 APPOINTMENT OF VICE CHAIRMAN

It was moved by Councillor Mrs D Hone and seconded by Councillor P Ruffles that Councillor S Bull be appointed as Vice Chairman for the Civic Year.

RESOLVED – that Councillor S Bull be appointed Vice Chairman for the Civic Year.

83 MINUTES

Councillor P Ruffles asked whether Registered Social Landlords had undertaken an audit of occupation on their properties in order to establish under-occupation. The Scrutiny Officer advised that a formal audit had not yet been undertaken but an update on the issue would be sent out to Members as soon as possible.

RESOLVED – that the Minutes of the meeting held on 25 January 2011 be confirmed as a correct record and signed by the Chairman.

84 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed new Members of Community Scrutiny Committee and explained the role of the Committee. He urged Members to question whenever they wished and reminded all that, first and foremost, they were Councillors of East Herts and not just representatives of their wards. He referred to the urban and rural mix of areas covered by some Members.

The Chairman thanked Councillor C Woodward for his valuable contribution as Chairman last year.

The Chairman referred to the fact that future meetings of Community Scrutiny Committee would be webcast.

Finally, the Chairman stated that at Environment Scrutiny Committee, Members had agreed to set up a Task and Finish Group to review the transportation and parking strategy for East Herts. He asked Members to contact Councillor D Hollebon if they were interested in serving on the Task and Finish Group.

85 DECLARATIONS OF INTEREST

Councillor P Ruffles declared a personal interest in Minute 87 (Hertford Theatre – Review of the Launch of the new Theatre and performance against the Business Plan) in that he was a Member of the HDOS (Hertford Dramatic and Operatic Society).

86 HEALTH ENGAGEMENT PANEL

Councillor D Hone, Chairman of the Health Engagement Panel provided a summary of the work of the Panel, its strategy for the future and its interaction with Hertfordshire Health Scrutiny Committee.

RESOLVED – that the update be noted.

87 HERTFORD THEATRE - REVIEW OF THE LAUNCH OF THE NEW THEATRE AND PERFORMANCE AGAINST THE BUSINESS PLAN

The Head of Community and Cultural Services submitted a report on the operational and financial information relating to the new Hertford Theatre. The Artistic Director gave a short presentation on the refurbishment of the Theatre. He explained that the new access, directly from the street, encouraged increased footfall. He said that people were now coming to the venue to share cultural experiences and have a coffee. Before and after photographs were shown of the main entrance, the River Room and the kitchen.

The Artistic Director provided Members with an update on what events had taken place recently, including a highly successful live broadcast from Covent Garden Opera House of Macbeth. Updates were provided on revenues generated. He explained the work currently underway promoting the theatre with schools and how the theatre might provide a forum for presenting performances of examination set texts at both GCSE and A level.

In response to a query from Councillor E Buckmaster concerning new users, The Artistic Director said that from the figures on the database, 85% were new users.

Councillor P Ruffles congratulated Officers and Hertford Theatre staff on what he considered a tremendous transformation. He referred to the difficulties of the HDOS (Hertford Dramatic and Operatic Society) now in competition with the Theatre's professional dramatic performances. The Artistic Director acknowledged the important role and function of the HDOS and its community relationship with Hertford. He referred to the conversations which had taken place with the HDOS with a view to their integration and development at Hertford Theatre.

The Head of Community and Cultural Services referred to the Council's dissatisfaction with some of the furniture and of ongoing conversations with the supplier. Councillor J Mayes referred to the PA system. Reassurances were provided that this issue was in hand. Members' concerns regarding the "pre show" food would be referred to the supplier.

Councillor T Herbert referred to the absence of information and directions on the website. He also sought clarification on the type of films which would be shown in the cinema. The Artistic Director explained that the theatre would not be able to compete with the multiplexes in terms of blockbuster films, as the theatre could not screen them for long enough. It was anticipated that the film programme would be diverse and that new markets would be explored.

Councillor N Symonds queried whether there could be liaison between the Rhodes in Bishop's Stortford to share expensive

performances. The Artistic Director said that there was regular liaison with the Rhodes with a view that the two venues could try to find a complementary programme of work for a season, rather than sharing the costs of an individual artist.

Councillor P Ruffles queried the progress of the installation of the Micro Hydro Plant alongside the Theatre. The Director of Customer and Community Services provided an overview. He agreed to write to Members with a more detailed response.

The Chairman referred to the favourable variance of £61,113 set out in the report now submitted.

In response to a query regarding the cultural offer at the theatre in other languages, The Artistic Director explained that occasionally French films were being shown. He had also been working with Disability Arts regarding a new play and exploring working with other communities. It was acknowledged that the stage was not accessible to wheelchairs and this was being reviewed.

Councillor J Mayes raised the issue of childcare fees and credit card fees. The Director of Customer and Community Services clarified the position.

Councillor P Moore queried the statement that there were no shows on a Sunday and the consequences of that. The Artistic Director explained the position.

In response to a question regarding the use of volunteers, the Front of House Manager was able to report that a training programme was underway and a team of volunteers would be operating at the Theatre soon.

The Chairman, on behalf of Members thanked the Artistic Director and the Front of House Manager and praised them for their hard work in what he referred to as a success story.

The Committee received the presentation and noted the report.

RESOLVED – that the presentation be received and the report be noted.

88 ASSESSMENT OF EAST HERTS SPORTS FACILITIES

The Head of Community and Customer Services submitted a draft assessment of East Herts sports facilities and recommendations in terms of long term aspirations. It was noted that the intention was that the recommendations contained within the report now submitted, would be delivered by a number of agencies.

Councillor J Ranger queried the issue of indoor bowls and stated that many villages had indoor bowls facilities. Councillor J Mayes referred to the different types of bowls facilities within the District adding that there were not many full length ones.

Councillor C Woodward sought clarification on how facilities in towns had been taken into account. The Head of Community and Customer Services stated that the report endeavoured to provide a snap-shot of what facilities existed at the moment.

Councillor P Ruffles queried the aspirational desire to have an additional 2.5 sports halls. He referred to the shortage of sports halls at primary school level and of the need to have continuous dialogue with the County Council's planning officers. The Officer acknowledged that there was a shortage in relation to one or two forms of entry at primary school level and any development work at these proposed sites would be assessed over the coming months against competing demands.

Councillor C Woodward queried whether the assessment of swimming pools in the district took account of anticipated demand. He referred to the poor quality of the pool at Grange Paddocks. Councillor N Symonds referred to the steps at Grange Paddocks which caused difficulties for people with disabilities. She queried whether a tiered form of steps could be provided. The Head of Community and Cultural Services agreed to refer this issue to SLM, the leisure providers.

The Planning Officer assured Members that full consultation on the proposals would be undertaken.

The Committee received the draft assessment and recommended its use as planning guidance.

RESOLVED – that the draft assessment be received and that its use be recommended as planning guidance.

89 2010 - 2011 END OF YEAR SERVICE PLANNING REPORT

The Director of Customer and Community Services submitted a report summarising the 2010/11 Service Plan actions relevant to Community Scrutiny Committee. For the benefit of new Members, the Director explained the financial and service planning process.

It was noted that there were 37 actions relevant to Community Scrutiny Committee and 34 (92%) had been achieved. Two were on target and one had had its completion date revised.

Councillor P Ruffles requested further information in relation to the Air Quality Management Area and the Director of Customer and Community Services undertook to write to Members.

Councillor L Haysey provided an update regarding proposals for the new style Youth Conference and of the need to work more closely with schools.

The Committee received the summary of achievements against the 2010/11 Service Plan and noted the action requiring a revised completion date.

RESOLVED – that (A) the summary of achievements against the 2011/11 Service Plan action be received; and

(B) the action requiring a revised completion date be noted.

90 COMMUNITY SCRUTINY CORPORATE HEALTHCHECK
FEBRUARY - MARCH 2011

The Director of Customer and Community Services submitted an exception report on performance indicators relating to Community Scrutiny Committee for the period February to March 2011.

The Performance Officer provided updates on indicators grouped by corporate priority. Councillor N Symonds complimented the work of revenues and benefits and requested that the Head of Revenues and Benefits and staff be thanked for their excellent service.

The Chairman referred to the decline in usage of swimming for those 60 years and over and queried whether this was a result of the withdrawal of the subsidy. He asked Officers to seek further information from SLM as to whether those swimmers had been lost completely or were just not visiting as frequently. Officers undertook to ask SLM to include a discussion on this issue at their annual visit to this committee.

The Committee noted the report and asked Officers to request SLM to consider the issue of swimming within their Annual Report, specifically whether those swimmers (i.e. the over 60s) had been lost or were just not visiting as frequently.

RESOLVED – that (A) the report be noted; and

(B) SLM be requested to consider the issue of swimming in their Annual Report in terms of those swimmers lost, i.e. the over 60s, or whether they were just not visiting as frequently.

91 COMMUNITY SCRUTINY WORK PROGRAMME

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

The Scrutiny Officer outlined how the work programme had been developed. The Director of Customer and Community Services explained the process for setting the budget and

service plans and explained the Medium Term Financial Plan (MTFP) extract attached as Essential Reference Paper “C” and the 2012/13 Capital Programme proposals attached as Essential Reference Paper “D”. He encouraged Members to contact him should they require further information.

Councillor J Ranger suggested that it might be helpful if Members were advised what percentage of the budget was reflected in any proposed savings. The Director of Customer and Community Services agreed to speak with the Head of Finance.

Councillor N Symonds expressed concern at the use of acronyms throughout the financial papers.

Councillor P Ruffles suggested an amendment to the work programme to reflect ongoing work within museums and the arts. The Scrutiny Officer referred to the criteria for selecting issues for scrutiny.

The Committee supported the work programme as presented.

RESOLVED – that the report be approved.

The meeting closed at 8.50 pm

Chairman
Date

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MINUTES OF A MEETING OF THE
HEALTH ENGAGEMENT PANEL HELD IN
THE COUNCIL CHAMBER, WALLFIELDS,
HERTFORD ON TUESDAY 21 JUNE 2011,
AT 7.00 PM

PRESENT: Councillor Mrs D Hone (Chairman)
Councillors R Beeching, E Buckmaster,
N Symonds and P Moore

ALSO PRESENT:

Councillors D Leech, L Haysey and P Ruffles

OFFICERS IN ATTENDANCE:

Simon Barfoot	- Environmental Health Promotion Officer
Lorraine Blackburn	- Committee Secretary
Simon Drinkwater	- Director of Neighbourhood Services
Marian Langley	- Scrutiny Officer

ALSO IN ATTENDANCE:

Darren Leech	- PAH
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1 APOLOGIES

An apology was received from Councillor S Bull. It was noted that Councillor P Moore was substituting for Councillor S Bull. Paul Thomas sent his apologies as he was on annual leave.

2 APPOINTMENT OF VICE CHAIRMAN

Nominations were sought for the appointment of a Vice Chairman. It was proposed by Councillor N Symonds and seconded by Councillor E Buckmaster that Councillor R

Beeching be appointed Vice Chairman for the Civic Year.

RESOLVED – that Councillor R Beeching be appointed Vice Chairman for the Civic Year.

3 MINUTES

The Minutes of the meeting held on 14 February 2011 were submitted. The Chairman explained that she had emailed Councillor P Ballam regarding her query about the QEII and where eye surgeries would be carried out.

The Environmental Health Officer explained that in response to the Panel's request, he had submitted a bid to the 2011 Health Promotion and Community Well-being Organisation and Partnership Awards organised by the Royal Society of Public Health and that he would be meeting with assessors shortly. He explained the assessment process and gave some examples of who had won the award in previous years.

RESOLVED – that the Minutes of the Health Engagement Panel held on 14 February 2011 be received as a correct record and signed by the Chairman.

4 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Darren Leech, Chief Operating Officer for the Princess Alexandra Hospital. She also welcomed new Members of the Panel.

The Chairman welcomed Councillor L Haysey, Executive Member for Health, Housing and Community Support. Councillor L Haysey referred to ongoing work with the PCT for Hertfordshire. She sought the Panel's support for her to approach the PCT with a view to building bridges with GP's in Bishop's Stortford to move things along, in relation to access to GP services, possibly by the establishment of conversation "cafes". Councillor R Beeching suggested that surgeries in Sawbridgeworth be included in the approach and

recommended that she contact Lynda Dent. Councillor N Symonds was concerned about the surgeries in South Street and Church Street.

The Panel supported Councillor L Haysey's request to approach the PCT and, through them, GP's.

The Chairman referred to a publication by the LGiU on accountability and of the increasing workload of the Health Engagement Panel. In the circumstances, she asked Members to support a request to Community Scrutiny Committee for there to be an additional Member added to the Health Engagement Panel to support the additional workload. It was also noted that on a number of previous occasions, the Panel had struggled to be quorate. The Panel supported this requested and the Scrutiny Officer agreed to prepare a paper for Councillor Hone to present to the next Community Scrutiny Committee.

5 DECLARATIONS OF INTEREST

Councillor D Hone declared a personal interest in minute xx (Public Health Strategy Action Plan review 2010 -11) in that she was a Governor of the Hertfordshire Partnership Foundation Trust.

6 PRINCESS ALEXANDRA HOSPITAL

Mr Darren Leech gave a presentation to Members on the Princess Alexandra Hospital NHS Trust. He provided background information about the PAH, its size, patient profiles, good news stories, and the challenges for 2011/12. He explained that the PAH had a turnover of £168 million and how this cost was apportioned. In 2010/11 there had been a financial surplus of £415,000. Mr Leech stated that much of the earlier growth in administration staff numbers was attributable to the need to administer nationally set operational targets and the submission of data to central government.

Mr Leech explained that the PAH currently employed 3000

staff and had kept good control of its costs in 2010/11 in part due to reducing its dependency on agency staff. The PAH handled nearly 90,000 Accident and Emergencies and was the second busiest hospital A&E in the eastern region. Emergency and planned admissions stood at 60,000 with 200,000 outpatients. Mr Leech stated that a great deal of clinicians' time was spent driving to and from the remote location clinics – including ones at Herts and Essex site in Bishop's Stortford - and this issue was a future challenge for the hospital as it seeks to cut costs.

Mr Leech referred to the low infection rates in relation to C.Dif and MRSA bacteria. Patients with hip fractures tend to have a higher mortality rate due to knock-on complications and the new dedicated hip fracture unit was working well in addressing these problems including prevention of further falls. He referred to the imminent installation of a second MRI scanner adding that there was already a MRI scanner in use at St Margarets' Hospital in Epping and of the success in winning an award in relation to node testing in breast cancer. Cancer targets across the board were consistently good and he talked about the PAH's links with North London Cancer Network. He referred to the targets and some inconsistencies faced by Clinicians in dealing with two referring Health Authorities which do not always do things the same way.

It was noted that in relation to maternity issues, there had been a drop in planned caesarean sections from 27% to 22%. There had been 4180 births last year and of the role of midwives in providing continuity of care was crucial in the growing popularity of the midwife-led birthing suite which had recently been extended.

Mr Leech explained the partnership arrangement with Moorfields in providing ophthalmological care and that the role of the Bishop's Stortford hospital was in providing support diagnostics and local clinic facilities.

Mr Leech referred to the practical issues around transport in relation to Patient Transport Service, volunteer drivers and buses. He referred to the parking at nearby Harlow Town

Centre and hoped that the hospital might be able to provide priority parking for patients and to persuade other hospital users to park elsewhere and within the local Town Centre. The lack of signage was discussed.

Mr Leech provided a breakdown of where patients referred to the hospital came from with 66% from Essex, 31% from East Hertfordshire and 3% from other areas.

In terms of financial challenges, Mr Leech stated that the PAH needed to reduce its costs by £17 million, £7 million would be in terms of productivity with a further £10 million in relation to a capacity reduction. He explained how this might be achieved in terms of clinicians spending less time on the road, closing some wards and staff reductions by natural wastage.

Mr Leech provided a summary of how help was given to those patients with disabilities and agreed to investigate a reference to the "Purple Folder".

The Chairman, on behalf of the Panel, thanked Mr Leech for attending and for his informative summary of the work being carried out at the PAH.

RESOLVED – that the presentation be received.

7 PUBLIC HEALTH STRATEGY ACTION PLAN REVIEW 2010 - 2011

The Environmental Health Promotion Officer provided Members with a presentation on the progress made in implementing the East Herts Council Public Health Action Plan 2010/11, attached to the report now submitted. It was noted that the action plan for 2010/11 contained 39 projects covering key topic areas of:

- Smoking
- Physical activity
- Healthy eating
- Obesity
- Other health factors

- Powers of influence

82% of the projects had been completed. Those projects referred to in the report now submitted, involved interaction with over 16,670 adults and children from East Herts and complimented the Government's approach to improving health and wellbeing nationally and locally. Feedback was provided on each of the initiatives.

In response to a query from Councillor E Buckmaster regarding the inclusion of health and alcohol initiatives, the Director of Neighbourhood Services provided an update in terms of his involvement on a Health and Inequalities Panel which looked at best practice and worked closely with the NHS.

The Panel congratulated the Environmental Health Officer for his continuing excellent work on the East Herts Public Health Action Plan.

The Panel received the report.

RESOLVED – that the report be received.

8 HERTFORDSHIRE COUNTY COUNCIL HEALTH SCRUTINY COMMITTEE

The Chairman reminded members that her report on the last meeting had already been given to the Panel at their previous meeting. It was noted that the last meeting of the County Health Scrutiny had been cancelled because of the District and Parish Elections so there was nothing new to report here. Councillor D Hone advised that the Health Scrutiny Committee would be considering the issue of Intermediate Care in the Watford area at its meeting on 22 June 2011. It was noted that the Work Programme for the County Council's Scrutiny Committee was now available and included discussion of stroke and intermediate care.

Councillor P Ruffles drew attention to the fact that a

demonstration was planned on 22 June 2011 by HIV Positive Aids suffers within Hertfordshire.

The Panel received the update.

RESOLVED – that the update be received.

9 WORK PROGRAMME

The Scrutiny Officer provided an update on the Work Programme for the Health Engagement Panel in 2011/12. She referred to a request by East Herts Children’s Centres to make a presentation to the Health Engagement Panel on 18 October 2011 on the work of the Children’s Centre and how the Council might be able to further support their work.

Members received the report and supported a request by the Children’s Centres to provide a presentation to the next Health Engagement Panel.

RESOLVED – that (A) the report be noted; and

(B) the Children’s Centres be invited to make a presentation to the Health Engagement Panel on 18 October, 2011.

The meeting closed at 9.15 pm

Chairman
Date

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 20 SEPTEMBER 2011

REPORT BY CHAIRMAN OF HEALTH ENGAGEMENT PANEL

MEMBERSHIP OF HEALTH ENGAGEMENT PANEL

WARD(S) AFFECTED: none

Purpose/Summary of Report

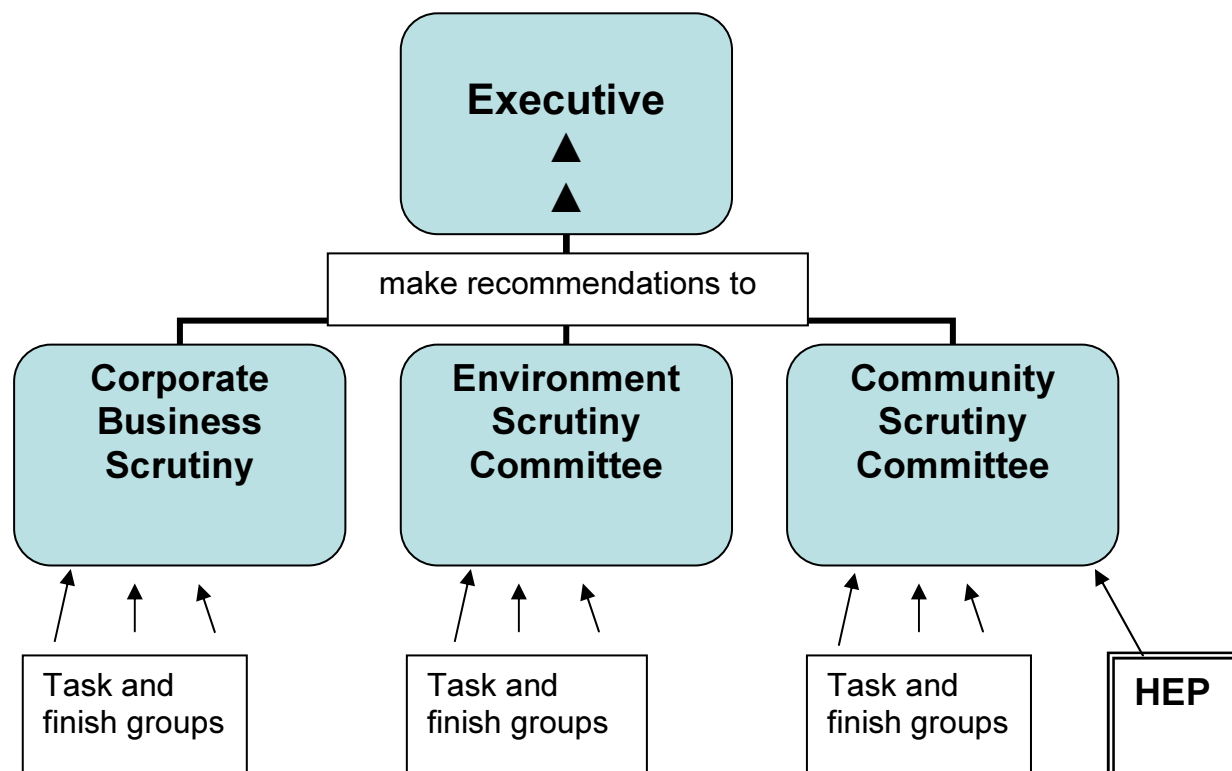
- This report is to ask Community Scrutiny Committee to approve an additional seat on the East Herts Health Engagement Panel.

<u>RECOMMENDATION FOR : Community Scrutiny Committee</u>	
(A)	To recognise the developing workload and increasing importance of health and public health issues at district level
(B)	To agree to increase the membership of the Health Engagement Panel from 5 to 6 members.

1.0 Background

- 1.1 The Health Engagement Panel (HEP) at East Herts came into being as part of the scrutiny restructure in autumn 2007.
- 1.2 At that time the (original) Performance Scrutiny and Policy Development Scrutiny committees were reshaped into the (current) Corporate Business, Environment and Community Scrutiny Committees – each having a membership of 10 elected councillors, allocated in proportion to size of political groups.
- 1.3 HEP was set up with a membership of 5 elected councillors as a 'standing panel' under the Community Scrutiny Committee.
- 1.4 HEP was set up with a remit to consider matters relating to health in East Herts, in particular to:

- *scrutinise local health issues in the East Herts area*
- *scrutinise partner actions to reduce health inequalities in the East Herts area*
- *scrutinise arrangements for the provision of health care in the East Herts area*
- *make recommendations to the Community Scrutiny Committee on health issues*
- *consider matters referred to it by the Community Scrutiny Committee*



- 1.5 The Chairman of East Herts HEP has a seat on the main Hertfordshire Health Scrutiny Committee (HSC) alongside representatives from all 10 districts/boroughs in the county.
- 1.6 HEP met twice in 2007/08 civic year and has continued to meet four times each civic year since then. Meetings are timed, as far as practical, to occur just before the Hertfordshire HSC to allow their agenda to be discussed and any local issues identified with the HEP Chairman before the county-wide meeting.
- 1.7 This year (2011/12) is the first year that the HEP has had nominated substitutes identified. In previous years, attendance has been drawn only from the core membership of 5 councillors.
- 2.0 Report
- 2.1 HEP has always been a very outward looking Panel and has drawn a significant number of external partners into the scrutiny process. Nine of their 15 meetings (60%) have had external partners attending and contributing. However, given the small

pool of core Panel members, there have been times when these external visitors outnumber elected councillors at meetings (see Essential Reference Paper B).

- 2.2 Given the effort made by visitors to prepare for and attend the HEP meeting, this situation has the potential to be seen as lack of interest/commitment on behalf of the council. This would be an unfortunate impression to leave people with as HEP members have worked very hard to represent the voice of residents on local health matters.
- 2.3 It is partly this commitment to local issues that means HEP members are heavily involved in other partnership activities which necessitate missing some Panel meetings due to an unavoidable clash of events.
- 2.4 The addition of nominated substitutes this year should help to address the situation. However, it was the view of the Panel at their most recent meeting (21 June 2011) that their contribution to this area of work would be strengthened if the permanent size of the Panel could be increased from 5 to 6 members.
- 2.5 Current members were also in agreement with the Panel chairman, that the publication of the government's plans to reform the health and public health services will bring more issues to district council level. One of the key planks in the Health and Social Care Bill (currently going through parliament) is '*greater and more transparent public accountability*' and it is this area of responsibility where HEP will have a growing local role to play under the main Health and Wellbeing Board.
- 2.6 The work of HEP is not insubstantial. The council's Public Health Strategy 2008-2013 is a challenging programme covering the main themes of
- *smoking*
 - *physical activity*
 - *healthy eating*
 - *obesity*
 - *other health factors*
 - *powers of influence*
- 2.7 In 2010/11, 39 projects/activities were undertaken as part of the council's Public Health annual action plan. 32 were successfully completed in-year, 5 are on track to meet later completion dates and 2 could not progress due to withdrawal/shortage of resources. Each year projects are identified in active consultation with HEP

members through an evaluation/planning workshop and through feedback from external partners.

- 2.8 During the 2010/11 activity, it is estimated that over 16,600 children, young people and adults who live, study &/or work in East Herts have had **direct** interaction with one of our public health initiatives in some form.
- 2.9 This work has been recognised by a very positive initial response from an external assessor following East Herts' submission to the Royal Society for Public Health (RSPH) 2011 Health Promotion and Community Well-being Organisation and Partnership Awards.

“From the outset it was evident that East Herts council has a strong and committed approach to the Health and well being of its residents. This approach is coordinated through the Health Engagement Panel with excellent representation and input from both elected members senior and operational managers as well as valued partners.

The scope and breadth of work, with limited resources, is excellent and there are demonstrable outcomes. This work has been sustained despite times of challenging resources and its non statutory nature..... Overall this is a strong submission for the Health and Well Being award. There is good and demonstrable evidence of a sustained approach to improve the health and well being of local residents through a variety of methods with good partner engagement and senior manager and member support.

The excellent work of the Council's Environmental health promotions officer must also be highlighted. Simon Barfoot's commitment and achievements plus his aspirations for the future health and well being of the local population will ensure that this work is sustained.” **Chris French RSPH Assessor, July 2011**

- 2.10 The Local Government Group (improvement and development) published a document in November 2010 entitled “the role of local government in promoting wellbeing” and on page 12 made the statement: *“To fulfil local government's forthcoming responsibility for public health improvement, wellbeing will have to become central to local government's agenda and no longer a matter to be dealt with by those with 'health' in their job titles”.*
- 2.11 It is against this background that the HEP is asking Community Scrutiny Committee to recognise the increasing importance of this area of work and support a recommendation to increase the membership of HEP from 5 to 6 members.

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'** which follows.

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 Public Health strategy 2008-2013 ([click here for a direct link to this document](#))

Local Government Group:

“the role of local government in promoting wellbeing”

(<http://www.idea.gov.uk/idk/core/page.do?pagelId=23692693>)

Contact Member: Cllr Dorothy Hone, Chairman: Health Engagement Panel

Contact Officer: Lois Prior, Head of Strategic Direction and Communication Manager – Extn 1688

Report Author: Marian Langley, Scrutiny Officer – Extn 1612

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives</p>	<p>Effective use of the scrutiny process contributes to the Council's ability to meet two core objectives:</p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p> <p>In monitoring the performance of the council's services and action plans, the Committee is monitoring the Council's achievement of all of its corporate objectives.</p> <p>Any additional issues identified for scrutiny will relate to at least one of the Council's corporate objectives.</p>
<p>Consultation:</p>	<p>Potential topics for scrutiny are always invited from members of the public, the Executive and all Members.</p>
<p>Legal:</p>	<p>According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of members on that committee who are not members of the largest political group on the Council.</p>
<p>Financial:</p>	<p>An additional member on the Panel would incur minimal additional resources (eg. paper copy of agenda papers, travel expenses to 4 panel meetings/year).</p>
<p>Human Resource:</p>	<p>none</p>
<p>Risk Management:</p>	<p>Broadening the HEP base is to recognise the growing workload and increasing importance of health and public health related issues at district level. Without it, matters which may benefit from scrutiny may be overlooked. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.</p>

ESSENTIAL REFERENCE PAPER 'B'

Date of HEP	Panel members	speakers	topic
Feb 08	4		(Inaugural meeting)
Mar 08	2	1 speaker from acute hospital trust	Princess Alexander Hospital on Trust status consultation
May 08	4	3 speakers from East & North Herts NHS Trust, West Herts PCT and East & North Herts PCT	NHS Trust status consultation and GP led Health Centres
Sept 08	2	(3 invited internal speakers)	Promoting physical activity through planning, transport and the physical environment
Dec 08	5	2 speakers from East & North Herts PCT	Transport issues
Mar 09	4		
Jul 09	3		
Oct 09	3	5 speakers from HCC, ACS, NHS Hertfordshire and voluntary sector	Health and public health issues in local drug and alcohol strategies
Dec 09	5	3 speakers from East & North Herts PCT	Urgent Care Centre in Bishop's Stortford
Feb 10	3		
June 10	2	3 external speakers from Herts Sports Partnership, NHS Hertfordshire and SLM	Hertfordshire Physical Activity Plan
Oct 10	4	2 speakers from East & North Herts NHS Trust	Plans for the future - including Lister and QEII hospitals
Dec 10	4		
Feb 11	4		
June 11	4+1 sub	1 speaker from PAH Trust	Plans for the future of acute services at PAH in Harlow
Planned for Oct 2011		Speaker(s) from East & North Herts Trust Speakers from Children's Centres in East Herts	Briefing on developments of a local A&E service for QEII (2012 – 2014) Work of children's centres (as related to health and wellbeing)
Planned for Dec 2011		Speaker(s) from Herts Partnership Trust (HPT)	New mental health services in the east of the district

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY 20 SEPTEMBER 2011

PROGRESS ACHIEVED AGAINST THE EAST HERTS COMMUNITY SAFETY PARTNERSHIP THREE YEAR COMMUNITY SAFETY PLAN

REPORT BY HEAD OF LICENSING AND COMMUNITY SAFETY

WARD(S) AFFECTED: All

Purpose/Summary of Report

- To report to Community Scrutiny the progress achieved against the East Herts Community Safety Partnership three year Community Safety Plan

<u>RECOMMENDATION FOR :</u>	
(A)	The committee to note the report

1.0 Background

The Community Safety Partnership Plan covered the period 2008-2011 and consisted of the following:

- The production of a three year plan addressing crime and disorder, measuring performance and engaging with communities.
- Annual revision through strategic assessments detailing the partnership priorities and reflecting changes.
- The production of annual action plans as a result of the emerging priorities from each strategic assessment.
- Visible and constructive accountability through community engagement at public meetings and community consultation as part of the partnership strategic assessment.

2.0 Report

2.1 **Strategic assessments**

Three strategic assessments were completed during the 3 year Community Safety Plan.

The findings of these are summarised in **Essential Reference Paper B**.

The findings show that overall, crime levels have been low in East Herts and partners have maintained a low crime rate throughout the plan length.

The Community Safety Partnership has offered many activities and initiatives, short and long term, in order to keep crime levels low, and reassure the public that East Herts is a safe place.

It should be noted that the data time frames have varied for each strategic assessment, and the quality of the data has evolved and improved over the three years. Therefore the most recent strategic assessment is more worthy of note, not only due to the more up to date crime trends, but also due to the improvements with the data and analysis.

2.2 **Community engagement and consultation**

Throughout the three year plan five rounds of consultation were carried out. The results of these are summarised in **Essential Reference Paper C**.

The aim of each consultation was to ask the public to help shape the partnership priority / priorities for the coming year. Different methods were adopted each time.

2.3 **Community Safety Plan outcomes**

There are three action plans which make up the three year Community Safety Plan. These are shown in **Essential Reference Paper D**.

A summary of notable outcomes is set out below:

- £123,000 partnership funding provided for PCSOs.
- PCSOs trained to issue Fixed Penalty Notices for dog fouling.
- There have been a total of 29 officers accredited under the Community Safety Accreditation Scheme since 2010. Officers accredited are from

Community Safety and Licensing, Environmental Health and Environmental Services.

- £5,000 partnership funding provided for Hertford taxi marshals.
- Three summer activities programmes delivered. Two of the years saw the diversionary activities increase coverage to other parts of the year. See essential reference paper E which shows attendance by activity and also total numbers of attendance for 2009 and 2010.
- 71 ABCs signed.
- Four ASBOs were issued, all of which were post conviction.
- There were 3 Section 30 Dispersal Orders in force during this period. All of which were extended after the initial 6 months. There are currently no orders in place.
- 17 covert camera deployments. A further 6 locations were agreed, however deployments did not take place. This could have been that there was no suitable place for the camera to be sited, it had become compromised or it was no longer necessary.
- Funded £86,999 towards Joint Action Group (CSP) projects.
- Organisational and financial support for the two street pastor schemes (Bishop's Stortford and Hertford and Ware).
- Implementation of three Designated Public Place Orders, which takes the total in East Herts to five.
- Creation of Partnership Communications Group and Alcohol and Drugs Working Group
- Two editions of the Safer East Herts newsletter (total 7500 copies)
- Part funded 21 taxi cameras, all of which are in place.
- Partnership support provided for Pubwatch, street briefings, locality meetings, and action weeks.
- Provided £5,000 financial and officer assistance to the East Herts and Broxbourne Domestic Violence Forum - such as support for White Ribbon Campaigns, assistance with setting up their website, and information sharing for Multi-Agency Risk Assessment Conferences (MARACs).
- Design and purchase of reassurance resources – posters, leaflets, pens, cotton bags, spread the word trailer.
- Partnership events targeted to reduce ASB such as the successful rock concert which took place over Halloween. Two hundred young people attended, which saw a reduction on ASB on the previous year.
- Support for various campaigns, such as Immobilise, Operation Tarantula, Know Your Limits (nation campaign) and local district and countywide campaigns.

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

Essential Reference Paper B - Strategic assessments summary findings

Essential Reference Paper C – Summary of consultations

Essential Reference Paper D – Action plans

Essential Reference Paper E – Diversionary activities

Contact Member: Cllr Malcolm Alexander, cabinet member.

Contact Officer: Brian Simmonds– Head of Licensing and Community Safety – Contact Tel Ext No 1498

Report Author: Lizzie Robertson, Community Safety Coordinator,
Contact Tel Ext No 1596

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improving standards of the built neighbourhood and environmental management in our towns and villages.</i></p> <p>Shaping now, shaping the future <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	
<p>Legal:</p>	
<p>Financial:</p>	<p><i>This section should address:</i></p> <ul style="list-style-type: none"> • <i>The revenue and capital costs and any income impacts, the extent to which costs or income will vary in future years and the extent to which existing budgets and the future years set out in the MTFP are able to meet these costs.</i> • <i>If the report is mainly about capital works and costs consider and comment on any implications for the revenue budget.</i> • <i>Estimates are based on assumptions about activity levels, prices etc. Consider how the financial implications might change if those assumptions prove wrong and illustrate the impact of changed assumptions by way of a sensitivity analysis. Comment on which assumptions are relatively robust and where uncertainty lies. If the report is a review of a past decision how did forecast turn out?</i>

	<ul style="list-style-type: none"> • <i>Those who are close to the subject matter of the report can lose objectivity about the assumptions and display an optimism bias or pessimism bias. Consider and independently challenge the likelihood of this.</i> • <i>A sense of proportion in all the above is important. The bigger the numbers the more these factors should be considered in some detail. Where spending is £100k or more a separate ERP may be appropriate to address all the issues.</i> • <i>Remember reports dealing with “policy” can have financial implications about the resources needed to implement policy and changes thereto. Simply recording “from existing resources” is hardly ever sufficient to provide readers with a sense of the scale of resources involved.</i> • <i>If in doubt about the approach – ask the Financial Services team for advice. This is particularly the case where the financial analysis looks at longer periods – 5 years or more – where discounting of cash flows may be required.</i>
Human Resource:	
Risk Management:	

Strategic assessment 1 (2008-2009)

During the first six months of 2007/8, compared with the same period of 2006/7:

- The number of criminal damage offences recorded in East Herts fell by 19.7% from 1007 to 809
- Recorded offences of wounding in East Herts fell significantly by 26.1%, from 436 to 322 offences
- Recorded offences of theft of and from a motor vehicle increased by 22.1% from 435 to 531 (96 offences)
- Recorded offences of burglary dwelling fell by 5.4% in East Herts, from 204 to 193
- In the period April to September 2007, there were 111 adults in substance misuse treatment
- Alcohol related offences made up just over 11% of all crime within the district
- There were 6571 incidents in the past twelve months. Of these 69% were for rowdy and inconsiderate behaviour.

Strategic assessment 2 (2009-2010)

- East Herts was in 3rd position when compared to most similar CSPs reporting an average 13.857 crimes per 1000 of the population. This was below the average of 16.059 crimes per 1000 population.
- There was a 10% reduction in all crime, which equates to a reduction in 797 crimes.
- There was an 11% increase in dwelling burglaries. However, the number of distraction burglaries decreased.
- There was a 27% reduction in attempted theft of a motor vehicle. This reduction may have been due to operations such as Operation Tarantula.
- There was a 12% reduction in theft from a motor vehicle.
- There was an 11% reduction in criminal damage. Damage to vehicles was the dominant criminal damage offence.
- There was a 50% reduction in personal robbery offences.
- Over the last seven months theft from a shop increased by 31%.
- There was a 12% reduction in all violent crime of which 43% was alcohol related and 22% domestic violence related.
- The peak age for those accused of all crime was 11 – 20 years (33%), closely followed by the 21-30 age group making up 32% of all offenders.
- There were 12 individuals in East Herts identified as a prolific or priority offender. The offending behaviour of these individuals covered many offence types, most of which are acquisitive crime offences.
- There was a 27% increase in drug related offences which appeared to a result of one factor; the recorded possession of cannabis. The two top

locations for the recorded possession of cannabis were Sawbridgeworth and Buntingford.

- East Herts was 7th in the county for the numbers of cases in treatment for substance misuse.
- The Drug Interventions Programme took 422 individuals onto its caseload, of which 43 individuals were from East Herts district.
- The peak times and location for most alcohol related offences occurred during the evening and in the town centres.
- There have been 5,916 incidents of anti-social behaviour (ASB), which was an 11% reduction. The top ASB activity was rowdy and inconsiderate behaviour, followed by vehicle related nuisance.
- Public opinion suggested that people feared different aspects of anti-social behaviour and its consequences such as fast driving in towns, litter, vandalism and intimidating behaviour from young people.
- Just 12% of residents said they felt unsafe after dark whilst outside in their local area.

Strategic assessment 3 (2010-11)

- There were 1247 serious acquisitive crime offences between 1st September 2008 and 31st August 2009. This was a reduction in 27 (1.3%) crimes compared to the same period the previous year.
- There were 860 vehicle crimes of which 206 were theft of motor vehicle and 618 thefts from a motor vehicle. Theft from motor vehicle saw a reduction of 2.4 %.
- There were 555 burglary other offences (including attempts) in East Herts over the 12 month period. This was an increase of 10.7% on the same period last year. The majority of offences occurred within Hertford Castle (10.4%) which commonly experienced burglaries to business premises? There was an increase in repeat locations.
- There were 742 shoplifting offences over the stated period, an increase of 28.8% (n166) compared with the same period the previous year. Shoplifting accounted for 9.9% of all crime.
- According to Hertfordshire Police there were 16 PPOs in East Herts, an increase of 4 compared to the previous year.
- There were approximately 365 domestic violence offences during 1st August 2008 -30th July 2009. Although this does not compare directly with the previous strategic assessment as it covered 1st September 2008 – 31st August 2009, there was an increase of 56 when considering the two 12 month timeframes together.
- At the year end of 2008/09 there were 229 adults recorded as being in effective treatment - 76% male and 24% female. The largest age group was 30-34 making up 23%. The main drug of choice was illicit heroin favoured by 57.6% (n132), with alcohol as the second drug of choice at 28% (n49).
- There were 484 licensed premises in East Herts including 176 pubs, 81 restaurants and bars, 62 food stores/newsagents and 12 off licenses.

- Street drinking equated to 1% of anti social behaviour (59 incidents) which was an increase of just 2 incidents when compared with the previous year.
- There were 649 offences of violent crime compared with 42.5% (614 offences) the previous year.
- There were 5,711 incidents of ASB across the district, which is a reduction of 3.6% (n215)
- Rowdy and inconsiderate behaviour was the top ASB activity making up 69% (n3870) of all incidents. This was followed by vehicle related nuisance at 16.4% (n925) and rowdy/nuisance neighbours at 3.7% (n211) of all ASB activity.
- There were 1446 criminal damage offences committed over the period covered. This was a reduction of 11.6% and equates to 19.3% of all crime. Vehicle damage dominated criminal damage, accounting for nearly half of all damages (45.6%), followed by other damage (25.7%) and damage to a building other than a dwelling (15%).
- There were a total of 216 deliberate fires compared with 188 in 2007/2008. The majority of which were classed as secondary fires (65.7%) followed by vehicle fires (17.6%).
- East Herts featured in 1st position in Hertfordshire with the majority of residents (64.5%) responding that they feel very or fairly safe after dark. When asked how safe residents felt during the day, 93% felt very or fairly safe, which ranked 3rd position in Hertfordshire.
- Twenty three percent of East Herts residents felt that people using or dealing in drugs was a big problem, which 6% feel that it is a very big problem.
- People being drunk or rowdy was scored by 9% of East Herts residents as a very big problem and by a further 20% as a fairly big problem.

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Community Safety Consultation

Consulting and engaging with communities on community safety issues ensures the Community Safety Partnership accurately reflects the needs of people within the district. It also enables any emerging issues to be identified which can be reflected in annual action plans.

1. Partnership Consultation 2008/09

To ensure community safety partnership work reflected the views of people in East Herts the partnership consulted on two occasions in 2008:

- **Priority importance, March 2008**

This consultation asked the people of East Herts to rank the priorities identified from last year's strategic assessment in the order the partnership should consider as extremely important to the least important. Findings suggested two issues that should be considered as a top priority for the Community Safety Partnership - to improve response to anti-social behaviour and reduce violent crime.

- **Community Safety Workshop, September 2008**

This consultation was structured into 4 workshops: reducing crime, tackling anti-social behaviour (ASB), tackling drug and alcohol misuse and community safety; getting involved and feeling safe. The aim was to consult with communities about the community safety priorities the partnership should tackle in the future and to ensure community views were reflected within the strategic assessment. This consultation has helped inform the priority selection process for 2009/10.

2. Partnership Consultation 2009/10

- **Community Safety Survey**

From September – December 2009 1500 survey forms were made available to the public via Community Safety Partnership reception areas and websites, Town and Parish Councils, sent to community groups and distributed at public events (Appendix A).

Respondents were asked to list their top three community safety concerns.

There were 228 respondents. Of those who stated, 59% were female, 41% male, 172 under the age of 18, 56 over 18 and 33 over 65.

The community safety concerns were widespread with not one concern standing out as being dominant. The top three concerns of all 228 respondents were burglaries (13%, n86), theft/mugging (12%, n83) and anti-social behaviour (10%, n71).

All age groups felt that burglaries were a concern to them. However, only the under 18's felt that drug abuse / misuse featured in the top three. Only those aged 19 and above had anti-social behaviour (ASB) in their top three. Having not asked what type ASB concerns people, firm conclusions cannot be made. However, ASB featured in the Place Survey, where the biggest ASB problem in the district was reported to be teenagers hanging around the streets and litter lying around (see section 2.6).

It must be noted that the majority of those who listed their age fell in the under 18 age group. Therefore comparisons cannot be made directly between the age groups as the under 18's feature in the majority. Despite this, it may be worth noting that there were some large differences in opinion between the age groups. Thirty three in total were concerned about domestic violence. 91% (n30) of those were under the age of 18. Furthermore, 27 people were concerned about hate crime. 89% (n24) of those were under the age of 18 and no one over the age of 65 was concerned about hate crime.

- **Community Safety Public Meetings**

During January – February 2010 the Community Safety Partnership presented at five public meetings across the district. The presentation was structured “you said, we did” providing a summary of last years consultation and the work the partnership carried out in response to it, followed by “what next” enabling a summary of the most recent crime trends and community safety issues to be shared.

During the question and answer session to the panel comments varied slightly for each town. For example, Ware and Bishop's Stortford focus was on pot holes, litter, graffiti, and driving with mobile phones. Hertford's discussion centred on activities for young people and the role the community can play with regards to community safety. Sawbridgeworth's focus was on poor street lighting and Buntingford commented on anti-social neighbours.

Those in attendance at the public meetings were given the opportunity to list three community safety concerns and after the presentation, asked to state if they still had these concerns and if the partnership had been effectively addressing them (Appendix B). A total 73 concerns were listed. Forty seven of those remained concerns after the presentation, and only 4 had their concerns dispelled. After hearing about the work of the partnership, 9 felt the partnership was effectively addressing their concerns, whereas 24 felt the partnership was not. As with the results obtained through the community safety survey, concerns were wide ranging. The top concern was speeding (n11), followed by litter (n9) and anti-social behaviour (n8).

3. Partnership Consultation 2009/10

From December 2010 – February 2011 an online questionnaire was made available on the East Herts Council and Community Safety Partnership websites. Respondents were asked to state which community safety issues had improved and got worse over the last 12 months, and if they felt their area had more, less or the same amount of crime compared to a year previously.

Thirty four people responded online. Twenty were female and 14 were male. Twenty two were aged over the age of 56, 5 were aged 46-55, 3 were aged 36-45 and one was aged 26-35.

The majority of respondents were connected to East Herts as a resident (n28), and lived in locations across the district. According to respondents, a total of 59 community safety issues had improved, and 56 issues had got worse. The issues which were said to have improved were wide ranging from ASB (n8), street drinking (n5), fear of crime (n5) and alcohol related crime (n5). The issues which were said to have got worse were also wide ranging, and included dwelling burglary (n7), litter (n7), speeding (n6) and ASB (n6). Of those who answered, 17 said the levels of crime within the district had remained the same.

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Community Safety Action Plans

2008-9
2009-10
2010-11

Community Safety Action Plan 2008-2009

1. IMPROVE FEELINGS OF SAFETY BY REDUCING FEAR OF CRIME							
JAG ref	Objective	Actions	Performance indicator/ outcome	Ref to National Indicators	Lead agency	Lead Action Group(s)	Update: 2008-2009
							Quarter 4
1.1	Improve communications between partnership and public in East Herts	<ul style="list-style-type: none"> ○ Advertise the partnership logo on chosen format ○ Create Partnership website 	Publicity of logo, website set up	S-A5.1	EHC	Comms	<ul style="list-style-type: none"> ● Partnership logo advertised on 5000 cotton bags and 5000 pens for public distribution ● Partnership website domain secured ● Link magazine published introductory article on 2008-11 Plan
		<ul style="list-style-type: none"> ○ Publish press releases in Link Magazine ○ Publish stories in partnership newsletters/magazines where necessary 	Initiatives e.g. press articles, promotion opportunities				
1.2	Support PCSOs in their role as the key focal point in the community	<ul style="list-style-type: none"> ○ Provide shadowing opportunities for PCSOs ○ Partnership Communications Group to spread positive messages on the work of PCSOs in the community. 	Shadowing opportunities offered or fulfilled.	S-A5.2a	EHC, Police	Comms	<ul style="list-style-type: none"> ● Positive publicity took place in July to promote the 24 trained PCSOs to issue Fixed Penalty Notices. ● Shadowing carried out with Riversmead and Hertford SNT for the Riversmead funded PCSO's. ● 12th June 2008 saw a positive publication of the Riversmead funded PCSO;s in the East Herts Herald and numerous further press articles were
			No of press articles released				

							released for OP APTEKA the Sele Football Project.
1.3	Create a safer and cleaner environment	o Develop a proactive and reactive response to graffiti issues	Adoption of response to graffiti issues	S-A1.1b	EHC	Comms	<ul style="list-style-type: none"> Sele Action week took place week commencing 27th October 2008. Activity included environmental awareness and graffiti removal.
		o Hold an 'environmental week' to target neighbourhoods	No of environmental weeks				
1.4	Reduce the fear of crime with vulnerable people	<ul style="list-style-type: none"> Support taxi camera initiative Support/implement projects, schemes or initiatives as necessary 	No of projects and schemes implemented		EHC	N/A	<ul style="list-style-type: none"> 21 out of 21 cameras signed up for use in East Herts taxis.
1.5	Work with partners to devise schemes that are visible in the community to assist in reducing the fear of crime.	o Conduct street briefing/road show(s)	No of street briefings and road shows		EHC, Police	Comms	<ul style="list-style-type: none"> Street briefings have been conducted in Hertford in each locality monthly. These have been utilised to set the priorities for the Policing Pledge. Partnership funded notice boards have been produced to advertise these events. The partnership is supporting Street Pastors initiative in Hertford and Ware and Bishop's Stortford.
		o See actions under youth engagement					
1.6	Involve local communities in identifying and dealing with	o Hold public meetings/community	Number of public,	S-C10.1, S-C10.2	EHC	Comms	<ul style="list-style-type: none"> One public workshop meeting held in Bishop's

	local community safety issues	workshops to inform the strategic assessment <ul style="list-style-type: none"> ○ Hold regular locality meetings 	locality meetings and consultation events				Stortford. Consultation has informed strategic priorities for 2009/10 <ul style="list-style-type: none"> • Ward meetings organised by SNT officers / PCSOs, to ensure local concerns are identified and addressed. • “Policing Pledge” will further improve local accountability and ensure issues of public concern are prioritised and dealt with appropriately.
1.7	To advertise and increase community partnership work in the form of success stories	○ Partnership Communications Group to follow up achievements against whole action plan for press releases	Submission of press releases		EHC	Comms	<ul style="list-style-type: none"> • Potential news releases evaluated every meeting • Taxi camera initiative published in Mercury
1.8	To respond to people’s fears surrounding race and hate crime	○ Publish information on how to report hate crime incidents	Nature and availability of publication		EHC, Police	N/A	<ul style="list-style-type: none"> • Hate crime reporting form available on East Herts Council website • Surgeries held: 2 in Bishop’s Stortford, 2 in Hertford, 2 in Ware
		○ Support hate crime surgeries	No of surgeries run				
1.9	Protect the community and ensure public safety from issues arising from the night time economy or individuals	○ Provide additional enforcement of DPPOs through the accreditation scheme	Staff accredited	S-A1.1d	Police	Comms, NTE, A&D group	<ul style="list-style-type: none"> • Accreditation scheme being developed • “Know your limits”

	who misuse alcohol	○ Provide taxi marshalling schemes as necessary	Taxi marshalling schemes supported				<p>campaign ran from 15th – 19th December. Op Active (CDRP-wide policing initiative) operated throughout December and incorporated multi-agency activities aimed at management of the night time economy – making use of media vans, licensing officers, street pastors</p> <ul style="list-style-type: none"> • Police and East Herts Council working in partnership with Bishop’s Stortford and Hertford and Ware Street Pastors. Financial and administrative support given. Taxi Marshalling order obtained for Amwell End, Ware. Taxi Marshalling continues in Hertford to support dispersal for the night time economy
		○ Produce night time economy information	Provision of NTE information				

2. ANTI-SOCIAL BEHAVIOUR

JAG ref	Objective	Actions	Performance indicator/ outcome	Ref to National Indicators	Lead agency	Lead Action Group(s)	Update: 2008-2009
							Quarter 4

2.1	Target hotspots identified by JAG	○ Hold problem solving meetings as necessary	Problem solving meetings held	S-A1.5, NI17	JAG, EHC	ASB	<ul style="list-style-type: none"> • 23 Partnership problem solving meetings • Jointly purchased covert camera deployed to 7 different location • Covert desk lamp camera deployed to 2 locations
		○ Prioritise the deployment of CCTV, including covert cameras	CCTV deployments				
		○ Carry out visual audits as necessary	No of visual audits				
2.2	Target offenders through the Anti-social Behaviour group	<ul style="list-style-type: none"> ○ Pursue ABC's ○ Pursue ASBO's 	No of ABC's and ASBO's	S-A1.3, NI17	EHC	ASB	<ul style="list-style-type: none"> • 24 ABCs signed • 14 ABCs declined • 2 Post-conviction ASBO obtained
2.3	Reduce criminal damage and anti-social behaviour by tackling alcohol related offending	○ Carry out Test purchasing to reduce underage sales	No of operations carried out	S-A1.4, NI17	EHC	ASB, NTE, A&D group	<ul style="list-style-type: none"> • Bishops Stortford DPPO approved 25th November. Signage being erected in conjunction with Highways – go live date of 1st April – signage now up.
		○ Investigate requirement for additional DPPOs	Additional DPPOs identified				
		○ Pursue Public House Exclusion orders for individuals	No of Public House Exclusion orders				
2.4	Increase PCSO capacity to issue fixed penalty notices for litter, dog fouling	○ Implement protocol for Fixed Penalty Notices for PCSOs	Protocol implemented	NI17	EHC	N/A	<ul style="list-style-type: none"> • PCSOs now trained to issue FPNs for dog fouling and litter
2.5	Provide response back to complainants on the action taken to address an anti-social behaviour complaint	○ Officer to adopt appropriate method of feedback - signposting, visit from PCSO, letter, phone call	Protocol/procedure implemented	NI17	EHC	N/A	<ul style="list-style-type: none"> • 89 ASB complaints directly to ASB & Projects Officer. All given contact details and partner agencies made aware where appropriate

2.6	Work with PCSOs to report environmental crime (litter, graffiti, dog control, abandoned vehicles, fly-tipping, nuisance vehicles)	<ul style="list-style-type: none"> Provide each PCSO with a contact card detailing how and who to report environmental crime to. 	Monitor and feedback on application of contact card	NI17	EHC	N/A	<ul style="list-style-type: none"> Contact card produced and distributed.
2.7	To organise diversionary activities in hotspot areas and or known offenders	<ul style="list-style-type: none"> Individuals identified through YISP and case review group 	See actions under youth engagement	NI17	EHC	ASB	See actions under youth engagement
2.8	To support or train EHC staff to identify ASB related issues	<ul style="list-style-type: none"> Accredit staff through the community safety Accreditation Scheme 	No of staff trained.	NI17	EHC	N/A	<ul style="list-style-type: none"> Accreditation scheme on going. Delay has been caused due to finding suitable powers for officers. Meeting arranged to discuss between Environmental Services and Police lead on the scheme

3. REDUCE SERIOUS ACQUISITIVE CRIME

JAG ref	Objective	Actions	Performance indicator/ outcome	Ref to National Indicators	Lead agency	Lead Action Group(s)	Update: 2008-2009
							Quarter 4
3.1	Continue to achieve reductions in overall levels of Acquisitive crime – viz: <ul style="list-style-type: none"> Vehicle Crime Dwelling Burglary Theft of high-value metals 	JAG to monitor and target crime trends, putting in place timely and appropriate interventions	Reduce levels of acquisitive crime by 4% by March 2009	S-A2.2, S-A2.3b, NI16	JAG	Assigned by JAG	<ul style="list-style-type: none"> Tarantula road show 19th March – Jackson Square -1000 Crime prevention packs delivered Crime prevention road shows have been displayed at each parish councils AGM Theft of High Value metals - In the last quarter we

							<p>have run two multi agency cross border initiatives on the borders of Essex – Jan 22nd and March 19th. On the 22nd of March the following was achieved</p> <ul style="list-style-type: none"> • Arrests x 3 (for going equipped to burgle) • 22 Processed for traffic matters <p><u>VOSA</u> 3 x Vehicles with 4 defective tyre 1 x Trailer with 1 defective tyre 1 x Trailer with no break away trailer 3 x Vehicles D.O.W.L 1 X Vehicle with excess weight</p> <ul style="list-style-type: none"> • Continued to execute warrants on known offenders and target offenders responsible for vehicle crime –and burglary Operation Abox 21st April • Tarantula road show 19th March – Jackson Square -1000 crime prevention
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							<ul style="list-style-type: none"> packs delivered Hertford/Ware saw reduction in 2008 -2009 of 38% for TFMV and 14 % for TOMV
3.2	<p>To reduce the level of 'Tarantula' vehicle crimes across the district, viz:</p> <ul style="list-style-type: none"> Theft of motor vehicle Theft from motor vehicle <i>(Does not include theft of external parts from vehicles, such as number plates & catalytic converters)</i> 	Continue to support Operation Tarantula	Reduce levels of "Tarantula" vehicle crimes by 8% by March 2009	NI16	Police	N/A	<ul style="list-style-type: none"> Tarantula crime prevention road shows taken place in Bishops Stortford, Ware, Hertford, Buntingford and Sawbridgeworth. 10,500 Op Tarantula crime prevention packs distributed since Jan 08. Due to the local success Op Tarantula has been rolled out in Stevenage, Broxbourne. Volunteers, crime prevention panel and PCSO's have assisted at large scale events to promote Tarantula. Trap car operations have been deployed to assist in the capture of offenders. Vehicle crime levels remain lower compared to same period last year (13% decrease) Proactive operations around known offenders,

							<p>some of which have now become PPO's, or ASBO's.</p> <ul style="list-style-type: none"> • Road shows continue to be diarised for the spring – commencing March. • Media campaign planned around junior schools designing an Op Tarantula poster – winning entry published through media
3.3	To reduce the number of incidents of lead thefts across the district	Implement Operation Alchemist (Redweb)	<i>TBC with Herts Police</i>	NI16	Police	N/A	<ul style="list-style-type: none"> • Lead & metal thefts have reduced considerably following police interventions and in the light of reduced overall demand. Crime trends will continue to be monitored - no specific activity currently required.
3.4	To reduce levels of burglary dwelling across the district	○ Implement Operation Saturnalia	Progress of Operation Saturnalia.	NI16	Police	N/A	<ul style="list-style-type: none"> • Hertford SNT has supported the cross border Agrarian Operations with staffing at its borders with Bishops Stortford. • Op Abode launched across the CDRP –
		○ Implement No Cold Calling Zones where necessary to reduce burglary artifice	No of No Cold Calling Zones implemented				

		<ul style="list-style-type: none"> ○ Make best use of technology to target vulnerable locations/ repeat victims. e.g., memo cams ○ Neighbourhood officers to have ownership of local burglary suspects and to gather and submit intelligence 	Use of technology in vulnerable locations				<p>designed to tackle dwelling burglary using a variety of tactics including targeting known offenders, publicising crime prevention measures through local media, constabulary website.</p> <ul style="list-style-type: none"> ● 'Immobilise' property marking system promoted across the district through schools and media. Hertford has trialed this and has had about 200 entrants to date. ● Dwelling burglary levels in East Herts are running at 6.5% higher than this period last year (23 offences); this is in line with increases across the entire county - the level of increase in East Herts remains below average – the CDRP has the fourth lowest increase in Herts. Hertford/Ware has seen a reduction in 2008 – 2009 of 4.8% for Burglary Dwelling due to OP ABODE and the various strands mentioned above.
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3.5	To run regular cross-border multi-agency operations in response to identified crime trends, to maintain the focus on cross-border criminality	<ul style="list-style-type: none"> ○ Develop Cross-border intelligence (CHESS meetings) where necessary. ○ Hold regular cross-border partnership/multi-agency operations 	CHESS meetings and operations held.		Police	N/A	<ul style="list-style-type: none"> • Bishop's Stortford Neighbourhood ran Operation (Active) with BTP, Essex Police and the BOSS syndicate. Over 5000 ANPR Hits, 41x suspects were stopped and questioned and a further 17x were Stop/searched by officers. 17x offenders were arrested, 10 fixed penalty notices were issued. • A further cross border operation is planned for early March to address travelling criminality / fly tipping. • ANPR is being introduced across the CDRP; this is a key tactic in addressing travelling / cross-border criminality. Two mobile cameras have been fitted in SNT vehicles at Hertford & Bishops Stortford and 2 'spike cameras' are planned to be in place & available for deployment by the end of March. • In the last quarter we have
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							<p>run two multi agency cross border initiatives on the borders of Essex – Jan 22nd and March 19th. On the 22nd of March the following was achieved:</p> <ul style="list-style-type: none"> • Arrests x 3 (for going equipped to burgle) • 22 Processed for traffiic matters <p><u>VOSA</u> 3 x Vehicles with 4 defective tyre 1 x Trailer with 1 defective tyre 1 x Trailer with no break away trailer 3 x Vehicles D.O.W.L 1 X Vehicle with excess weight</p>
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4. OFFENDER MANAGEMENT

JAG ref	Objective	Actions	Performance indicator/ outcome	Ref to National Indicators	Lead agency	Lead Action Group(s)	Update: 2008-2009
							Quarter 4
4.1	To carry out case management of PPOs to reduce the already high risk they pose of reoffending	PPO group to liaise and communicate closely on at least a weekly basis and to review this communication at the 6 weekly PPO meeting.	No of meetings		Probation, Police	PPO Group	Continuation from Quarter 1. PPO Probation Officer and PPO Police continue to communicate and work closely together. Police have attended all the

							<p>PPO Meetings and SNT teams have been given targets to develop intelligence on. Claire Bowhill has developed guidance for SNT's on targeting PPO's.</p> <p>OP APTEKA Sele Football Project has centered on Hertford and Ware PPO's and has seen only one charge between these PPO's in the previous 6 months.</p>
4.2	To have clear, explicit criteria as to what constitutes registration as a PPO and equally clear criteria for deregistration	PPO Group to ensure that such criteria are published and distributed appropriately using the selection matrix	Guidelines produced and circulated to relevant partners		Probation	N/A	PPO Probation Officer from the East Herts Probation Centre has been on training with the PPO Police to develop the knowledge of the criteria. There appears to be a requirement for a clear audit trail, re registration and a process in place to inform the offender of what PPO status means.
4.3	Provide a premium service to PPOs with a minimum input of 15 hours per week	<p>Referrals to:</p> <ul style="list-style-type: none"> ○ DIP ○ Hertsreach ○ Sova ○ Housing providers ○ Leisure ○ ETE 	Number of individuals referred	S-A4.1, S-A4.1a	Probation	N/A	Provide a Premium Service to all PPO cases in line with agreed Multi-Agency Premium Service minimum specifications. There will be a document available soon (if not already) that will indicate what the Premium Service is

from all agencies.

5. YOUTH ENGAGEMENT

JAG ref	Objective	Actions	Performance indicator/ outcome	Ref to National Indicators	Lead agency	Lead Action Group(s)	Update: 2008-2009
							Quarter 4
5.1	Provide a programme of targeted and preventative activities for young people	<ul style="list-style-type: none"> Support the provision of positive diversionary activities for children and young people 	Amount, frequency, attendance and monitoring (where implemented) of activities	S-A1.1a	IYSS	DA group	Programme of events for the summer holidays evaluation showed that activities were again well attended and that several 'known' young people attended events. No analysis has been carried out so far in regards to police data. Full evaluation report available upon request from ASB & Projects Officer at EHC.
5.2	Raise awareness of drug and alcohol misuse issues in East Herts	<ul style="list-style-type: none"> Carry out a workshop on drugs and alcohol at the annual East Herts Youth conference on drugs and alcohol (set for September) 	Workshop held, feedback from conference evaluation	S-A1.1c	EHC	DA group, A&D group	East Herts Alcohol and drugs group obtained Frank and 100% hangover free 'freebies' for alcohol and drug workshop. Cotton bags were handed out to all participants.
5.3	Work with young people who are at risk from drugs and alcohol misuse.	<ul style="list-style-type: none"> Support ongoing youth projects and initiatives 	Initiatives, youth projects held	S-A1.1c	IYSS	DA group, A&D group	<ul style="list-style-type: none"> Sports on Sele (SOS) Project - on going project that includes drug and alcohol advice Bodystop Bus to be used during the summer activities.
5.4	To raise awareness on	<ul style="list-style-type: none"> Liaison with youth councils 	No of Crucial		EHC,	A&D	<ul style="list-style-type: none"> Summer Activities

	services available for young people and scenarios on keeping safe	<ul style="list-style-type: none"> To run Hertford and Bishop's Stortford Crucial Crew events 	Crew events, School attendance at events		Police	group	<p>programme was publicised in schools by PCSOs and Extended Schools Officers</p> <ul style="list-style-type: none"> Crucial Crew ran in both areas and was again successful.
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6. REDUCE VIOLENT CRIME

JAG ref	Objective	Actions	Performance indicator/ outcome	Ref to National Indicators	Lead agency	Lead Action Group(s)	Update: 2008-2009
							Quarter 4
6.1	<p>To reduce the overall number of incidents of violent crime within the CDRP.</p> <p><i>Violent crime incorporates:</i></p> <ul style="list-style-type: none"> <i>Grievous Bodily Harm S20/S18 Offences Against Person Act 1861.</i> <i>Sexual Assault/Rape</i> <i>Domestic assaults</i> 	<ul style="list-style-type: none"> To target violent crime hotspots Carry out enforcement operations focused on reducing crime in public spaces Continued enforcement of the DPPOs in & consideration and introduction of similar schemes elsewhere in the district, such as Bishop's Stortford. 	Reduce incidents by 4% by March 2009	NI15	Police	N/A	<ul style="list-style-type: none"> In Hertford and Ware Operation SPRAWL and AJAX continued to reduce violent crime caused by the night time economy. Sky Nightclub an out of scale crime generator has been a focus for the Ware team and this premises will be subject to a licensing review for revocation of licence on the 15th May 2009. Much of the violent from 2008 – 2009 is attributable to this premises. Violent crime was reduced across the area by 2.3% however there were 4 further offences in Hertford.

6.2	To maintain and support licensing issues and initiatives	<ul style="list-style-type: none"> ○ Pubwatch to support identified schemes ○ Continued roll-out of Bottle watch across E Herts, using robust follow-up action to target offending premises. ○ Manage the cumulative impact of licensed premises within the town centres affected by the Night Time economy. <i>(This includes strict management of licensing applications)</i> 	Monitoring and evaluation of schemes	NI15	Police	NTE	<ul style="list-style-type: none"> ● Pubwatch is active in Hertford, Ware and Bishops Stortford. ● Police have requested funding for the extension of Bottle watch via the recent alcohol related partnership activity funding scheme. ● The local Youth Crime Reduction Officer has begun an operation targeting underage drinking issues. ● Police monitoring the quantity and quality of information for premises serving or allegedly serving alcohol to underage persons, and bidding for Test purchases ● Bottle watch to run In Buntingford – 4 premises to monitor – some youth related ASB as a result of alcohol abuse. ● 2 premises the Jolly Sailors and Sky have been subject to a review. Objections have been placed for Westmill,
		<ul style="list-style-type: none"> ○ Continue to ensure licensed premises maintain high standards and comply with the terms of their licence by taking to review any licensed premises that repeatedly breach the terms of their licence or fail to comply with licensing legislation 	No of licensees taken to review for breaching or failure to comply with their licensing conditions				

							Midwest. Various premises have not reached this stage due to the negotiation process. Hertford SNT developed the role of licensing officer for East Herts and this has been seen as best practice and is now been replicated across the area. East Herts has had 2 of 160 across the country revocation of licence or Designated Premises Supervisor with another pending.
6.3	Prevent public nuisance by reducing alcohol related violent crime	<ul style="list-style-type: none"> ○ Support and implement Safer Clubs, Pubs and Bars Scheme 	Implement scheme	NI15	Police	NTE, A&D group	<ul style="list-style-type: none"> • There have been reductions in both violent crime (-1.6%) and serious violent crime (-10.3%); the CDRP has also seen reductions in less serious assaults (-13.4%). • The introduction of the Bishops Stortford DPPO will further assist in managing down alcohol-related violent crime. • Closure of Sky nightclub an out of scale crime generator is sought 15/05/2009.

							<p>Hertford/Ware saw a slight increase of 4 offences 2008 – 2009 and is attributable to these premises.</p> <ul style="list-style-type: none"> • The DPPO in Hertford is in place. • East Herts has seen a reduction in violent crime (2.3%) and serious violent crime (9.3%) • Pubwatch is running in Hertford and Ware and is attending by the SNT.
6.4	<p>To support and contribute to:</p> <p>Raising awareness of domestic violence</p> <p>Reducing incidents of domestic violence</p>	<ul style="list-style-type: none"> ○ Provide support to ensure the continuation of the East Herts and Broxbourne Domestic Violence Forum, in particular through the provision of sanctuary rooms and distribution of mobile phones ○ Support and promote White Ribbon Week in November ○ Assist in the publication and distribution of domestic violence initiatives ○ Make provisions for the introduction of Independent Domestic Violence Advisors (IDVAS) subject to resources 	<p>DV forum meetings held, White Ribbon week supported, IDVA introduced to Eastern Area</p>	<p>S-A6.2, NI32</p>	<p>JAG, Police</p>	<p>EH and Brox DV Forum</p>	<ul style="list-style-type: none"> • DV Forum meetings held bi-monthly. Eight DV forum meetings held. • DVO's have received funding to purchase mobile phones for victims. • WRW week - County launched an exhibition this year to raise awareness within large firms/head offices. • Two IDVA posts for the Eastern area appointed • Information of IDVAS presented to JAG members • Four MARACs taken place.

7. CROSS CUTTING THEME – ALCOHOL AND DRUGS

JAG ref	Objective	Actions	Performance indicator/ outcome	Ref to National Indicators	Lead agency	Lead Action Group(s)	Update: 2008-2009
							Quarter 4
7.1	Set up an East Herts alcohol and drugs working group	Working group to implement actions to: <ul style="list-style-type: none"> • Improve feelings of safety • Reduce ASB • Reduce serious acquisitive crime and re-offending • Engage with youth • Reduce serious violent crime 	Establish group and evaluate subsequent actions in response to emerging issues		EHC	A&D group	<ul style="list-style-type: none"> • Group set up with action plan covering September 2008 – March 2009

Community Safety Action Plan 2009/10

1. Improve public confidence through reassurance messages and crime prevention measures

JAG ref	Objective	Actions	Measure	Ref to National Indicators	Lead agency	Lead Group	Update: 2009/10
							Quarter 4
1.1	Improve communications between partnership and public in East Herts	Explore the possibility of designing and implementing a Community Safety Partnership newsletter Publish stories in partnership newsletters/magazines where necessary	Newsletter established Initiatives e.g. press articles, promotion opportunities		EHC	PCG	Two editions of newsletter published. Total of 5500 copies available at receptions and partnership events. Monitoring to be carried out in internet. Joint news releases compiled Website content being collated

		Set up of the East Herts Community Safety Partnership website	Website established				PVE strategy evidence base being compiled
		Implement the East Herts Prevent (PVE) Strategy	Strategy established				Five reassurance banners designed and produced ready for deployment
		Display reassurance and crime prevention messages on the Partnership "Spread the Word" Publicity Trailer	No of occasions deployed and messages displayed				
1.2	Improve public confidence by reassuring the public that East Herts is a safe district	Involve young people in consultation about crime and community safety	No of people involved		EHC, Police	JAG,	Consultation forms commenced 15/09/09. Five partnership public meetings held in Jan/Feb 2010
		Deploy mobile CCTV where the perception of crime may be high	No of cameras in deployment				
1.3	Work with partners to devise reassurance schemes	Conduct street briefing/road show(s)/publicity events	No events carried out		EHC	PCG	15 Problem solving meetings (including locality and street briefings)
		Organise positive Halloween campaign	Campaign implemented	NI17			Halloween rock concert for secondary school age children took place 31/10/09. 200 young children attended this event and a significant decrease of 50% in respect of and reports of ASB/Criminal damage was recorded between 1600-0000hrs 31/10/09.
1.4	Involve communities in identifying and dealing	Hold public meetings/community workshops	Number of public,		EHC, Police	PCG	Five partnership public meetings held in Jan/Feb 2010

	with local community safety issues	Hold priority (locality) meetings in line with the Policing Pledge Support Neighbourhood Watch	priority meetings and consultation events Policing priorities to inform strategic assessment				Financial support given for NHW sundries for 2009/10 period.
1.5	Protect the community and ensure public safety from issues arising from the night time economy or individuals who misuse alcohol	Provide additional enforcement of DPPOs through the accreditation scheme Provide taxi marshalling schemes as necessary Support the Street Pastors Initiative in Bishop's Stortford and Hertford and Ware	Staff accredited Taxi marshalling schemes supported Receive updated evaluation reports from the Street Pastor Coordinators.	NI17	EHC, Police	JAG	Four alcohol control zones (DPPOs) in place. Accreditation scheme in final stages. Bishop's Stortford Street Pastors scheme running since September 2008. Total of 27 volunteers. Groups of 4 go out 6 times a month. Herford and Ware Street Pastors launched October 2009. Financial support given 2009/10. Total of 20 volunteers trained.

2. Address issues of anti-social behaviour

JAG ref	Objective	Actions	Measure	Ref to National Indicators	Lead agency	Lead Group	Update: 2009/10
							Quarter 4

2.1	Target hotspots identified by JAG and ASB Case Review Group	Hold problem solving meetings as necessary	Problem solving meetings held and result	NI17	EHC	ASB, JAG	X7 ASB Case Review Group meeting 36 Problem solving meetings (including locality and street briefings) Covert cameras have been deployed to 5 locations, with one location deemed as unsuitable No visual audits undertaken during Q1, Q2 and Q3
		Prioritise the deployment of covert cameras	CCTV deployments				
		Carry out visual audits as necessary	No of visual audits				
2.2	Target offenders through the ASB Case Review Group	Pursue ABC's and ASBO's	No of ABC's and ASBO's	NI17	EHC	ASB	X1 Post conviction ASBO X27 ABCs
2.3	Provide response back to complainants on the action taken to address an anti-social behaviour complaint	Officer to adopt appropriate method of feedback - signposting, visit from PCSO, letter, phone call	Protocol/procedure implemented	NI17	EHC	N/A	No formal procedure adopted as yet – still using ad hoc approach with most appropriate agency (e.g. EHC, Housing Association, Police) providing an update to complainants Minimum standard work in Q4 will develop this action. ASB Minimum standards agreed for the partnership and endorsed by RAG. Police and Housing Associations have agreed to the standards and shall now operate within them. Standards are available to view on the East Herts website.

2.4	To organise diversionary activities in hotspot areas and/or for known offenders	<p>Individuals identified through YISP, ASB Case Review Group and diversionary activities group</p> <p>Organise a Halloween campaign</p>	No of activities organised and attendance levels	NI17	EHC	ASB	<p>Summer activities programme devised for implementation in Q2. Summer activities programme delivered in Q2 and evaluation being undertaken for completion in Q3. Evaluation report to be presented to RAG in December</p> <p>Evaluation presented at December RAG. Approximately £1500 left in the budget and projects now being considered to receive funding.</p> <p>Halloween event planning to begin in Q2 (to tie in with JAG presentation). Halloween diversionary event planned for 31st October. Funding secured through JAG as well as other sources. The event has been organised by a number of agencies, including those within and out of the CSP.</p> <p>Event took place and approximately 200 young people attended. Figures show a reduction in ASB from the previous year over Halloween</p> <p>Summer programme for 2010 is being developed. Funding has been</p>
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							secured from ESCOs and Housing Associations already. A draft timetable should be ready by early June.
2.5	To support or train EHC staff to identify ASB related issues	Accredit staff through the community safety Accreditation Scheme	No of staff trained	NI17	EHC	N/A	<p>Report went to CMT and was approved.</p> <p>Training to be arranged for Q2 / 3 Vetting procedure for accredited staff has begun as this needs to take place before training can be arranged.</p> <p>Vetting forms completed and submitted to Herts Police.</p> <p>Vetting process is now complete. ID badges to be made and official launch due in the summer of 2010.</p>

3. Reduce burglaries, in particular residential								
JAG ref	Objective	Actions	Measure	Ref to National Indicators	Lead agency	Lead Group	Update: 2009/10	
							Quarter 4	
							Hertford & Ware NHT	BS, B'ford & S'worth NHT
3.1	Reduce domestic burglary	Distribute publicity/leaflets relating to the prevention of domestic burglary	Publicity and leaflets distributed	NI16	Police	JAG	There has been a 21% increase of offences recorded in Hertford and a 4% reduction in Hertford Rural	Burglary is down in Bishops Stortford by 9%, down in Buntingford 31% and in Sawbridgeworth by 12%

						<p>Offences in Hertford have reduced by 35% in August to 13 recorded offences and maintained in September</p> <p>Both Hertford and Hertford rural have decreased sanction detection rates compared to the same period last year although year to date Hertford Town is now showing a 6% increase and Hertford Rural only a difference of 5 offences.</p>	
	Promote property marking through Operation Abode (Immobilise)	No of houses registered	NI16	Police	JAG	Every new member of NHW receives a NHW Pack and Property Marking Pack (over 1500 packs distributed April to date)	Immobilise' property marking system promoted across the district through schools, shop outlets selling electrical goods at source (sony, Games etc), publicised on trains directly to those persons affected (house owners/commuters with PC'S) and media.
	Support Neighbourhood Watch						
	Increase referrals to Papworth Home Security Service	No of referrals, advice offered,				East Herts currently have 1130 Neighbourhood Watch	

		Offer home security advice and crime prevention measures to individuals, in particular those considered vulnerable	crime prevention measures addressed				<p>Saturnalia continues to be coordinated by the NPT volunteer and is recorded to ensure visits and crime prevention take place as required.</p> <p>NHW is fully supported with a continued commitment to increase participants as recently highlighted in Operation ANOTHER and a large scale community engagement initiative with the residents of the Hertford Sele Ward.</p> <p>All NPT officers have undertaken and completed a crime prevention knowledge check to enhance their ability in offering crime prevention advice and completing crime surveys.</p>	<p>Every new member of NHW receives a NHW Pack and Property Marking Pack (over 1500 packs distributed April to date)</p> <p>Bi weekly roadshows commenced 26th of November for crime prevention advice being (cat bells issued, etc) Police captured data for immobile from persons with mobile phones. SNT have arranged the annual Barn Briefing for the rural communities on the 1st of December where security advice, and representatives from the NFU, NHW and TER will be present</p> <p>The community pride project continues to support each of these schemes. Through its community engagement Immobilise, additional</p>
		Target known offenders and hotspot areas	Intelligence gathered, offenders targeted					

								NHW areas will all be developed. Planning taking place for environmental project which will promote the above. Scout groups/army cadets will actively knock door to door to publicise immobilise and capture data.
3.2	Reduce non domestic burglary, in particular rural business burglary	Support provision of Rural Intelligence Gathering System Deploy covert cameras at seasonal period areas		NI16	Police	JAG	There are almost 200 RIGS pagers being used in East Herts. Have met with Fire Service to discuss the use of their mobile CCTV in the Albury Area.	There are almost 200 RIGS pagers being used in East Herts. Have met with Fire Service to discuss the use of their mobile CCTV in the Albury Area.

4. Reduce criminal damage

JAG ref	Objective	Actions	Measure	Ref to National Indicators	Lead agency	Lead Group	Update: 2009/10	
							Quarter 4	
							Hertford & Ware NHT	BS, B'ford & S'worth NHT
4.1	Reduce criminal damage	Deploy covert cameras in arson hotspot areas Share details of convicted arsonists	Training and deployment of covert cameras		Fire and Rescue, Police	JAG	Compared to the same period last year, Hertford has reduced recorded offences by 1% (Apr - Sept 357 offences) and	Criminal Damage is down In Bishops Stortford by 10%, Buntingford 1% and in Sawbridgeworth down by 18%.

					Trading Standards, Police Police		<p>at year to date Hertford town now shows a 6.6% reduction. Hertford rural had seen an increase of 6 offences to 62 between Apr - Sept. and as a result, Rural officers have been working on a mirrored shift pattern to increase visibility and encourage cross area commitment. Moving forward, officers are looking to implement a rural specials scheme to increase visible patrols and raise awareness within the community.</p> <p>Detection rates have decreased in A1 to 13% (-9%) and in A6 to 10% (-3%) for the specified period but at year to date show significant improvement.</p>	
		Increase awareness of graffiti products as an age restricted product	No of premises involved					
		Support operation TAG and consider roll out as appropriate	Operation TAG adopted					

5. Reduce vehicle crime

JAG ref	Objective	Actions	Measure	Ref to National Indicators	Lead agency	Lead Group	Update: 2009/10	
							Quarter 4	
							Hertford & Ware NHT	BS, B'ford & S'worth

								NHT
5.1	Reduce vehicle crime	Events (similar to Operation Tarantula) held	No of events	NI16	Police	JAG	<p>Vehicle crime has made an overall improvement month on month with a steady reduction of recorded offences in September there has been a 51% reduction to 24 offences recorded in Hertford.</p> <p>In comparison to the same period last year, vehicle crime has increase by 26% to 189 offences recorded in Hertford and 25% to 66 recorded offences in A6</p> <p>Detection rates have increased in A1 to 5% (+2%) and decreased in A6 to 9% (-4%)</p> <p>The Hertford NPT have now allocated a vehicle crime SPOC within the team to take ownership of related offences and initiatives are underway to provide advise to target audiences in a</p>	<p>Theft of Motor vehicle is down In Bishops Stortford by 50%, Buntingford up by 1% (one car extra, taking the total to 15 for the year) and in down in Sawbridgeworth by 12%.</p> <p>Theft From Motor vehicle is down In Bishops Stortford by 26%, Buntingford 37% and in Sawbridgeworth up slightly by 17%.</p>
		Deploy covert cameras in hotspot locations where necessary	No of deployments					

							<p>further attempt to reduce offences. Surgeries at strategic locations have been put into place together with the implementation of business watch at target locations.</p> <p>Again, year to date the Hertford ward is currently showing a 30% reduction in Theft of motor vehicle and Hertford Rural a 50% decrease which supports the commitment against these type of offences.</p>	
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6. Reduce theft from a shop

JAG ref	Objective	Actions	Measure	Ref to National Indicators	Lead agency	Lead Group	Update: 2009/10	
							Quarter 4	
							Hertford & Ware NHT	BS, B'ford & S'worth NHT
6.1	Reduce theft from a shop	Increase patrols in hotspot areas	No of patrols	NI16	Police	JAG	Shoplifting has increased in Hertford by 20%, the levels of this offence varies regularly due to irregular reporting. In Hertford rural there is one offences reported for the	Op Scion a multi agency shop lifting initiative involving security staff, BTP and the Mobile police stations is running. Peak shops have been identified. PCSO's
		Implement Town Watch (Bishop's Stortford) upgrade	Town Watch running					

		Implement local measures and initiatives	No of initiatives in place				6 month period.	conducted high visibility surgeries.
		Investigate ASBOs for prolific offenders	ASBO outcome determined				Detections have increased in Hertford to 62% (+11%) compared to the same period last year. A6 has 100% detection rate due to there being one reported offence for the 6 month recorded period.	Introduced a protocol with the Co-op stores regarding evidence gathering and reporting. This is likely to reduce reported offences at these premises in the next quarter.
		Identify enforcement orders to prohibit offenders from entering premises	No of enforcement orders					
		Investigate use of "Spread the Word Trailer" and support provision as necessary	Spread the word trailer deployed				Op Acquisitive continues within both Hertford & Ware town centres with ward officers and PCSO's on designated duties in line with opening hours. Hertford NPT led the way in the implementation of the recent shoplifting initiative and this is producing positive results in both the reduction and detection of offences.	In addition the SNT at bishops Stortford have instigated the Bishops Stortford retailers Forum. The main 8 retailers in the town attended monthly meetings where the issues of town centre management are discussed. High vis road shows and patrols are now a regular feature in the town, and the following results are again exceptional. Bishops Stortford has now secured a 20% reduction in shoplifting year to date.

		Support and promote White Ribbon Week	week supported, publications distributed				White Ribbon publicity at partner reception areas. Mobile phones and wrist alarms issued for victims. Forum website under construction. DV forum created charity website.
		Assist in the publication and distribution of domestic violence resources					
7.2	Reduce repeat incidents of domestic violence	Support the MARAC process	Ensure all relevant partners attend MARAC	NI32	HCC	DV Forum	MARAC in place since January 2009, meetings held monthly. Eastern area had 150 cases in 2009-10 with 15 repeats.

8. Reduce the harm to individuals and communities caused by alcohol and drug misuse

JAG ref	Objective	Actions	Measure	Ref to National Indicators	Lead agency	Lead Group	Update: 2009-10
							Quarter 4
8.1	Tackle under age sales of alcohol	Identify and carry out test purchasing operations at public houses and licensed premises	No identified, carried out and outcome achieved		Police, EHC, Trading Standards	JAG	Alcohol test purchases; 6 passes and 3 failures. Bottle Watch scheme has not been expanded due to lack of funding. Scheme has been shared force wide as effective practice.
		Pursue Public House Exclusion orders for individuals	No of Public House Exclusion orders				
		Expansion of Bottle Watch scheme	No of premises identified				

			through the scheme				
		Conduct joint operations	No of operations carried out				
8.2	Address issues caused by alcohol in the night time economy	Work with licenses and retailers to implement Safer Clubs, Pubs and Bars Scheme in Bishop's Stortford	No of licenses and retailers involved	NI17	EHC, Police	JAG	Scheme stalled due to challenges with encouraging Fire Service to contribute to the scheme. This matter to be addressed at Police Area meeting. Police Licensing officer will be attending. EHC awaiting outcome before any more premises are approached.
8.3	Raise awareness of drug and alcohol misuse issues in East Herts	Provide youth engagement activities for young people	No of activities offered and hotspot areas covered		EHC, HCC	DA Group, A&D group	Alcohol and drugs group researching available cocaine resources for distribution Pier led art project started on 11th January. Held on Monday afternoons which sees an average of 10 clients who have all have produced an array of amazing art work, which they hope to display by holding an exhibition at the office. It has been great seeing everyone working way and expressing themselves, the project has never been so quiet.
		Support national and local campaigns as appropriate	No of campaigns supported				
		Promote awareness of cocaine misuse	No of campaigns supported, literature distributed	NI40	EHC, HCC	A&D Group	
8.4	Explore the possibilities	Publicise services available	Recording	NI40	EHC,	A&D	Provisions being made for publicity

of providing extra drug and alcohol misuse resources/services	Investigate the recording of drug paraphernalia within the district	processes identified		HCC	Group	of substance misuse services
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Community Safety Action Plan 2010-11

Ref	Aim	Action	Measure	Lead	Support	Timescale	Update
1	Publicise community safety good news stories	Publish 2 editions of the Safer East Herts newsletter	2 editions published	Community Safety Coordinator, (EHC)	Partnership Communications Group	Autumn/ winter edition 2010, spring / summer edition 2011	Funding required
2	Publicise the Community Safety Partnership	Create Community Safety Partnership website	Website created	Community Safety Coordinator, (EHC)	Partnership Communications Group	12 months	Based on in-kind support from East Herts Council
3	Spread reassurance and crime prevention advice	Agree reassurance themes at each Joint Action Group meeting and spread through existing mechanisms, such as email signatures and inserts into regular postal items	8 themes addressed and publicised	Chair of JAG	All partners, Crime Prevention Officer	Reviewed at every JAG meeting	Reassurance messages targeted different audiences and during peak times / seasons
4	Involve communities in identifying and dealing with local community safety issues	Consult with the public on the priorities the partnership should address through engagement at public meetings and consultation measures such as surveys	At least one partnership public meeting held, and consultation carried out	RAG, Community Safety Coordinator, (EHC)	All partners	Autumn 2010	Completed
5	Explain to the	Turn achievements into case	At least 2	Chair of JAG,	All partners,	At least one	Case studies

	public the impact of internal processes – how partnership working makes a difference	studies of success, such as PCSOs trained to issue FPN's, hotspot areas addressed, and offender management explained	cases studies created and publicised	action groups, Community Safety Coordinator, (EHC)	Partnership Communications Group	case study over a 6 month period	published in the Safer East Herts newsletter
6	Promote partnership initiatives at partner agency events	All partners to update the JAG calendar with agency events, such as Door Step Challenges, Fire Station open days and Police surgeries.	Number of events held with partner input	Chair of JAG	All partners	At JAG every 6 weeks	Completed using in-kind support from partner agencies hosting the events
7	Show the public that key partners work together	Partner agencies to be invited to existing police surgeries across the district	Number of "partner" surgeries held	Anti-social Behaviour and Projects Officer, (EHC)	All partners	At least one partner surgery each quarter	Action fulfilled within existing resources
8	Address public concern of inconsiderate or dangerous driving	Create information sheet to be distributed via driving instructors and mobile phone retailers to hand out to customers on taking a lesson / purchasing a mobile phone	Number of outlets involved / info sheets handed out, analysis of statistics	Watch Liaison Officer (Police), Community Safety Coordinator (EHC)	Partnership Communications Group	Leaflet distributed to outlets by September 2010	Leaflet and posters produced and distributed
9	Address perception of people being drunk and rowdy as a problem	Support the Street Pastors Initiatives in Bishop's Stortford and Hertford and Ware Support taxi marshals in Hertford	Number of initiatives supported. Perceptions reduced (by next Place Survey)	JAG, Community Safety Coordinator, (EHC)	East Herts Council, Police	12 months	Funding support provided. Management meetings attended
10	Address perception of	Create "how to report litter" / flying tipping campaign as	Campaign introduced	Environmental Inspection Team	Anti-social Behaviour and	Campaign introduced by	Funding provided to

	litter as a problem	well as raising awareness of the penalties for dropping it.	and positive publicity. Joint events with partners	Manager, (EHC) Police Neighbourhood Inspectors/ Sergeants	Projects Officer (EHC) EHC Communications, Police Community Support Officers	autumn 2010, 3 Environmental Crime events by March 2011	support campaign
11	Address the top ASB activity of rowdy and inconsiderate behaviour	Use of ASB legislation	Number of interventions	Anti-social Behaviour and Projects Officer (EHC)	Partners e.g. Housing Associations	12 months	Action achieved within existing resources
12	Address public concern of dwelling burglaries as a problem	Advertise the Hertfordshire Home Security Service, publicise crime prevention measures	Number of crime prevention measures advertised	Partnership Communications Group, Crime Prevention Officer (Police)	All partners	12 months	Published on websites
13	Reduce and detect ASB, arson and fly tipping	Deployment of covert cameras to hot spot areas	Number of deployments and successful detections	Station Commanders (Fire and Rescue)	Police Neighbourhood Inspectors, East Herts Council	12 months	Action will be fulfilled within existing resources
14	Enhance participation at the Fire Station based activities (e.g. LiFE, Duke of Edinburgh)	All members of the partnership to nominate individuals to the schemes to enhance participation opportunities	Number of individuals nominated, number of individuals on schemes	Station Commanders (Fire and Rescue)	All partners	12 months	Action will be fulfilled within existing resources
15	Ensure the public are aware of substance misuse services	Create a credit card size information card detailing all services available in the district and surrounding	Number of cards distributed	Community Safety Coordinator, (EHC)	Alcohol and Drug Group, Schools PCSOs	July 2010	Card created and distributed

	available to them	areas					
16	Reducing alcohol misuse by young people	Identify and carry out test purchasing operations at public houses and licensed premises, and sharing local intelligence between partners	No of test purchases carried out, number of joint operations carried out	Trading Standards	Police Neighbourhood Inspectors, East Herts Council	12 months	Action achieved within existing resources
17	Improve awareness of underage drinking hotspots	Ensure all partner agencies are aware of the Trading Standards intelligence process, and appropriate partners monitor levels of alcohol debris	Levels of recorded alcohol debris	Trading Standards	Police, East Herts Council, Hertfordshire Fire and Rescue	12 months	Action achieved within existing resources
18	Organise diversionary activities in hotspot areas and/or for known offenders	Deliver summer activities programme	Number of activities offered, number of participating individuals	Anti-social Behaviour and Projects Officer (EHC)	Diversionary Activities Group	Summer 2010	Funding provided, activities delivered
19	Ensure the public are aware of domestic violence services available to them	Publicise services, contact numbers and help-lines, support Domestic violence forum initiatives.	Number of initiatives supported, services publicised	East Herts and Broxbourne Domestic Violence Forum	Community Safety Coordinator (EHC)	12 months	Action can be achieved within existing resources

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Summer attendance statistics

Average Attendances Summer programme 2010

Activity	2010 Average attendance	2009 Average Attendance	2008 Average Attendance
Bishop's Stortford Canoeing	15.3	7.8	7.8
Buntingford Friday (Wheels Bus / Sports in the park)	17.4	11.75 ₁	13
Buntingford Monday Youth Project	14.2	n/a	n/a
Ware cooking	24.6	3.5	n/a
Ware Wheels Bus	50.25	29.5	30.75
Ware girls football	5	n/a	n/a
Hartham Football Tournament	45	33	n/a
Hertford Canoeing	11	17.5	n/a
Hartham Wheels/ Sport	32.75	28.75	24.25
Northgate Gym	18.8	9.4	n/a
Hertford Girls Football	4.7	n/a	n/a
Northgate Youth Project	16.25	n/a	n/a
Puckeridge Wheels Bus / Sports in the park	11	15	n/a
Sele activities	35	12.75	n/a
Stanstead Abbots Activities	18.0	n/a	n/a
Sawbridgeworth Canoeing	6	n/a	n/a
Sawbridgeworth Youth Project	9	n/a	n/a
Sworders field Wheels Bus / Sports in the park	36.75	22.5	n/a
Thorley Wheels Bus / Sports in the park	15.75 ₂	13.25	19.2
Walkern activities	12.5	n/a	n/a
Watton at Stone activities	12.5	n/a	n/a
Cooking (Zoo café Fri)	18.2	14.6	18.75
Art attack (Zoo Café Tue)	21.8	19.5	19.5
7 2 10	23.4	n/a	n/a

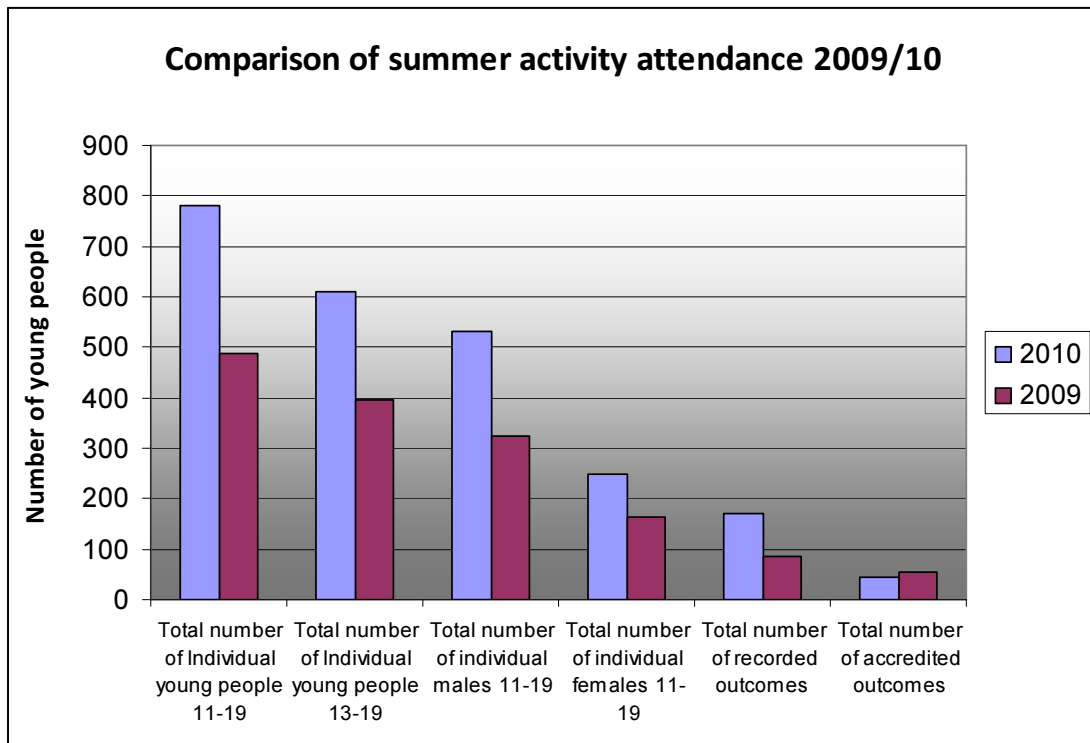
Summer attendance statistics

Notes

- 1 Buntingford Wheels was on a Wednesday in 2009.
- 2 2 of these sessions were at Sworders field. No obvious change in attendance pattern though.

Overall Statistics from summer programme 2010 compared to summer 2009

	2010	2009
Total number of Individual young people 11-19	782	488
Total number of Individual young people 13-19	609	395
Total number of individual males 11-19	532	325
Total number of individual females 11-19	250	163
Total number of recorded outcomes	170	85
Total number of accredited outcomes	45	56



EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 20 SEPTEMBER 2011

REPORT BY HEAD OF COMMUNITY SAFETY AND HEALTH SERVICES

COMMUNITY SAFETY REVIEW

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

To inform the Committee of the proposed format of the East Herts District council Community Safety Review.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</u>	
(A)	<ul style="list-style-type: none">• Note the contents of the report
(B)	<ul style="list-style-type: none">• Identify any contributions that members can make to “Keep crime levels low and improve public confidence through reassurance and crime prevention measures”

1.0 Background

The Portfolio holder has directed that the Head of Community Safety and Health Services should conduct a review of how Community Safety is delivered in this district.

2.0 Report

2.1 The scope of the review will focus on two issues:-

- With partnership resources reducing, how should the Community Safety Partnership (CSP) prioritise the activities it supports?
- Despite East Herts having low crime levels and ranking so highly in independent quality of life surveys, why do residents appear more fearful of crime than the actual incidents of crime suggest?

1.2 A task and Finish group is being established to oversee the work programme.

1.3 In order to make the best use of resources, the review milestones have already been aligned with budgetary and corporate deadlines. Hence a number of activities have already been planned. See essential reference paper A

3.0 Implications/Consultations

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

Background Papers :

Contact Member: Malcolm Alexander - Executive Member for Community Safety and the Environment

Contact Officer: Brian Simmonds

Head of Community Safety and Health Services

Extension 1498

Report Author

Brian Simmonds, Head of Community Safety and
Health Services

ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives	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.
Consultation:	Community Safety coordinator - Lizzie Robertson. Simon Drinkwater - Director NS Malcolm Alexander – Portfolio holder
Legal:	N/A
Financial:	N/A
Human Resource:	N/A
Risk Management:	Simon Drinkwater Director of NS
Report authorised by:	Simon Drinkwater Director of NS

Community Scrutiny report - Community Safety Review

The portfolio holder has asked for a review to be conducted into community safety. This review will be overseen by the Community Scrutiny Committee via a Task and Finish group. The review will conclude with a report and recommendations for the Community Safety Partnership Board to consider.

Scope

The review will focus on two key issues:

1. With partnership resources reducing, how should the partnership prioritise the activities it supports?
2. Despite East Herts having low crime levels and ranking so highly in independent quality of life surveys, why do residents appear more fearful of crime than the actual incidents of crime suggest?

This will be achieved by

- Examining and making recommendations about the allocation of resources to ensure that the CSP priority – keeping crime levels low and improve public confidence through reassurance and crime prevention measures – can be delivered.
- Highlighting activity that effectively contributes to delivering the CSP priority
- Identifying high, medium and low risks

Outcomes

- Develop a proposal to put to the CSP board about future funding strategy & priorities
- Produce a partnership risk template
- Produce a delivery plan to mainstream Community Safety within the council and partner organisations

Methodology

The Community Safety review, in line with the scope above, will use a two stage approach:

1. With partnership resources reducing, how should the partnership prioritise the activities it supports?

The first element would look at whether the current projects CCTV, PCSOs, the LIFE project, Taxi Marshals, Diversionary activities and the Joint Action Group (JAG) allocations provide value for money. It will also make recommendations for any future funding strategy. A preliminary report is intended to be presented to the Community Scrutiny meeting on 22nd November 2011 and used to inform the second stage.

2. Despite East Herts having low crime levels and ranking so highly in independent quality of life surveys, why do residents appear more fearful of crime than the actual incidents of crime suggest?

The second element of the review would report to the subsequent Community Scrutiny meeting on 28th February 2012 and would inform the future direction of the CSP. This would involve officers preparing evidence for Scrutiny to review: public consultation, identifying public concerns and priorities, roles of members and mainstreaming of activity (environmental crime and antisocial behaviour). The work on current and previous Strategic Assessments would inform the process.

The work from the earlier value for money Task and Finish group would also inform this Scrutiny Committee helping to advise the future priorities for the Community Safety Partnership.

A number of activities will be taking place

Conversation Café

A Conversation Café has been set up in Hertford Theatre on the 11th October 2011 between 5pm and 6pm. This is timed to precede the council Executive meeting to help assist attendance. It will feature a number of facilitated information tables where Members will be able to find out more about each subject and ask questions of the presenters. Each of the following activities will be showcased:-

- The Fire and Rescue LIFE project
- CCTV
- Council supported PCSOs
- Youth Diversion projects
- Taxi marshals
- The Joint Action Group grant allocations

Member delivered questionnaire

Every EHDC Member will be provided with a Community Safety information pack and 10 Community Safety survey forms. Their task is to complete the forms by interviewing their own residents /constituents and returning the responses to officers for analysis. This forms the public consultation and should generate 500 responses.

Engaging the Town councils

Five Town Councils have been approached and have been asked to discuss the review. Their feedback, via a template, will be invaluable in shaping the outcome of the review. This will also provide important feedback for the future funding of CCTV, PCSO's and taxi marshals in the district.

Rural Conference

The Head of Community Safety will be conducting a presentation at the Rural Parish Conference. The public will, have an opportunity to feedback via the survey forms.

CCTV

Members will be able to undertake tours of the Stevenage CCTV control room on 13 & 14 October 2011. This is open to all town and Parish council members as well as district members.

Strategic assessment

The annual Community Safety assessment will provide the context against which suggestions made to the review can be considered.

General

Council officers will endeavour to engage partners and interested parties offering the opportunity for feedback. Suggested parties include:

- CSP partners
- RSLs
- Town council Clerks and Mayors and Leaders (visit to CCTV)
- Possible peer overview
- Project leads ie street pastors
- Scrutiny – paying for CCTV
- Owner of Bradsec Ltd (taxi marshals)
- Licensed Victuallers association
- Taxi drivers reps
- Neighbourhood Watch feedback required
- The EHDC consultation group

Relevant milestones

Portfolio holder agrees scope	Agreed
Chair and CSP board agree scope	Agreed
Task and Finish group established	in progress
Data collation	Commenced
Strategic assessment	(draft by Nov/Dec 2011)
Partner and public engagement	to be commenced
Data assessment	Ongoing
Town council meetings	Commenced
CSP board meeting update	7th September 2011
Rural Conference presentation	15 th September 2011
Town centre visit to CCTV control room	13th & 14th October 2011
Preliminary funding report to Community Scrutiny (in line with budget setting timetable)	22nd November 2011
CSP board meeting update	7th December 2011 Conversation
café, Hertford Theatre (preceding Executive)	11 th October 2011
EHDC Budget setting	17 th January 2012
Report to Community Scrutiny (for the end of civic year)	28th February 2012 Executive
	6 th March 2012
Council	16 th May 2012
CSP Board meeting - Final report approval	March 2012
Strategic Assessment recommendations adopted	March 2012

Brian Simmonds HCS&HS

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EAST HERTS COUNCIL

THE COMMUNITY SCRUTINY COMMITTEE - 20 SEPTEMBER 2011

REPORT BY EXECUTIVE MEMBER FOR HEALTH, HOUSING AND COMMUNITY SUPPORT

MONITORING AND REVIEW OF THE HOMELESS AND HOMELESS PREVENTION STRATEGY ACTION PLAN 2008-2013

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- The report highlights successful performance on the third year of the Homeless and Homeless Prevention Strategy Action Plan 2008-2013. The report also presents to Members, for consideration and comment, a review of the Action Plan.

RECOMMENDATION FOR : Community Scrutiny Committee	
(A)	That Members consider and comment on the progress of the Homeless and Homeless Prevention Strategy Action plan 2008-2013.

Background

Under the Homelessness Act 2002 all local authorities are required to carry out a homeless review and to develop and publish a strategy based on the review every five years.

East Herts published its second Homeless and Homeless Prevention Strategy in July 2008. At the Community Scrutiny meeting of 22 July 2008 Members agreed to an annual report being presented to Community Scrutiny to monitor progress of the action plan. This is the third annual report.

Report

The Homeless Act 2002 places stronger duties on local authorities to assist homeless and potentially homeless people. One of the key aims of the Act is to ensure that housing authorities take a comprehensive and strategic approach to managing and preventing all forms of homelessness in their district.

The Council's second Homeless and Homeless Prevention Strategy and action plan was published in July 2008. Since then the Council and its partners have worked to progress and monitor the actions on the plan.

The Council and its partners have made significant progress on providing and improving services to those people that are homeless or potentially homeless in East Herts. Essential Reference Paper B details progress on each action in the Homeless and Homeless Prevention Action Plan

The Council's Housing Options Service works to either prevent homelessness or for those where homelessness cannot be prevented find a solution that best suits that household. Since 2002 the government has provided a grant to each local authority called the Homeless Prevention Grant. This grant is primarily used by the Housing Options Team to provide rent deposits to enable homeless households to access the private sector, but it can be used for other reasons if it will prevent a household becoming homeless.

In 2011/12 this grant was increased by the Communities and Local Government Department from £30,000 to £50,000 as we had been recognised as achieving positive outcomes in homeless prevention. In addition it has confirmed that the grant will also be set at £50,000 for 2012/13 and likely to remain at a similar level for 2013/14 and 2014/15.

In 2010/11 the Council was able to prevent homelessness, by providing financial assistance to secure a private tenancy, for 26 households at an average cost of just over £1,200. In addition the Council has a budget for private sector tenancies which is set at £3,000 for 2011/12.

The use of the Homeless Prevention Grant, to secure tenancies in the private sector, is considered a significant option in the prevention of homelessness especially where clients are difficult to house in social housing, require very specific accommodation or are not statutorily homeless but have no available accommodation. Primarily we use the grant to enable households that are homeless but for whom we do not

have a statutory homeless duty to access private sector accommodation. These are often single people or couples.

Recent changes to the Benefits Legislation have reduced the level of Local Housing Allowance (LHA) payable for different sizes of accommodation. The most significant change is on the increase in the age that an applicant is eligible for one bed roomed accommodation rather than a room in a shared house from 25 years to 35. This is likely to have a significant impact on our ability to assist homeless single person households under the age of 35 to find accommodation in the private sector. This is mainly due to the lack of shared accommodation or Houses in Multiple Occupation (HMOs) in East Herts. There is a short transition period for existing tenants in one bed accommodation, who are under 35 years old, and will need to move to shared accommodation or find the additional rent from their own income.

East Herts' Benefits Service has identified existing applicants in one bed roomed accommodation affected by this change. There are approximately 35 single people affected by this change with an estimated average reduction in benefit of £60. The Benefits Service are writing to all those affected explaining the changes and advising them to contact the Housing Options Service if they are cannot afford to pay the rent not covered by LHA from other income.

The Localism Bill that is currently passing through legislative procedures proposes an amendment to the homelessness legislation that will, so long as certain circumstances are fulfilled, allow local councils to discharge their homeless duty to applicants by securing accommodation in the private sector so long as the landlord offers a tenancy that is at least one year. This maybe a useful tool to us for some households where we have difficulties with a Registered Providers accepting a nomination but the supply of private sector accommodation where landlords are prepared to accept tenants on Local Housing Allowance in East Herts is limited.

Implications/Consultations

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

Background Papers

None

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

Contact Officer: Simon Drinkwater – Director of Neighbourhood Services – Contact Tel Ext 1405
Claire Bennett – Housing Strategy and Policy Manager – Contact Tel Ext 1603

Report Author: Claire Bennett – Housing Strategy and Policy Manager – Contact Tel Ext 1603

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>Through the Council's East Herts Homeless Strategy Group, that is led and co-ordinated by the Council and includes partners from the statutory and voluntary sectors who have an interest in homelessness.</p> <p>The Homeless and Homeless Prevention Strategy is available on the Council's website.</p>
<p>Legal:</p>	<p>The Homelessness Act 2002 places a legal duty onto the Council to produce a homeless review and Homeless Strategy every five years.</p>
<p>Financial:</p>	<p>None</p>
<p>Human Resource:</p>	<p>None</p>
<p>Risk Management:</p>	<p>The reduction in the eligibility for Local Housing Allowance for single person households less than 35 years of age may have an impact on our ability to assist them to find accommodation in the private sector and may lead to an increase in homelessness or rough sleeping.</p>

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**Homeless and Homeless Prevention Strategy
Action Plan 2008-2013**

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
Objective 1: Prevent homelessness through early intervention and targeted Housing Advice						
1. Develop best practice procedures to assist private tenants being illegally evicted	<ul style="list-style-type: none"> -Set up an internal working group -Review procedures for previous illegal evictions -Develop agreed protocol -Consult and distribute protocol with partner agencies 	East Herts	Delay in starting project due to other service priorities. Project delayed due to lack of staff resources.		<i>Dates to be revised</i>	East Herts Legal Services, Environmental Health, Housing Options, CAB
2. Make available accessible housing options literature and protocols to our partners and service users to support prevention and sustain tenancies	<ul style="list-style-type: none"> -Develop separate service user and partner literature -Promote advice services available from the Council and other agencies eg by advertising & links to other partner's websites 	East Herts Housing Service	<ul style="list-style-type: none"> - Literature for service users and partners on Homelessness, Homeless Reviews, Housing Register , general housing advice and shared ownership; reviewed & updated as appropriate. All documents on the Council's website Links to other RSL websites on Council's website and County Council, also national and local advice agencies on housing debt etc. 		<ul style="list-style-type: none"> completed and ongoing Completed 	East Herts Housing Service, RSLs, East Herts Homeless Strategy Group
3. Continue to maintain and extend relevant housing advice services that are accessible to all sections of the community	<ul style="list-style-type: none"> -Continue to monitor the causes of homelessness - Develop a recording mechanism to review social housing evictions. -Identify barriers and improvements to the service by working with other agencies - Review existing preventions options and ensure they continue to be relevant. 	East Herts Housing Service	<ul style="list-style-type: none"> Monitoring of causes of homelessness kept up to date and discussed internally and also with Homeless Strategy Group. Riversmead Housing Association have an internal post to independently review all proposed eviction cases prior to eviction to ensure all avenues for prevention explored. Member of Housing Options Teams attends eviction interviews at South Anglia to ensure tenants who are close to being evicted are aware of all the implications. Communities and Local Government have provided a total grant of £50,000, 2010/11 to prevent homelessness. Grant to continue until 2014/15. Housing Options have used some of the funds to extend hours of the in-house CAB debt advice service, to provide rent deposits to access the private sector and also to prevent rough sleeping in the district. Data regarding homeless preventions options are collated by the Housing Options Service and monitored by CLG's Homelessness Team. 		<ul style="list-style-type: none"> Ongoing Completed and ongoing Ongoing Completed and ongoing 	East Herts Housing Service, RSLs, East Herts Homeless Strategy Group
4. Continue to ensure money advice services and other services offering help with financial problems are available to all those who need them	<ul style="list-style-type: none"> -Continue to support the funding of the joint working CAB and East Herts debt advice worker - Monitor value for money of the Debt Advice Service 	East Herts Housing Service	<ul style="list-style-type: none"> Debt Advice provided under agreement by CAB from within the Housing Options Service. Linked to the Government Mortgage re-possession initiative and have extended debt advice to 2days per week. One day in Bishop's Stortford and second in Hertford. The Housing Options Service provides an annual Grant to the CAB of £11,500 to provide an in-house Money Advisor two days a week. Resolved debt issues for at least 46 clients in 2010/11 of which half were owner occupiers with mortgage arrears. Average priority debt Apr 2010 - Mar 2011 was £6,800 and non-priority was £14,600. 		<ul style="list-style-type: none"> Completed and ongoing Ongoing 	East Herts Housing Service, CAB

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
5. Ensure all agencies are aware of referral routes for access to floating support services.	<ul style="list-style-type: none"> - Support and influence Herts County Council's development of floating support service provision. - Obtain data from County Council to monitor take-up of services for East Herts residents 	Herts County Council	<p>County Council have extended the generic Floating Support Service with Origin Housing until 2012.</p> <p>The County Council's Accommodation Solutions Team are currently reviewing the generic Floating Support Service and assessing it's value for money. They have surveyed each district/borough in Hertfordshire as to their views of the current service and the overall benefit of having a Generic County Floating Support Service. The Housing Options Team have had difficulty referring applicants into the service due to high demand and waiting times but broadly favour a floating support service, especially for households in the private sector requiring support. Both Riversmead and Circle Housing Associations have an in-house Tenancy Sustainment Service.</p>		<p>Completed</p> <p>Ongoing</p>	East Herts Housing Services, Herts County Council

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
Objective 2. Develop and improve services to young people						
6. Support the effective working of the Young Persons Protocol	<ul style="list-style-type: none"> - Ensure East Herts are represented at protocol development meetings and publicise content to partners - Ensure East Herts representation on training & monitoring of protocol 	Herts County Council	<p>Senior Homelessness Officer attends county wide protocol development meetings. Protocol substantially reviewed following a House of Lords judgment on the roles of Children, Schools and Families and Housing Services for Homeless 16/17 year olds. Protocol signed by all Districts, HCC and partners and launched 21/7/2010. Training undertaken in 2010/11. Protocol currently under going it's first review after one year of implementation.</p> <p>Protocol training arranged by County Council and supported by the Herts district /boroughs. The County Council and Herts Young Homeless Group and Herts Local Authorities attend regular meetings to discuss difficult cases currently being dealt with under the protocol to ensure consistency of implementation and best practice.</p>		<p>Completed and ongoing</p> <p>Completed and ongoing</p>	Herts County Council, Herts Young Homeless Group, East Herts Housing Services

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
7. Continue to seek initiatives for the provision of additional accommodation for young people aged 16-17 and 18-25 year olds	- Support Herts County and the Crouchfield Trust to increase amount of supported accommodation for young people in East Herts including the development of a young persons hostel.	East Herts and Herts County Council	Council agreed in October 2008 to the development of a 24 bed Young Person Scheme and also to sell a development site owned by the Council for £1 to a Aldwyck HA. Aldwyck have draft drawings that have been commented on by Housing Options and also the Homes and Communities Agency (HCA). Aldwyck submitted a bid for capital funds for 2011-2015 to the HCA which includes the Young person project. Their bid was recently rejected by the HCA. The Council and Aldwyck to meet shortly to discuss the future of the project.		Ongoing	Herts County Council, Crouchfield Trust, East Herts, RSL(s),
	- Continue to monitor outcomes and support the YMCA project for 16 and 17 year olds.	East Herts Housing Service	The Council undertook a Value for Money exercise of the project which cost £18,000 in 2010/11 and housed 4 young people on 6 month tenancies. The Council issued a notice that it was withdrawing from the project from April 2011. The project has been taken on by Herts CC Children Services under the Young Person Protocol. This has led to a saving of £18,000 for the Council but at no detriment to the services provided for 16-17 year olds in East Herts.		Completed	East Herts Housing Services, YMCA
	- Support partner agencies and HCC with initiatives such as supported lodgings, crash pad etc.	Herts County Council (HCC)	The Council has agreed a Housing Register Protocol for Care Leavers with HCC and has inputted in to the Care Leavers Accommodation Strategy being developed by Children, Schools and Families. The council continues to input into the Crash pad service provided by Herts County Council through Herts Young Homeless Group.;		Ongoing	Herts County Council, East Herts Housing Services
8. Work with HYHG, Aldwyck Housing Association and the County Council to increase the homeless prevention initiatives available for young people including awareness events at school.	- To reduce the number of 16 and 17 year olds placed in the Council's Homeless Hostels - 12 placements 07/08.	East Herts Housing Services	In 2008/09 there were 10 placements and 2009/2010 there were 2 placements of 16 and 17 year olds in the Council hostel in 2010/2011 there were no placements.		Ongoing	East Herts Housing Services
	- Reduce the number of 16 and 17 year olds who present as homeless. Baseline of 12 presentations in 07/08		In 2009/10 the Housing Options team had 8 presentations from 16 and 17 year olds which reduced to two in 2010/11. The Council's has provided, via the Local Strategic Partnership, £5,000 of funding to HYHG, which alongside funding from 4 other LAs in the County and the County Council, is being used to provide a homeless awareness toolkit being rolled out to schools aimed at 14 year olds. Project managed by staff from HYHG but also involves ex-homeless young people during the presentations. Targeting schools that have a high exclusion rates. Very popular with schools as part of the PSCH national curriculum. HYHG recently gave a presentation to the council's Local Strategic Partnership regarding the project and it's outcomes which was well received. Council to consider the continuation funding of this project post April 2012.		Ongoing	

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
Objective 3: Improve the type and use of temporary accommodation for homeless households						

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
9. Work in partnership with Hertfordshire County Council Supporting People to develop suitable Housing/Housing Support for identified groups	- Attendance at Supporting People consultation and decision making meetings. Continue to engage with Hertfordshire SP regarding de-commissioning and commissioning SP funded services in East Herts.	Herts County Council	The Supporting People Team was disbanded by County Council in June 2010. The budget for provision of services is primarily now managed by the Herts County Council Adult Care Services Management Board. The Council attends strategic meetings held by the County's Accommodation Solutions Team regarding the strategic provision of accommodation for vulnerable client groups across East Herts and Broxbourne attended by strategic housing officers and representatives from registered providers, learning and physical disability teams and mental health.		Ongoing	Herts County Council, East Herts Council
10. Ensure we continue to provide B&B accommodation only in an emergency and not more than 6 weeks and not for 16/17 year olds.	- Monitor and measure the number of households on quarterly basis and report to Homeless Strategy Group and the Governments Homeless Directorate. In 2007/08 the Council placed a total of 13 households in B&B for an average of ten nights	East Herts Housing Services	For 2010/11 have placed 11 households in B&B accommodation for an average of 8 nights. No one has been placed for more than 6 weeks. The Housing Options Team placed no 16/17 year olds households.		Ongoing	East Herts Housing Services, East Herts Homeless Strategy Group, RSLs

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
Objective 4: Improve services to homeless households and households in housing need						

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
11. Enhance & Improve Choice Based Lettings in East Herts	<p>- Monitor the impact of CBL on Homeless prevention and Homeless households being housed and compare to previous years data.</p> <p>- Commence an Equality Impact Assessment on the Housing Register Policy and Allocations Policy to ensure policy does not have a detrimental impact on particular client groups accessibility to social housing; amend policy as required.</p>	East Herts Housing Services	<p>Homeless prevention continues to work well . Points revised for homeless households in council Hostel Accommodation to ensure that after 3 months they are likely to make a successful bid to ensure continual movement through hostel. Average length of stay in hostel accommodation 14 weeks for 2010/2011 compared to 19 weeks 2008/09. Number of Homeless households accepted as housing a housing duty in 2010/2011 was 39 compared to 43 in 2009/10 and 70 in 2008/09.</p> <p>Completed June 2010 and action plan submitted to Diversity Officer.</p>		<p>Completed and ongoing</p> <p>Completed</p>	East Herts Housing Services, RSLs
12. Increase capacity of rent deposit scheme	<p>- Continue to promote the scheme to private landlords particularly through the Council's Private Sector Landlord Forum to build and maintain a base of landlords.</p> <p>- Strengthen recovery procedures and monitoring on the Rent Deposit scheme to ensure the Council are maximising the financial benefit and re-cycling of money.</p> <p>- Develop a tracking system to monitor the number and reason where tenancies fail within first 6 months.</p>	East Herts Housing Services	<p>In 2010/11 26 private tenancies set up at an average cost of £1,200. The Council has funded the deposits through the government's annual Homeless Prevention Grant. Currently landlords are becoming more reluctant to accept tenants on Local Housing Allowance. This is due to restriction on the amount of the housing allowance paid currently and future proposed changes to the benefits system as well as the buoyant private rented market such that landlords have little difficulty letting to tenants not on housing allowance.</p> <p>Recovery procedure strengthened and now able to use the Council's Sundry Debtor system for recovery. However very work intensive and currently recovering approximately 20% of deposits owed.</p> <p>Each case is monitored by an officer from the Housing Options Team. However the landlord/tenant rarely advise the Housing Options Team if a tenancy is not renewed. Very work intensive to monitor and follow up all tenancies that have been set up using the rent deposit scheme. Current post on maternity leave so work being covered by other members of the team.</p>		<p>Completed and ongoing</p> <p>Completed and ongoing</p> <p>Ongoing</p>	East Herts Housing Services, Environmental Health,

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
13. Monitor trends, identify demand and provide evidence for services for 'Rough Sleepers' and 'Hidden Homeless' households.	- Continue to carry out annual surveys of 'Rough Sleepers' and 'Hidden Homeless' households to monitor needs	East Herts Housing Service, East Herts Homeless Strategy Group	Rough Sleepers Count carried out annually ; last survey February 2010. The partner agencies reported a total of 7 rough sleepers in the week with a maximum of 3 sleeping rough on any one night. Communities and Local Government (CLG) have consulted on alternatives methods for measuring rough sleepers. Agreed method is to do a desk top count with partners and submit an estimate November each year. Next survey due November 2011. CLG have given the Council a one off grant of £8,000 to reduce rough sleeping in the district. Currently in discussion with partner agencies that frequently have clients sleeping rough as to how to most effectively spend this money.		Ongoing Annual	East Herts Housing Service, East Herts Homeless Strategy Group
14. Improve communication with homeless households	- Relaunch the Homeless User Survey.	East Herts Housing services	On hold pending staff resources		Mar-10	East Herts Housing services

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
Objective 5: Develop and improve partnership working to maximise benefits to homeless households						
15. Ensure existing services are working together effectively and meeting the needs of people who are homeless or at risk of homelessness.	- Ensure the Homeless Strategy Group is as fully representative of agencies in the District as possible by expanding the membership through targeted promotion -Agree a rolling timetable of training and topic discussions at the East Herts Homeless Strategy Group	East Herts Housing Services	Current active membership includes CAB, YMCA, PCT, Aldwyck, Riversmead and Circle Anglia Housing Associations, Vale House, Children Schools and Families. Other agencies are on the circulation list but are not active members. Meetings have not been held for 9 months. Anticipate holding the next meeting in November 2011 and reduce frequency to 6 monthly. Topics for future discussions now regular part of Agenda for next two meetings i.e. 6 months in advance. Topics have included, Floating Support, care leavers, rehousing of offenders, affordable housing development and the County Council Move-on project. Agencies in County have been significantly reviewed in the last year which has meant that formal representation has been limited.		Ongoing Completed and ongoing	East Herts Housing Services, East Herts Homeless Strategy Group

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
16. Agree an information sharing protocol for relevant partners within data protection guidelines for the prevention of homelessness and the Housing Options Service	<p>-Check Council's Corporate Data Sharing protocol and tailor for Housing Options Service</p> <p>-Agree scope of information to be shared & draft protocol</p> <p>-Consult and distribute protocol with partner agencies for signing</p>	East Herts Council	<p>Housing Strategy and Policy Manager attended in-house Data Sharing training.</p> <p>Data sharing protocol drafted and agreed with Head of Health and Housing. Currently being rolled out for signing with partners agencies. To date identified approximately 30 agencies that require signature. protocol discussed with Information Manager & signed copies held centrally.</p> <p>Distributed to our primary agencies including our registered providers, CAB, and others advocacy agencies.</p>		<p>Completed</p> <p>Completed</p> <p>Completed and ongoing</p>	East Herts Council, RSLs, advocacy groups in East Herts, Statutory and Voluntary agencies
17. Improve information exchange and planning across local authority boundaries.	- Ensure representation by East Herts in key government and sub-regional working/information sharing groups for example the London Commuter Belt Homeless Group.	East Herts Housing services	Senior staff in the Housing Service continue to engage in a wide range of County Strategy and Development officer Groups, Young Person Project Board, choice based letting Group, Herts Homeless officers Group, Stansted Housing Area Partnership (SAHP) and Herts Heads of Housing. And others as required and applicable. Government has reviewed sub-regional structures eg the London Commuter Belt and dis-banded them.		Ongoing	East Herts Housing Services

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
Objective 6. Increase the supply of appropriate, good quality affordable housing						
18. Monitor the number of new affordable homes in the District NI 155	-Maximise number of units produced & monitor percentage of affordable housing on schemes eligible for affordable housing. Target of up to 40% on eligible sites.	East Herts Housing Services	Monitored by the Council's Housing Enabling Manager and also included on the Council's Service Plan for 2009/10. Completed 122 units of affordable homes in 2008/09 and 185 in 2009/2010 but only 64 in 2010/2011. This is considerably lower than in previous years and reflects the current economic climate for new private housing development. However there were 75 new affordable homes granted planning permission, as part of new private developments, from April 2010 to March 2011. The majority of which are on site with anticipated completion during 2011-2012. In addition from April 2011 to date there have been 134 new affordable homes granted planning permission again as part of larger private developments. We continue to negotiate from a starting position of 40% affordable homes all private developments.		Completed and ongoing	East Herts Housing Services
19. Continue to work with the LCB Empty Homes Group to maximise the number of empty homes brought back into use and offered to rent	<p>- Publicise scheme to identify suitable properties</p> <p>- Monitor the number of properties brought back into use via the scheme. No target set.</p>	East Herts Environmental Health Service	<p>Web page available and reports received from members of the public via online reporting. Revised Empty Homes Strategy developed.</p> <p>Completed three properties on PLACE Scheme. Empty property renovated and tenanted with applicants referred from the Housing Options Team.</p>		<p>Ongoing</p> <p>Ongoing</p>	East Herts Council, LCB Empty Homes Group

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
20. Encourage private landlords to engage with the Housing Options Team and provide accommodation for households on low incomes	- Attend the Council's Private Sector Landlords Forum to establish options for working together, advising of changes in legislation and generally improving relationship.	East Herts Council Environmental Health Service	Housing Options staff continue to do presentations and attend the Council Private Sector Landlords Forum; last Forum March 2011. Landlords often initiate contact with the Housing Options Service when they have a suitable property that they are able to offer for rent at the Local Housing Allowance rate.		Ongoing	East Herts Council Environmental Health Service and Housing Services
21. Improve the current approach to reducing under occupation	<p>- Ask RSLs to provide estimates of the current levels of under occupation and where it is concentrated.</p> <p>- Research good practice in effective under occupation schemes</p> <p>- Work with RSLs to develop initiatives/ incentives to reduce under occupation.</p>	RSLs	<p>This is a complex and sensitive issue that will need a range of tailored options to incentivise individual households to move to smaller accommodation. South Anglia have begun audit of tenants starting with those occupying 4 bedroom homes.</p> <p>This is a national concern amongst social housing landlords. National research shows that financial incentives have little impact on encouraging applicants to move to smaller social housing accommodation but that the type and quality of accommodation is more of an incentive. Need to develop a policy document with our RSLs as increasingly difficult to meet our housing need for larger accommodation households eg 2 and 3 bed houses.</p> <p>The Council's Housing Register Policy provides the same level of points for each bedroom a transfer applicant wishes to give up as for those that are lacking bedrooms. Riversmead and South Anglia identifying levels of under-occupation targeting larger accommodation first. Have developed tailored incentive schemes and will be approaching individual tenants that are significantly under occupying.</p>		<p>Ongoing</p> <p>Completed</p> <p>Mar-12</p>	East Herts Council Housing services, RSLs

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
22. Implement a District Wide Common Housing Register (CHR) and maximise the number of HAs that are participating in CHR	<p>- Promote the benefits of a CHR to those landlords not yet participating</p> <p>- Develop a CHR protocol for all participating RSLs to sign up to.</p>	East Herts Housing Services	<p>Both the two main stock holding authorities now part of the Common Housing Register and Housing Register Policy amended to allow existing social tenants needing a transfer to be pointed suitably. All housing associations with stock in the district now able to refer their existing tenants needing a transfer to the Council Housing Register.</p> <p>CHR protocol included within the Memorandum of Understanding on Choice Based Lettings. Document consulted on with partner housing associations with stock in the District. Majority of the document agreed; some minor details still under discussion with RSLs. However document used as a working protocol between Housing Options and RSLs.</p>		<p>Completed</p> <p>Oct-10</p>	East Herts Council Housing services, RSLs
23. Action around the Repossession and Eviction Prevention grant provided by central government.	Monitor use of the one off grant for 2010/11 within the guidelines set out by central government.		Money has been used to enhance the debt advice service provided by the CAB from within the Housing Options Service and £7,992 has been spent to prevent 6 households from sleeping rough by enabling them to access accommodation in the private sector.		Completed	East Herts Council Housing services, CAB

Updated August 2011

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 20 SEPTEMBER 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – APRIL 2011 - JULY 2011

WARD (S) AFFECTED: All

Purpose/Summary of Report:

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

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

1.0 Background




- 1.1 This is a performance report relevant to the Community Scrutiny terms of reference covering the period from April 2011 to July 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 July 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 1 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.

1.3 All Councillors have access to Covalent (the council’s performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team 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 **EHPI - 129 - Response time to anti social behaviour (ASB) complaints made to East Herts Council.** Performance was 'Red' for July 2011. There were 6 complaints made directly to the ASB and Projects Officer at East Herts Council, one of which was not dealt with within 2 working days due to officer training.
- 2.2 Performance for the following indicators was 'Green', which means that the targets were either met or exceeded for July/ Quarter 1:
- NI 156 - Number of households living in temporary accommodation.
 - EHPI 213 - Preventing Homelessness - number of households where homelessness prevented.
- 2.3 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.

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

Fit for purpose

Performance analysis

- 2.4 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Time taken exceeded target due to an increase in caseload in the period and the need to avoid some planned weekend working to allow ICT to undertake changes required for office moves. A plan to recover this downtime has been agreed by the Director of Internal Services.

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

Leading the way, working together

Performance analysis

- 2.5 **EHPI 3a - Usage: number of swims (under 16).** Performance was 'Red' for Quarter 1. The service is investigating the downturn and will report in quarter 2.
- 2.6 **EHPI 3b - Usage: number of swims (16 – under 60 year olds).** Performance was 'Red' for Quarter 1. The service is investigating the downturn and will report in quarter 2.
- 2.7 **EHPI 3c - Usage: number of swims (60 year old +).** Throughput remains at a consistent level.
- 2.8 The following indicators were 'Green' meaning that the targets were either met or exceeded for July/ Quarter 1:
- EHPI 2 - Net cost/subsidy per visit
 - EHPI 4a - Usage: Gym (16 – under 60 year olds)
 - EHPI 4b - Usage: Gym (60 + year olds).

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

Unit Cost Indicators

- 3.0 The following unit cost performance indicators are to update members of the 2010/11 outturn. Full details of these indicators are listed in **Essential Reference Paper B**. Data for these indicators are only available after the 2009/10 financial accounts have closed. These indicators are used by officers as a tool to help drive out service efficiencies:
- 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 licence
 - EHPI 8.34a - Net cost of Licensing per LA2003 Premises Licences
 - EHPI 8.34b - Net cost of Licensing per all Premises Licences (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 Indicators 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 Officer and Report Author: In terms of performance issues

Lorna Georgiou, Performance and Improvement Coordinator – ext 2244

ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
Consultation:	Performance monitoring discussions have taken place between Chief Executive, Directors and Heads of Service.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no Human Resource implications.
Risk Management:	There are no Risk implications.

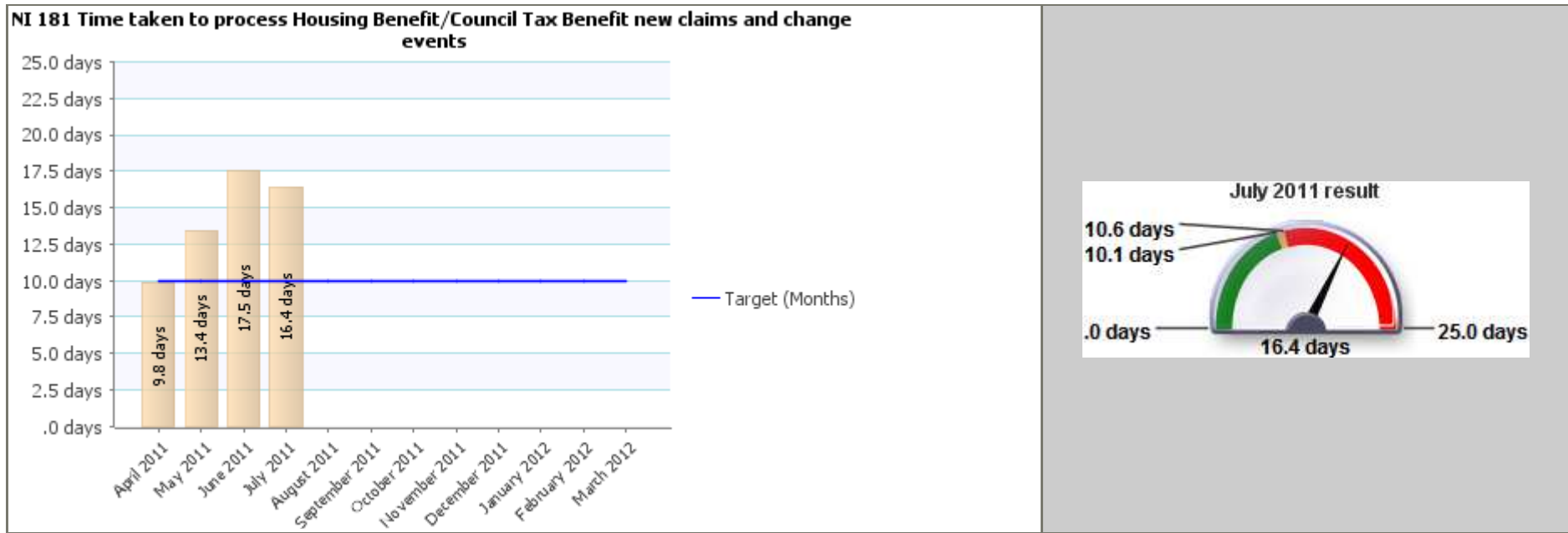


Monthly Scrutiny Corporate Healthcheck 2011/12

Rows are sorted by Data Source

Traffic Light Red
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
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		16.4 days	10.0 days		Performance period from 13 June 2011 to 11 July 2011.	
Trend Chart						Performance Gauge	



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
EHP13a	Usage: number of swims (under 16)		12,501	13,354		Service is conducting an investigation in to the apparent reduction of swim throughput with this age category, results will be reported in quarter 2.	

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
EHP13b	Usage: number of swims (16 - under 60 year olds)		26,765	43,016		Service is conducting an investigation in to the apparent reduction of swim throughput with this age category, results will be reported in quarter 2.	
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
EHPI3c	Usage: number of swims (60 year old +)		5,442	8,143		Service expected decline in attendance due to exclusion of government funded free swims for this age group, but throughput remains at a consistent level.	
Trend Chart						Performance Gauge	

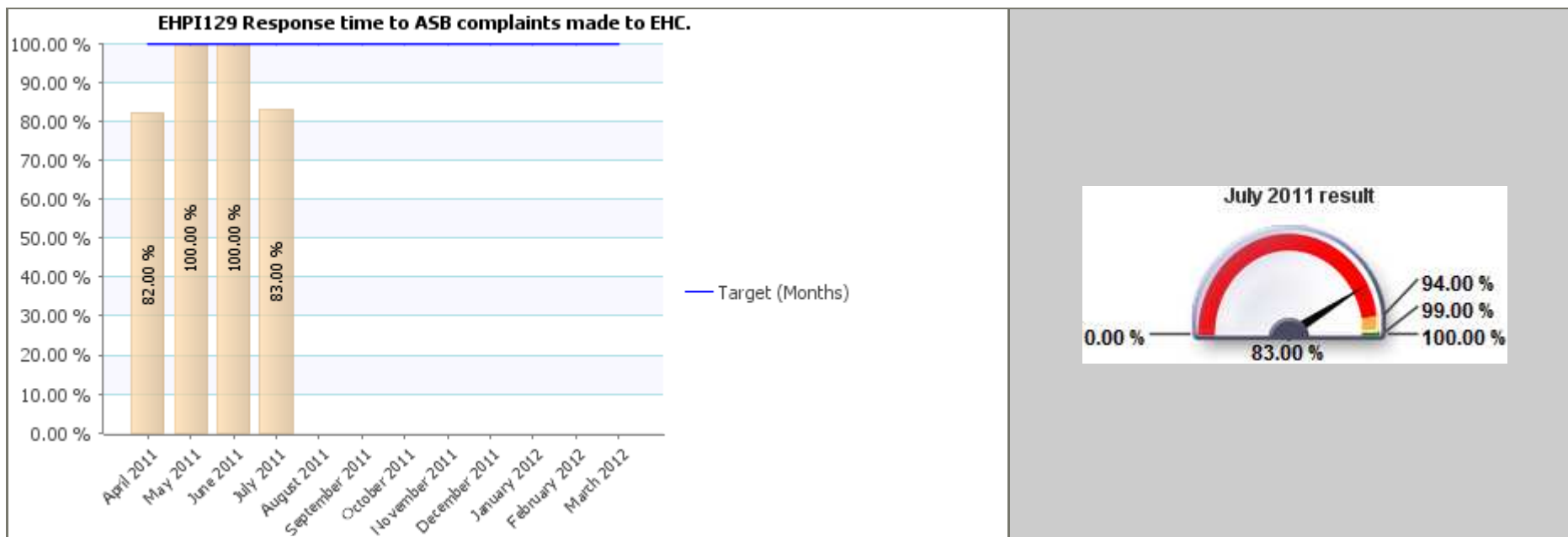


Traffic Light Red
Description Promoting prosperity & well being providing access&opportunities

Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP1129	Response time to ASB complaints made to EHC.		83.00 %	100.00 %		There were 6 complaints made directly to the ASB and Projects Officer at East Herts Council for the month of July 2011. One of which was not dealt with within 2 working days due to officer training.	

Trend Chart **Performance Gauge**



Traffic Light Green
Description Leading the way, working together

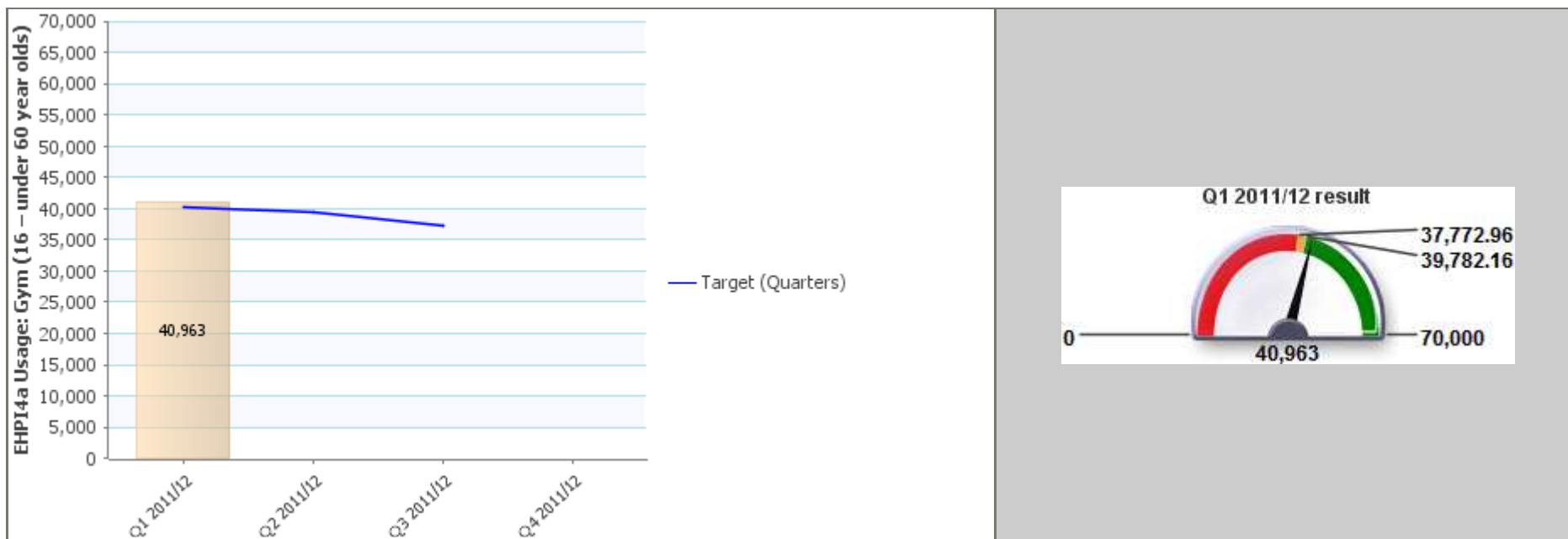
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP12	Net cost/subsidy per visit	✓	£0.29	£1.64	↑	3 monthly management fee (incl RPI) divided by total visits for the three month period, Jan - Mar 2011, equals cost per user subsidy; $\pounds 35,312.16 / 123,769 = \pounds 0.29$	

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
EHP14a	Usage: Gym (16 – under 60 year olds)	✔	40,963	40,184	↓	Performance is on target consistent with seasonal trends.	
Trend Chart					Performance Gauge		



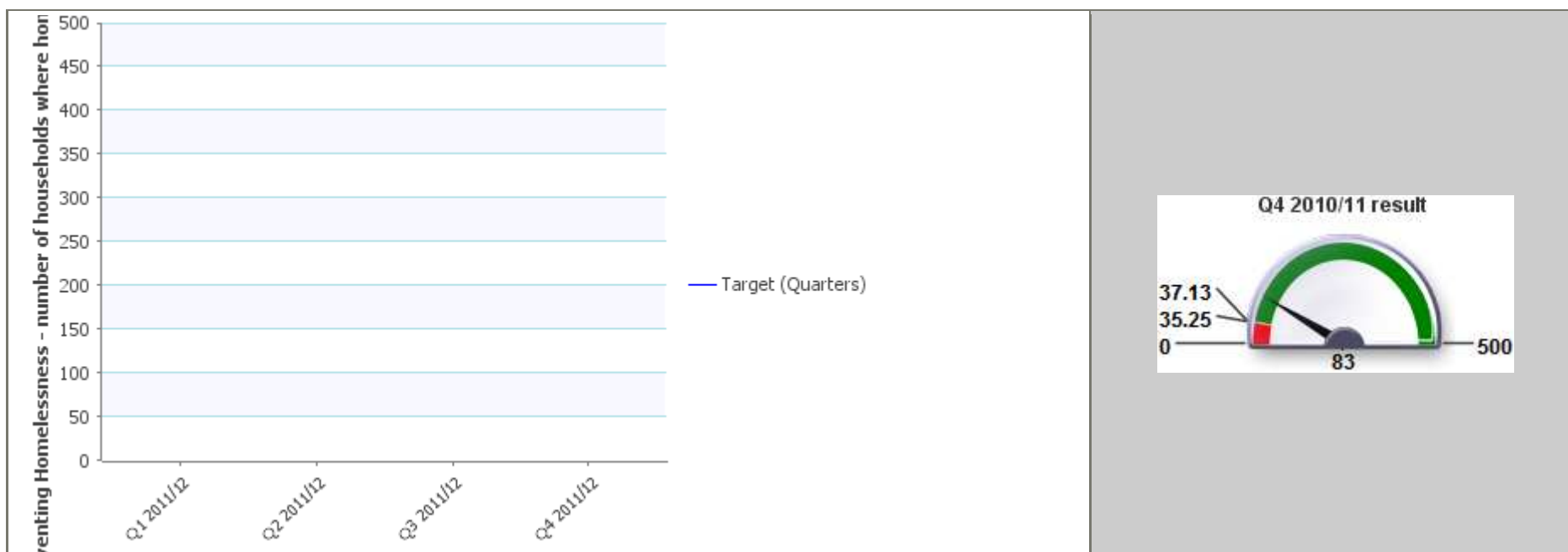
Community and Cultural Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI4b	Usage: Gym (60 + year olds)	✔	3,758	3,007	↓	Performance continues to show favourable position against target.	
Trend Chart					Performance Gauge		



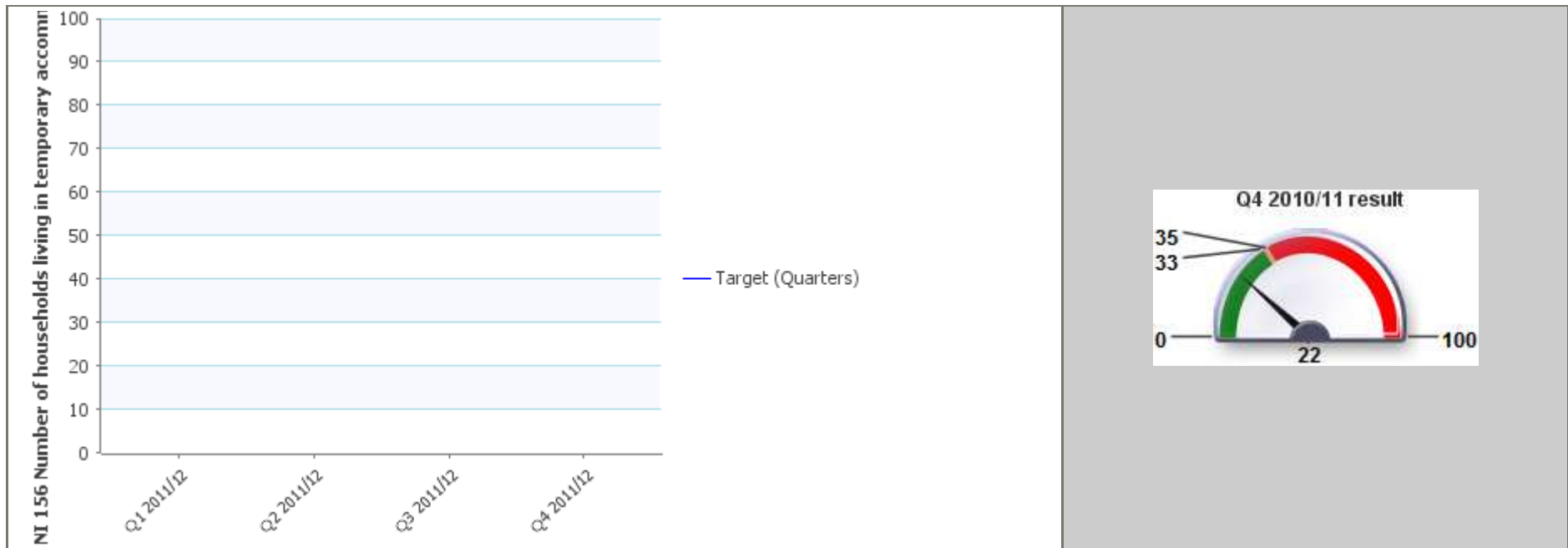
Traffic Light Green
Description Promoting prosperity & well being providing access&opportunities

Health and housing

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI213	Preventing Homelessness - number of households where homelessness prevented	✓	83	37.5	↑	Performance data is not currently available until end of April 2011.	
Trend Chart						Performance Gauge	



Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
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.	
Trend Chart						Performance Gauge	

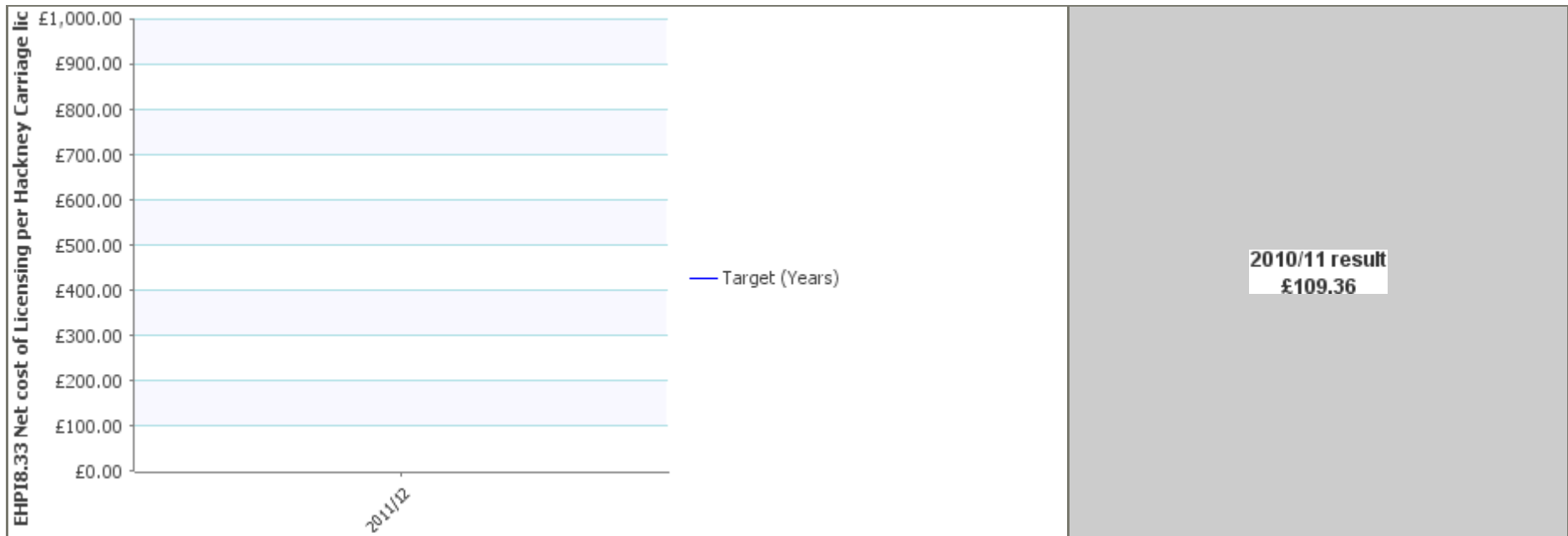


Traffic Light Data Only
Description Fit for purpose, services fit for you

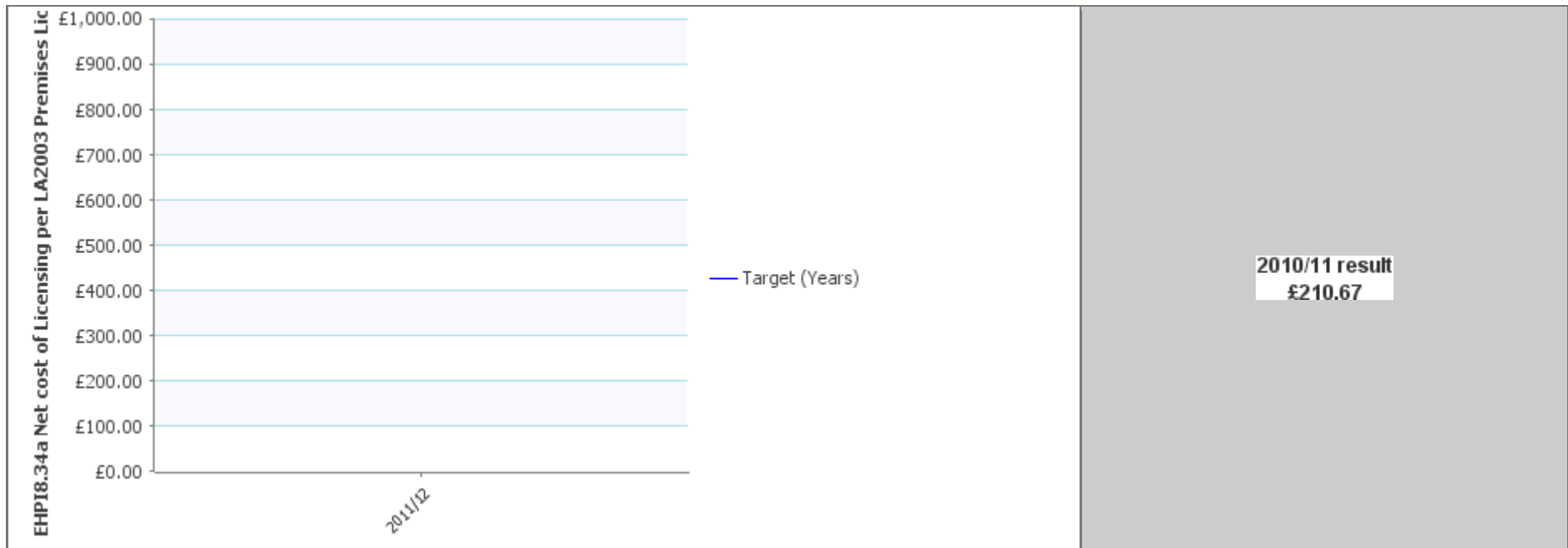
Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.33	Net cost of Licensing per Hackney Carriage license		£109.36				

Trend Chart | **Performance Gauge**

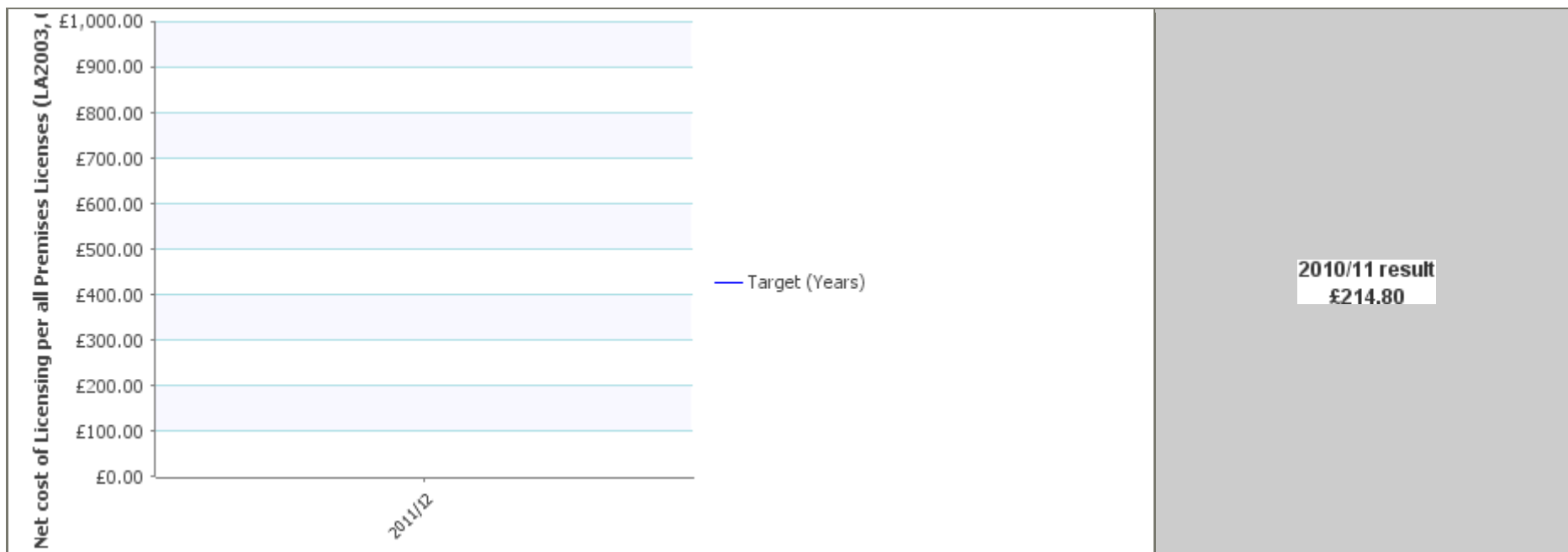


Licensing and Community Safety							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.34a	Net cost of Licensing per LA2003 Premises Licenses		£210.67				
Trend Chart						Performance Gauge	

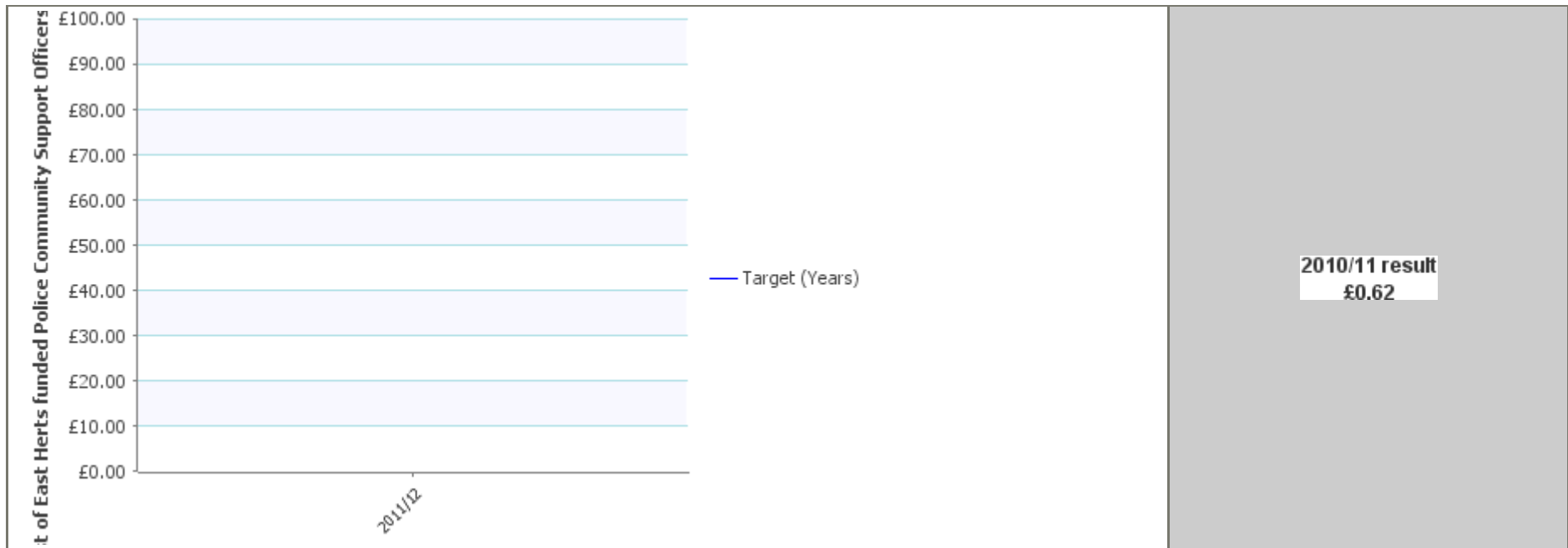


2010/11 result
£210.67

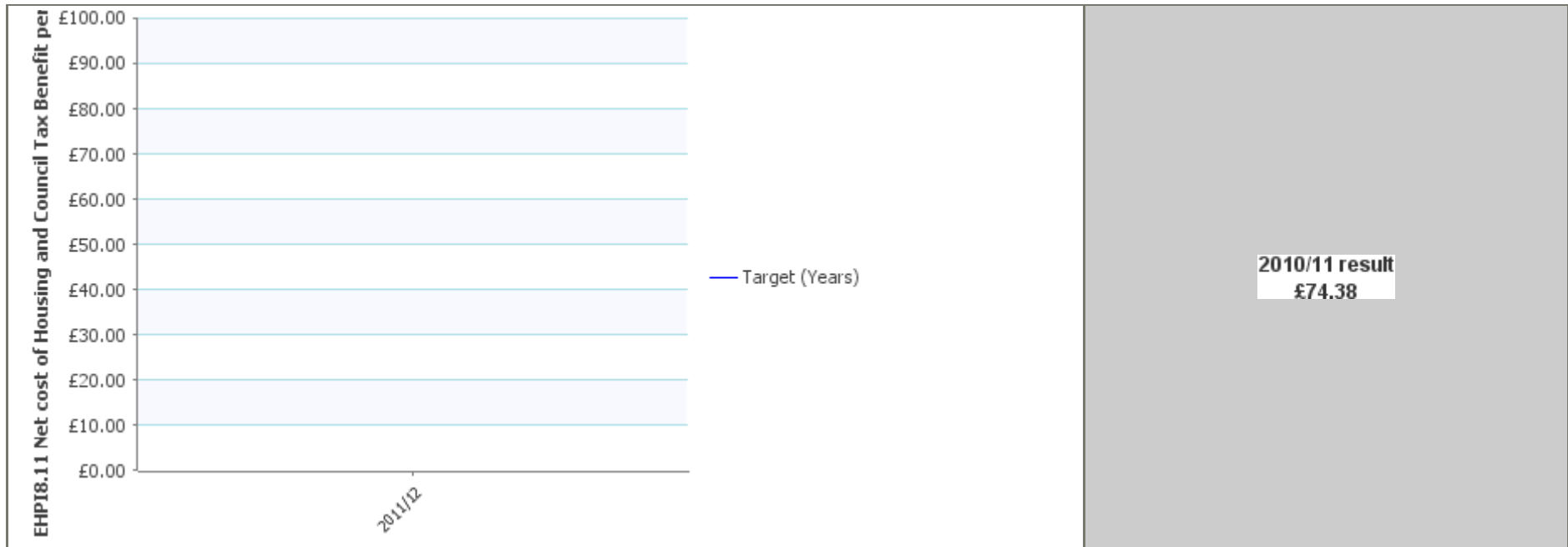
Licensing and Community Safety							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.34b	Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)		£214.80				
Trend Chart						Performance Gauge	



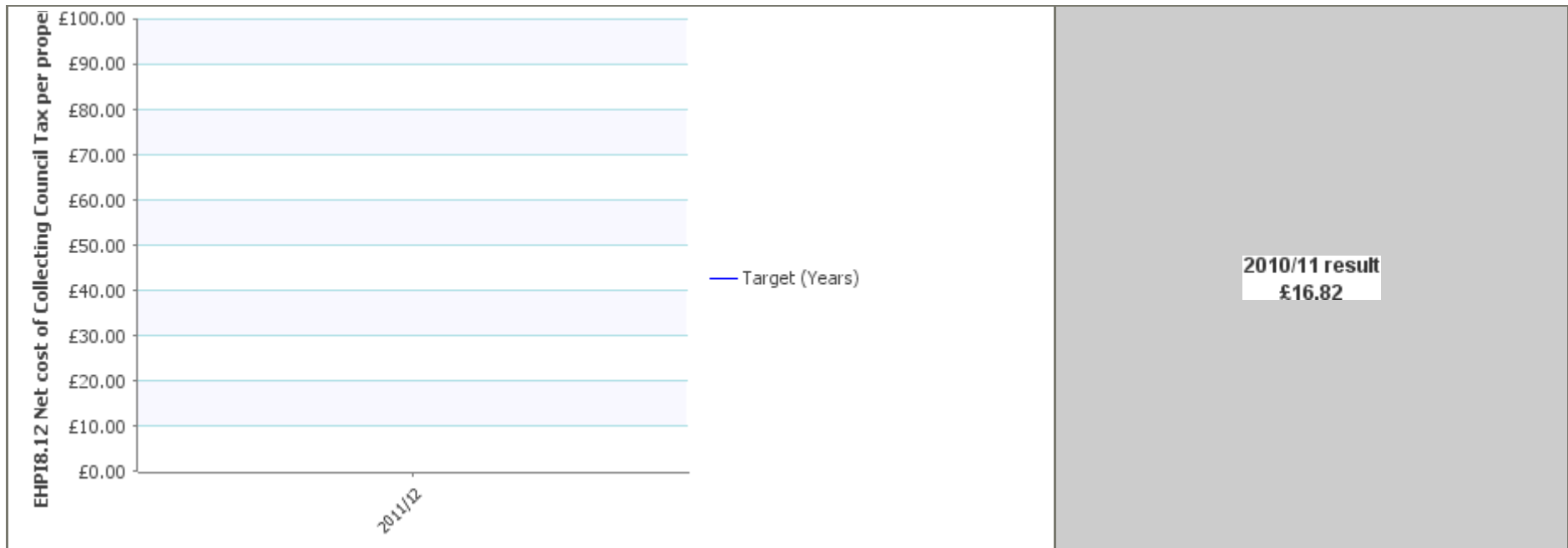
Licensing and Community Safety							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI8.35	Net cost of East Herts funded Police Community Support Officers per head of population		£0.62				
Trend Chart						Performance Gauge	



Revenues & Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.11	Net cost of Housing and Council Tax Benefit per claim		£74.38				
Trend Chart						Performance Gauge	



Revenues & Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.12	Net cost of Collecting Council Tax per property		£16.82				
Trend Chart						Performance Gauge	

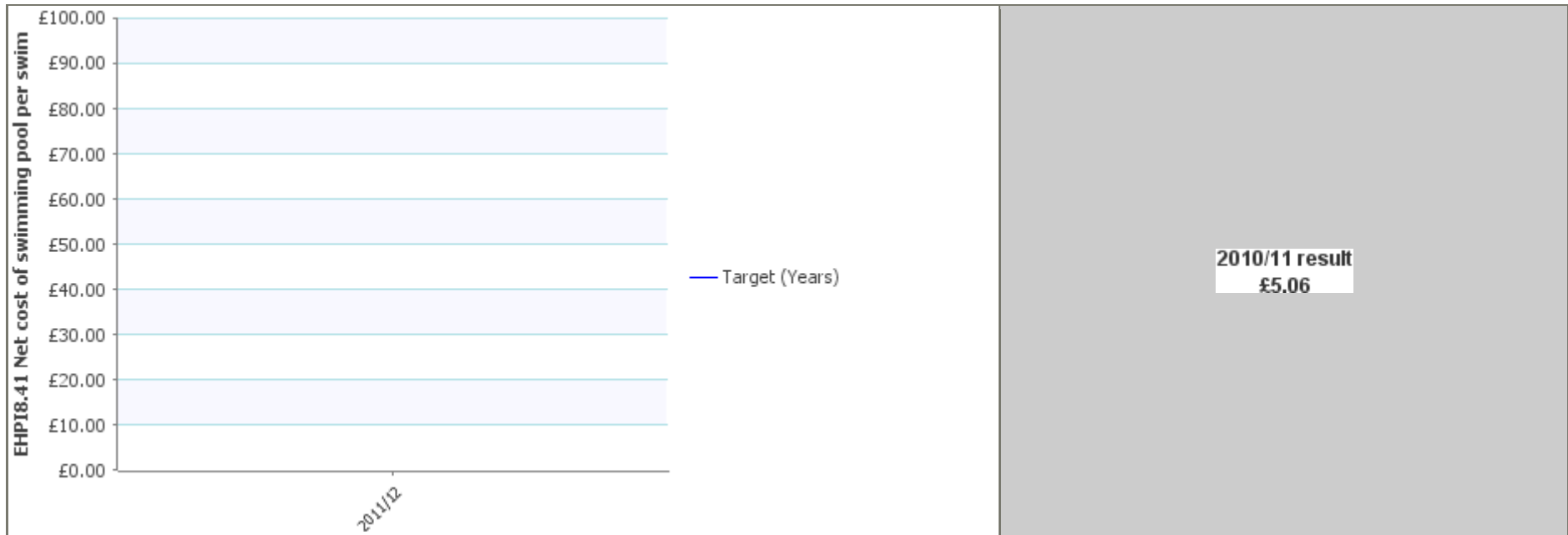


Traffic Light Data Only
Description Promoting prosperity & well being providing access&opportunities

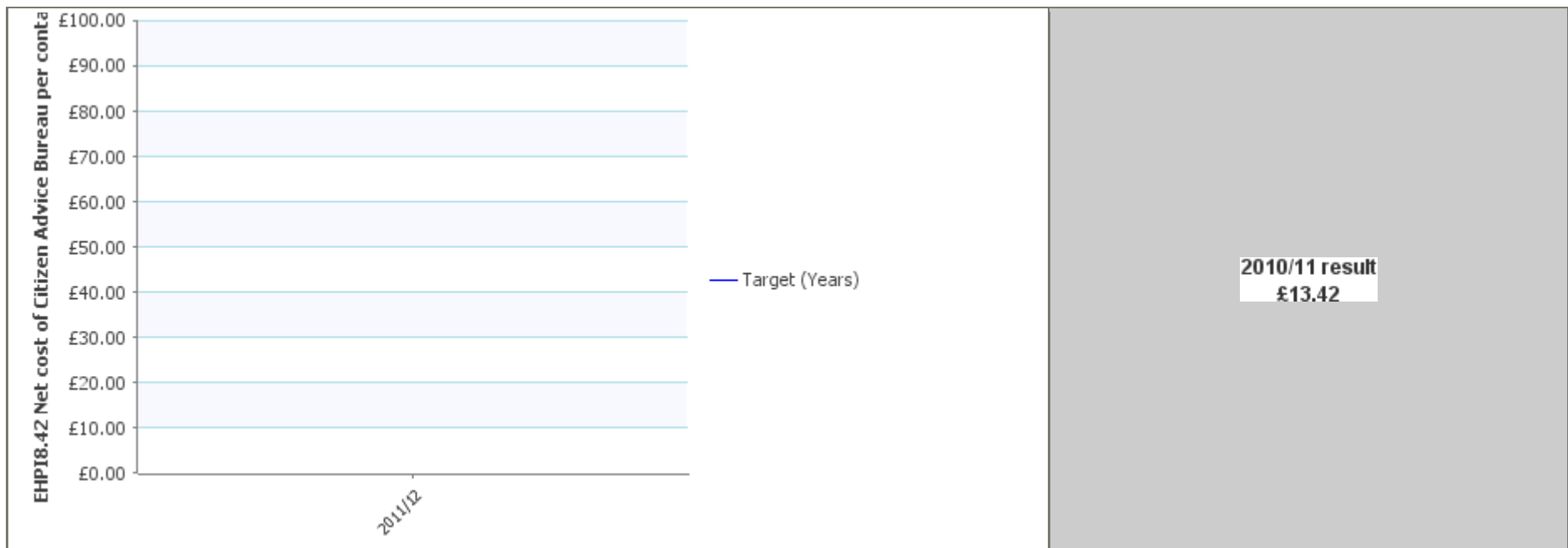
Community and Culture

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.41	Net cost of swimming pool per swim		£5.06				

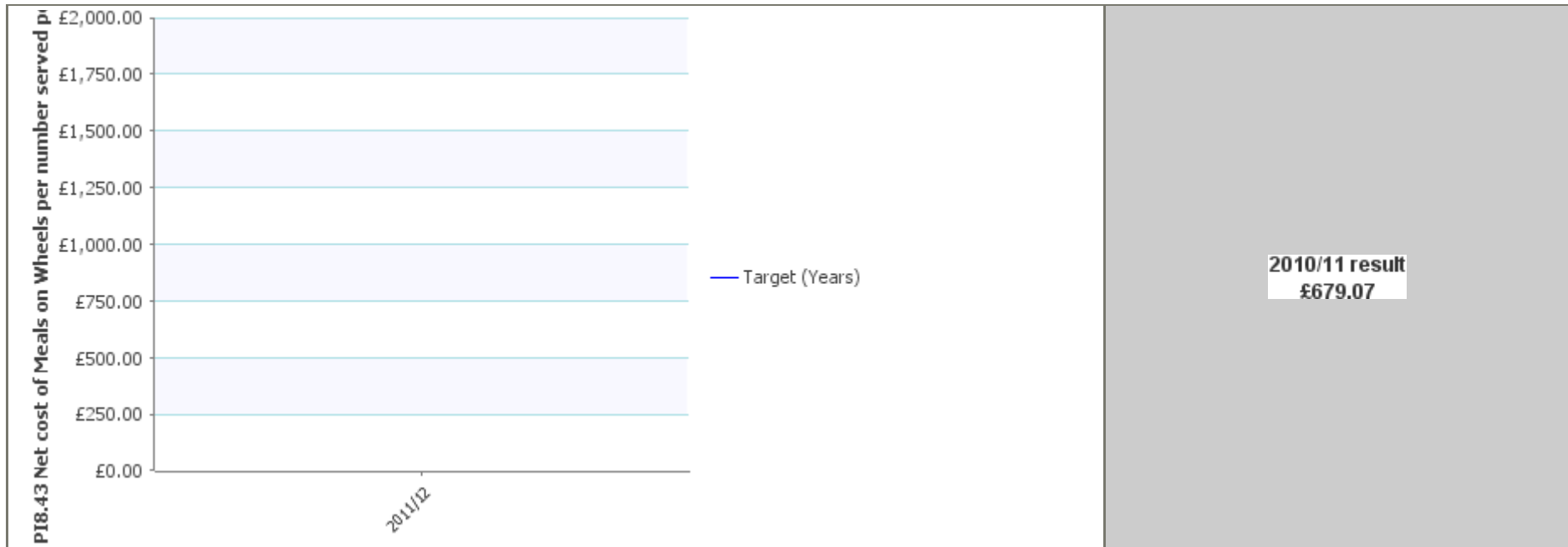
Trend Chart | **Performance Gauge**



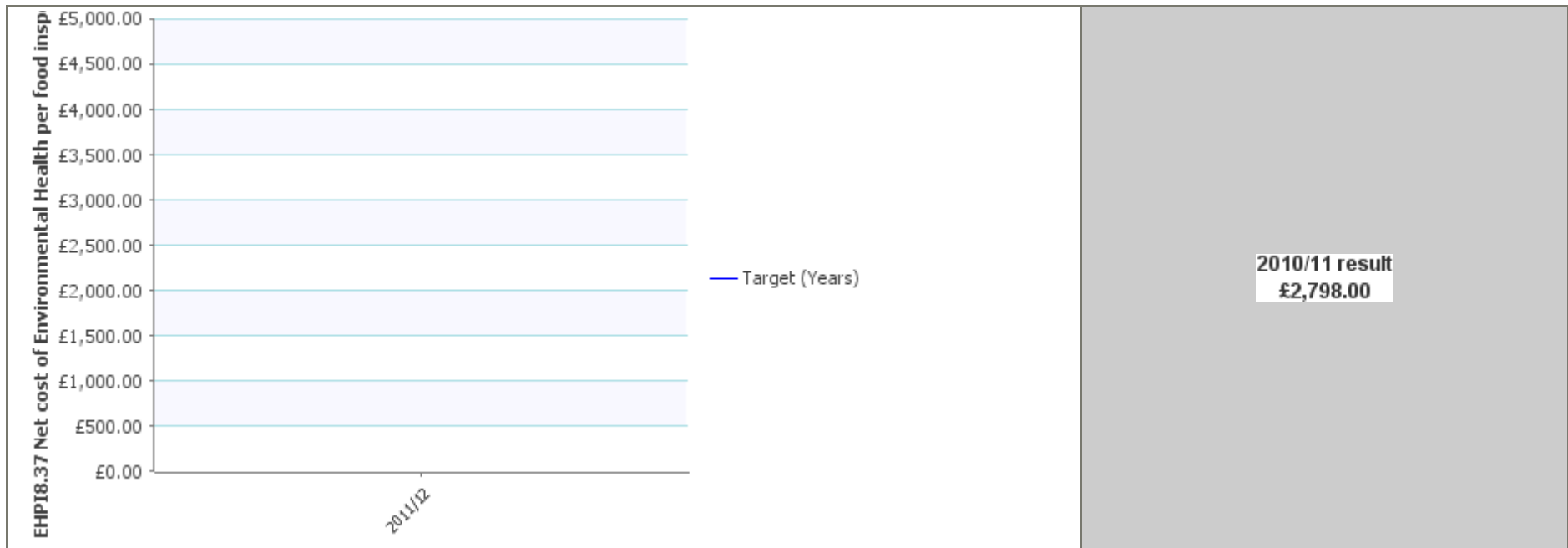
Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHPI8.42	Net cost of Citizen Advice Bureau per contact		£13.42				
Trend Chart						Performance Gauge	



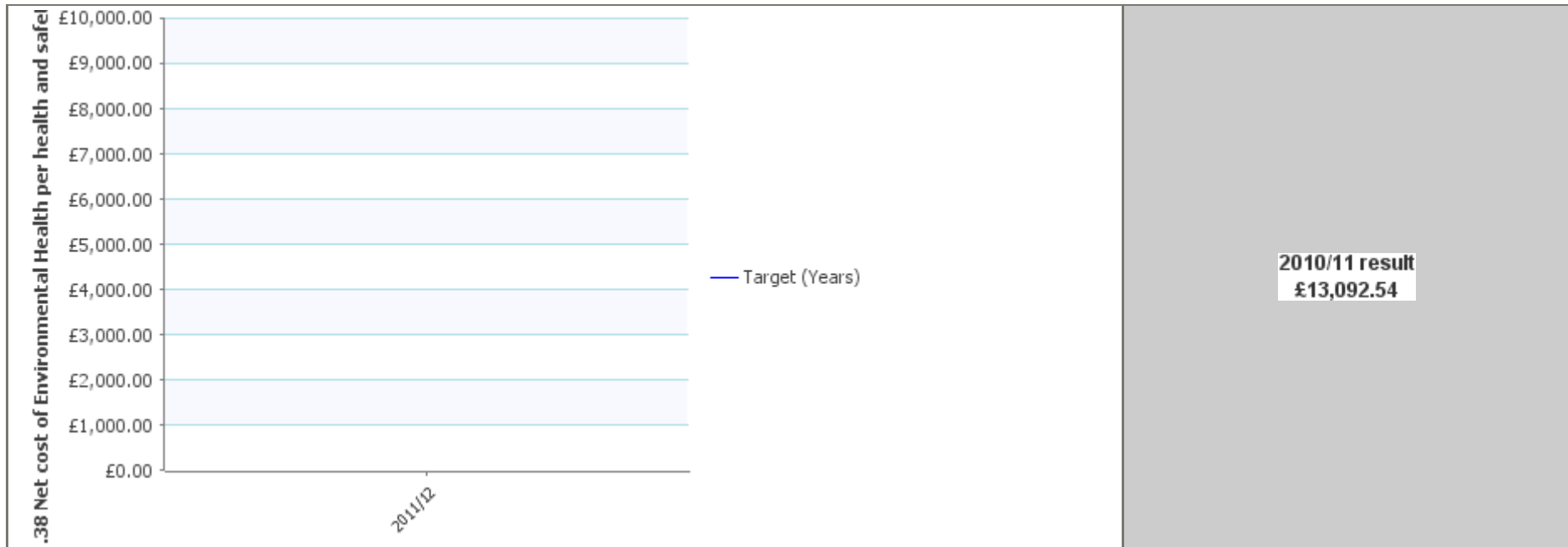
Community and Culture							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.43	Net cost of Meals on Wheels per number served per annum		£679.07				
Trend Chart						Performance Gauge	



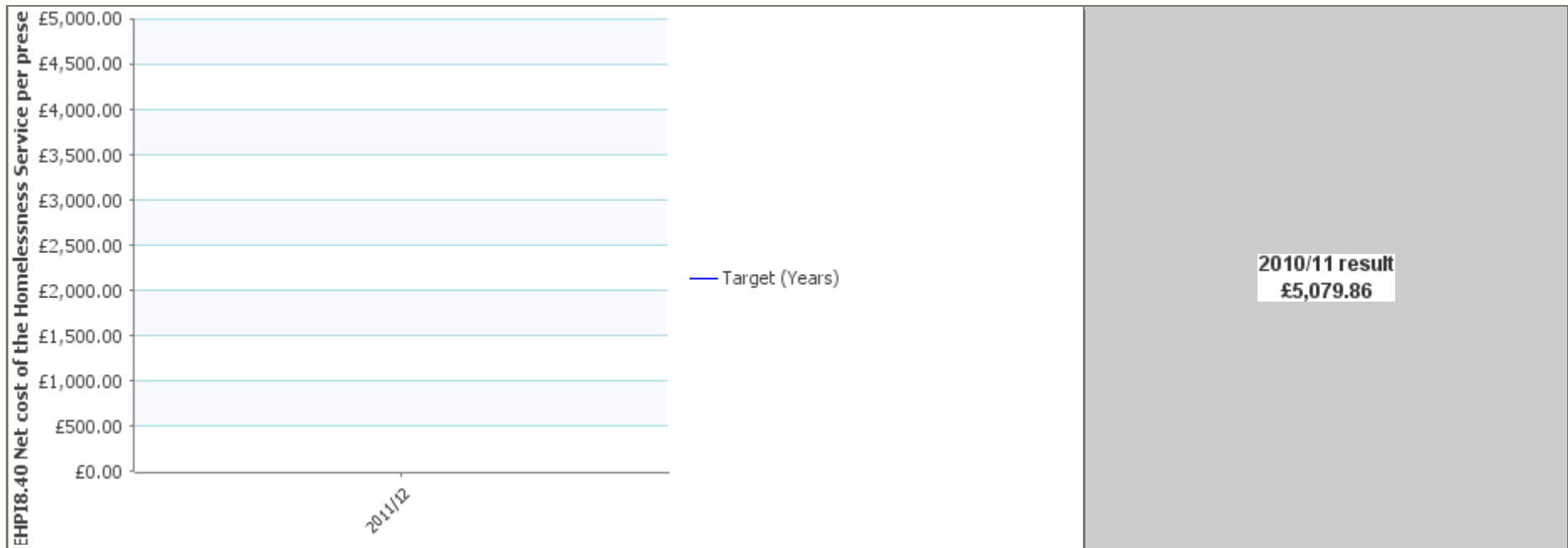
Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.37	Net cost of Environmental Health per food inspection		£2,798.00				
Trend Chart						Performance Gauge	



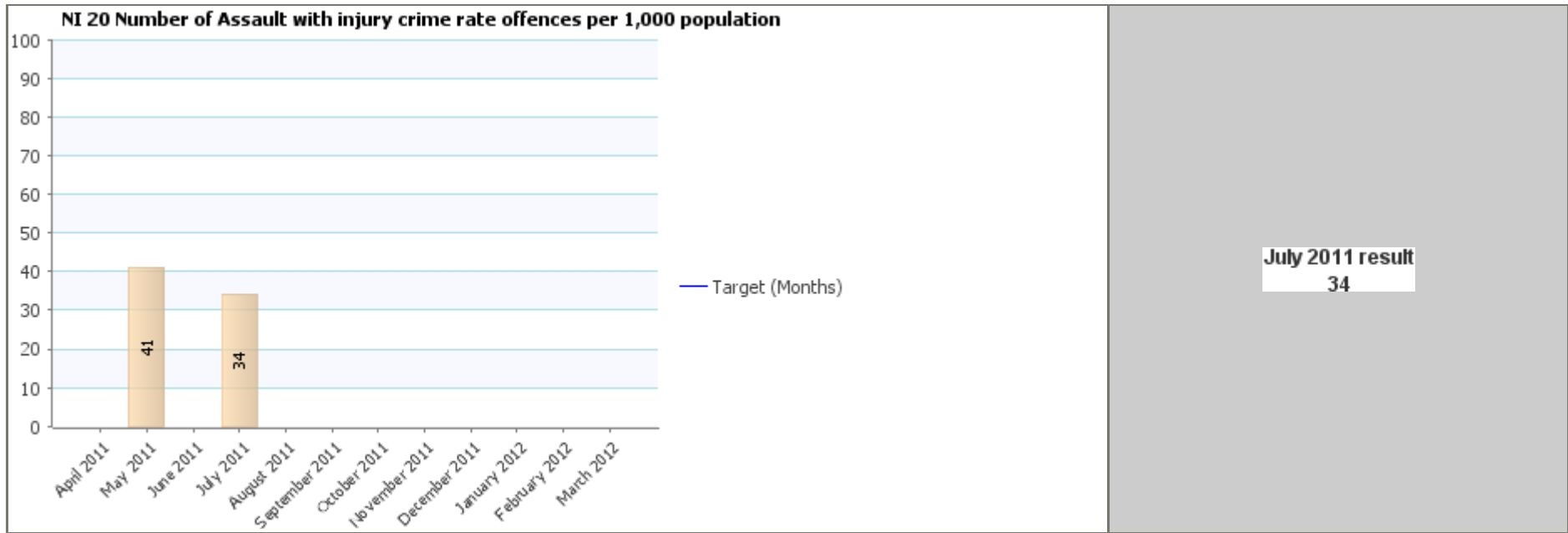
Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.38	Net cost of Environmental Health per health and safety inspection		£13,092.54				
Trend Chart						Performance Gauge	



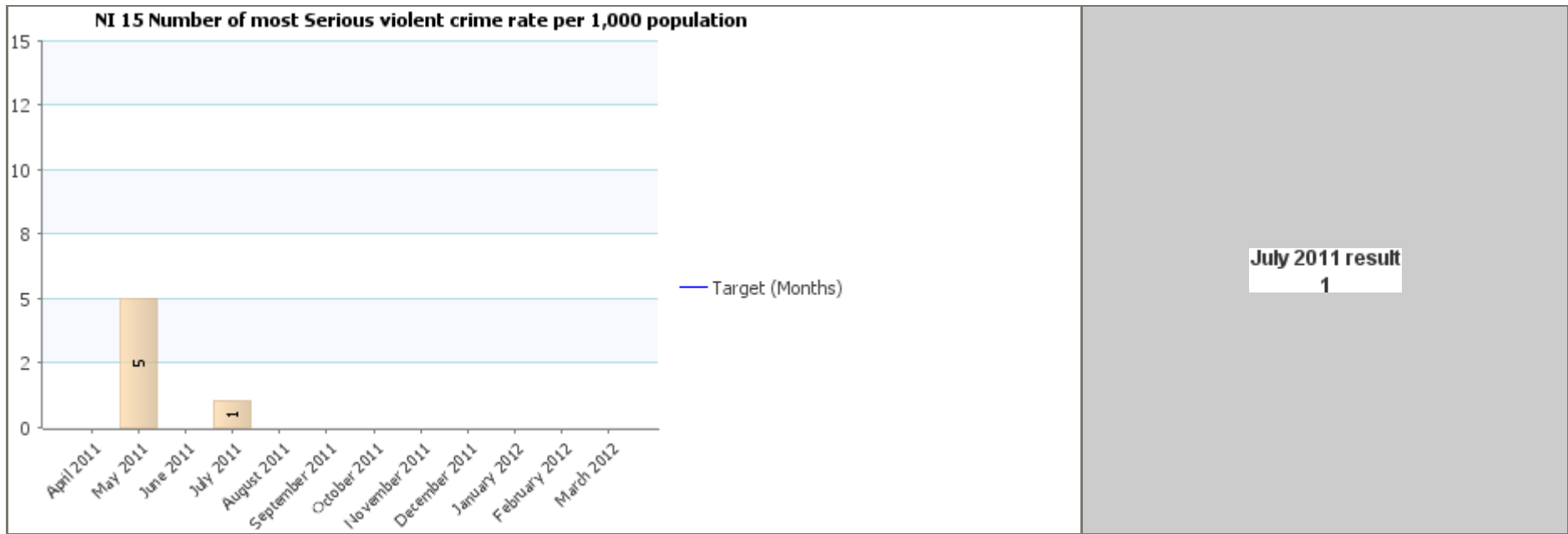
Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
EHP18.40	Net cost of the Homelessness Service per presentation		£5,079.86				
Trend Chart						Performance Gauge	



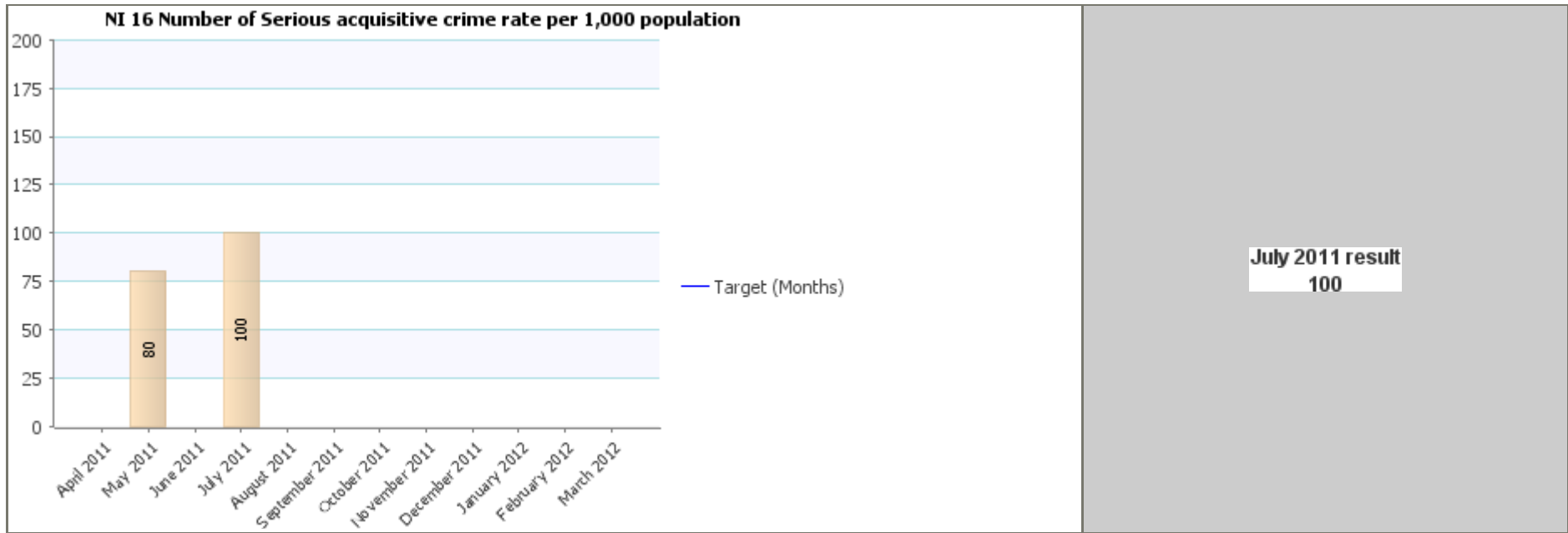
Licensing and Community Safety							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting
NI 20	Number of Assault with injury crime rate offences per 1,000 population		34			There is currently no access to additional data to add comentary.	
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
NI 15	Number of most Serious violent crime rate per 1,000 population		1			Healthcheck: this comentary cannot be directly compared with the previous iQuanta data commentaries. According to Hertfordshire Istant Atlas, East Herts was 4th for the number of violent crimes, with 83 reported incidents in July 2011. This figure includes more crimes than just serious violent crimes. The Hertfordshire total was 897.	
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
NI 16	Number of Serious acquisitive crime rate per 1,000 population		100			Healthcheck: this comentary cannot be directly compared with the previous iQuanta data commentaries. According to Instant Atlas, East Herts was 6th for the number of serious acquisitive crimes in the county, with 85 crimes. The total for the county was 879.	
Trend Chart						Performance Gauge	



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

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 20 SEPTEMBER 2011

REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY COMMITTEE

SCRUTINY WORK PROGRAMME 2011/12

WARD(S) AFFECTED: none

Purpose/Summary of Report

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

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

1.0 Background

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

2.0 Report

2.1 At the last meeting of Community Scrutiny in June, members indicated their approval for the outline work programme as drafted.

2.2 Members also agreed to support the council's wider review of Community Safety and a task and finish group has now been convened to take up this work.

2.3 The Task and Finish group is being asked to focus on two key issues:

- *With partnership resources reducing, how should the partnership prioritise the activities it supports?*
- *Despite East Herts having low crime levels and ranking so highly in independent quality of life surveys, why do residents appear more fearful of crime than the actual incidents of crime suggest?*

Proposed outcomes:

- *Develop a proposal to put to the Community Safety Partnership (CSP) board about future funding strategy and priorities*
- *Produce a partnership risk template*
- *Produce a delivery plan to mainstream Community Safety within the council and partner organisations*

- 2.4 It is expected that the task and finish group will meet over the summer and early autumn to review aspects of funding and fit in with budget setting timetables (interim report Nov 2011) and then continue through autumn/winter to complete the review (reporting Feb 2012).
- 2.5 No new topics for scrutiny have been received from the public following the article explaining scrutiny and asking for suggestions for review from residents (which appeared in the spring 'council tax' edition of LINK magazine).
- 2.6 The Director of Community and Customer Services has made a request for the committee to receive an additional report on 'Community Grants' at the next meeting (22 Nov 2011). Last year scrutiny looked at the application process behind the grant schemes and helped refine the selection criteria – this report would be to look at the range of grant 'pots' and review them to focus much better on helping to achieve East Herts' corporate priorities.
- 2.7 Members of Community Scrutiny are reminded that the **Health Engagement Panel** is meeting on Tuesday 18 October 2011 (Council Chamber, starting at 19:00).
- 2.8 At the start of the meeting there will be a short briefing given by officers from East and North Herts NHS Trust on "Development of a local A&E service at QEII 2012-2014".
- 2.9 The main external speakers will be 1 or 2 managers representing the 8 local Children's Centres. All members are invited to attend the meeting, but the discussions may be of particular interest to those who have one of the Children's Centres within their ward.
- *Bramble Hill Children's Centre - Buntingford*
www.bramblehillchildrenscentre.org.uk/

- *Beane Valley Children's Centre - Watton at Stone*
www.beanevalley.org.uk
- *Windhill Children's Centres – Bishop's Stortford*
www.windhillchildrenscentres.org.uk
- *Duckling Green Children's Centre – Sawbridgeworth, Much Hadham and Hunsdon*
www.ducklinggreenc.org.uk
- *Silver Birches Children's Centre - Ware North*
www.silverbircheschildrenscentre.org.uk/
- *Ash Valley Children's Centre - Ware South*
Tel: 01920 468263
- *Hertford Selections Children's Centre - Hertford North*
www.hertschildrenscentres.org.uk/selections/
- *Churchfield Children's Centre - Hertford South*
www.hertschildrenscentres.org.uk/churchfields/

2.10 The Centre managers have been asked to cover

- *The role of the Children's Centre in the local community*
- *Outline/general health profile of families that you interact with*
- *The role of Children's Centres in reducing health inequalities and the opportunities that public health partnership work presents*
- *A sample of some health related projects delivered locally*
- *Children's Centres – next steps and looking to the future*

2.10 In a recent publication from the Local Government Group (Improvement and Development) it was stated: *"It has been estimated that investment in children's centres can bring wellbeing benefits to children and parents, ultimately delivering over £4 worth of benefits to society for every pound invested"* (The role of local government in promoting wellbeing: November 2010 page 12).

3.0 Implications/Consultations

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

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**.

Local Government Group:

“the role of local government in promoting wellbeing”
(<http://www.idea.gov.uk/idk/core/page.do?pagelId=23692693>)

Contact Member: Cllr Graham McAndrew, Chairman: Community
Scrutiny Committee

Contact Officer: Lois Prior, Head of Strategic Direction and
Communication Manager – Extn 1688

Report Author: Marian Langley, Scrutiny Officer – Extn 1612

ESSENTIAL REFERENCE PAPER 'A'

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

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Community Scrutiny Committee work programme 2011/12 and into 2012/13

Still to be scheduled: Implications of Localism Bill

meeting	date	topic	Contact officer/lead	Next Exec
THIS	CIVIC YEAR			
Member consultation	on-line during NOV	<ul style="list-style-type: none"> • 2012/13 Proposed Service Options 		
3 in 11/12	22 Nov 2011 Report deadline 9 Nov	<ul style="list-style-type: none"> • Report from Health Eng Panel • Request to receive a report: 'Review of community grants' • Interim report from Community Safety review task & finish group • Equality Scheme – update • Service Plan monitoring Apr 2011 – Sept 2011 (Community only) • Healthcheck through to Sept 2011 • Work programme 	<ul style="list-style-type: none"> • Chairman of Panel • To be agreed • Brian Simmonds and T&F Chairman • Will O'Neill/Mekhola Ray • Lois Prior/Dave Cooper • Lorna Georgiou/Karl Chui • Marian Langley 	06 Dec 2011 10 Jan 2012 07 Feb 2012
JOINT SCRUTINY	17 Jan 2012	<ul style="list-style-type: none"> • 2012/13 Budget items • Residents' Survey - results 		
JOINT SCRUTINY	14 Feb 2012	<ul style="list-style-type: none"> • 2012/13 Service Plans • 2011/12 Estimates and Future targets 		
4 in 11/12	28 Feb 2012 Report deadline 15 Feb	<ul style="list-style-type: none"> • Report from Health Eng Panel • Leisure Contract – year 3 • East Herts Housing Strategy 2011 – 2014 annual monitoring of progress on action plan • Final report from Community Safety review task & finish group • East Herts Sustainable Communities Strategy – <i>the specific strand for scrutiny to be confirmed</i> 	<ul style="list-style-type: none"> • Chairman of Panel • Invite SLM • Claire Bennett • Brian Simmonds and T&F Chairman • Will O'Neil/Mekhola Ray (George Robertson) 	06 Mar 2012 22 May 2012

**Scrutiny work programme
Essential Reference Paper B**

		<ul style="list-style-type: none"> • Healthcheck through to Dec 2012 • Work programme 2012/13 	<ul style="list-style-type: none"> • Lorna Georgiou/Karl Chui • Marian Langley 	
meeting	date	topic	Contact officer/lead	Next Exec
NEXT	CIVIC YEAR			
1 in 12/13	12 June 2012 Report deadline 30 May	<ul style="list-style-type: none"> • Report from Health Engagement Panel • End of financial year annual report for Hertford Theatre • Service Plan monitoring Oct 2011 – March 2012 (Community only) • Healthcheck through to March 2012 (which includes relevant 2011/12 Out-turns and 2012/13 Targets) • Work Programme 	<ul style="list-style-type: none"> • Chairman of the Panel • Head of Service/Lead Officer • Ceri Pettit/Dave Cooper • Lorna Georgiou/Karl Chui • Marian Langley 	10 July 2012 7 Aug 2012 4 Sept 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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