



## Public Document Pack

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

**MEETING** : COMMUNITY SCRUTINY COMMITTEE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : TUESDAY 26 OCTOBER, 2010  
**TIME** : 7.00 PM

**PLEASE NOTE TIME AND VENUE**

### **MEMBERS OF THE COMMITTEE**

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

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

Liberal Democrat Group Substitutes: Councillor M Wood

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

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

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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 - 24)

To receive the Minutes of the meeting held on 27 July 2010.

3. Chairman's Announcements

4. Declarations of Interest

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

Health Engagement Panel (Pages 25 - 36)

(A) To receive the Minutes of the meeting held on 22 June 2010.

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

6. Community Safety Action Plan: Progress on outcomes and actions (Pages 37 - 84)

7. Designated Public Place Orders (DPPOs)

Presentation: A Case Study from Bishop's Stortford

8. East Herts Housing Homelessness and Homeless Prevention Action Plan: Annual Monitoring Report (Pages 85 - 100)

9. Equalities: Delivering better services for our Customers - improved outcomes for Council Service Users (Pages 101 - 108)

10. 2010/11 Services Plans - Summary of Progress and Exceptions Report April - September 2010 (Pages 109 - 120)
11. Community Scrutiny Corporate Health Check: June - August 2010 (Pages 121 - 162)
12. Scrutiny Work Programme 2010/11 (Pages 163 - 170)
13. 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,  
COUNCIL OFFICES, THE CAUSEWAY,  
BISHOP'S STORTFORD ON TUESDAY 27  
JULY 2010, AT 7.00 PM

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PRESENT: Councillor C Woodward (Chairman)  
Councillors S A Bull (substitute for P R  
Ballam), N P Clark, K Darby, A D Dodd,  
P Grethe, Mrs D Hone, G E Lawrence,  
V Shaw.

ALSO PRESENT:

Councillors D Andrews, W Ashley,  
M G Carver, L O Haysey, R L Parker,  
N C Poulton and R I Taylor

OFFICERS IN ATTENDANCE:

Claire Bennett	- Housing Strategy and Policy Officer
Lorraine Blackburn	- Committee Secretary
Lorna Georgiou	- Performance and Improvement Co- ordinator
Marian Langley	- Scrutiny Officer
Claire Pullen	- Community Planning and Partnerships Manager
Paul Pullin	- Economic Development Manager
Mekhola Ray	- Community Projects Team Manager
George A Robertson	- Director of Customer and

Community  
ServicesALSO IN ATTENDANCE:

Gail Cambery	- East Herts Citizens' Advice Bureau
Chris Ellison	- South Anglia Housing Association
Jeff Farrington	- East Herts Citizens' Advice Bureau
Chris Wright	- Riversmead Housing Association.

152 APOLOGIES

Apologies for absence were submitted from Councillors P R Ballam and J J Taylor. It was noted that Councillor S A Bull was substituting for Councillor P R Ballam.

153 DECLARATIONS OF INTEREST

Councillor P Grethe declared a personal interest in the matter referred to at Minute 157 - Annual Reports by Housing Associations and CAB (EHCAS), by virtue of the fact that she was a Board Member of Riversmead Housing Association.

Councillor S A Bull declared a personal interest in the matter referred to at Minute 157 - Annual Reports by Housing Associations and CAB (EHCAS) by virtue of the fact that he attended meetings with Officers of South Anglia on behalf of the Council.

154 CHAIRMAN'S ANNOUNCEMENTS

The Chairman reminded Members that Community Scrutiny Committee had been alternating venues and that the meeting to be held on 26 October 2010 would be held in Hertford.



## RESOLVED ITEMS

### 155 MINUTES

The Minutes of the meeting held on 26 January 2010 were approved as correct record, subject to the following amendments:

It was noted that Councillor M R Alexander had been in attendance at the meeting.

Minute 523 - Role and Effectiveness of Police Community Support Officers (PCSOs), fourth paragraph, first line delete “?”.

Minute 524 - Review of Empty Homes Strategy and Action Plan, second paragraph, last line delete “this is not a sentence”.

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

### 156 HEALTH ENGAGEMENT PANEL: MINUTES AND VERBAL UPDATE

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Councillor D Hone provided a summary of what had recently taken place from a Hertfordshire County Council Health Scrutiny perspective and in relation to topics and presentations covered at East Herts Health Engagement Panel meetings on 11 February and 22 June 2010.

Updates were provided in relation to the Hertfordshire County Council’s Health Plan and the Urgent Care Centre in Bishop’s Stortford. It was noted that a Government White Paper had been circulated for consultation purposes. Issues in relation to the Princess Alexandra Hospital in Harlow were considered, including transportation problems and the possibility of a shuttle bus from Harlow Town Centre to the Hospital.

Councillor M Wood expressed concern at the lack of momentum in relation to the Urgent Care Centre in Bishop's Stortford. Councillor R L Parker stated that there had been a number of meetings held concerning how health services were run and that these meetings were continuing.

RESOLVED – that (A) the Minutes of the Health Engagement Panel meetings held on 11 February and 22 June 2010 be received; and

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

157 ANNUAL REPORTS BY HOUSING ASSOCIATIONS AND CAB (EHCAS)

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The Executive Member for Housing and Health submitted a report advising Members on the progress made following the large scale voluntary transfer of housing to Riversmead and Stort Valley Housing Associations (now South Anglia Housing Association). Subsequent progress reports had been presented to Performance Scrutiny and Community Scrutiny Committees.

It was noted that the majority of issues incorporated within the "Delivery Promises" following the transfer of stock, had ended but three were longer term and were being monitored by the Housing Service. The report now submitted, explained the nomination percentages achieved, the Right to Buy Claw-back agreement and Aids and Adaptations including the targets and spends now achieved.

The Officer gave a verbal update on the spend on aids and adaptations for 2009/10 for South Anglia as £341,123. She also clarified that the target spend figure on the table in paragraph 2.5 of the report now submitted was for each housing association and not a combined total.

In response to a query from Councillor N Clark regarding whether claw back was a linear decline, the Housing Strategy

and Policy Manager explained that it was and that it was set at a 5% decline each year. The Finance Section was monitoring matters.

Councillor R L Parker thanked the two housing associations for the way they continued to operate. He referred to the fact that the Council had secured 100% nomination rights (against a target of 75%) and the positive figures in relation to spends on aids and adaptations. The number of homes sold under the Right to Buy Scheme had dropped, but this was a reflection of the national picture.

Members received the report and the progress made.

RESOLVED – that the performance of both Riversmead and South Anglia Housing Associations on the three remaining stock transfer undertakings for the year 2009/2010 be noted.

## 158 AN INTRODUCTION TO THE VISITING SPEAKERS

The Chairman welcomed Guest Speakers, from Riversmead and South Anglia (Circle Anglia) Housing Associations and from the East Herts Citizens' Advice Bureau (EHCAS). The Chairman referred to the set of prepared questions set out in Essential Reference Paper 'B', which had been circulated to them prior to the meeting.

(A) In response to the question set out in the report now submitted concerning feedback gathered from residents and how this had improved service quality:

### Summary from Riversmead HA:

Evening meetings with residents had been difficult, so a variety of methods had been adopted including focus groups and mystery shopping. Groups set out to look at what tenants wanted most, e.g. improvements to kitchens and bathrooms. Leaseholders were also consulted on their needs. A Home Improvement Officer was now in place. Chris Wright referred to and supported the need for co-regulation to give customers

the chance to influence the work of the Association.

Summary from South Anglia HA:

Chris Ellison referred to the announcement of the Tenant Services Authority and residents' self-regulation. This was welcomed by both housing associations. Key initiatives which they wanted to pursue included customer scrutiny and performance and the development of a Panel, customer engagement and making the hours more accessible. An "E-learning" initiative was about to be launched for customers covering issues such as how the housing business was managed. A "Have your Say" consultation had been launched in 2009/10 and circulated to 1500 customers seeking feedback on various services. Engagement was also sought via the Doorstep Challenge, customer satisfaction surveys and the need to bring customers into the day to day operation of the business. Initial concerns had been expressed by contractors on customer involvement, but ongoing feedback was positive on this.

In response to a query from Councillor K Darby about support given to residents to get the best out of the consultation process, both Associations agreed that training residents was important to the engagement process together with the timely provision of feedback following the consultation processes. Riversmead HA had used Mystery Shopping and customers worked with internal auditors. It was hoped that further work could be built upon volunteer initiatives. Newsletters were used and increasing use of the internet.

The Chairman stated that it was interesting that one fifth of residents had stated that their views were not taken into account. Riversmead HA suggested that this might be influenced by the age profile of respondees. A grounds maintenance procurement exercise was currently underway which had residents involved.

South Anglia referred to issues relation to repairs and the environment (i.e. grounds maintenance, parking, lighting and security) of concern to most residents.

Councillor N C Poulton referred to the positive benefits of a Neighbourhood Officer's quarterly meetings, the monthly walkabouts and the newsletter.

Summary from the CAB:

Satisfaction surveys had been carried out and in 2009-10 the CAB had achieved a 95% satisfaction rate. CAB users were least satisfied with the opening hours. Gateways Services had been introduced with 10 minute interviews to determine whether clients could be helped quickly or whether further longer appointments needed to be made. CAB Services had been introduced in Ware and Buntingford, Sawbridgeworth. Services were also shared at County level. A "Virtual Call" service had been introduced which "hunted" for a CAB adviser from all Offices. The CAB was looking to join up with other bureaux with the aim of providing a five day a week service. An audit of the CAB's policies and procedures had been carried out. They had achieved an 80% pass on the quality of advice provided.

(B) In response to a question set out in the report now submitted concerning working with LSP Partners to improve housing or life chances of East Herts residents:

Summary from Riversmead HA:

The Chief Executive of Riversmead sat on the Board of the LSP. Work had been ongoing to align community engagement work with the priorities set by the LSP to bring matters in line with the Sustainable Community Strategy and other themes. Riversmead had funded PCSOs, various initiatives were hosted with Hertfordshire Constabulary for example, the FIT project led by the Police on family intervention in Hertford. This had attracted a lot of attention. Work was ongoing with young people and diversionary activities and outreach work. Riversmead were partnered with the credit union and the CAB. A furniture recycling project was in progress. Attempts to look at more work on a mobile basis rather than static basis were being reviewed.

In response to a query from Councillor N Clark regarding mentoring young people, Riversmead stated that the FIT project was one such project. Work was also being developed in relation to a Corporate Social Responsibility portfolio involving staff members becoming involved in the community.

#### Summary from South Anglia HA:

South Anglia had localised its Delivery Plan within East Herts in relation to Community Strategies and LAA targets. A multi-agency approach had been adopted e.g. the doorstep challenge – there had been three in East Herts last year, working with the PCT to access health and a range of services. 500 people had attended a programme of diversionary activities. Work was also undertaken to help victims of abuse. Partnership working and referrals to the CAB was ongoing. The HA continued to sponsor a PCSO who had been a great help in tackling burglary and graffiti. What match funding had been achieved was explained. The joint reception with the Council in Bishop's Stortford had been a key success in helping achieve cost savings against economic challenges.

In response to a query from Councillor N Clark regarding mentoring young people, South Anglia stated that support was being given to apprenticeship schemes.

#### Summary from the CAB:

The CAB stated that they were involved with the LSP at the Forum level which was a useful source of projects and how the CAB could help. A lot of work occurred with the CVS who gave a lot of general advice about partnership working. The CAB was also part of the Hertfordshire County Council's CAB. Generally partnership working was very strong. A Concession Group had been established to help in providing information about debt. For the short term, a part time debt adviser had been employed. 132 people with a total debt of £1M had been helped. These people had been referred from a number

of sources including South Anglia. 223 people had gone into bankruptcy. The CAB had provided 906 people with Housing Benefit Advice to owners and occupiers. Training four volunteer advisers had been provided to help in relation to debt cases which were becoming more and more complex. Government funding had been received to allow the CAB to open up an extra day.

In response to a query from Councillor A D Dodd concerning money and credit card debt, both Riversmead HA and the CAB confirmed that feedback was provided to both the Government and other agencies.

(C) In response to a question set out in the report now submitted concerning support or projects provided for East Herts residents in relation to the economic climate in the past year.

#### Summary from Riversmead HA:

Riversmead HA said that 99.4% of rent had been collected and that discussions were taking place with residents on new methods to help with the payment of rent. The closure of Post Offices had not had a negative effect on the payment of rent. Fuel poverty and fuel efficiency and methods to drive fuel bills down had been addressed. The provision of affordable homes was progressing. A £45M programme was available to build affordable homes with half of that sum to be directed into the modernisation of older homes such as Beacon Court, Bircherley Green.

#### Summary from South Anglia HA:

South Anglia HA had developed an inclusion plan, i.e. a special services plan for shared equity owners had been developed which helped owners sell back part of their ownership to the HA. Incentive schemes to encourage residents to pay by Direct Debit. Rent Collection showed that South Anglia was in the top quartile in terms of rent collected in rural areas. The financial inclusion work had achieved a drop in the number of cases referred to Court by 49% by way

of advance advice from external agencies. Affordable housing was still being built and 42 shared ownership homes had been sold. News was awaited regarding the development of Plaw Hatch in Bishop's Stortford.

In response to a query from Councillor N Clark, Riversmead advised that their percentage of voids was 23 days and South Anglia, 22 days.

(D) In response to a question set out in the report now submitted concerning (a) the changing demographics and steps to develop and sustain community cohesion; (b) what support had been given to vulnerable and disabled residents (c) work with migrant workers and residents from BMI Groups and (d) whether Equalities Impact Assessments had been carried out on the services offered.

#### Summary from Riversmead HA:

Much of the work undertaken had been around upgrading housing and developing flexi-care. Under-occupation was been investigated and a report was due out shortly and an action plan would be developed. Work was ongoing at maintaining the quality of life for residents in terms of aids and adaptation work and in encouraging people to release larger properties so that these could be better used. The budget of £348,468 for aids and adaptations was confirmed for this year. Procurement prices were being reviewed in an effort to drive costs down. All Riversmead Policies were Equalities Impact Assessed. The need to understand diverse needs was acknowledged.

#### Summary from South Anglia HA:

The Self Referral system and how this worked in relation to minor aids and adaptations was explained. An equality impact assessment had been carried out in relation to flexi-care services. Work was underway at profiling groups to establish whether the service offered fit the groups' needs. Further work on profiling was needed to match the needs of the vulnerable and the need to enhance their lifestyle. It was



anticipated that further work would be undertaken in relation to homelessness, working in partnership on this issue, review cases and to prioritise those in need of “Sanctury Rooms” and appropriate adaptations to doors. A “Hate Crime” policy had been established. A case study involving a family in Benington where the house had fallen into disrepair was used to illustrate an example of involving the local community to achieve lasting positive benefits.

Close work was undertaken with mental health teams. The budget for aids and adaptations had been confirmed for the year. It was hoped that this could be enhanced further by other contributions. The issue of shower adaptations and delays by occupational health assessments was explained.

#### Summary from the CAB:

Confirmed that the majority of clients were vulnerable, including those who were elderly some with mental health problems and of the problems experienced in dealing with agencies and technologies, e.g telephones “press 1 for x, 2 for y etc”. Statistics were provided from these user groups in terms of their ages and vulnerability. The CAB had helped residents claim £300,000 of benefits. A project funded by Lloyds Bank had helped provided advice to help migrant works to understand their rights and responsibilities which had helped them integrate with the community. All services were constantly monitored to meet the needs of local people and the profile of the area.

(E) In response to a question set out in the report now submitted concerning the steps taken to reduce the “carbon footprint” of their business.

#### Summary from Riversmead HA:

Riversmead HA had established a carbon baseline and had set a 10% reduction which was considered achievable over the next five years. Boilers used in properties were condenser boilers which generated less CO<sub>2</sub> and were cheaper to run. A dedicated officer had been employed to

look at sustainable issues and these were reflected back into the Corporate Social Responsibility Plan as many journeys were made on the Association's behalf e.g. contractors movements to and fro. In terms of procurement, materials were bought locally where possible. Priority was given to those contractors who drove down their carbon footprint. Solar Panels were used where possible. Schemes which were supported higher ecological development issues. The roof space of properties was insulated where possible and this had improved matters. It was noted that it was difficult to access the roof space of some properties. All homes were built to a decent homes standard.

#### Summary from South Anglia HA

One of the challenges was considered to be travel and the need to get people to use bicycles. This was difficult. Customers were targeted in terms of those experiencing fuel poverty and initiatives were being run looking at the impact of usage and utility bills. Condenser boilers were used and investigations continuing on how the HA could feed into the grid system. Some older properties made it difficult to initiate retroactive fits to reduce energy loss. The benefits of using low energy bulbs were noted but the cost of replacing those bulbs was high. The possibility of procuring a bulk supply was being investigated.

#### Summary from the CAB:

Offices were fitted with energy saving initiatives and staff were encouraged to walk or cycle to work. Use of the telephone was encouraged to access the CAB's services.

(F) In response to a question set out in the report now submitted concerning identifying one project or activity from 2009/10 which has had the greatest positive impact or influence over the wellbeing of a community or group of individuals.

#### Summary from Riversmead HA:

Work at Bircherly Court, Hertford, was considered to be a genuine partnership in terms of energy and learning outcomes from a District and County Council perspective. Riversmead HA was very proud at how an old building could get a new lease of life and of the positive implications across the district of this development.

Summary from South Anglia HA:

The work undertaken in terms of estate service and the “best practice” achieved and the excellence of South Anglia’s estates. All residents’ surveys undertaken showed people were concerned about the environmental quality of the area immediately around their homes. Customer consultation centred around tighter neighbourhoods and the need to take ownership of these areas. Statistics were referred to in relation to satisfaction surveys within the district before and after community involvement in improvement projects. There were 14 schemes in East Herts which had received additional expenditure of £250,000 to spend on the environment.

Summary from the CAB:

The CAB referred to the funding which was secured to provide further services. The CAB thanked the Council for its continued funding support and stated that without it, it could not have provided the necessary infrastructure.

The Chairman thanked Mr Wright, Mr Ellison, Ms Cambery and Mr Farrington for attending and for their detailed responses to the questions raised.

RESOLVED – that the updates from Riversmead and South Anglia housing Associations and the Citizens’ Advice Bureau be received.

At 9.20 pm, the Chairman, with the consent of Members suggested a five minute recess. The meeting reconvened at 9.25 pm.

159 TASK AND FINISH GROUP REPORT: MARKETS IN EAST HERTS

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Councillor Hone, Chairman of the task and finish group, introduced the report and thanked Members and Officers for their contributions. She said that group members were very aware of the economic importance of markets, particularly to the vitality and vibrancy of town centres as well as the benefits to the community. Members had also recognised that market traders and farmers market producers were an important part of the small business infrastructure of East Herts.

The report contained a modest budget request and whilst Members were acutely aware of the financial pressures on local government at the present time, they also felt that the investment the Council had made in markets cut across economic, social and heritage priorities.

The Economic Development Manager submitted a report presenting the key recommendations and actions arising from the Task and Finish Group's review of markets in East Herts. He asked the Committee to note an amendment to the Executive within the report's recommendations. The second bullet point in point three should read "by £4,000" (not "to £4,000"). The scope of the review, membership, intended outcomes, evidence from witnesses and site visits were set out in the report now submitted, together with a summary of the key recommendations.

Councillor W Ashley supported the work of the task and finish group and asked Officers to explain of nature of the expenditure reductions which could be achieved by a review of the market process.

The Economic Development Manager explained that a reduction of £12,000 had been achieved by replacing the waste compactor system. This reduction, when combined with reductions in support costs for markets and increased rental income as a result of monitoring pitch spreading practices, would achieve estimated total cost reductions of approximately £32,000. These figures were estimates and

were not included in the report because they have not gone through audit or health check processes.

Councillor N P Clark expressed concern that last winter, the Sawbridgeworth Farmers Market had been set up on an icy car park. This was noted.

The Chairman on behalf of the Committee thanked the Task and Finish for its excellent piece of work and for their suggested revisions to the Markets Policy.

The Committee requested that the Executive be informed that Members commended and support the recommendations contained in the report now submitted.

RESOLVED – that the Executive be informed that Community Scrutiny Committee supports and commends the revised Markets Policy and the key recommendations set out in the report now submitted.

DCCS

## 160 REVIEW OF DISCRETIONARY COMMUNITY GRANTS PROGRAMME

The Head of Community and Cultural Services submitted a report setting out proposed changes to the policy and criteria relating to the Council's discretionary grants schemes following a review of the current policy and an Equalities Impact Assessment. A summary of the recommended changes to the existing criteria was set out in the report now submitted.

Councillor N P Clark queried a proposal for Officers to waive the requirement to have one third of the total project cost at the time of application and to find 50% match funding for certain applicants. He sought clarification as to whether the applications would be signed off at Director level. The Community Planning and Partnerships Manager explained that these applications would be presented to an Officer Assessment Panel for decision, comprising Councillor L O Haysey and the Director of Customer and Community Services.

Councillor L O Haysey thanked Officers for undertaking what she considered was a substantial piece of work, so that clear processes were in place.

The Committee supported the proposed criteria and policy changes to the grant schemes as detailed in the report now submitted.

RESOLVED – that proposed criteria and policy changes to grant schemes falling within the remit of the Directorate of Customer and Community Services be approved. DCCS

At 9.45pm, the Chairman sought support from Members to approve a resolution to enable the meeting to continue beyond 10.00 pm. This was not supported.

161 CONSULTATION ON MEDIUM TERM FINANCIAL PLAN SAVINGS

The Director of Customer and Support Services submitted a report regarding savings agreed last year for inclusion in the four year Medium Term Financial Plan 2010/14 and of further savings to be achieved in the context of the Emergency Budget to be considered by the Executive on 7 September 2010. Four suggestions were attached to the report now submitted in relation to service cuts in Community and Cultural Services of £38,909, Museums £5,560, Arts Development £5,000 and Funding for Care for Energy Services.

Councillor N P Clark was concerned that there was insufficient information available on which to make judgement on further savings in relation to the emergency budget. He suggested that an additional meeting of Community Scrutiny Committee be convened to consider the MTFP further.

The Director of Customer and Community Services stated that Members' advice was sought on the information as presented.

Councillor M Wood stated that there would be a lot of concern to any suggestion to cut support to museums. The Chairman noted that the Council brought in a further £6,000 for a cost of £5,560 and suggested that this be left as it stood. Councillor N C Poulton added that he was a Council representative on the Museums Partnership and that it would be a loss to residents if financial support was reduced, stating that the museums brought a great deal of benefit to the area.

Members did not support a suggestion to cut either the Museums Partnership Budget or the HCC Museums Services Budget.

Members requested that the two budgets for Museums comprising £5,560 be left in the baseline budget.

In relation to the general indicative saving across all Community and Cultural Services activities of £38,909, Councillor V Shaw pointed out that the Committee had just agreed to support some additional funding for Markets investment. She suggested that the markets budget should be protected from the current round of savings or all the hard work of the task and finish group would be wasted. This was agreed by Members.

RESOLVED – that the Committee’s comments as detailed above be referred to the Executive.

DIS

At 10.00 pm, in the absence of a resolution to extend the duration of the meeting, the remaining items of business on the agenda, as now detailed, were deferred to the next meeting.

- Community Scrutiny Corporate Health Check March to May 2010;
- Work Programme

The meeting closed at 10.00 pm

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



MINUTES OF A MEETING OF THE  
HEALTH ENGAGEMENT PANEL HELD IN  
THE COUNCIL CHAMBER, WALLFIELDS,  
HERTFORD ON TUESDAY 22 JUNE 2010,  
AT 7.00 PM

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PRESENT: Councillor S A Bull (Chairman)  
Councillors R I Taylor

ALSO PRESENT:

Councillors D Andrews, W Ashley,  
R Beeching and R L Parker

OFFICERS IN ATTENDANCE:

Simon Barfoot	- Environmental Health Promotion Officer
Lorraine Blackburn	- Committee Secretary
Mark Kingsland	- Leisure Manager
Marian Langley	- Scrutiny Officer
George A Robertson	- Director of Customer and Community Services
Paul Thomas	- Environmental Health Manager

ALSO IN ATTENDANCE:

Christine Neyndorff	- Herts Sports Partnership, University of Hertfordshire
Robin Trevillion	- NHS Hertfordshire
Mathew Nicholson	- Contract Manager SLM

1 APPOINTMENT OF CHAIRMAN

The Chairman, Councillor D Hone had apologised sincerely for not being able to attend the meeting as she was attending the Queen's Garden Party at Buckingham Palace on behalf of

the Council. Councillor S A Bull agreed to act as Chairman for the meeting.

RESOLVED – that Councillor S A Bull be appointed Chairman for the meeting.

## 2 APOLOGIES

Apologies for absence were submitted from Councillor D Hone, K Darby and R Gilbert.

## 3 MINUTES

RESOLVED – that the Minutes of the Health Engagement Panel meeting held on 11 February 2010 be agreed as a correct record and signed by the Chairman.

## 4 CHAIRMAN'S ANNOUNCEMENTS

The Chairman updated Members on a recent notification that the Chief Executive of Herts PCT, Anne walker was moving on in September to be the Chief Executive of the NHS in Surrey.

It was noted that agenda item 7 (Hertfordshire County Council – Health Scrutiny Committee) had been withdrawn as no feedback could be provided.

## 5 HERTFORDSHIRE PHYSICAL ACTIVITY PLAN - FOCUS ON EAST HERTS

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The Executive Member for Housing and Health submitted a report updating Members on the new Hertfordshire County Sports Partnership's Physical Activity Plan.

Paul Thomas stated that the 2009 “be active, be healthy” document recognised the importance and benefit of regular participation in physical activity as part of a healthier lifestyle. It was noted that only 22% of the population were active enough to derive health benefits; 78% were not active regularly enough to benefit their health and over 50% of the

population were entirely inactive. The Hertfordshire County Sports partnership had produced a Physical Activity Plan which aimed, working in partnership, to increase physical activity and to create more active communities.

Paul Thomas stated that the guest speakers: Christine Neyndorff and Robin Trevillion would give a presentation on the Draft Hertfordshire Physical Activity Framework (agenda item 6) and how the Council could become involved.

Members received the report.

RESOLVED – that the report be received as be used as a basis for gaining a wider understanding of the physical activity plan and how it would contribute to a healthier, more active community.

## 6 HERTFORDSHIRE PHYSICAL ACTIVITY - PRESENTATION BY GUEST SPEAKER: CHRISTINE NEYNDORFF

Guest Speaker, Christine Neyndorff, gave a presentation on the draft Hertfordshire Physical Activity Framework. She stated that the Herts Sports Partnership worked closely with all Councils within Hertfordshire, the PCTs, and the County Council in working together to co-ordinate and promote healthier lifestyles and to promote a supporting infrastructure which encouraged everyone to get involved, stay involved and to reach their full potential in their chosen sport or physical activity. The presentation addressed the focus of physical activity, the results from the Active People survey and the Physical Activity Framework.

Ms. Neyndorff referred to the view of Hippocrates (400 BC) who stated that if parts of the body were not used, they became diseased. In a report from the Chief Medical Officer (2009) it was emphasised that inactivity was a major health threat. The report stressed the benefits of regular participation to health, longevity, well being and protection from serious illness and stated that regular participation surpassed the effectiveness of any drug or other medical treatment. It was noted that inactivity affected more people than smoking, alcohol misuse and obesity combined. The

cost of inactivity to the NHS in Hertfordshire (in relation to 6 major diseases) was more than £12million each year excluding the cost of obesity. The effects of physical activity on reducing the risk of common diseases was outlined e.g. 37% of coronary heart disease were attributable to physical inactivity.

It was noted that by the early 2020's half of all adults in Hertfordshire would be over 50. The negative effects on the body in terms of strength, endurance, bone density and flexibility were outlined. Exercise was highlighted as contributing positively to improve strength and balance and that encouragement should be given to make exercise an enjoyable daily part of life for older people.

Ms Neyndorff stated that the Active People Survey had been a key tool in decision making and in helping Herts Sports Partnership to be more effective. Statistical evidence was provided showing death rates by girth and fitness in men. It was noted that in the last six months participation in exercise had increased in Hertfordshire to 21.7%. The results for Hertfordshire concluded that overall participation levels had remained static. There was a high level of inactivity across the county particularly within increasing age and disability; of high female levels of inactivity and of differences in participation by socio economic classification.

Ms Neyndorff said that the Hertfordshire Physical Activity Framework was not a strategy, it was an aspiration to make Hertfordshire an "inactivity free zone". Its aims included:

- Informing choice and promoting activity
- Creating an active environment
- Supporting those most at risk
- Strengthening delivery.

The Active Together project commissioned by Adult Social Care was referred to as promoting physical activity and volunteering opportunities with a focus on older people (50+). Activities were mostly carried out in village halls. The new Buntingford table tennis team was one such example of the Active Together initiative.

Ms Neyndorff acknowledged that the success in getting people active depended on partnership working, local action plans and how local strategies could be developed to increase levels of physical activity.

The Chairman, on behalf of Members thanked Ms Neyndorff for her presentation and welcomed Mathew Nicholson from SLM and Mark Kingsland.

Councillor R I Taylor referred to the £13million available within Preventative Services to improve the health of older people and to improve their well being. Ms Neyndorff explained that much of these funds had been allocated to contractors many years ago. Some commitments could be concluding year and would be therefore be open for competitive bids.

Councillor R I Taylor stated that free swimming to certain age groups was to be withdrawn which ran counter to everything Ms Neyndorff had presented. She stated that she was disappointed to hear that. She added that some health departments had cut their preventative funding streams and that the Government felt that it should be up to the local PCTs to develop funding this type of initiative.

The Director of Customer and Community services stated that in relation to free swimming, the Council agreed to free swimming if it could get funding from Central Government. This matter had not yet been discussed with the leisure provider SLM yet.

Councillor R Beeching noted that it was the aim to make exercise enjoyable. He said that he was Chairman of the Governors of Leventhorpe School which had commissioned a sports centre which would soon be open to the community offering dance studios, gym places. He asked whether there was anything specific that the Herts Sports partnership would like to be offered to the community. Ms Neyndorff said that HSP had not looked at the community use agreement for Leventhorpe School. She stressed that the aim was to make sure that the community became active and the HSP would be happy to advise on how this could be achieved.

The Chairman asked Mathew Nicholson of SLM if he could give the Council SLM's overall aims and objectives as a Leisure provider and what development opportunities might there be for the future? SLM endorsed what Ms Neyndorff had presented and of the aim towards 30 minutes exercise each day and ultimately moderate exercise five times a week. He stressed that it was about getting the message out into the community and that although they would obviously encourage use of the East Herts Leisure facilities, the 5 x 30 target could include other forms of activity external to gym setting. He acknowledged the improvements in physical activity over the last six months in Hertfordshire and hoped that was as a result of improvements to leisure facilities by SLM and the capital investment by the Council.

The Chairman asked the Leisure Manager what new healthy lifestyle opportunities might be developed over the next 8/9 years with SLM? The Leisure Manager referred to the programmes which were being developed, group exercise programmes, walking groups, referral schemes from Doctors, swimming programmes, (including free swimming), joint use of facilities at Presdales and Teen (11-15 year olds) gym membership classes and the introduction of interactive dance mats.

The Executive Member for Housing and Health stated that attendance at Grange Paddocks and across the other leisure facilities had increased "massively". He sought further information regarding where these increases had occurred and how the information was gathered. There were a number of methods of collating information and this was monitored constantly. He referred to the use of GovMetric data and the recording of all results on the Council's own Covalent performance system. Reports were also presented to Members annually to Community Scrutiny Committee. Additionally, relevant questions on residents' surveys were referred to and the use of Ipsos/MORI polls. Mathew Nicholson agreed that usage of the facilities had increased significantly, e.g. a group exercise class was now attracting 2000 users every week. The Director of Customer and Community Services said that an annual report was presented

to Members on how the contract was going along. He undertook to discuss the matter further with the Leisure Manager and Mathew Nicholson and provide information via the Member's Information Bulletin when appropriate.

The Executive Member for Housing and Health suggested that there may be some merit in arranging a "second opening" to get the message out to the community.

Councillor R I Taylor queried whether there were any improvements planned to the swimming facilities. He said that he had mentioned this at a recent Joint Scrutiny and was advised in a written response that the improvements to the swimming facilities comprised improvements to the viewing gallery and storage cupboard. He referred to the residents' survey in Bishop's Stortford survey whereby residents had requested improvements to the swimming facilities and asked if there were any plans to substantially improve facilities at Grange Paddocks and Hartham. He believed that people were put off using the pools, changing facilities were communal and swimmers had gained little from the revamp of the facilities.

The Director of Customer and Community Services stated that there was nothing in the capital programme to undertake significant work to the pools.

The Chairman asked whether there was anything else the Council could do to improve things. Ms Neyndorff said that Herts Sports Partnership was a county wide voluntary organisation trying to get funding to implement local activity. She added that the Partnership was trying to make activity self sustaining and get local authorities to take them on. Much joint working was feasible and there was spare capacity at a number of venues including village halls within parishes. She appreciated that it was difficult to get villages to open their doors and that some Parish Council's were perhaps inward looking in that they supported traditional organisations such as the brownies and scouts but were reluctant to offer wider usage but that they might benefit from encouragement in supporting a wider range of organisations.

The Executive Member for Health and Housing acknowledged that the figures showed that there was a major problem in Hertfordshire in terms of inactivity. It was noted that the area was wealthy and that people did not walk anywhere. He said that it was important to introduce people to exercise early in life and appreciated that injuries sustained as young person might stop a person exercising later in life. He acknowledged the good progress on the Health Action Plan and the excellent Lunchbox Detectives Recipe book produced by DTP within the Council from recipes designed by Mandeville School. He hoped that officers could find ways of getting people active and working further with schools from a fitness viewpoint.

Councillor W Ashley referred to the wonderful sports facilities in East Hertfordshire. He referred to the fact that village halls provided bowls, dancing etc and that it was possible to cycle almost one end of East Herts to the other without using roads.

Ms Neyndorff said that Hertfordshire was a lovely area but that a lot of things encouraged people to be sedentary. She said that there was a need to encourage activity and get neighbours to be active and identify opportunities. She said that people in the area were entrepreneurial and that some ideas might just need to be pushed along by the Council.

The Chairman, on behalf of Members thanked Ms Neyndorff for giving the presentation and to Mr Trevillion for attending.

## 7 REVIEW OF THE 2009/10 PUBLIC HEALTH STRATEGY ACTION PLAN

The Executive Member for Housing and Health submitted a report on the Council's efforts in implementing the 2009/10 action plan which is associated with the Council's Public Health Strategy. It was noted that the strategy had helped to steer and co-ordinate the Council's services and facilitate joint working and enabled the Council to deliver initiatives and projects which contributed to areas being of greater importance to East Herts residents. The Action Plan ran for a 12 month period and was reviewed after six months. The Action Plan for 2009/10 contained 38 projects within key topic areas.



Simon Barfoot stated that internally within the Council, and a range of external partners comprising both individuals and teams had undertaken 33 of the 38 planning projects and five additional projects equating to an 88% completion rate. Three projects could not be undertaken due to staff shortages and budgetary constraints.

The guiding principles of the East Herts Public Health Strategy for 2008-2010 and how these could be developed were explained. Simon Barfoot provided feedback on three of the projects detailing why they had been targeted, the numbers targeted and the next steps for each these projects. These included:-

- Making Science Real (demonstration of science principles in Environmental health)
- Lunchbox Detectives (healthy eating); and
- Sport Leisure Management (increasing activity participation).

A 2009/10 project matrix of projects and how these linked with other initiatives was detailed in the presentation.

The Executive Member for Health and Housing praised officers on the work achieved so far. He referred to the levels of smoking and especially amongst young girls. He queried whether shock tactics could work. Simon Barfoot explained that historically shock tactics had worked but these lapsed as it needed to be backed up by factual evidence. Robin Trevillion stated that shock tactics worked with adults providing there was tailored information and follow up support on how to stop. He added that younger age groups were least likely to stop because of health warnings but that role models did work.

Councillor R I Taylor referred to the number of people hanging around outside premises and ashtrays left outside of buildings. He felt that this created a bad impression to passers by. He referred to the numbers of doctors and nurses

who smoked and felt that this set a bad example to the public.

In response to a suggestion by the Executive Member for Health and Housing, Simon Barfoot said that using mobile phones and seat belts were areas which could be reviewed.

The Chairman asked whether the Lunch Box Detectives could be put forward for an award. Simon Barfoot agreed to explore the suggestion. Councillor R Beeching hoped that there would be feedback from parents. Simon Barfoot confirmed that this data would be captured.

Councillor D Andrews referred to diets and that people should be encouraged to survive on less and to cut down on salt.

Members received and noted the progress made in implementing the Public Health Strategy's Action Plan for 2009/10

RESOLVED – that the progress made on implementing the Public Health Strategy's Action Plan for 2009/10 be noted.

## 8 WORK PROGRAMME

The Health Engagement Panel received a report on planning the Panel's work programme for 2010/11.

The Scrutiny Officer advised Members that there would be a visit of East and North Herts NHS trust to the next full Council meeting later this month to give a brief presentation. The same speakers would then attend the October meeting of this Panel to talk in more detail about local plans and developments. These details would be worked out over the coming months as the impact of the change of government policies and funding becomes clearer.

Councillor R I Taylor referred to the Urgent Care Centre and the presentation in October. He asked for an update on this issue. The Executive Member for Health and Housing asked that Members be given an update at Council on 29 June. The Scrutiny Officer stated that the Chief Executive had invited

East and North Herts NHS Trust but that she would pass on Members request to the Chief Executive.

The Scrutiny Officer confirmed that the Councillor D Hone would be attending the Health Scrutiny Committee at the County Council on 23 June 2010. Councillor R Beeching confirmed that the issue of the Urgent Care Centres at St Albans and Bishop’s Stortford was on their meeting agenda.

The Chairman thanked guests, Members and Officers for attending and to Sue Barber for the healthy food.

Members reviewed and agreed the work programme as presented.

RESOLVED – that the work programme be agreed.

The meeting closed at 9.07 pm

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

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## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY - 26 OCTOBER 2010

#### REPORT BY EXECUTIVE MEMBER FOR COMMUNITY SAFETY AND PROTECTION

#### PROGRESS ON COMMUNITY SAFETY PLAN 2008 -11

WARD(S) AFFECTED: All

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

To update Members on the progress made by the Community Safety Partnership on the delivery of the Community Safety Plan (2008 -11).

<b><u>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</u></b>	
(A)	To note and comment on the progress made against the Community Safety Plan 2008 to date.

#### 1.0 Background

1.1 The Community Safety Partnership is a multi- agency partnership comprising of six statutory responsible authorities;

- East Herts Council
- Hertfordshire Constabulary
- Hertfordshire County Council
- Hertfordshire Police Authority
- Hertfordshire Fire and Rescue
- Hertfordshire Probation
- Health

The role of East Herts Council within the partnership, is wide ranging. The council helps facilitate the many statutory obligations, such as compiling the strategic assessments, to the more practical aspects of partnership working through providing venues for meetings. The council also administers the partnership funds, in the form of a central government grant.

- 1.2 The partnership also comprises of other non-statutory agencies including organisations from the voluntary sector (for example, drug and alcohol agencies, Victim Support, Age Concern etc) and Registered Social Landlords (such as Riversmead and South Anglia).
- 1.3 The Community Safety Plan (2008-11) is the policy document detailing the strategic obligations for the partnership over a three year period. It details how the partnership will address crime and disorder, measure performance and engage with communities on community safety issues.
- 1.4 The plan is revised annually through strategic assessments which detail the evidenced based partnership priorities which are the focus of the partnership for each 12 month period.
- 1.5 Annual action plans are produced as a result of the emerging priorities from each annual strategic assessment.
- 1.6 The final quarters of the 2008-9 and 2009-10 action plans and the first 6 months of 2010-11 action plan are attached in the appendices.
- 1.7 A key component of the strategic assessment evidence base is public consultation.
- 2.0 Report
- 2.1 Strategic assessments establish current and future crime, disorder and substance misuse issues within the district and makes comparisons with other areas within the county, region and nationally, where appropriate. For the full report on the current strategic assessment go to:  
  
[http://www.eastherts.gov.uk/media/pdf/p/b/East\\_Herts\\_Community\\_Safety\\_Strategic\\_Assessment\\_2010-11.pdf](http://www.eastherts.gov.uk/media/pdf/p/b/East_Herts_Community_Safety_Strategic_Assessment_2010-11.pdf)
- 2.2 The strategic assessment informs the six responsible authorities who sit on the community safety partnership board of the current and future community safety trends, which enables strategic priorities to be indentified. The partnership responds to these priorities through the creation of annual action plans, which are delivered through the Joint Action Group.

- 2.3 As part of the priority setting process, the partnership carries out regular consultation with the public to ensure resources and attention is paid to where they are needed the most.
- 2.4 The partnership has carried out the following consultations (2008 – to date)
- Priority preference, March 2008: The consultation asked the people of East Herts to rank the priorities in the order the partnership should consider as extremely important to the least important. For the full report refer to:  
[http://www.eastherts.gov.uk/media/pdf/9/f/Consultation\\_results\\_March\\_2008.pdf](http://www.eastherts.gov.uk/media/pdf/9/f/Consultation_results_March_2008.pdf)
  - Workshop, September 2008: A workshop was held with 4 community safety topics for the public to comment on. The aim was to consult with communities about the community safety priorities the partnership should tackle. For the full report refer to:  
[http://www.eastherts.gov.uk/media/pdf/9/6/Consultation\\_September\\_2008.pdf](http://www.eastherts.gov.uk/media/pdf/9/6/Consultation_September_2008.pdf)
  - 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. Respondents were asked to list their top three community safety concerns. For the full findings refer the current strategic assessment:  
[http://www.eastherts.gov.uk/media/pdf/p/b/East\\_Herts\\_Community\\_Safety\\_Strategic\\_Assessment\\_2010-11.pdf](http://www.eastherts.gov.uk/media/pdf/p/b/East_Herts_Community_Safety_Strategic_Assessment_2010-11.pdf)
  - During January – February 2010 members of the Community Safety Partnership Board presented at five public meetings across the district (Community Voice). 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. For the full findings refer the current strategic assessment:  
[http://www.eastherts.gov.uk/media/pdf/p/b/East\\_Herts\\_Community\\_Safety\\_Strategic\\_Assessment\\_2010-11.pdf](http://www.eastherts.gov.uk/media/pdf/p/b/East_Herts_Community_Safety_Strategic_Assessment_2010-11.pdf)
- 2.5 Due to the annual evaluations and consultations each strategic assessment can have different priorities. The following have been identified since 2008 (to date):

## 2.6 Priorities covering 2008 – 2009

- Improve feelings of safety by reducing fear of crime
- Anti-social behaviour
- Reduce serious acquisitive crime
- Offender management
- Youth engagement
- Reduce violent crime
- Cross cutting theme – alcohol and drugs

## 2.7 Priorities covering 2009 - 2010

- Improve public confidence through reassurance and crime prevention measures
- Address issues of anti-social behaviour
- Reduce burglaries, in particular residential
- Reduce criminal damage
- Reduce vehicle crime
- Reduce theft from a shop
- Raise awareness of domestic violence and reduce repeat incidents

2.8 The most recent strategic assessment confirms that East Herts is a safe place to live, work and visit as demonstrated through the low levels of crime compared to our Hertfordshire neighbours and against national trends. For the full findings refer the current strategic assessment:

[http://www.eastherts.gov.uk/media/pdf/p/b/East\\_Herts\\_Community\\_Safety\\_Strategic\\_Assessment\\_2010-11.pdf](http://www.eastherts.gov.uk/media/pdf/p/b/East_Herts_Community_Safety_Strategic_Assessment_2010-11.pdf)

2.9 The following trends (covering 1 September 2009 – 31 August 2008 and 1 September 2007 – 31 August 2006) demonstrate the overall low levels of crime:

- There were 1247 serious acquisitive crime offences between 1st September 2008 and 31st August 2009. This equates to 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 has seen a reduction of 2.4 % compared to last year.



- There were 555 burglary other offences (including attempts) in East Herts over the 12 month period. This is an increase of 10.7% on the same period last year.
- Street drinking equates to 1% of anti social behaviour (59 incidents) which was an increase of just 2 incidents when compared with the previous year.
- Alcohol related violent crime currently stands at 44.6% (649 offences) 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)
- There were 1446 criminal damage offences committed over the period covered. This is a reduction of 11.6% and equates to 19.3% of all crime.
- 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 features 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 is 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.

2.10 Despite these low crime levels, recent surveys and partnership consultation suggests that people in East Herts have high perceptions of crime when compared to the reality. As a consequence, the partnership chose a single priority: Keep crime levels low and improve public confidence through reassurance and crime prevention measures.

- 2.11 The Community Safety Partnership is therefore currently focusing its attention on actions aimed at addressing issues relating to reassurance.
- 2.12 Performance is measured through the crime trends evaluated within the strategic assessments, the endorsement of annual priorities and the successful completion of 12 month action plans. See appendices A-C for full action plans.
- 2.13 The partnership supports and introduces many projects and initiatives to help deliver the annual action plans. The following is a list of some of the completed projects funded or endorsed by the Community Safety Partnership. These are strictly monitored by the partnership board.

<b>Community safety project (grant funded)</b>	<b>Managing partner</b>
Crime prevention projects	Crime prevention panels
Taxi marshalling - Hertford	East Herts Council
Summer diversionary activities	East Herts Council
Hertford and Ware Town Watch Coordinators	East Herts Council
Hartham Fence (ASB)	East Herts Council
CCTV upgrade	East Herts Council
Partnership pull up publicity banners	East Herts Council
Feel Safe Cotton Bags (5000)	East Herts Council
Contribution to taxi cameras	East Herts Council
East Herts and Broxbourne DV Forum initiatives	East Herts Council
Partnership newsletter	East Herts Council
Arson letter boxes Duke of Edinburgh Equipment	Fire and Rescue
Rural patrolling initiative (signs and night vision equipment)	Hertford and Ware Town Coordinators
Signs for Designated Public Place Orders	Hertford and Ware Town Coordinators
CCTV Evidence Locker (database)	Hertford and Ware Town Coordinators
Body worn camera	Hertford and Ware Town Coordinators
Horsewatch (Equipment to mark property)	Hertford and Ware Town Coordinators

Environmental Week	Hertford and Ware Town Coordinators
Radio Link (shopwatch)	Hertford Town Coordinators
BMX day, Hertford	Hertford Town Council
Town Watch Mountain Bikes	Hertfordshire Constabulary
King George activity week	Hertfordshire Constabulary
Third Party Hate Crime Boxes	Hertfordshire Constabulary
Signs (S59 & CCTV warning signs) in Jackson Square multi-story car park	Hertfordshire Constabulary
Neighbourhood push bikes	Hertfordshire Constabulary
Cat bells and mobile phone tags for vulnerable people	Hertfordshire Constabulary
S59 & CCTV warning signs (ASB, Hartham Common)	Hertfordshire Constabulary
Sign for Archers Spring (ASB)	Hertfordshire Constabulary
A frame boards and posters for street briefings	Hertfordshire Constabulary
PCSO bike clothing kits, Bishop's Stortford	Hertfordshire Constabulary
Portable knife arch	Hertfordshire Constabulary
Memo Cams (hidden camera in residential property)	Hertfordshire Constabulary
Sele Activity Week	Hertfordshire Constabulary
Bottle Watch (to mark bottles before sale at off licenses)	Hertfordshire Constabulary
Personal attack alarms	Hertfordshire Constabulary
Rehab Assistance Fund for offenders	Hertfordshire Constabulary
Sele Football project (Equipment)	Hertfordshire Constabulary

Rural Intelligence Gathering System - pagers and signs	Hertfordshire Constabulary
Contribution to PSCOs	Hertfordshire Constabulary
Taxi Marshals and Police Radio	Hertfordshire Constabulary, East Herts Council
Covert Cameras	Hertfordshire Constabulary, East Herts Council, Fire and Rescue
Street Pastors - Bishop's Stortford	Street Pastors
Street Pastors - Hertford & Ware	Street Pastors
Hertford and Ware Street Pastors Training	Street Pastors
Contribution to Good Guys Project (shorten length of time for sale of fireworks)	Trading Standards

2.14 Public sector finances and a review of community safety standards present an uncertain future. Grant funding has been drastically reduced and as a result a number of actions aiming to promote the feeling of public safety have been curtailed. As a consequence the partnership faces challenges in delivering the reassurance priority for the remainder of the year.

2.15 Organisations will naturally focus more upon their own immediate challenges, but to mutually benefit all, there is a need for more partnership working not less. As such the Community Safety Partnership Board has recognised the difficulties and is reviewing the structure of the partnership and partnership working in December 2010.

### 3.0 Implications/Consultations

Information on any corporate issues and consultation associated with this report can be found within Essential Reference Paper 'A' attached to the report now submitted.

## Background Papers

East Herts Strategic Assessment 2010/11:

<http://www.eastherts.gov.uk/index.jsp?articleid=10446>

Contact Member: Councillor Malcolm Alexander, Executive Member  
for community safety and protection

Contact Officer: Brian Simmonds, Head of Community Safety (1498)

Report Author: Lizzie Robertson, Community Safety Coordinator  
(1596)

## ESSENTIAL REFERENCE PAPER 'A'1

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p><b>Promoting prosperity and well-being; providing access and opportunities</b> <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Fit for purpose, services fit for you</b> <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Pride in East Herts</b> <i>Improving standards of the built neighbourhood and environmental management in our towns and villages.</i></p> <p><b>Shaping now, shaping the future</b> <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p><b>Leading the way, working together</b> <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>Partnership has carried out statutory consultations completed throughout the 2008-11 plan. See appendices.</p>
<p>Legal:</p>	<p>None</p>
<p>Financial:</p>	<p>The council administers the partnership funds, in the form of a central government grant.</p>
<p>Human Resource:</p>	<p>None</p>
<p>Risk Management:</p>	<p>Public sector finances and a review of community safety standards present an uncertain future. Grant funding has been drastically reduced and as a result a number of actions aiming to promote the feeling of public safety have been curtailed. As a consequence the partnership faces challenges in delivering the priority for the remainder of the year.</p>

# **Community Safety Action Plan 2008-9**

## **Quarter 4** **January – March 2009**

There are six sections to the action plan highlighting objectives identified from the strategic assessment 2008/09 priorities, with one cross cutting theme – Alcohol and drugs.

The action plan will be updated quarterly by the Joint Action Group (JAG).

## Community Safety Action Plan 2008-2009 – Quarter 4

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"> <li>○ Advertise the partnership logo on chosen format</li> <li>○ Create Partnership website</li> <li>○ Publish press releases in Link Magazine</li> <li>○ Publish stories in partnership newsletters/magazines where necessary</li> </ul>	Publicity of logo, website set up  Initiatives e.g. press articles, promotion opportunities	S-A5.1	EHC	Comms	<ul style="list-style-type: none"> <li>• Partnership logo advertised on 5000 cotton bags and 5000 pens for public distribution</li> <li>• Partnership website domain secured</li> <li>• Link magazine published introductory article on 2008-11 Plan</li> </ul>
1.2	Support PCSOs in their role as the key focal point in the community	<ul style="list-style-type: none"> <li>○ Provide shadowing opportunities for PCSOs</li> <li>○ Partnership Communications Group to spread positive messages on the work of PCSOs in the community.</li> </ul>	Shadowing opportunities offered or fulfilled.  No of press articles released	S-A5.2a	EHC, Police	Comms	<ul style="list-style-type: none"> <li>• Positive publicity took place in July to promote the 24 trained PCSOs to issue Fixed Penalty Notices.</li> <li>• Shadowing carried out with Riversmead and Hertford SNT for the Riversmead funded PCSO's.</li> <li>• 12<sup>th</sup> June 2008 saw a positive publication of the Riversmead funded PCSO;s in the East Herts Herald and numerous further press articles were released for OP APTEKA the Sele Football Project.</li> </ul>



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"> <li>• Sele Action week took place week commencing 27<sup>th</sup> October 2008. Activity included environmental awareness and graffiti removal.</li> </ul>
		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"> <li>o Support taxi camera initiative</li> <li>o Support/implement projects, schemes or initiatives as necessary</li> </ul>	No of projects and schemes implemented.		EHC	N/A	<ul style="list-style-type: none"> <li>• 21 out of 21 cameras signed up for use in East Herts taxis.</li> </ul>
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"> <li>• 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.</li> <li>• The partnership is supporting Street Pastors initiative in Hertford and Ware and Bishop's Stortford.</li> </ul>
		o See actions under youth engagement					
1.6	Involve local communities in identifying and dealing with local community safety issues	<ul style="list-style-type: none"> <li>o Hold public meetings/community workshops to inform the strategic assessment</li> <li>o Hold regular locality meetings</li> </ul>	Number of public, locality meetings and consultation events	S-C10.1, S-C10.2	EHC	Comms	<ul style="list-style-type: none"> <li>• One public workshop meeting held in Bishop's Stortford. Consultation has informed strategic priorities for 2009/10</li> <li>• Ward meetings organised by SNT officers / PCSOs, to ensure local concerns are identified and addressed.</li> <li>• "Policing Pledge" will further improve local accountability and ensure issues of public</li> </ul>

							concern are prioritised and dealt with appropriately.
1.7	To advertise and increase community partnership work in the form of success stories	<ul style="list-style-type: none"> <li>○ Partnership Communications Group to follow up achievements against whole action plan for press releases</li> </ul>	Submission of press releases		EHC	Comms	<ul style="list-style-type: none"> <li>● Potential news releases evaluated every meeting</li> <li>● Taxi camera initiative published in Mercury</li> </ul>
1.8	To respond to people's fears surrounding race and hate crime	<ul style="list-style-type: none"> <li>○ Publish information on how to report hate crime incidents</li> </ul>	Nature and availability of publication		EHC, Police	N/A	<ul style="list-style-type: none"> <li>● Hate crime reporting form available on East Herts Council website</li> <li>● Surgeries held: 2 in Bishop's Stortford, 2 in Hertford, 2 in Ware</li> </ul>
		<ul style="list-style-type: none"> <li>○ Support hate crime surgeries</li> </ul>	No of surgeries run				
1.9	Protect the community and ensure public safety from issues arising from the night time economy or individuals who misuse alcohol	<ul style="list-style-type: none"> <li>○ Provide additional enforcement of DPPOs through the accreditation scheme</li> </ul>	Staff accredited	S-A1.1d	Police	Comms, NTE, A&D group	<ul style="list-style-type: none"> <li>● Accreditation scheme being developed</li> <li>● "Know your limits" 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</li> <li>● 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</li> </ul>
		<ul style="list-style-type: none"> <li>○ Provide taxi marshalling schemes as necessary</li> </ul>	Taxi marshalling schemes supported				
		<ul style="list-style-type: none"> <li>○ Produce night time economy information</li> </ul>	Provision of NTE information				

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

	complainants on the action taken to address an anti-social behaviour complaint	method of feedback - signposting, visit from PCSO, letter, phone call	edure implemented				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"> <li>Provide each PCSO with a contact card detailing how and who to report environmental crime to.</li> </ul>	Monitor and feedback on application of contact card	NI17	EHC	N/A	<ul style="list-style-type: none"> <li>Contact card produced and distributed.</li> </ul>
2.7	To organise diversionary activities in hotspot areas and or known offenders	<ul style="list-style-type: none"> <li>Individuals identified through YISP and case review group</li> </ul>	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"> <li>Accredit staff through the community safety Accreditation Scheme</li> </ul>	No of staff trained.	NI17	EHC	N/A	<ul style="list-style-type: none"> <li>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</li> </ul>

### 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"> <li>Vehicle Crime</li> <li>Dwelling Burglary</li> <li>Theft of high-value metals</li> </ul>	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"> <li>Tarantula road show 19<sup>th</sup> March – Jackson Square - 1000 Crime prevention packs delivered</li> <li>Crime prevention road shows have been displayed at each parish councils AGM</li> <li>Theft of High Value metals - In the last quarter we have run two multi agency cross</li> </ul>

							<p>border initiatives on the borders of Essex – Jan 22<sup>nd</sup> and March 19<sup>th</sup>. On the 22<sup>nd</sup> of March the following was achieved</p> <ul style="list-style-type: none"> <li>• <b>Arrests x 3 (for going equipped to burgle)</b></li> <li>• <b>22 Processed for traffic matters</b></li> </ul> <p><u>VOSA</u></p> <p><b>3 x Vehicles with 4 defective tyre</b>  <b>1 x Trailer with 1 defective tyre</b>  <b>1 x Trailer with no break away trailer</b>  <b>3 x Vehicles D.O.W.L</b>  <b>1 X Vehicle with excess weight</b></p> <ul style="list-style-type: none"> <li>• Continued to execute warrants on known offenders and target offenders responsible for vehicle crime –and burglary Operation Abox 21<sup>st</sup> April</li> <li>• Tarantula road show 19<sup>th</sup> March – Jackson Square - 1000 crime prevention packs delivered</li> <li>• Hertford/Ware saw reduction in 2008 -2009 of 38% for TFMV and 14 % for TOMV</li> </ul>
3.2	To reduce the level of 'Tarantula' vehicle crimes across the district, viz:	Continue to support Operation Tarantula	Reduce levels of "Tarantula vehicle crimes	NI16	Police	N/A	<ul style="list-style-type: none"> <li>• Tarantula crime prevention road shows taken place in Bishops Stortford, Ware,</li> </ul>

	<ul style="list-style-type: none"> <li>• Theft of motor vehicle</li> <li>• Theft from motor vehicle (Does not include theft of external parts from vehicles, such as number plates &amp; catalytic converters)</li> </ul>		by 8% by March 2009				<p>Hertford, Buntingford and Sawbridgeworth.</p> <ul style="list-style-type: none"> <li>• 10,500 Op Tarantula crime prevention packs distributed since Jan 08.</li> <li>• Due to the local success Op Tarantula has been rolled out in Stevenage, Broxbourne.</li> <li>• Volunteers, crime prevention panel and PCSO's have assisted at large scale events to promote Tarantula.</li> <li>• Trap car operations have been deployed to assist in the capture of offenders.</li> <li>• Vehicle crime levels remain lower compared to same period last year (13% decrease)</li> <li>• Proactive operations around known offenders, some of which have now become PPO's, or ASBO's.</li> <li>• Road shows continue to be diarised for the spring – commencing March.</li> <li>• Media campaign planned around junior schools designing an Op Tarantula poster – winning entry published through media</li> </ul>
3.3	To reduce the number of incidents of lead thefts across the district	Implement Operation Alchemist (Redweb)	TBC with Herts Police	NI16	Police	N/A	<ul style="list-style-type: none"> <li>• Lead &amp; metal thefts have reduced considerably following police interventions and in the light of reduced</li> </ul>

							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	<ul style="list-style-type: none"> <li>○ Implement Operation Saturnalia</li> </ul>	Progress of Operation Saturnalia.	NI16	Police	N/A	<ul style="list-style-type: none"> <li>• Hertford SNT has supported the cross border Agrarian Operations with staffing at its borders with Bishops Stortford.</li> <li>• Op Abode launched across the CDRP – designed to tackle dwelling burglary using a variety of tactics including targeting known offenders, publicising crime prevention measures through local media, constabulary website.</li> <li>• ‘Immobilise’ property marking system promoted across the district through schools and media. Hertford has trialled this and has had about 200 entrants to date.</li> <li>• 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</li> </ul>
		<ul style="list-style-type: none"> <li>○ Implement No Cold Calling Zones where necessary to reduce burglary artifice</li> </ul>	No of No Cold Calling Zones implemented				
		<ul style="list-style-type: none"> <li>○ Make best use of technology to target vulnerable locations/ repeat victims. e.g., memo cams</li> <li>○ Neighbourhood officers to have ownership of local burglary suspects and to gather and submit intelligence</li> </ul>	Use of technology in vulnerable locations				

							reduction in 2008 – 2009 of 4.8% for Burglary Dwelling due to OP ABODE and the various strands mentioned above.
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"> <li>○ Develop Cross-border intelligence (CHESS meetings) where necessary.</li> <li>○ Hold regular cross-border partnership/multi-agency operations</li> </ul>	CHESS meetings and operations held.		Police	N/A	<ul style="list-style-type: none"> <li>• 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.</li> <li>• A further cross border operation is planned for early March to address travelling criminality / fly tipping.</li> <li>• 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 &amp; Bishops Stortford and 2 'spike cameras' are planned to be in place &amp; available for deployment by the end of March.</li> </ul>



							<ul style="list-style-type: none"> <li>In the last quarter we have run two multi agency cross border initiatives on the borders of Essex – Jan 22<sup>nd</sup> and March 19<sup>th</sup>. On the 22<sup>nd</sup> of March the following was achieved:</li> <li><b>Arrests x 3 (for going equipped to burgle)</b></li> <li><b>22 Processed for traffic matters</b></li> </ul> <p><b><u>VOSA</u></b>  <b>3 x Vehicles with 4 defective tyre</b>  <b>1 x Trailer with 1 defective tyre</b>  <b>1 x Trailer with no break away trailer</b>  <b>3 x Vehicles D.O.W.L</b>  <b>1 X Vehicle with excess weight</b></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 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.

							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.
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	Referrals to: <ul style="list-style-type: none"> <li>o DIP</li> <li>o Hertsreach</li> <li>o Sova</li> <li>o Housing providers</li> <li>o Leisure</li> <li>o ETE</li> </ul>	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"> <li>o Support the provision of positive diversionary activities for children and young people</li> </ul>	Amount, frequency, attendance and monitoring	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

			(where implemented) of activities				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"> <li>Carry out a workshop on drugs and alcohol at the annual East Herts Youth conference on drugs and alcohol (set for September)</li> </ul>	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"> <li>Support ongoing youth projects and initiatives</li> </ul>	Initiatives, youth projects held	S-A1.1c	IYSS	DA group, A&D group	<ul style="list-style-type: none"> <li>Sports on Sele (SOS) Project - on going project that includes drug and alcohol advice</li> <li>Bodystop Bus to be used during the summer activities.</li> </ul>
5.4	To raise awareness on services available for young people and scenarios on keeping safe	<ul style="list-style-type: none"> <li>Liaison with youth councils</li> <li>To run Hertford and Bishop's Stortford Crucial Crew events</li> </ul>	No of Crucial Crew events, School attendance at events		EHC, Police	A&D group	<ul style="list-style-type: none"> <li>Summer Activities programme was publicised in schools by PCSOs and Extended Schools Officers</li> <li>Crucial Crew ran in both areas and was again successful.</li> </ul>

#### 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	To reduce the overall number of incidents of violent crime within the CDRP.	<ul style="list-style-type: none"> <li>To target violent crime hotspots</li> <li>Carry out enforcement operations focused on reducing</li> </ul>	Reduce incidents by 4% by March	NI15	Police	N/A	<ul style="list-style-type: none"> <li>In Hertford and Ware Operation SPRAWL and AJAX continued to reduce</li> </ul>

	<p><i>Violent crime incorporates:</i></p> <ul style="list-style-type: none"> <li>○ <i>Greivous Bodily Harm S20/S18 Offences Against Person Act 1861.</i></li> <li>○ <i>Sexual Assault/Rape</i></li> <li>○ <i>Domestic assaults</i></li> </ul>	<p>crime in public spaces</p> <ul style="list-style-type: none"> <li>○ Continued enforcement of the DPPOs in &amp; consideration and introduction of similar schemes elsewhere in the district, such as Bishop's Stortford.</li> </ul>	2009				<p>violent crime caused by the night time economy.</p> <ul style="list-style-type: none"> <li>• 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 15<sup>th</sup> 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.</li> </ul>
6.2	To maintain and support licensing issues and initiatives	<ul style="list-style-type: none"> <li>○ Pubwatch to support identified schemes</li> <li>○ Continued roll-out of Bottle watch across E Herts, using robust follow-up action to target offending premises.</li> <li>○ 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></li> </ul>	Monitoring and evaluation of schemes	N115	Police	NTE	<ul style="list-style-type: none"> <li>• Pubwatch is active in Hertford, Ware and Bishops Stortford.</li> <li>• Police have requested funding for the extension of Bottle watch via the recent alcohol related partnership activity funding scheme.</li> <li>• The local Youth Crime Reduction Officer has begun an operation targeting underage drinking issues.</li> </ul>

		<ul style="list-style-type: none"> <li>○ 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</li> </ul>	No of licensees taken to review for breaching or failure to comply with their licensing conditions				<ul style="list-style-type: none"> <li>• Police monitoring the quantity and quality of information for premises serving or allegedly serving alcohol to underage persons, and bidding for Test purchases</li> <li>• Bottle watch to run In Buntingford – 4 premises to monitor – some youth related ASB as a result of alcohol abuse.</li> <li>• 2 premises the Jolly Sailors and Sky have been subject to a review. Objections have been placed for Westmill, 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.</li> </ul>
6.3	Prevent public nuisance by reducing alcohol related violent crime	<ul style="list-style-type: none"> <li>○ Support and implement Safer Clubs, Pubs and Bars Scheme</li> </ul>	Implement scheme	NI15	Police	NTE, A&D group	<ul style="list-style-type: none"> <li>• There have been reductions in both violent crime (-1.6%) and serious violent crime (-10.3%); the CDRP has also</li> </ul>

							<p>seen reductions in less serious assaults (-13.4%).</p> <ul style="list-style-type: none"> <li>• The introduction of the Bishops Stortford DPPO will further assist in managing down alcohol-related violent crime.</li> <li>• Closure of Sky nightclub an out of scale crime generator is sought 15/05/2009. Hertford/Ware saw a slight increase of 4 offences 2008 – 2009 and is attributable to these premises.</li> <li>• The DPPO in Hertford is in place.</li> <li>• East Herts has seen a reduction in violent crime (2.3%) and serious violent crime (9.3%)</li> <li>• Pubwatch is running in Hertford and Ware and is attending by the SNT.</li> </ul>
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"> <li>○ 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</li> <li>○ Support and promote White Ribbon Week in November</li> <li>○ Assist in the publication and distribution of domestic violence initiatives</li> </ul>	<p>DV forum meetings held, White Ribbon week supported, IDVA introduced to Eastern Area</p>	S-A6.2, NI32	JAG, Police	EH and Brox DV Forum	<ul style="list-style-type: none"> <li>• DV Forum meetings held bi-monthly. Eight DV forum meetings held.</li> <li>• DVO's have received funding to purchase mobile phones for victims.</li> <li>• WRW week - County launched an exhibition this year to raise awareness within large firms/head offices.</li> <li>• Two IDVA posts for the</li> </ul>

		<ul style="list-style-type: none"> <li>○ Make provisions for the introduction of Independent Domestic Violence Advisors (IDVAS) subject to resources</li> </ul>					<ul style="list-style-type: none"> <li>• Eastern area appointed</li> <li>• Information of IDVAS presented to JAG members</li> <li>• Four MARACs taken place.</li> </ul>
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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"> <li>• Improve feelings of safety</li> <li>• Reduce ASB</li> <li>• Reduce serious acquisitive crime and re-offending</li> <li>• Engage with youth</li> <li>• Reduce serious violent crime</li> </ul>	Establish group and evaluate subsequent actions in response to emerging issues		EHC	A&D group	<ul style="list-style-type: none"> <li>• Group set up with action plan covering September 2008 – March 2009</li> </ul>

**Key**

**A&D Group** = Alcohol and Drugs Working Group

**ASB** = Anti-social Behaviour Group

**Comms** = Partnership Communications Group

**DA group** = Diversionary Activities Group

**EH & Brox DV Forum** = East Herts and Broxbourne DV Forum

**EHC** = East Herts Council

**IYSS** = Integrated Youth Support Service

**JAG** = Joint Action Group

**NTE** = Night Time Economy Group

**PPO** = Prolific or Priority Offenders Group

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# **Community Safety Action Plan 2009-10**

## **Quarter 4**

There are eight sections to the action plan highlighting objectives under the priorities identified from the strategic assessment 2009/10.

The action plan will be updated quarterly by the Joint Action Group (JAG).

**Community Safety Action Plan 2009/10**

<b>1. Improve public confidence through reassurance messages and crime prevention measures</b>							
<b>JAG ref</b>	<b>Objective</b>	<b>Actions</b>	<b>Measure</b>	<b>Ref to National Indicators</b>	<b>Lead agency</b>	<b>Lead Group(s)</b>	<b>Update: 2009/10 Quarter 4</b>
1.1	Improve communications between partnership and public in East Herts	Explore the possibility of designing and implementing a Community Safety Partnership newsletter	Newsletter established		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  PVE strategy evidence base being compiled  Five reassurance banners designed and produced ready for deployment
		Publish stories in partnership newsletters/magazines where necessary	Initiatives e.g. press articles, promotion opportunities				
		Set up of the East Herts Community Safety Partnership website	Website established				
		Implement the East Herts Prevent (PVE) Strategy	Strategy established				
		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)  Halloween rock concert for secondary school age children took place 31/10/09. 200 young children attended this event and
		Organise positive Halloween campaign	Campaign implemented	NI17			

							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 with local community safety issues	Hold public meetings/community workshops	Number of public, priority meetings and consultation events  Policing priorities to inform strategic assessment		EHC, Police	PCG	Five partnership public meetings held in Jan/Feb 2010  Financial support given for NHW sundries for 2009/10 period.
		Hold priority (locality) meetings in line with the Policing Pledge					
		Support Neighbourhood Watch					
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	Staff accredited	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.
		Provide taxi marshalling schemes as necessary	Taxi marshalling schemes supported				
		Support the Street Pastors Initiative in Bishop's Stortford and Hertford and Ware	Receive updated evaluation reports from the Street Pastor Coordinators.				

## 2. Address issues of anti-social behaviour

JAG ref	Objective	Actions	Measure	Ref to National Indicators	Lead agency	Lead Group(s)	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	Individuals identified through YISP, ASB Case Review Group and diversionary activities group	No of activities organised and attendance levels	NI17	EHC	ASB	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
		Organise a Halloween campaign					

							<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 31<sup>st</sup> 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 secured from ESCOs and Housing Associations already. A draft timetable should be ready by early June.</p>
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>

												Vetting process is now complete. ID badges to be made and official launch due in the summer of 2010.
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3. Reduce burglaries, in particular residential												
JAG ref	Objective	Actions	Measure	Ref to National Indicators	Lead agency	Lead Group(s)	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	<p>There has been a 21% increase of offences recorded in Hertford and a 4% reduction in Hertford Rural</p> <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>			<p>Burglary is down in Bishops Stortford by 9%, down in Buntingford 31% and in Sawbridgeworth by 12%</p>		
		Promote property marking through Operation Abode (Immobilise)	No of houses registered	NI16	Police	JAG	<p>Every new member of NHW receives a NHW Pack and Property Marking Pack (over 1500 packs distributed April to</p>			<p>Immobilise' property marking system promoted across the district through schools, shop outlets selling electrical goods</p>		

		Support Neighbourhood Watch					date)	at source (sony, Games etc), publicised on trains directly to those persons affected (house owners/commuters with PC'S) and media.
		Increase referrals to Papworth Home Security Service	No of referrals, advice offered, crime prevention measures addressed				East Herts currently have 1130 Neighbourhood Watch	Every new member of NHW receives a NHW Pack and Property Marking Pack (over 1500 packs distributed April to date)
		Offer home security advice and crime prevention measures to individuals, in particular those considered vulnerable					Saturnalia continues to be coordinated by the NPT volunteer and is recorded to ensure visits and crime prevention take place as required.	
		Target known offenders and hotspot areas	Intelligence gathered, offenders targeted				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.  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.	Bi weekly roadshows commenced 26 <sup>th</sup> 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 1 <sup>st</sup> of December where security advice, and representatives from the NFU, NHW and TER will be present  The community pride project continues to support each of these schemes. Through its community engagement Immobilise, additional 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(s)	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 Increase awareness of graffiti products as an age restricted product Support operation TAG and consider roll out as	Training and deployment of covert cameras  No of premises involved Operation TAG adopted		Fire and Rescue, Police Trading Standards, Police Police	JAG	Compared to the same period last year, Hertford has reduced recorded offences by 1% (Apr - Sept 357 offences) and 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	Criminal Damage is down In Bishops Stortford by 10%, Buntingford 1% and in Sawbridgeworth down by 18%.



		appropriate					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.	
							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.	

### 5. Reduce vehicle crime

JAG ref	Objective	Actions	Measure	Ref to National Indicators	Lead agency	Lead Group(s)	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	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.	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%.
		Deploy covert cameras in hotspot locations where necessary	No of deployments					

							<p>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 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	Objective	Actions	Measure	Ref to	Lead	Lead	Update: 2009/10

ref				National Indicators	agency	Group(s)	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	<p>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 6 month period.</p> <p>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.</p> <p>Op Acquisitive continues within both Hertford &amp; 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.</p>	<p>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 conducted high visibility surgeries.</p> <p>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.</p> <p>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%</p>
		Implement Town Watch (Bishop's Stortford) upgrade	Town Watch running					
		Implement local measures and initiatives	No of initiatives in place					
		Investigate ASBOs for prolific offenders	ASBO outcome determined					
		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					

								<p>reduction in shoplifting year to date.</p> <p>The SNT at Bishops Stortford have continued with the Bishops Stortford retailers Forum. The main 8 retailers in the town continue to attend monthly meetings where the issues of town centre management are discussed. High vis road shows took place on 24<sup>th</sup> – 28<sup>th</sup> November and high vis PCSO patrols are now a regular feature in the town, and the following results are again exceptional. Bishops Stortford has continued to secure a 20% reduction in shoplifting year to date.</p>
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7. Raise awareness of domestic violence and reduce repeat incidents through a coordinated approach							
JAG ref	Objective	Actions	Measure	Ref to National Indicators	Lead agency	Lead Group(s)	Update: 2009/10
							Quarter 4
7.1	Raise awareness of domestic violence	Provide financial and strategic support to ensure the continuation of the East Herts and Broxbourne Domestic Violence Forum Support and promote White Ribbon Week	DV forum meetings held, White Ribbon week supported, publications	NI32	HCC	DV Forum	Financial support provided for 2009-10 Six Forum meetings held White Ribbon publicity at partner reception areas. Mobile phones and wrist alarms

		Assist in the publication and distribution of domestic violence resources	distributed				issued for victims. Forum website under construction.  DV forum created charity website.
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(s)	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
		Support national and local campaigns as appropriate	No of campaigns supported				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.
		Promote awareness of cocaine misuse	No of campaigns supported, literature distributed	NI40	EHC, HCC	A&D Group	
8.4	Explore the possibilities of providing extra drug and alcohol misuse resources/services	Publicise services available Investigate the recording of drug paraphernalia within the district	Recording processes identified	NI40	EHC, HCC	A&D Group	Provisions being made for publicity of substance misuse services

**Key****A&D Group** = Alcohol and Drugs Group**ASB** = Anti-social Behaviour Group**DA group** = Diversionary Activities Group**DV Forum** = East Herts and Broxbourne Domestic Violence Forum**EHC** = East Herts Council**JAG** = Joint Action Group**PCG** = Partnership Communications Group**PPO** = Prolific or Priority Offenders Group

## East Herts Community Safety Partnership Action Plan 2010-11

The East Herts Community Safety Partnership has one priority for 2010-11;

**Keep crime levels low and improve public confidence through reassurance and crime prevention measures**

East Herts is a safe place to live, work and visit as shown in the Community Safety Partnership strategic assessment 2010-11 where crime levels are low compared to our Hertfordshire neighbours and against national trends. Furthermore, recent surveys and partnership consultation suggests that people in East Herts have high perceptions of crime when compared to the reality.

This single priority will enable the East Herts Community Safety Partnership to address the perception that crime levels are disproportionately high. If people have a high perception of crime in an area where crime levels are low, it suggests that they may be poorly informed, have been a victim of crime, are vulnerable or are affected by an issue that causes distress such as anti-social behaviour. The Community Safety Partnership will therefore focus its attention over the next 12 months on actions aimed at addressing issues relating to reassurance.

The success of the Community Safety Partnership over the 12 month period April 2010 – March 2011 will be measured on how successful partners have been on implementing the actions below, and through maintaining low crime rates.

The action plan is structured as follows:

<b>Aim</b>	<b>Action</b>	<b>Measure</b>	<b>Lead</b>	<b>Support</b>	<b>Timescale</b>	<b>Update</b>
Our goal	What will do and how. This will be the minimum activity carried out	How we will know that we have achieved	Who is responsible for delivering it	Which partners / groups will help deliver it	When we will get it done	Update on progress

**Keep crime levels low and improve public confidence through reassurance and crime prevention measures**

Ref	Aim	Action	Measure	Lead	Support	Timescale	Update (August 2010)
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 2011	Autumn newsletter pending. Monitoring of 2009/10 newsletter did not prove to reach a wide audience. In discussions to use double page spread in Link instead.
2	Publicise the Community Safety Partnership	Create Community Safety Partnership website	Website created	Community Safety Coordinator, (EHC)	Partnership Communications Group	12 months	Content for website established. Website completion pending due to server issue.
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	This has not been addressed due to the JAG restructure.
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	Activity to start in the autumn.
5	Explain to the public the impact of internal processes – how partnership working makes a	Turn achievements into case studies of success, such as PCSOs trained to issue FPN's, hotspot areas addressed, and offender management explained	At least 2 cases studies created and publicised	Chair of JAG, action groups, Community Safety Coordinator, (EHC)	All partners, Partnership Communications Group	At least one case study over a 6 month period	Action will be completed through completion of action 1.



**Keep crime levels low and improve public confidence through reassurance and crime prevention measures**

Ref	Aim	Action	Measure	Lead	Support	Timescale	Update (August 2010)
	difference						
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	Calendar circulated every 6 weeks for partners to update.
6	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	There have not been any partner surgeries planned in the first quarter. JP to identify existing mechanisms and where a gap may be for a partnership surgery, or whether an existing forum could be enhanced.
7	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	Initiative stalled due to reduction in budget. Leaflets to be produced and distributed by end of 2011 should budget permit.
8	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	Financial support has been allocated to both the street pastors schemes should the reduced budget proposal be agreed.

**Keep crime levels low and improve public confidence through reassurance and crime prevention measures**

Ref	Aim	Action	Measure	Lead	Support	Timescale	Update (August 2010)
9	Address perception of litter as a problem	Create "how to report litter" / flying tipping campaign as well as raising awareness of the penalties for dropping it.	Campaign introduced and positive publicity. Joint events with partners	Environmental Inspection Team Manager, (EHC) Police Neighbourhood Inspectors/ Sergeants	Anti-social Behaviour and Projects Officer (EHC) EHC Communications, Police Community Support Officers	Campaign introduced by autumn 2010, 3 Environmental Crime events by March 2011	Initiative stalled due to budget reduction. Leaflets to be produced and distributed by end of 2011 should budget permit.
10	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	Q1: X20 warning letters to alleged perpetrators of ASB X13 visits/interviews with alleged perpetrators of ASB X3 ABCs 0 ASBOs 1 NOSP 0 Demotions 0 Possessions 0 Injunctions 0 Parenting Contracts  Data collected on a monthly basis from agencies who attend ASB Group
11	Address public concern of dwelling	Advertise the Hertfordshire Home Security Service, publicise crime prevention	Number of crime prevention	Partnership Communications Group,	All partners	12 months	Action will be completed through completion of action 1.

**Keep crime levels low and improve public confidence through reassurance and crime prevention measures**

Ref	Aim	Action	Measure	Lead	Support	Timescale	Update (August 2010)
	burglaries as a problem	measures	measures advertised	Crime Prevention Officer (Police)			
12	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	Q1 – Partnership covert cameras deployments: 2  Fire & rescue covert cameras deployed once. Two sites visited for suitability, two sites in the pipeline.
13	Enhance participation at the Fire Station based activities (eg 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	Approx 1000 -1300 visitors had direct input at the 5 fire stations and approx 5000-6000 experienced the fire station environment in some way ie open days
14	Ensure the public are aware of substance misuse services available to them	Create a credit card size information card detailing all services available in the district and surrounding areas	Number of cards distributed	Community Safety Coordinator, (EHC)	Alcohol and Drug Group, Schools PCSOs	July 2010	Card produced and distributed.
15	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	From April this year to date, Trading Standards and Herts Constabulary had had 1 test purchase and 0 failures within East Herts.
16	Improve	Ensure all partner agencies	Levels of	Trading	Police, East	12 months	Intel is received prior to test

**Keep crime levels low and improve public confidence through reassurance and crime prevention measures**

Ref	Aim	Action	Measure	Lead	Support	Timescale	Update (August 2010)
	awareness of underage drinking hotspots	are aware of the Trading Standards intelligence process, and appropriate partners monitor levels of alcohol debris	recorded alcohol debris	Standards	Herts Council, Hertfordshire Fire and Rescue		purchasing operations. There is one planned for October 2010. It is anticipated that intel will be received prior to operations from Police licensing Officer which will be retrieved from Police's 'Inn Keeper' system.
17	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	2010 activities taking place. Summary report to be produced at December RAG.
18	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	Support provided for set up of forum website. Contact card to advertise website and helpline is being produced.

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE - 26 OCTOBER 2010

REPORT BY EXECUTIVE MEMBER FOR HEALTH AND HOUSING

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

WARD(S) AFFECTED: ALL

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**Purpose/Summary of Report**

- The report highlights successful performance on the second 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.

<b><u>RECOMMENDATION FOR : Community Scrutiny Committee</u></b>	
<b>(A)</b>	<b>Members to consider and comment on the progress of the Homeless and Homeless Prevention Strategy Action plan 2008-2013.</b>

1.0 Background

1.1 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.

1.2 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 second annual report.

## 2.0 Report

- 2.1 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.
- 2.2 The Council's second Homeless and Homeless prevention Strategy and Action Plan was published in July 2008. Since then the Council and its partners, mainly through the Council's multi-agency East Herts Homeless Strategy Group have worked to progress and monitor the actions on the plan.
- 2.3 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 attached to the report now submitted, details progress on each action in the Homeless and Homeless Prevention Action Plan. The report highlights three significant actions that have been successfully achieved, from the action plan, since the last report in July 2009.
- 2.4 **Action 4: Continue to ensure money advice services and other services offering help with financial problems are available to all that need them.** The Housing Options Service, with assistance from the Government's Mortgage Re-Possession grant have extended the specialist debt advice service provided by the CAB from one to two days a week. This has dramatically reduced the waiting time for this advice from three weeks to one week. The Money Advisor is embedded within the Housing Options Team and the service is available one day a week in our Hertford offices and one day in our Bishop's Stortford offices. Members of the Housing Options Team refer clients to the Money Advisor as part of the housing advice/prevention service. This specialist advice has been successful (see data in relevant section on Essential Reference Paper B) in the prevention of homelessness where clients have rent or mortgage arrears as well as the management of general debt to enable clients to effectively manage their circumstances rather than face a crisis homeless situation.
- 2.5 **Action 21: Agree an information sharing protocol for relevant partners within data protection guidelines for the prevention of homelessness and the Housing Options Service.** The protocol was drafted by the Council's Housing Strategy Service

and agreed by the Information Manager. It is currently being rolled out for signature with a range of Housing Options Service partners; to date approximately 30 agencies have been identified that require signatures. Signed copies are held centrally. The protocol is due for review in June 2012.

- 2.6 **Action 6: Support the effective working of the Young Persons Protocol:** All ten local authorities across Hertfordshire, Youth Connexions, Youth Justice, Herts Young Homeless Group and the County Council's Children's Schools and Families Service have agreed a joint housing protocol for homeless 16/17 year olds, careleavers and intentionally homeless households in Hertfordshire. The protocol was signed by all partners and launched as a joint working document in July 2010. The protocol has been developed in compliance with legislation and guidance which requires Housing Services and Social Care Authorities to work together. It outlines the joint responsibilities of the signatories concerning the assessment of need and provision of accommodation services to homeless applicants in these client groups. Monitoring meetings between all partners are currently being held bi-monthly to ensure the protocol is working effectively and to discuss general principles of interpretation; this will reduce down to six monthly. Separate meetings are held with relevant agencies to discuss individual cases.
- 2.7 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 currently used by the Housing Options Team to provide rent deposits to enable homeless households to access the private sector.
- 2.8 In 2011/2012 this grant will be paid in the first instance to the County Council as part of the Area Based Grant rather than directly to the local district/borough authority. In addition the Government has notified all local authorities that this will be the final year of the Homeless Prevention Grant. The grant value for East Herts was £31,300 in 2010/2011 but it is unclear how much it will be in 2011/2012 or how it will be affected by the upcoming Comprehensive Spending Review.
- 2.9 Since the grant was introduced, by the Government, in 2002 the Council has been able to prevent homelessness for 15-20 households per year at an average grant payable per household of

just over £1,200. In addition the Council has an in-house budget of £10,000 for private sector tenancies and has assisted an average of 7 to 8 households per annum.

2.10 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. Any significant reduction and ultimately the loss of this grant will have a significant impact on the assistance that the Housing Options Service can provide to homeless households in East Herts and may result in an increase in homelessness.

### 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: None

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

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## ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p><b>Promoting prosperity and well-being; providing access and opportunities</b>  <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Fit for purpose, services fit for you</b>  <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Leading the way, working together</b>  <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>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. This includes the CAB, Hertfordshire Probation Service, YMCA, Riversmead and South Anglia Housing Associations, Vale House and Shelter. There are also 'sleeping' members of the group who were included in the process such as the PCT.</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><i>ref to section 2.9</i></p>
<p>Human Resource:</p>	<p>None</p>
<p>Risk Management:</p>	<p>The possible reduction in the homeless Grant in 2011/2012 and loss in 2012/13 may have an impact on the levels of homelessness in the district.</p>

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

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
<b>Objective 1: Prevent homelessness through early intervention and targeted Housing Advice</b>						
1. Develop best practice procedures to assist private tenants being illegally evicted	<ul style="list-style-type: none"> <li>-Set up an internal working group</li> <li>-Review procedures for previous illegal evictions</li> <li>-Develop agreed protocol</li> <li>-Consult and distribute protocol with partner agencies</li> </ul>	East Herts	Delay in starting project due to other service priorities. Due to be led by Head of Health and Housing - post currently vacant		<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"> <li>-Develop separate service user and partner literature</li> <li>-Promote advice services available from the Council and other agencies eg by advertising &amp; links to other partner's websites</li> </ul>	East Herts Housing Service	<ul style="list-style-type: none"> <li>- Literature for service users and partners on Homelessness, Homeless Reviews, Housing Register , general housing advice and shared ownership; reviewed &amp; updated as appropriate. All documents on the Council's website</li> <li>Links to other RSL websites on Council's website and County Council, also national and local advice agencies on housing debt etc.</li> </ul>		<p>completed and ongoing</p> <p>Completed</p>	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"> <li>-Continue to monitor the causes of homelessness</li> <li>- Develop a recording mechanism to review social housing evictions.</li> <li>-Identify barriers and improvements to the service by working with other agencies</li> <li>- Review existing preventions options and ensure they continue to be relevant.</li> </ul>	East Herts Housing Service	<ul style="list-style-type: none"> <li>Monitoring of causes of homelessness kept up to date and discussed internally and also with Homeless Strategy Group.</li> <li>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.</li> <li>Communities and Local Government have provided a total grant of £53,000, for 2009/10 and 2010/11 to prevent re-possession, evictions and lessen the impact of the recession on homelessness. Housing Options have used some of the funds to extend hours of the in-house CAB debt advice service and also to prevent rough sleeping in the district.</li> <li>Data regarding homeless preventions options are collated by the Housing Options Service and monitored by the Homelessness Directorate.</li> </ul>		<p>Ongoing</p> <p>Completed and ongoing</p> <p>Ongoing</p> <p>Completed and ongoing</p>	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"> <li>-Continue to support the funding of the joint working CAB and East Herts debt advice worker</li> <li>- Monitor value for money of the Debt Advice Service</li> </ul>	East Herts Housing Service	<ul style="list-style-type: none"> <li>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.</li> <li>The Housing Options Service provides an annual Grant of £11,500 and the Money Advisor has an average case load of 25 clients at anyone time. Average time spent with a client and number of interviews varies depending on complexity and clients ability to act on advice. Resolved debt issues for approximately 40 clients in 2009/10 of which more than half were private owner occupiers. Average priority debt Apr 2010 to July 2010 was £5,066 (ranges from £500 to tens of thousands) and non-priority was £14,263.</li> </ul>		<p>Completed and ongoing</p> <p>Ongoing</p>	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"> <li>- Support and influence Herts County Council's development of floating support service provision.</li> <li>- Disseminate information made available by Herts County Council to our partners agencies.</li> <li>- Obtain data from County Council to monitor take-up of services for East Herts residents</li> </ul>	Herts County Council	<p>Senior Officer had sight of and influenced the tender brief for the service as developed by Herts County Supporting People Team</p> <p>Presentation by Herts Young Homeless Group regarding the 16-25 Floating Support Service given at the Homeless Strategy Group October 2008. Information, referral processes and documents for the general Floating Support Service provided by St Pancras Housing also disseminated.</p> <p>County Council monitor the use and take up of the Floating Support Service at District level. Supporting People Commissioning Body has been disbanded following the un-ring fencing of Supporting People grant. The majority of the grant has been absorbed into Adult Care Services at Herts County Council and is managed &amp; administered by the Adult Care Services Management Board. Some input into the Homeless budget by the Herts Heads of Housing group attend by all local authorities.</p>		<p>Completed</p> <p>Completed</p> <p>Ongoing</p>	East Herts Housing Services, Herts County Council

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
<b>Objective 2. Develop and improve services to young people</b>						
6. Support the effective working of the Young Persons Protocol	<ul style="list-style-type: none"> <li>- Ensure East Herts are represented at protocol development meetings and publicise content to partners</li> <li>- Ensure East Herts representation on training &amp; monitoring of protocol</li> </ul>	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 scheduled and review mechanisms for the administration of the protocol in place.</p> <p>Protocol training arranged by County Council. Officers from the Council attended training in September.</p>		<p>Completed and ongoing</p> <p>Completed and ongoing</p>	Herts County Council, Herts Young Homeless Group, East Herts Housing Services
7. Support the County Council's LAA one to increase the number of young people sustaining their tenancy for longer than 6 months	<ul style="list-style-type: none"> <li>- Continue to collate figures from partners RSLs &amp; send to HCC</li> <li>- Ensure, when needed, Floating Support referral processes are accessible for young people placed in RSL accommodation.</li> </ul>	Herts County Council, Herts Young Homeless Group (HYHG)	<p>This LAA target no longer managed or monitored by Herts CC.</p> <p>All young people placed in temporary accommodation are referred to the HYHG floating support service. This service also provides support for the transition from temporary to permanent accommodation and care leavers.</p>		<p>Completed and discontinued</p> <p>Completed and ongoing</p>	Herts County Council, Herts Young Homeless Group, RSLs, East Herts Housing Services

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
8. 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 currently carrying out a site feasibility, study architect commissioned and drawings commented upon. Awaiting revised drawings. Apply for planning permission winter 2010 with anticipated start on site early summer 2011.		Ongoing - anticipate completed project 2012	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 provides a grant to the YMCA to provide up to 4 young 16/17 year olds with 6 months intensive supported tenancies each year. A review of the project is included in the 2009/10 Health and Housing Service Plan to ensure value for money. In 2009/10 4 young people went into the project of which 1 completed the training & moved into the main YMCA project, 1 remains in the project and 2 found alternative accommodation outside of the YMCA.		Completed and ongoing	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.		Ongoing	Herts County Council, East Herts Hosing Services
9. 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.		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 of which 4 were accepted for re-housing compared to 10 and 8 acceptances in 2008/09. The Council's Housing Option Team have provided £5,000 of funding to HYHG, with 4 other LAs in the County and the County Council, to support an awareness training of homelessness in schools aimed at 14 year olds. Have recently been awarded Local Strategic Partnership, Performance Reward Grant to continue the project into 2011/2012. Targeting schools that have a high exclusion rates. Very popular with schools as part of the PSCH national curriculum.		Ongoing	

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
<b>Objective 3: Improve the type and use of temporary accommodation for homeless households</b>						
10. 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 continues to attend relevant meetings, when held, to ensure that support services for East Herts residents are well managed and new relevant services continue to be commissioned.		Ongoing	Herts County Council, East Herts Council

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
11. Halve the number of households in temporary accommodation by 2010 - National Indicator	<p>- Develop a supply and demand model, based on the London Commuter Belt framework, that helps to plan the future supply needs of temporary accommodation balanced against the availability of social housing.</p> <p>- Monitor and measure the number of households on quarterly basis and report to Homeless Strategy Group and Homeless Directorate. Target of 33 households by March 2010</p>	<p>London Commuter Belt Strategy Officers</p> <p>East Herts Housing services</p>	<p>No longer required or applicable. The Council's Housing Options Team met the target of reducing the number of households in temporary accommodation to 33 or less a year earlier than the target set by the government. The number of households in accommodation is monitored and has remained below 30 since meeting the target.</p> <p>Monitored quarterly on Covalent and Homeless Strategy Group. At 31 March 2009 the Council had 32 homeless households in temporary accommodation thereby meeting the target of 33 households a year early. At July 2010 there were 24 households in temporary accommodation.</p>		<p>Not applicable</p> <p>Completed</p>	<p>London Commuter Belt Housing Strategy Group, East Herts Housing Services</p> <p>East Herts Housing services</p>
12. 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 2009/10 have placed 11 Households in B&B accommodation for an average of 20 nights, ranging from 2 nights to 76. No one has been placed for more than 6 weeks. The Housing Options Team placed one 16 year old at the request of Children's, Schools and Families (CSF) for 2 nights and one 17 year old for 31 nights prior to a place in the young person YMCA becoming available.		Ongoing	East Herts Housing Services, East Herts Homeless Strategy Group, RSLs
13. Continue to improve the quality and appropriateness of temporary accommodation available	<p>- Continue to review the type and amount of temporary accommodation required to ensure it meets demand</p> <p>- De-commission of Thele House as a temporary accommodation hostel.</p> <p>- Re-develop Hillcrest to make the accommodation self contained.</p>	East Herts Housing Services	<p>Both Hillcrest and Thele Hostels returned to Council management November 08. Have employed a dedicated Hostel Officer who works within the Housing Options Team.</p> <p>Council de-commissioned Thele House as homeless accommodation August 2009. Currently reviewing future use with Property Services.</p> <p>Hillcrest has been remodelled into 11 units of flexible self- contained accommodation. Very positive feedback from residents who have an average stay of 14 weeks in2009/10 (compared to 19 weeks in 2008/09) before being able to move onto permanent accommodation.</p>		<p>Completed</p> <p>Completed</p> <p>Completed</p>	East Herts Council, Herts County Council

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
<b>Objective 4: Improve services to homeless households and households in housing need</b>						
14. Continue to make good use of Discretionary Housing payments	- Provide reports on spend and situations where DHP used.	East Herts Benefits Service	Figures for 2009/10 subject to confirmation.		Ongoing	East Herts Benefits Service

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
15. Enhance & Improve Choice Based Lettings in East Herts	<ul style="list-style-type: none"> <li>- Monitor the impact of CBL on Homeless prevention and Homeless households being housed and compare to previous years data.</li> <li>- Review implementation of CBL and present report to Community Scrutiny Committee</li> <li>- Consider widening the scope of CBL for example include private sector rented properties</li> <li>- 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.</li> </ul>	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 2009/2010 compared to <i>19 weeks 2008/09</i>.</p> <p>Following consultation with main partners CBL reviewed and report presented to both Community Scrutiny and Executive October 2008. Some minor amendments made to the Housing Register Policy as a result.</p> <p>For future consideration. Developing a joint on-line application form with other partners in the Consortium.</p> <p>Completed June 2010 and action plan submitted to Diversity Officer.</p>		<p>Completed and ongoing</p> <p>Completed</p> <p>Ongoing</p> <p>Completed</p>	East Herts Housing Services, RSLs
16. Increase capacity of rent deposit scheme	<ul style="list-style-type: none"> <li>- 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.</li> <li>- Strengthen recovery procedures and monitoring on the Rent Deposit scheme to ensure the Council are maximising the financial benefit and re-cycling of money.</li> <li>- Develop a tracking system to monitor the number and reason where tenancies fail within first 6 months.</li> </ul>	East Herts Housing Services	<p>In 2009/10 30 tenancies set up and in 2009/2010 . Landlords approaching the Council where they have available properties as currently much more receptive to tenants on Local Housing Allowance. Apr to July 9 tenancies set up at an average of £1,285. The Council has funded the deposits primarily through the government's Homeless Prevention Grant. 2011/2012 will be the last year of the government Homeless Grant which has been an annual grant of at least £30,000 since 2002/03. This service will therefore be considerably constrained in the future.</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. Only become aware if there is an issue during the tenancy and we are contacted by either the landlord or tenant.</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
17. Monitor trends, identify demand and provide evidence for services for 'Rough Sleepers' and 'Hidden Homeless' households.	<ul style="list-style-type: none"> <li>- Continue to carry out annual surveys of 'Rough Sleepers' and 'Hidden Homeless' households to monitor needs</li> <li>- Publicise count/ survey results to Homeless Directorate and Homeless Strategy Group.</li> </ul>	East Herts Housing Service, East Herts Homeless Strategy Group	<p>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 . Government currently consulting on alternatives methods for measuring rough sleepers. Hidden Homeless Survey due autumn/winter 2010.</p> <p>Figures discussed each year with Homeless Strategy Group and sent to Communities and Local Government on request July 2010.</p>		<p>Ongoing Annual</p> <p>Completed and ongoing</p>	East Herts Housing Service, East Herts Homeless Strategy Group
18. Improve communication with homeless households	<ul style="list-style-type: none"> <li>-Housing Options staff to maintain a schedule of visits to hostels that is publicised</li> <li>- Review the role of the Floating Support Officer to maximise communication with homeless households</li> <li>- Relaunch the Homeless User Survey.</li> </ul>	East Herts Housing services	<ul style="list-style-type: none"> <li>- No longer applicable as Council have taken service back in house. In addition the Council have employed a dedicated Hostel Officer who is based in the Housing Options Team but works at the hostel.</li> <li>The St Pancreas Housing and HYHG Floating Support Services are engaging with residents on a regular basis. Referral systems in place for new residents.</li> <li>On hold pending staff resources</li> </ul>		<p>Completed</p> <p>Completed</p> <p>Mar-10</p>	East Herts Housing services

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
<b>Objective 5: Develop and improve partnership working to maximise benefits to homeless households</b>						
19. Ensure links are made and influence sought in all relevant published documents /Strategies with partner agencies.	- Each partner on the East Herts Homeless Strategy Group to make aware to the Group documents to be published by their organisations that may have an impact on homelessness or Homeless prevention.	East Herts Homeless Strategy Group	Meetings with the East Herts Homeless Strategy Group continue to be held quarterly. Regular update of information passed between agencies and recorded.		Completed	East Herts Housing Services, East Herts Homeless Strategy Group
20. Ensure existing services are working together effectively and meeting the needs of people who are homeless or at risk of homelessness.	<ul style="list-style-type: none"> <li>- Ensure the Homeless Strategy Group is as fully representative of agencies in the District as possible by expanding the membership through targeted promotion</li> <li>- Develop a page on the Council's website promoting the Homeless Strategy Group and publishing minutes.</li> <li>-Agree a rolling timetable of training and topic discussions at the East Herts Homeless Strategy Group</li> </ul>	East Herts Housing Services	<p>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.</p> <p>Homeless Strategy is on the website and contact information. Minutes are currently not published.</p> <p>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. Future topics include review of the Homeless Action Plan and the provision of Mental Health Services.</p>		<p>Ongoing</p> <p>Completed and ongoing</p> <p>Completed and ongoing</p>	East Herts Housing Services, East Herts Homeless Strategy Group

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
21. 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 &amp; 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 late January 2009.</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 &amp; signed copies held centrally.</p>		<p>Completed and ongoing</p> <p>Completed and ongoing</p> <p>Completed and ongoing</p>	East Herts Council, RSLs, advocacy groups in East Herts, Statutory and Voluntary agencies
22. Encourage RSLs to develop their role in Homeless prevention	<p>- Request a nominated Homeless Champion from each RSLs and invite them to East Herts Homeless Strategy Group</p> <p>- Commence involvement in the development of each RSLs Homeless Action Plan as proposed by Housing Corporation in November 06.</p>	RSLs	<p>Encourage regular representation on the Homeless Strategy Group from Riversmead, South Anglia and Aldwyck housing associations. All three have named nominated staff who are their Homeless Champions.</p> <p>Aldwyck Housing Association have provided the Council with a draft homeless strategy for comment that has now been published. Riversmead and South Anglia have group structure Homeless Strategies that we have access to.</p>		<p>Completed</p> <p>Completed</p>	East Herts Housing Services, RSLs
23. 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, Sub-Regional groups including, London Commuter Belt Head of Housing, 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 currently reviewing sub-regional structures; awaiting outcome.		Ongoing	East Herts Housing Services
24. Consider adopting the National Homeless Advice Service model for joint working between local authorities and independent advice agencies on the prevention of homelessness.	- Assess the implications and consider adopting with partner agencies	National Homeless Advice Service	NHAS service set up and Housing Options Team have access to expert advice that they can pass onto clients.		Not applicable	East Herts Housing Services, CAB, Shelter

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
<b>Objective 6. Increase the supply of appropriate, good quality affordable housing</b>						
25. 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.		Completed and ongoing	East Herts Housing Services

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
26. 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 first property on PLACE Scheme. Empty property renovated and tenanted with rent at just below 75% of Local Housing Allowance level for 2 bed property</p>		<p>Ongoing</p> <p>Ongoing</p>	East Herts Council, LCB Empty Homes Group
27. 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 2010. 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
28. Ensure Council receives at least its legal entitlement of tenancies from RSLs and other not for profit landlords	<p>- Strengthened the Council's monitoring procedures for the size and type of properties offered to East Herts Housing Register applicants for the smaller RSLs in the district</p> <p>- Provide an annual report to each RSL on their performance</p>	East Herts Council Housing services	<p>No longer necessary as majority of RSLs are part of the council's common housing register and we receive 100% of their vacancies.</p> <p>Likely to provide annual report to the 3 main HAs - South Anglia, Aldwyck, and Riversmead. Need the Memorandum of Understanding to be agreed so that performance targets are agreed. Staff resource intensive.</p>		<p>Annual and ongoing</p> <p>Mar-10</p>	East Herts Council Housing services, RSLs
29. 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>To be put on the Agenda when next meet our partner RSLs with stock in the district in Autumn 2010. have had some initial discussions with Riversmead &amp; South Anglia Housing Associations. However is a complex and sensitive issue that will need a range of tailored options to incentivise individual households to move to smaller accommodation.</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. Will need to develop a range of options including how other services impact for example the adaptation of accommodation for older people to allow them to stay in a property they are significantly under occupying. Riversmead and South Anglia identifying levels of under-occupation prior to developing a range of policies to suit different circumstances.</p>		<p>Oc 10</p> <p>Oct-09</p> <p>Mar-11</p>	East Herts Council Housing services, RSLs

Actions	Outputs and targets	Lead	Progress		Target date	Key Partners
30. 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 autumn 2009. Majority of the document agreed; Some minor details still under discussion with RSLs. Should be ready for signatures autumn 2010.</p>		<p>Completed</p> <p>Oct-10</p>	East Herts Council Housing services, RSLs
31. Action around the Repossession and Eviction Prevention grant provided by central government.	Monitor use of the grant within the guidelines set out by central government.		To date 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.			East Herts Council Housing services, CAB

Updated October 2010

## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY COMMITTEE - 26 OCTOBER 2010

#### REPORT BY DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

#### EQUALITIES - DELIVERING BETTER SERVICES FOR OUR CUSTOMERS

WARD(S) AFFECTED: ALL

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

The purpose of this report is to update members on the progress made since the original action plan was presented to Community Scrutiny on 27 October 2009. The report also alerts Members of the changes in obligation following the new Equality Act which came into force on 1 October 2010.

<b><u>RECOMMENDATION FOR : COMMUNITY SCRUTINY COMMITTEE</u></b>	
(A)	To note progress made with the Equalities Impact Assessments by way of the Equalities Action Plan
(B)	To note how services have been modified to better meet the needs of the district's diverse communities and to comment on where further modifications might be considered
(c)	To note and consider the changes in obligation to the council arising from the new Equality Act 2010 which came into force on 1 October 2010

#### 1.0 Background

1.1 In 2008 the council adopted a generic approach to equalities. This involved agreeing a Comprehensive Corporate Equality Policy, Comprehensive Corporate Equality Scheme and a Comprehensive Corporate Equality Action Plan.

- 1.2 A key ingredient of the Action Plan has been the undertaking of Equality Impact Assessments (EIA) for all areas of the council's business to try to identify the ways in which the council delivers any of its services might disadvantage particular groups or individuals. The desired outcome from this process being the implementation of appropriate modifications to services to ensure access is fair and reasonable for all.
- 1.3 The action plan has focused on EIAs but has also provided a framework whereby the council might attain the "Achieving" level of the Equality Framework for Local Government. With the demise of the Audit commission, this framework is no longer being supported and therefore there is no longer a requirement or need to undertake formal assessment. It is suggested however that the council continues with its action plan and its focus on modifying services to address the specific needs of its diverse residents.
- 1.4 A new Equality Act came into force on 1 October 2010. The intention of the Act is to bring together all the fragmented discrimination legislation which has been passed over the last 30 years. It also introduces some new provisions which employers need to be aware of. For the council the most salient changes are expected to be
- Making it more difficult for disabled people to be unfairly screened out when applying for jobs, by restricting the circumstances in which employers can ask job applicants questions about disability or health.
  - Allowing claims for direct gender pay discrimination where there is no actual comparator.
  - Making pay secrecy clauses unenforceable.
  - Introducing new powers for employment tribunals to make recommendations which benefit the wider workforce.
- 1.5 The Act and the language it is couched in however is not particularly accessible. Officers will keep Members informed as understanding of any new requirements unfold. A briefing provided by the LGIU can be found on:  
<https://member.lgiu.org.uk/briefings/2010/Pages/201000726.aspx>

## 2.0 Report

- 2.1 The Equalities Officers Group is an internal working group. The group ensures that the council is fulfilling its duty to measure the

impact of its policies and services on the wide range of residents it serves. Its work helps the council to make appropriate developments to its services to make them accessible to its diverse range of residents.

- 2.2 The council can demonstrate how it has introduced modifications to many of its services which have a significant impact in improving access in ways that meets people's needs. Particular progress has been made improving access for those who are less physically able and for those who are less able to be their own advocate.
- 2.3 Two specific examples this council can cite are the service that refuse collectors provide by way of having special collection arrangements for those less physically able and the assistance that the benefits service offer to those who have difficulty reading and writing. A more comprehensive list of modifications is provided in Essential Reference Paper B attached to the report now submitted.
- 2.4 The Equalities Officers Group has also developed a set of ethnicity questions to be included in all council surveys and consultations. This will further assist the council to build up a better understanding of its customer profile and so better identify any gaps in service provision and inform how we might continue to develop the delivery of appropriate services.
- 2.5 Regular raising of awareness is an important ingredient of any equalities plan. The working group will therefore be undertaking briefings for staff and Members on equalities. These are planned to take place between January – March 2011. Members and officers will of course have the opportunity to discuss and ask questions. It is hoped this programme will provide an update, refresh knowledge, raise awareness and drive forward equalities activities across the council. Information will be made available by way of the Members Information Bulletin as soon as the programme is finalised.

### 3.0 Implications/Consultations

- 3.1 Information on any corporate issues and consultation associated with this report can be found within Essential Reference Paper 'A' attached to the report now submitted.

## Background Papers

Corporate Equality Action Plan 2008-2011 (presented to Members at the last Community Scrutiny Committee on 27 October 2009).

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

Contact Officer: George A Robertson  
Director of Customer and Community Services  
Ext 1410

Report Authors: Mekhola Ray  
Community Projects Team Leader  
Ext 1613

Marianne McWhinnie  
Community Projects Officer (Equalities)  
Ext 1595



## ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p><b>Promoting prosperity and well-being; providing access and opportunities</b>  <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p><b>Fit for purpose, services fit for you</b>  <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p><b>Shaping now, shaping the future</b>  <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p><b>Leading the way, working together</b>  <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>The council consults with marginalised and hard to reach/hear groups through its work on community engagement and customer care. With the establishment of the newly formed East Herts Black and Minority Ethnic Association, there is even greater opportunity to consult with the marginalised group.</p>
<p>Legal:</p>	<p>The Single Equality Duty places a legal requirement on public bodies to have regard, in the exercise of their functions to eliminate discrimination, harassment, victimisation and any other conduct that is unlawful under the Equality Act 2010.</p>
<p>Financial:</p>	<p>None arising from this report</p>
<p>Human Resource:</p>	<p>Staff will need to be briefed on the implications of the Equality Act 2010.</p>
<p>Risk Management:</p>	<p>The Equality and Human Rights Commission will pursue formal legal action where public authorities do not take sufficient and reasonable steps to comply with the duties.</p>



**SUMMARY OF ACTIVITIES DELIVERING BETTER SERVICES FOR OUR CUSTOMERS**

The Equalities Impact Assessment on The Corporate Equality Action Plan 2008-2011 undertaken by services across the council has highlighted gaps in service provision and areas for improvement. Officers and their Services have been working to address some of those areas. Below is a selection of good practice examples where the Council can demonstrate that equality outcomes have been achieved.

Waste Service

The waste collection function provides a variety of collection services to meet residents' needs, whilst reducing the amount of waste disposed of and increasing the level of waste reused/recycled or composted. Examples of their modified services are:

- Assisted collections to elderly customers are provided when required.
- assisted collections (exemptions) for residents with mobility/disability issues are provided
- all publicity material are offered in translated version, Braille and large print

Facilities Management

Facilities Management is a new service function and is responsible for the management & administration of the council offices. The examples of their modified service are:

- Provision of office equipment & furniture suitable for DDA requirements eg specially adapted chairs & desks, 'Evacu+chair', disabled lift, and sound system hearing loop is available in council chamber.
- Provides translation service and Braille contact.

Benefits Service

The Benefits Service administers the Housing and Council Tax benefits schemes on behalf of the secretary of state. The following examples have been developed to ensure access to services by its diverse communities:

- A home visiting service is provided to assist elderly, disabled and vulnerable claimants.
- For some Ethnic Minority claimants, English may not be their first language. They can access help via the language line facility in the following areas:
  - Where to get help and advice in the UK
  - Information about rights to live and work in the
  - Welfare benefits
  - Housing
  - Public services
  - Driving in the UK
- a welfare advice service is provided to those requiring assistance in their own homes.

### Affordable Warmth Strategy

The aim of the Affordable Warmth Strategy is to improve access to affordable warmth for all private sector residents, particularly the vulnerable, in East Herts. Their modified services are:

- Translation services are available for some applicants whose first language is not English. Targeted home visits as well as written text are available as appropriate.
- It is possible that some female residents may not feel comfortable inviting a male surveyor or contractor into their home. Should this arise, reassurance as to CRB checking would be offered, and if necessary, alternative arrangements sought.
- Applicants with a disability and in receipt of a disability related benefit are a target group and will receive assistance. Home visits are offered, including through cross referral from the Home Improvement Agency, which targets this group.

These extracts have been taken from the Equalities Impact Assessments completed by Equalities Champions within their respective services and constitute only a small selection of the information currently available.

## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY COMMITTEE – 26 OCTOBER 2010

#### REPORT BY LEADER OF THE COUNCIL

#### 2010/11 SERVICE PLANS – SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

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

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

<b>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</b>	
(A)	The summary of progress against 2010/11 Service Plan actions be received and Members' comments be relayed to the Executive, and
(B)	Those actions requiring revised completion dates be noted.

#### 1.0 Background

1.1 The 2010/11 Service Plans were scrutinised by the joint meeting of Scrutiny Committees at their meeting held on 16 February 2010 and approved by the Executive at its meeting on 9 March 2010. This report covers the period 1 April to 30 September 2010 for the following services:-

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

## 2.0 Report

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

6% (2) have already been achieved

78% (29) are on target

16% (6) have had their completion dates revised.

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

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

1 action has been achieved;

13 actions are on target;

2 actions have had their completion dates revised detailed in Essential Reference Paper "B" and attached to the report now submitted.

The achievement was the delivery of the summer activities youth diversion programme. The summer activities took place for 5 weeks in all of the 5 main towns and some rural locations in the district. Activities were funded by the Community Safety Partnership (CSP), Housing Associations, and Extended Schools Consortiums and were free for 11-19 year olds. Activities were targeted in areas where there were known problems of anti-social behaviour, or had been in previous years. Individuals who are also known to engage in anti-social behaviour, or be on the periphery of offending, were also targeted. The summer programme included:

- Cooking
- Canoeing
- Karate
- BoxFit
- Football tournaments
- Girls Football
- Cheerleading

- Wheels Bus
- Sports sessions in parks and open spaces.

Full evaluation is now taking place; however, initial findings suggest this year has attracted the highest number of young people taking part in activities and low levels of anti-social behaviour. Officers from the CSP that have been involved in this year's planning and delivery have commented that, despite the bad weather, the majority of activities had increased attendance from last year. New activities such as cheerleading and graffiti art proved popular. Activities also took place in some new locations, including Walkern and Stanstead Abbots and, due to their popularity, will hopefully remain on the programme next year. A full evaluation report will be going to the Responsible Authorities Group in December.

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

1 action has been achieved;

7 actions are on target;

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

The achievement was the development of the new Hertford Theatre website, which is now live and providing easier access for customers and better marketing, including on line ticket sales for the theatre's first professional pantomime Cinderella.

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

1 action is on target

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

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

3 actions are on target;

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

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

3 actions are on target

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

2 actions are on target.

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

2.3 Essential Reference Paper “B” details those 2010/11 Service Plan actions that have had their completion dates revised. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2010/11 Service Plan actions can be accessed by referring to the Council’s performance management system, Covalent ([www.covalentcpm.com/eastherts](http://www.covalentcpm.com/eastherts)).

### 3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within Essential Reference Paper ‘A’ attached to the report now submitted.

#### Background Papers:-

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

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

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

Contact Officer: Ceri Pettit, Head of Strategic Direction and Performance Manager, Ext. 2240

Report Author: Dave Cooper, Performance Officer, Ext. 2242



## ESSENTIAL REFERENCE PAPER 'A'

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

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

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
<p><b><i>Strapline: Promoting prosperity and well being; providing access and opportunities</i></b>  <b><i>Corporate Priority: Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable</i></b></p>					
<p><b><i>By 2012 - Develop and improve the Council owned leisure facilities to deliver greater access, choice, use and satisfaction for residents, whilst reducing the revenue burden.</i></b></p>					
10-CC02	Community & Cultural Services	Presdales: 1. Provide new changing room facilities. 2. Incorporate Ware Cricket Club within existing facilities.	<p><b>Target:</b> Provide modular changing facilities for existing and new facility users.</p> <p><b>Outcome:</b> Improved customer experience.</p> <p><b>Critical Success Factors:</b> Building works tendered prices / planning consent.</p> <p><b>Environmental Impacts:</b> N/A</p>	01/02/11	Revised completion date from 31 August 2010 to 01 February 2011. Contracts have been signed and work is due to commence on site on 18 October 2010, with completion envisaged in January 2011.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-CC03	Community & Cultural Services	Deliver Sports Facilities audit and Playing Fields Strategy.	<p><b>Target:</b> New strategies integrated with LDF (Local Development Framework).</p> <p><b>Outcome:</b> Improved customer access to sports facilities.</p> <p><b>Critical Success Factors:</b> Integration with LDF.</p> <p><b>Environmental Impacts:</b> N/A</p>	31/03/11	Revised completion date from 01 July 2010 to 31 March 2011. Research and analysis have been completed - the Strategy is now being completed by the Community Projects Team, with links to the Cultural and Community Strategies. The completion date has been put back because Sport England had to withdraw their commitment to consultancy support for the project.

***Strapline: Fit for purpose, services fit for you***

***Corporate Priority: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation***

***By 2012 - Complete our review of working arrangements and oversee the development of a single site for back office functions and service administration, with customer service centres, civic meeting rooms in Bishop's Stortford and Hertford.***

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-HH03	Health & Housing	Prepare and implement C3W including EDRM (Electronic Document and Record Management), CSI (Customer Service Improvement), BPI (Business Process Improvement), office moves, home and remote working.	<p><b>Target:</b> C3W implemented.</p> <p><b>Outcome:</b> More efficient service (reduced net cost). Improved customer service (increase in self-service via web etc).</p> <p><b>Critical Success Factors:</b> IT. Training. Staff willingness.</p> <p><b>Environmental Impacts:</b> Mitigation relating to less officer and customer journeys will lead to a reduction in CO2 and vehicle emissions.</p>	31/03/11	Revised completion date from 31 July 2010 to 31 March 2011. Clear out sessions have taken place, scanning is underway and quality checks are taking place. Managers are preparing to move as part of the decant arrangements. Instruction about commencement of works awaited.

**Strapline: Pride in East Herts**

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

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

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-CC07	Community & Cultural Services	Pedestrianise North Street, Bishop's Stortford on Thursday market days and implement recommendations of markets scrutiny committee review group (when identified / agreed).	<p><b>Target:</b> Provide well managed vibrant first time pedestrianisation of Bishop's Stortford market on stretch of North St.</p> <p><b>Outcome:</b> Improved customer experience and economic vitality.</p> <p><b>Critical Success Factors:</b> Partnership Highways and good project management.</p> <p><b>Environmental Impacts:</b> N/A</p>	31/03/11	Revised completion date from 01 September 2010 to 31 March 2011. Traffic Regulation Order has been approved but the implementation of the order is being reviewed following external challenge and is now likely to proceed on an experimental basis.

**Strapline: Caring about what's built (and) where**

**Corporate Priority: Care for and improve our natural and built environment**

**Objective: Protect the natural environment through:- Waste minimisation and recycling; Conserving and protecting the local and wider environment; Effective management of natural resources.**

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-HH06	Health & Housing	Consider the results of the house condition survey and any impacts on the Housing Strategy and Policy.	<p><b>Target:</b> Report the outcomes of the house condition survey to the Executive, identifying any amendments required to the Housing Strategy and Policy.</p> <p><b>Outcome:</b> Improved condition of private sector housing stock.</p> <p><b>Critical Success Factors:</b> Adequate resources - capital and revenue.</p> <p><b>Environmental Impacts:</b> Mitigation - survey should identify improved energy efficiency of stock compared to last survey.</p>	08/02/11	Revised completion date from 31 July 2010 to 08 February 2011. The findings from the house condition survey were reported to the Council meeting on 9 December 2009. The review of the Housing Strategy and Policy is underway and will be reported to the Executive on 8 February 2011. The revised completion date results from shortage of resource and Business Process Improvement activity.

**Strapline: Leading the way, working together**

**Corporate Priority: Deliver responsible community leadership that engages with our partners and the public.**

**By 2012 - Increase resident participation by involving and consulting with the local community year on year on key issues.**

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
10-CC13	Community & Cultural Services	Develop new youth consultation pathways and initiatives for engagement including annual youth conference.	<p><b>Target:</b> New consultation pathways in place.</p> <p><b>Outcome:</b> Young people have the opportunity to engage in civic and community issues.</p> <p><b>Critical Success Factors:</b> Partnership with town councils and schools.</p> <p><b>Environmental Impacts:</b> Opportunity to raise awareness of environmental issues.</p>	31/03/11	Revised completion date from 01 September 2010 to 31 March 2011. Youth Council decommissioned. New style Youth Conference established. Future of youth engagement being reviewed by Task and Finish Group on community and public engagement, reporting in March 2011.



EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 26 OCTOBER 2010

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK: JUNE 2010 - AUGUST 2010

WARD (S) AFFECTED: All

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**Purpose/Summary of Report:**

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

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

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1.0 Background

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

1.2 The report contains a breakdown of the following information by each Corporate Priority:

- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should Members want more detailed information on a specific month, they should refer to that month's Executive Corporate Healthcheck report available on the Council's website.




- The indicators where data is collected monthly, with performance for August 2010 presented in detail (the most up to date available) with previous months summarised in a trend chart.
- The indicators where data is collected quarterly, with performance for Quarter 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 councils performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team is able to provide support and training on using the Covalent system if required.

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

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

The codes used in relation to performance indicator monitoring are as follows:

Status	
	This PI is 6% or more off target.
	This PI is 1-5% off target.
	This PI is on target.

Short Term Trends	
	The value of this PI has changed in the short term.
	The value of this PI has not changed in the short term.

## 2.0 Report – Indicators grouped by corporate priority

### Promoting Prosperity and well-being, providing access and opportunities

#### Performance analysis

2.1 Performance for the following indicators were 'Green', which means that the target was either met or exceeded for Quarter 1. They are;

- NI 156 - Number of households living in temporary accommodation.
- EHPI 213 - Preventing Homelessness - number of households where homelessness prevented

2.2 A recommendation was made in the May Corporate Healthcheck report to the Executive that new local performance indicators should be set in relation to crime to reflect the local priorities of the Community Safety Partnership. The new local crime performance indicators listed below were approved by Executive on 7 September 2010. The performance indicators are in the process of being uploaded on to Covalent. The first set of data for members will be available in the next Corporate Healthcheck report::

- EHPI 129 - Response time to anti social behaviour complaints made to East Herts Council.
- EHPI 130 - Number of council endorsed community safety projects that receive positive publicity.

2.3 The decision to establish new local indicators for crime was made because national indicators (NI) 15, 16 and 20 did not reflect local priorities. The Executive agreed that while these remain national indicators we will report performance against annual targets once they have been set by the Police Authority. In the meantime monthly performance data for East Herts will just be compared with authorities in our similar iquanta group.

2.4 **NI 15 – Serious violent crime rate.** East Herts was just below average within its iquanta benchmark group for serious violence excluding Grievous Bodily Harm (GBH) with 0.059 crimes per 1000 residents (1 May - 31 July 2010).

2.5 **NI 16 - Serious acquisitive crime rate.** When compared to the other 9 districts in Hertfordshire, East Herts was the second lowest for acquisitive crimes. When compared to other similar partnerships East Herts featured above the average (bad – the average is 2.100) with

2.446 crimes per 1000 residents (1 May - 31 July 2010)

2.6 **NI 20 – Assault with injury crime rate.** East Herts featured below the average for assault with less serious injury with 0.715 crimes per 1000 residents (1 May - 30 June 2010). When compared to the other 9 districts in the county, East Herts was second lowest.

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

### **Fit for purpose**

#### **Performance analysis**

2.8 **NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance was slightly off target and hence 'Amber' for August 2010. However performance has improved from the previous month achieving 10.2 days compared with 13.0 days. The cumulative position is currently 13.1 days.

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

### **Shaping now, shaping the future**

#### **Performance analysis**

2.9 **NI 173 - Flows on to incapacity benefits from employment.** As reported previously data for NI 173 has not been issued since March 2009. This is due to complications associated with data collection arising from the introduction of the Employment and Support Allowance (ESA). Work is ongoing to find a solution. Furthermore, following the abolition of the Comprehensive Area Assessment (CAA) changes are likely to be made to the national indicator set which could result in this and other national indicators being deleted.

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

### **Leading the way, working together**

#### **Performance analysis**

2.10 The following indicators were 'Green', meaning that the target was either met or exceeded for Quarter 1:

- EHPI 2 - Net cost/subsidy per visit
- EHPI 3a - Usage: number of swims (under 16)

- EHPI 3b - Usage: number of swims (16 – under 60 year olds)
- EHPI 3c - Usage: number of swims (60 year old +)
- EHPI 4a - Usage: Gym (16 – under 60 year olds)
- EHPI 4b - Usage: Gym (60 + year olds)

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

### **Unit Cost Indicators**

2.11 The following unit cost performance indicators are to update members of the 2009/10 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 license
- EHPI 8.34a - Net cost of Licensing per LA2003 Premises Licenses
- EHPI 8.34b - Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)
- EHPI 8.35 - Net cost of East Herts funded Police Community Support Officers per head of population
- EHPI 8.37 - Net cost of Environmental Health per food inspection
- EHPI 8.38 - Net cost of Environmental Health per health and safety inspection
- EHPI 8.40 - Net cost of the Homelessness Service per presentation
- EHPI 8.41 - Net cost of swimming pool per swim
- EHPI 8.42 - Net cost of Citizen Advice Bureau per contact
- EHPI 8.43 - Net cost of Meals on Wheels per number served per annum

### 3.0 Implications/Consultation

3.1 Information on any corporate issues and consultation associated with this report can be found within Essential Reference Paper 'A' attached to the report now submitted.

Background Papers:

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

Contact Member: Councillor Linda Haysey

Contact Officers:

In terms of performance issues

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

Lorna Georgiou, Performance and improvement Coordinator – ext 2244

Report Author:

Karl Chui, Performance Officer – ext 2243

ESSENTIAL REFERENCE PAPER 'A'

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

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# Community Scrutiny Corporate Healthcheck June - August 2010/11

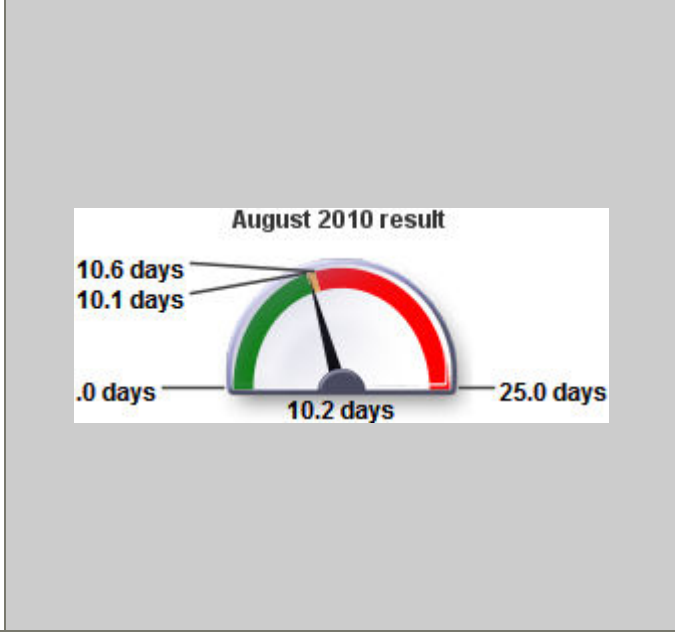
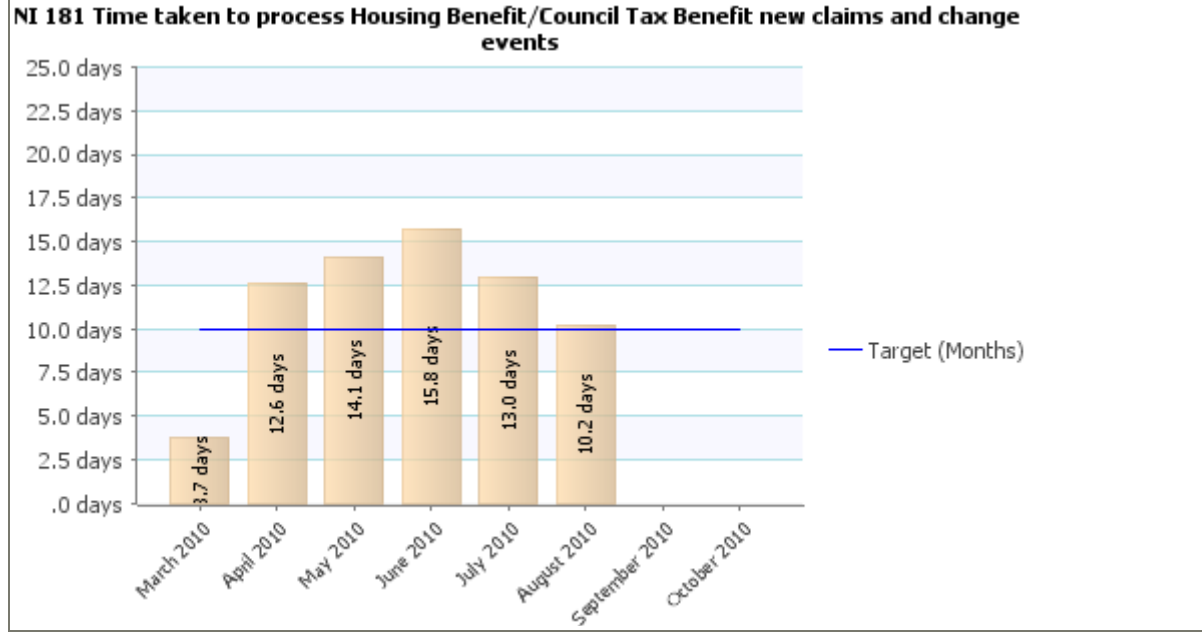
PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

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

**Revenues and Benefits Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		10.2 days	10.0 days		Latest position is for the period 9 August 2010 to 14 September 2010 = 10.19 days, cumulative position at 14 September 2010 = 13.12 days.	None

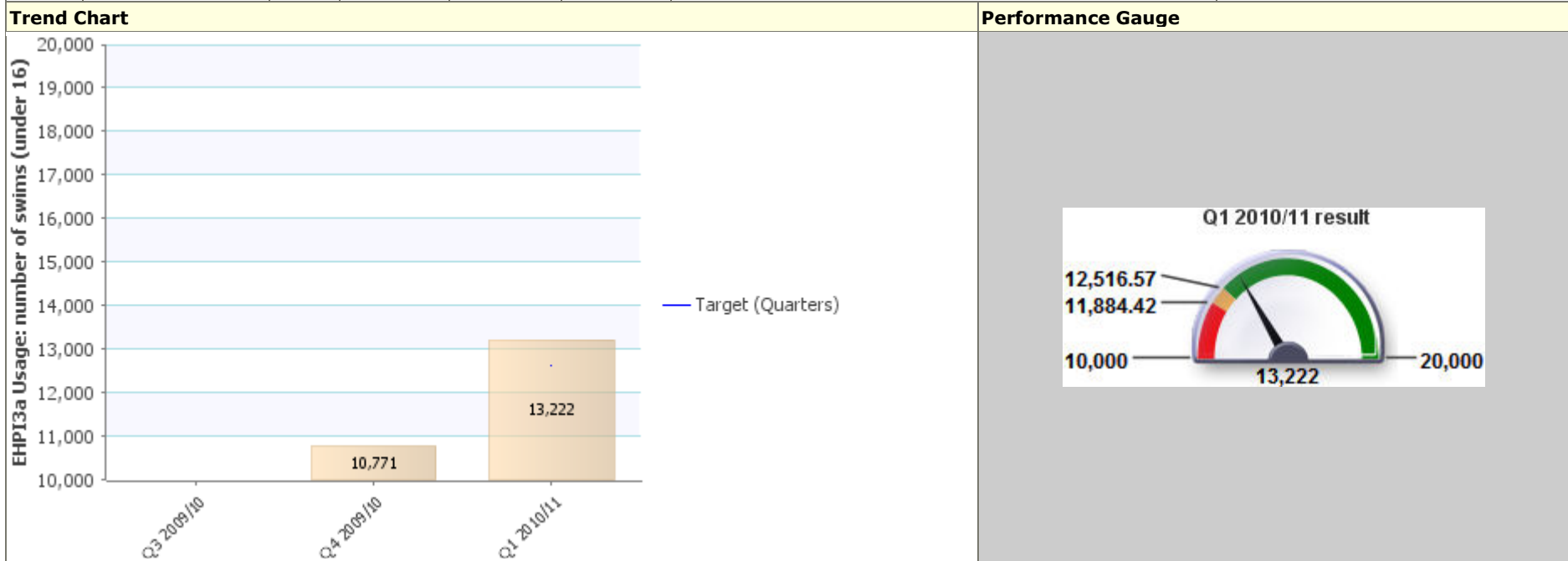
**Trend Chart** **Performance Gauge**



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

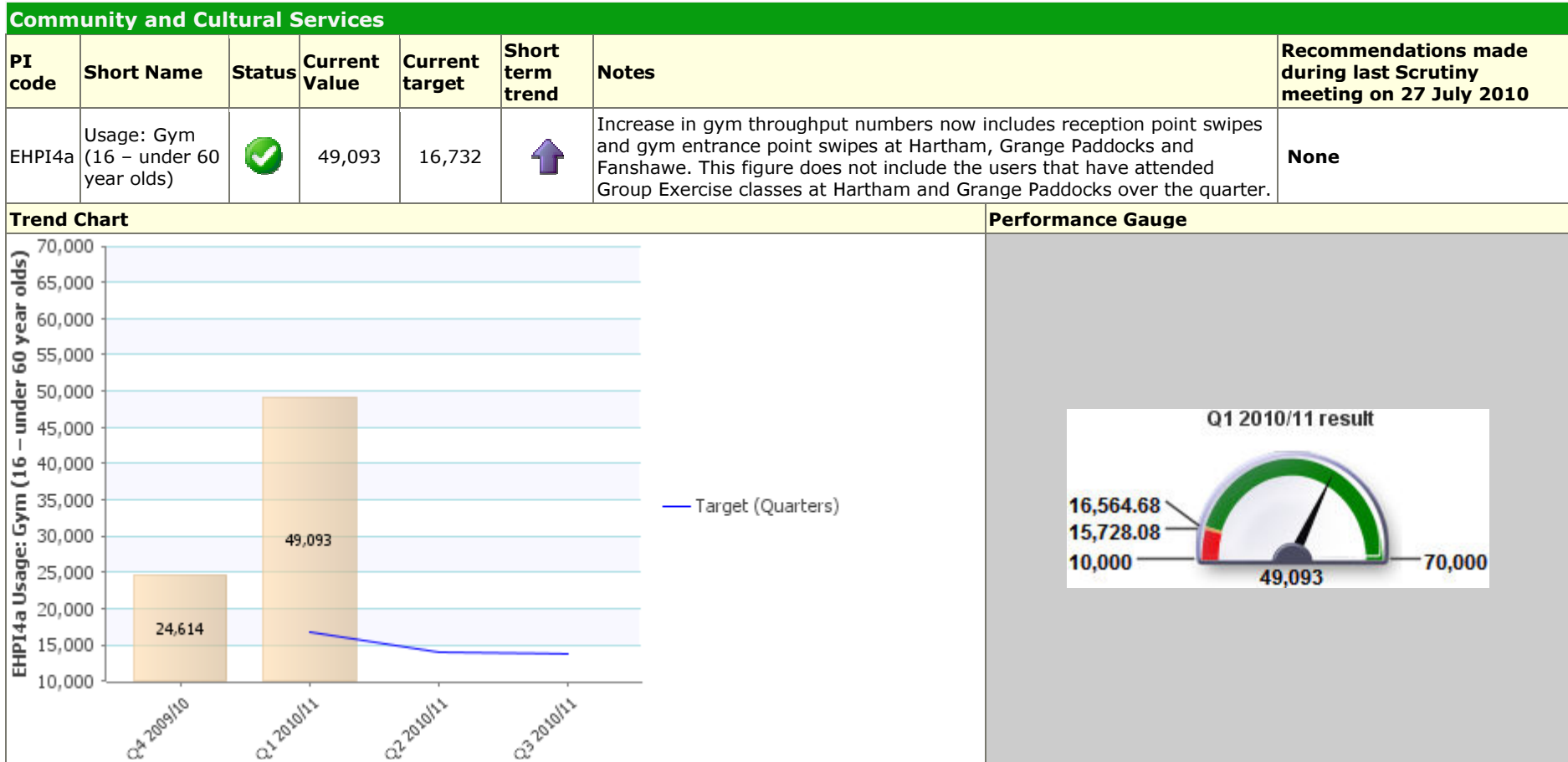
**Community and Cultural Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010
EHP13a	Usage: number of swims (under 16)		13,222	12,643		Normal seasonal trend increase from previous quarter, and a comparative increase compared to Q1 2009/10 having a throughput of 12,518.	None



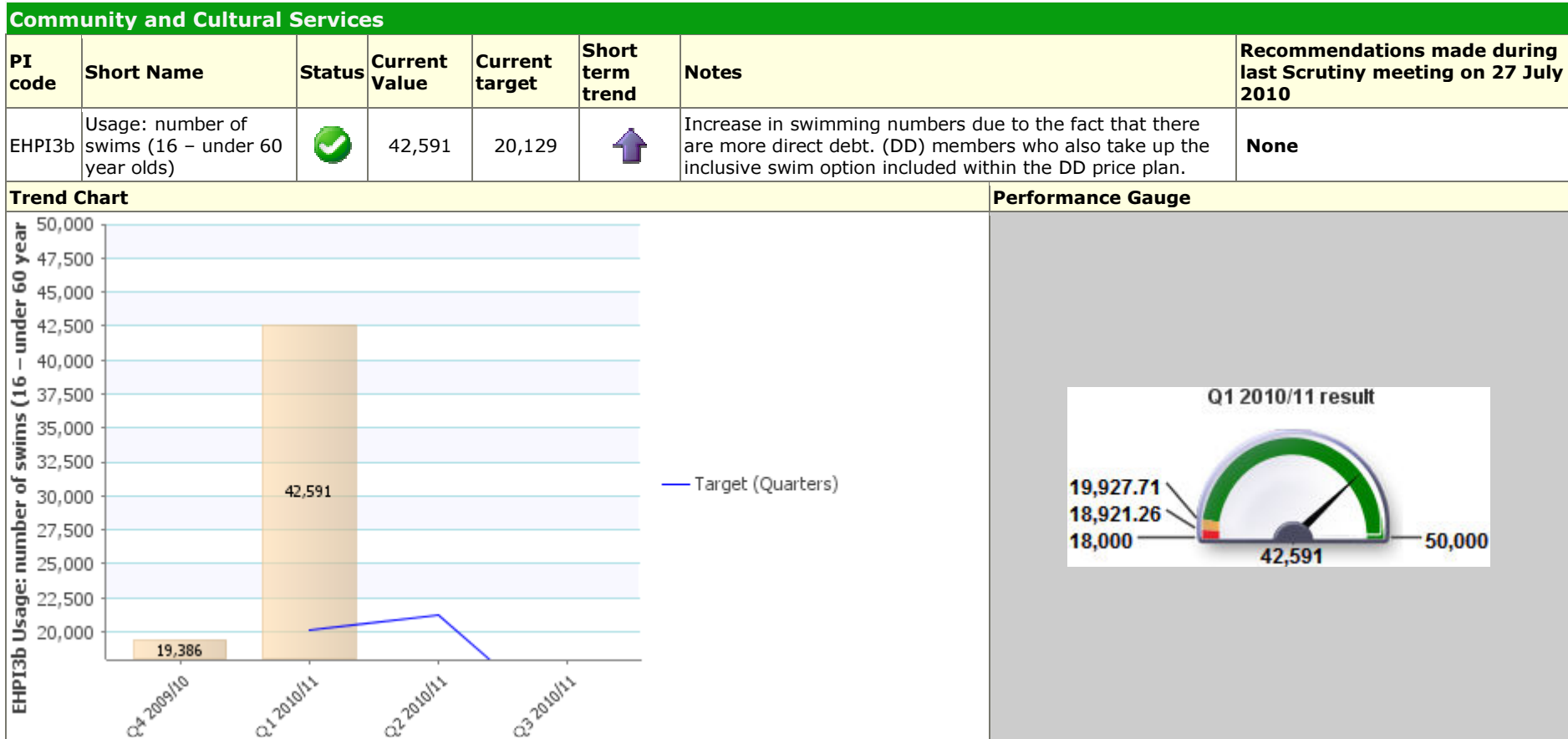
Community and Cultural Services																											
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010																				
EHP12	Net cost/subsidy per visit		£0.96	£3.85		The award of the new contract to SLM has resulted in a significant reduction in the net subsidy per visit.	None																				
Trend Chart						Performance Gauge																					
<p>EHP12 Net cost/subsidy per visit</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Net cost/subsidy per visit</th> </tr> </thead> <tbody> <tr> <td>Q3 2009/10</td> <td>£7.60</td> </tr> <tr> <td>Q4 2009/10</td> <td>£1.66</td> </tr> <tr> <td>Q1 2010/11</td> <td>£0.96</td> </tr> </tbody> </table>						Quarter	Net cost/subsidy per visit	Q3 2009/10	£7.60	Q4 2009/10	£1.66	Q1 2010/11	£0.96	<p>Q1 2010/11 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>£0.00</td> <td>Start</td> </tr> <tr> <td>£0.96</td> <td>Current Result</td> </tr> <tr> <td>£3.89</td> <td>Target 1</td> </tr> <tr> <td>£4.08</td> <td>Target 2</td> </tr> <tr> <td>£5.31</td> <td>End</td> </tr> </tbody> </table>		Value	Zone	£0.00	Start	£0.96	Current Result	£3.89	Target 1	£4.08	Target 2	£5.31	End
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£5.31	End																										

Essential Reference Paper B



Community and Cultural Services																																		
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010																											
EHP14b	Usage: Gym (60 + year olds)		2,978	1,539		Data received from SLM, throughput increase is significantly better than previous quarters. The service will analyse future data when it becomes available to identify if there are any trends.	None																											
Trend Chart						Performance Gauge																												
<table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage (60+ year olds)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2009/10</td> <td>1,622</td> <td>-</td> </tr> <tr> <td>Q1 2010/11</td> <td>2,978</td> <td>1,539</td> </tr> <tr> <td>Q2 2010/11</td> <td>-</td> <td>1,539</td> </tr> <tr> <td>Q3 2010/11</td> <td>-</td> <td>1,539</td> </tr> </tbody> </table>						Quarter	Usage (60+ year olds)	Target (Quarters)	Q4 2009/10	1,622	-	Q1 2010/11	2,978	1,539	Q2 2010/11	-	1,539	Q3 2010/11	-	1,539	<table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>1,000</td> <td>Red</td> </tr> <tr> <td>1,446.66</td> <td>Yellow</td> </tr> <tr> <td>1,523.61</td> <td>Green</td> </tr> <tr> <td>2,978</td> <td>Actual Result</td> </tr> <tr> <td>5,000</td> <td>Scale End</td> </tr> </tbody> </table>		Value	Zone	1,000	Red	1,446.66	Yellow	1,523.61	Green	2,978	Actual Result	5,000	Scale End
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Essential Reference Paper B



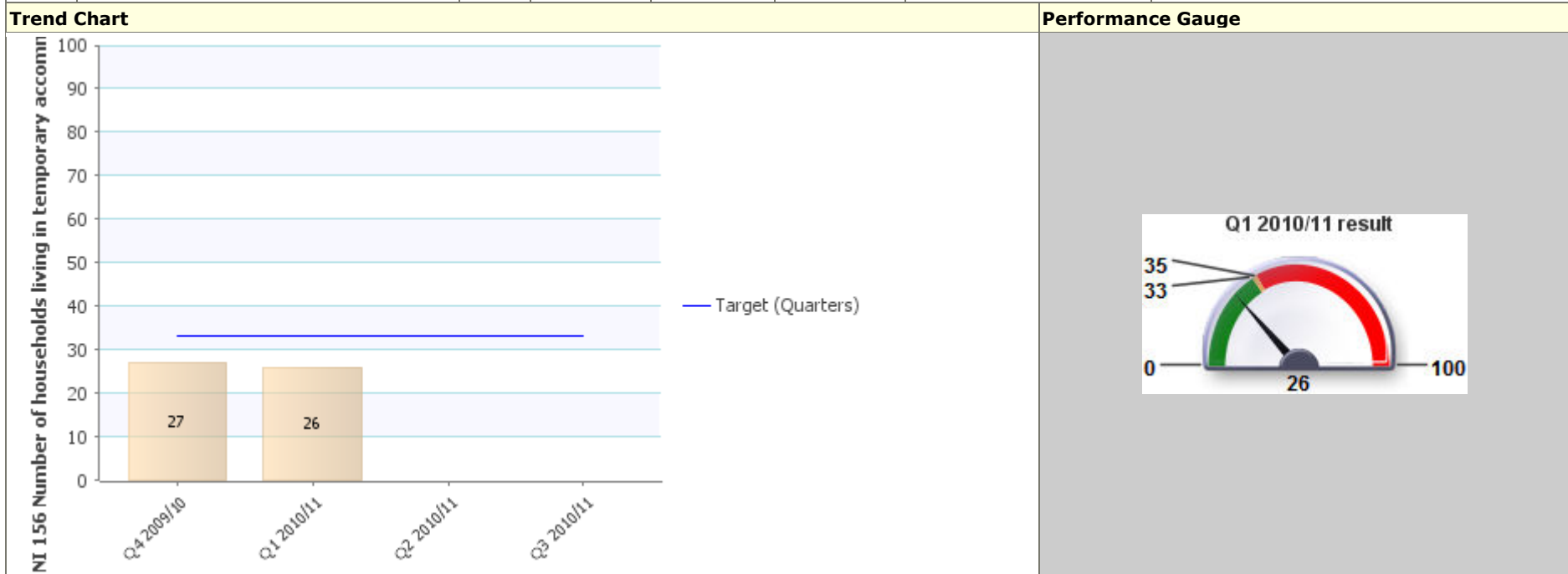
Community and Cultural Services																																		
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010																											
EHP13c	Usage: number of swims (60 year old +)		8,063	4,389		Although a drop in total usage from Quarter 4 2009/10, figures have nearly doubled in comparison with Quarter 1 2009/10.	None																											
Trend Chart						Performance Gauge																												
<p>EHP13c Usage: number of swims (60 year old +)</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2009/10</td> <td>10,371</td> <td>-</td> </tr> <tr> <td>Q1 2010/11</td> <td>8,063</td> <td>-</td> </tr> <tr> <td>Q2 2010/11</td> <td>-</td> <td>~5,000</td> </tr> <tr> <td>Q3 2010/11</td> <td>-</td> <td>~5,000</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q4 2009/10	10,371	-	Q1 2010/11	8,063	-	Q2 2010/11	-	~5,000	Q3 2010/11	-	~5,000	<p>Q1 2010/11 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Position on Gauge</th> </tr> </thead> <tbody> <tr> <td>4,345.11</td> <td>Top of red segment</td> </tr> <tr> <td>4,125.66</td> <td>End of red segment</td> </tr> <tr> <td>3,000</td> <td>Start of red segment</td> </tr> <tr> <td>8,063</td> <td>Current result (needle)</td> </tr> <tr> <td>20,000</td> <td>End of green segment</td> </tr> </tbody> </table>		Value	Position on Gauge	4,345.11	Top of red segment	4,125.66	End of red segment	3,000	Start of red segment	8,063	Current result (needle)	20,000	End of green segment
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**Traffic Light Green**  
**Description** Promoting prosperity & well being providing access & opportunities

**Health and Housing**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010
NI 156	Number of households living in temporary accommodation		26	33		June 2010: PI comfortably within target	None





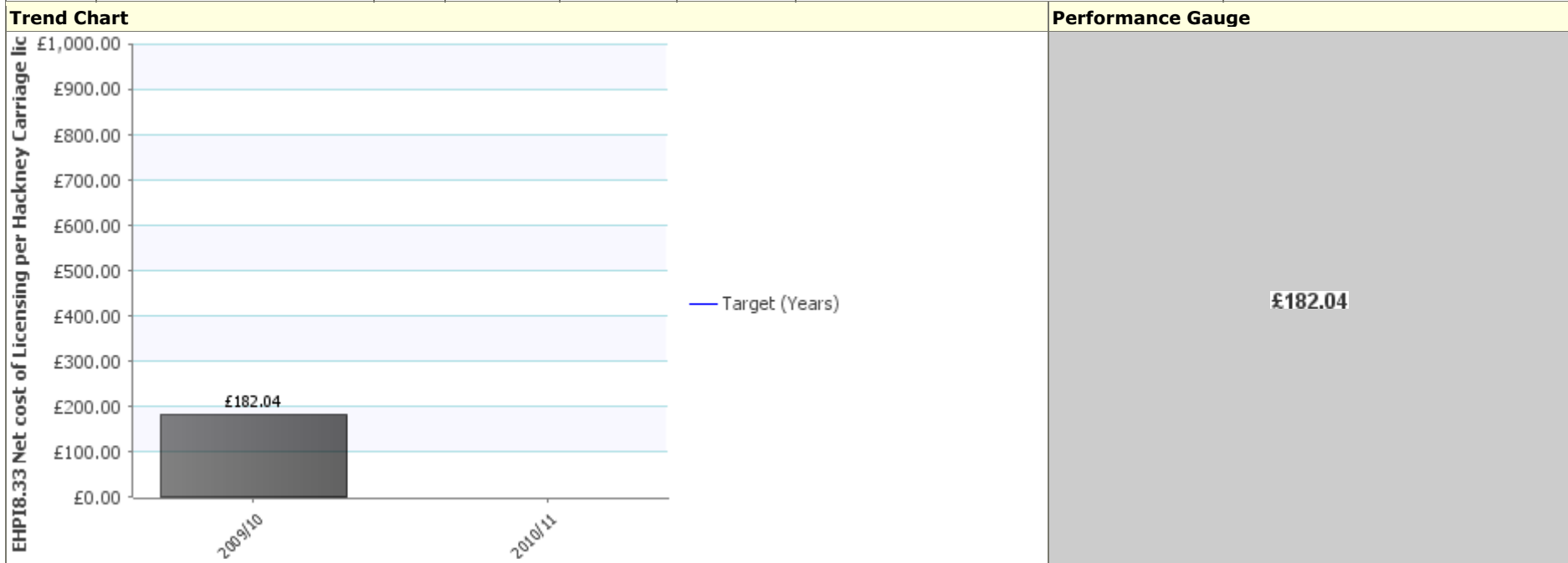
Essential Reference Paper B

Health and housing																																
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010																									
EHP1213	Preventing Homelessness - number of households where homelessness prevented		51	37.5		Performance on target.	None																									
Trend Chart						Performance Gauge																										
<p>renting Homelessness - number of households where homelessness prevented</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q4 2009/10</td> <td>250</td> <td>37.5</td> </tr> <tr> <td>Q1 2010/11</td> <td>51</td> <td>37.5</td> </tr> <tr> <td>Q2 2010/11</td> <td>-</td> <td>37.5</td> </tr> <tr> <td>Q3 2010/11</td> <td>-</td> <td>37.5</td> </tr> </tbody> </table>						Quarter	Value	Target (Quarters)	Q4 2009/10	250	37.5	Q1 2010/11	51	37.5	Q2 2010/11	-	37.5	Q3 2010/11	-	37.5	<p>Q1 2010/11 result</p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Red</td> </tr> <tr> <td>35.25</td> <td>Red/Green</td> </tr> <tr> <td>51</td> <td>Green</td> </tr> <tr> <td>500</td> <td>Green</td> </tr> </tbody> </table>		Value	Zone	0	Red	35.25	Red/Green	51	Green	500	Green
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**Traffic Light Data Only**  
**Description** Fit for purpose, services fit for you

**Licensing and Community Safety**

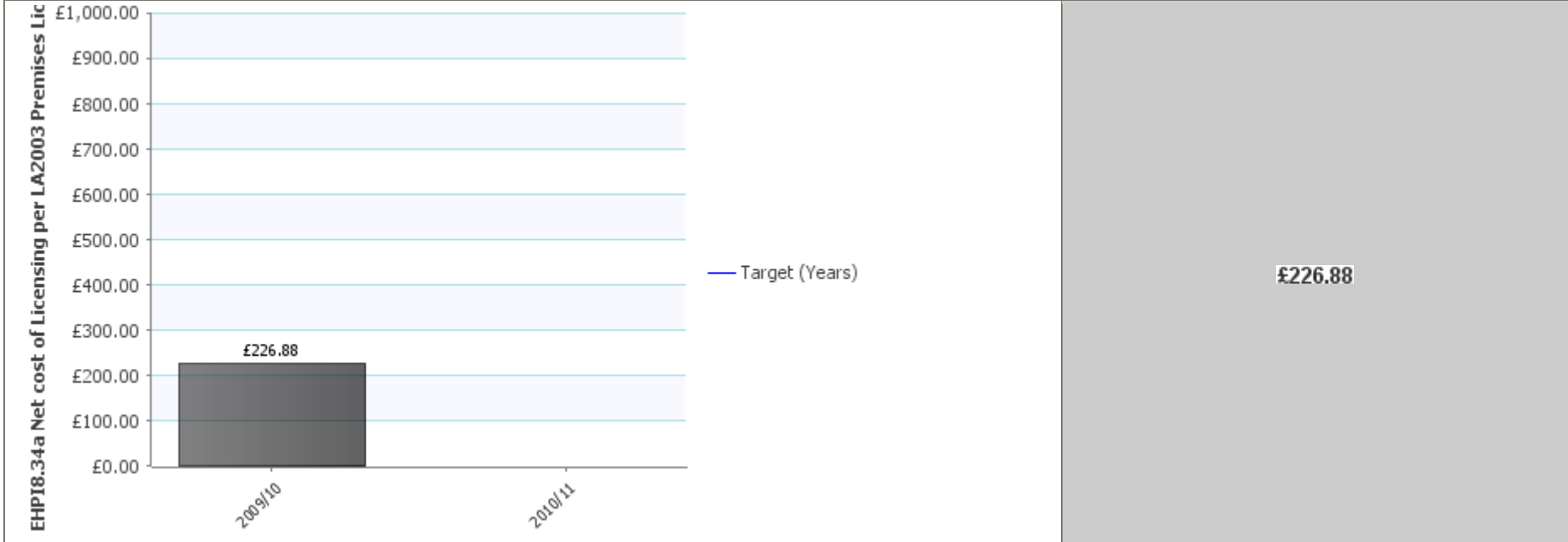
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010
EHP18.33	Net cost of Licensing per Hackney Carriage license		£182.04			Improvement from previous year going from £244.61 to £182.04 per Hackney Carriage license	None





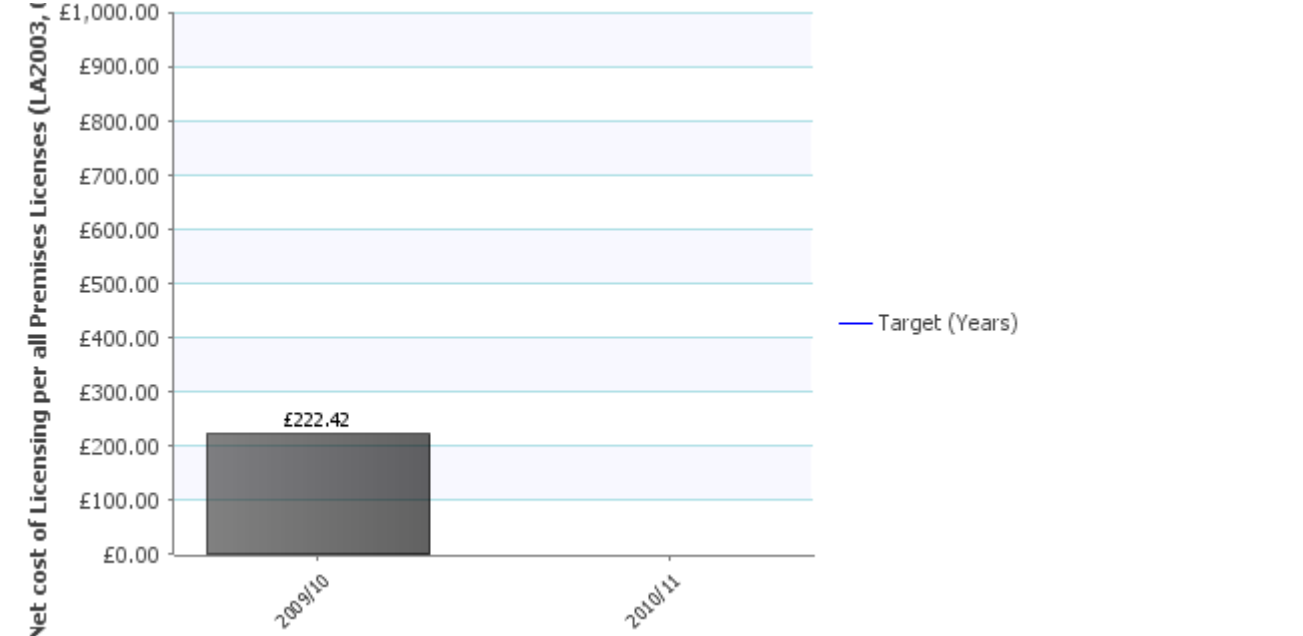
**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010
EHP18.34a	Net cost of Licensing per LA2003 Premises Licenses		£226.88			Improvement from previous year going from £243.65 to £226.88 per LA2003 Premises Licenses	None

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


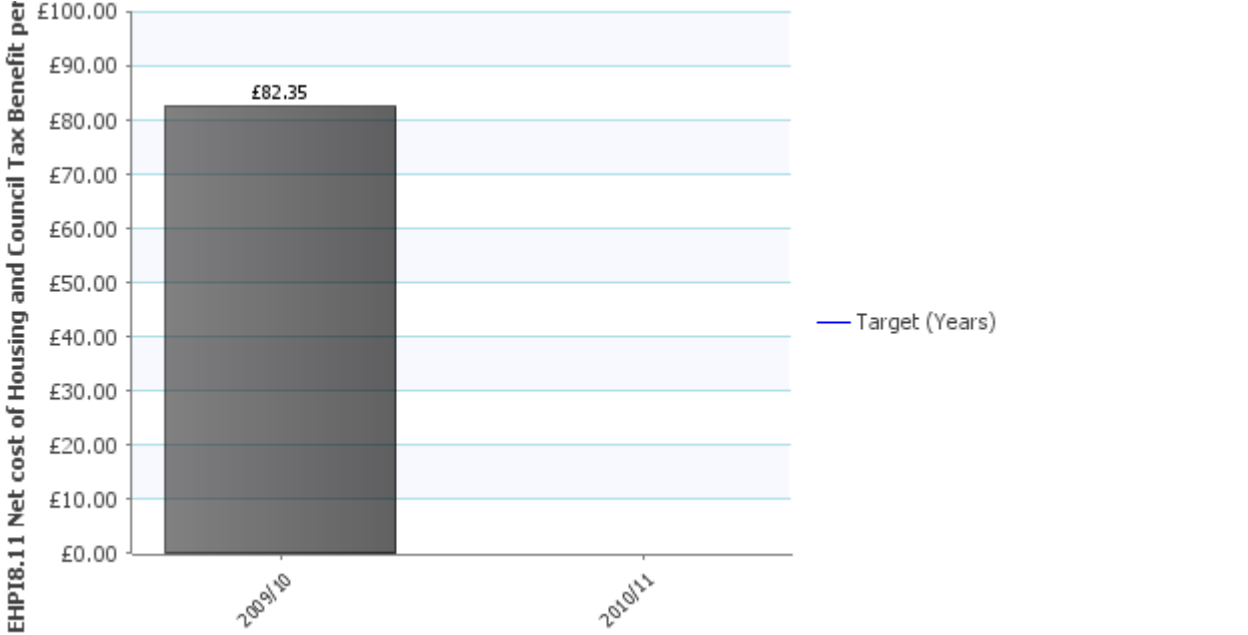




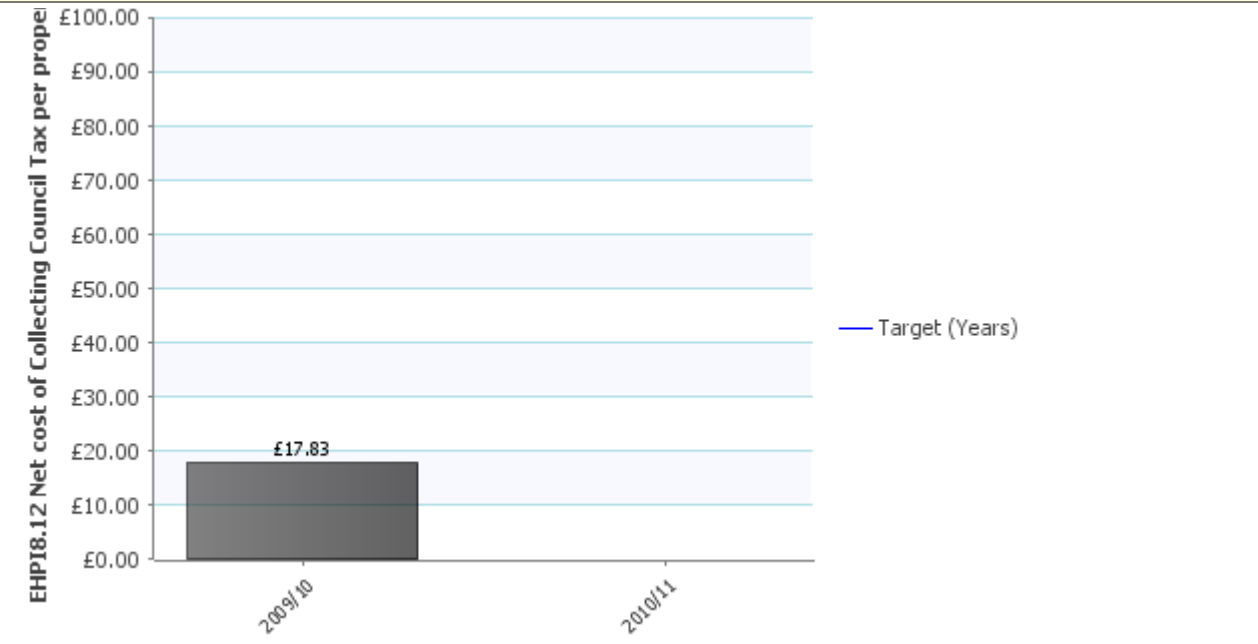
Essential Reference Paper B

Licensing and Community Safety													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010						
EHP18.34b	Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)		£222.42			Slight decline from previous year going from £222.34 to £222.42 per all Premises Licenses (LA2003, GA2005 and Misc)	<b>None</b>						
Trend Chart						Performance Gauge							
 <p>Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Net cost of Licensing (£)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>£222.42</td> </tr> <tr> <td>2010/11</td> <td>-</td> </tr> </tbody> </table>						Year	Net cost of Licensing (£)	2009/10	£222.42	2010/11	-	<p>Performance Gauge</p> <p>£222.42</p>	
Year	Net cost of Licensing (£)												
2009/10	£222.42												
2010/11	-												

Licensing and Community Safety							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010
EHP18.35	Net cost of East Herts funded Police Community Support Officers per head of population		£0.75			Improvement from previous year going from £0.85 to £0.75 per head of population	None
Trend Chart						Performance Gauge	
<p>Net cost of East Herts funded Police Community Support Officers</p> <p>£100.00 £90.00 £80.00 £70.00 £60.00 £50.00 £40.00 £30.00 £20.00 £10.00 £0.00</p> <p>£0.75</p> <p>2009/10 2010/11</p> <p>— Target (Years)</p>						<p>£0.75</p>	

## Essential Reference Paper B

Revenues & Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010
EHP18.11	Net cost of Housing and Council Tax Benefit per claim		£82.35		↓	Changes to the reporting of pension costs in 2009/10 RO forms have resulted in costs being added to the RO lines used in this measurement. If the 09/10 forms had been compiled as in previous years the unit cost would have been £78.41 - a marginal increase of 0.8%, way below the 2.5% rate of inflation used in 09/10 model.	None
Trend Chart						Performance Gauge	
 <p>The chart displays a single bar for the year 2009/10 with a value of £82.35. The y-axis is labeled 'EHP18.11 Net cost of Housing and Council Tax Benefit per' and ranges from £0.00 to £100.00 in increments of £10.00. The x-axis shows the years 2009/10 and 2010/11. A legend indicates 'Target (Years)' with a blue line.</p>						<div style="border: 1px solid gray; background-color: #cccccc; padding: 20px; width: 100px; margin: 0 auto;"> <p style="font-size: 24px; margin: 0;">£82.35</p> </div>	

Revenues & Benefits													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010						
EHP18.12	Net cost of Collecting Council Tax per property		£17.83			Changes to the reporting of pension costs in 2009/10 RO forms have resulted in costs being added to the RO lines used in this measurement. If the 09/10 forms had been compiled as in previous years the unit cost would have been £17.25 - an even greater reduction compared to 08/09	None						
Trend Chart						Performance Gauge							
 <p>EHP18.12 Net cost of Collecting Council Tax per property</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>£17.83</td> </tr> <tr> <td>2010/11</td> <td>-</td> </tr> </tbody> </table>						Year	Value (£)	2009/10	£17.83	2010/11	-	<p>Performance Gauge</p> <p>£17.83</p>	
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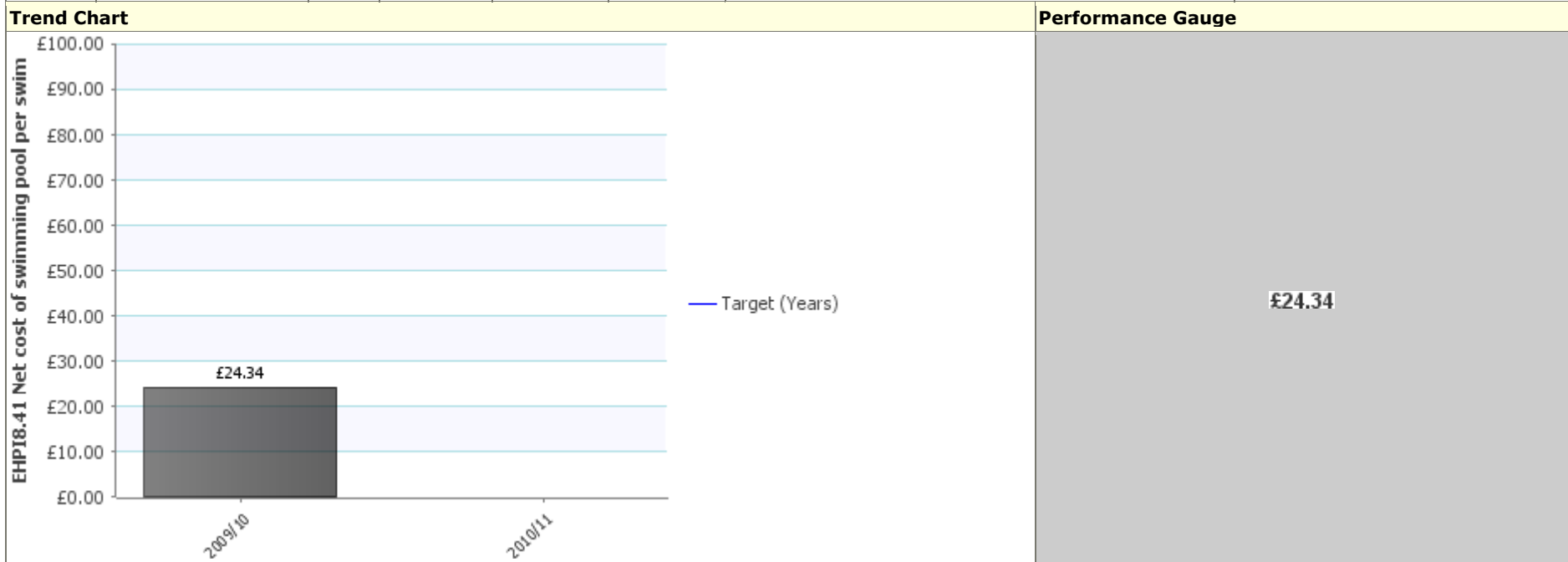


Essential Reference Paper B

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

**Community and Culture**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010
EHP18.41	Net cost of swimming pool per swim		£24.34			The figure produced by financial services of £24.34 per user includes the 2009/10 expenditure of £2,002,205 impairment cost.	None





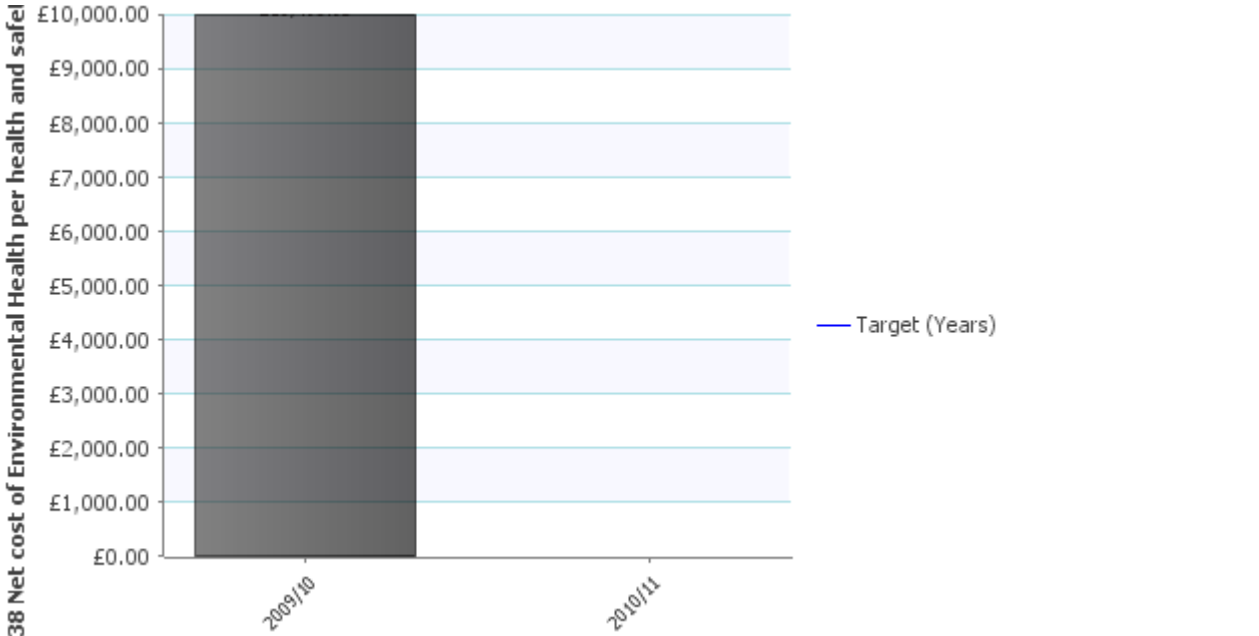

Community and Culture													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010						
EHP18.42	Net cost of Citizen Advice Bureau per contact		£18.96			Improvement from previous year going from £29.72 to £18.96 per contact	None						
Trend Chart						Performance Gauge							
<p>EHP18.42 Net cost of Citizen Advice Bureau per contact</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Net cost (£)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>£18.96</td> </tr> <tr> <td>2010/11</td> <td>-</td> </tr> </tbody> </table>						Year	Net cost (£)	2009/10	£18.96	2010/11	-	<p>£18.96</p>	
Year	Net cost (£)												
2009/10	£18.96												
2010/11	-												

Essential Reference Paper B

Community and Culture													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010						
EHP18.43	Net cost of Meals on Wheels per number served per annum		£684.25			Improvement from previous year going from £737.11 to £684.25 per number served per annum.	None						
Trend Chart						Performance Gauge							
<p>PI18.43 Net cost of Meals on Wheels per number served per annum</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Net cost of Meals on Wheels per number served per annum</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>£684.25</td> </tr> <tr> <td>2010/11</td> <td></td> </tr> </tbody> </table>						Year	Net cost of Meals on Wheels per number served per annum	2009/10	£684.25	2010/11		<p>£684.25</p>	
Year	Net cost of Meals on Wheels per number served per annum												
2009/10	£684.25												
2010/11													

Health and Housing													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010						
EHP18.37	Net cost of Environmental Health per food inspection		£3,368.08			If the number of food inspections had been at the 08/09 level, the unit cost would have been £2579.39, an increase of 1.4% which is below the rate of inflation (2.5% used in 09/10 model)	None						
Trend Chart						Performance Gauge							
<p>EHP18.37 Net cost of Environmental Health per food insp</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Net cost of Environmental Health per food inspection (£)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>£3,368.08</td> </tr> <tr> <td>2010/11</td> <td>-</td> </tr> </tbody> </table>						Year	Net cost of Environmental Health per food inspection (£)	2009/10	£3,368.08	2010/11	-	<p>£3,368.08</p>	
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2009/10	£3,368.08												
2010/11	-												

Essential Reference Paper B

Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010
EHP18.38	Net cost of Environmental Health per health and safety inspection		£10,498.93			The net cost of EH service in 09/10 shows an increase of 1.4% over the previous year however the number of Health & safety inspections are DOWN by 23 (15.2%)	None
Trend Chart						Performance Gauge	
 <p>£10,000.00 £9,000.00 £8,000.00 £7,000.00 £6,000.00 £5,000.00 £4,000.00 £3,000.00 £2,000.00 £1,000.00 £0.00</p> <p>2009/10 2010/11</p> <p>— Target (Years)</p>						 <p>£10,498.93</p>	

Health and Housing							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010
EHP18.40	Net cost of the Homelessness Service per presentation		£5,533.67			The number of homeless presentations FELL by 13%	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	
<p>EHP18.40 Net cost of the Homelessness Service per prese</p>						<p>£5,533.67</p>	

Essential Reference Paper B

Licensing and Community Safety																									
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010																		
NI 15	Number of most Serious violent crime rate per 1,000 population		3			East Herts featured just below the average for serious violence excluding GBH with 0.059 crimes per 1000 residents (1 May - 31 July 2010).	<b>None</b>																		
Trend Chart						Performance Gauge																			
<p><b>NI 15 Number of most Serious violent crime rate per 1,000 population</b></p> <table border="1"> <caption>Crime Rate Data from Trend Chart</caption> <thead> <tr> <th>Month</th> <th>Crime Rate</th> </tr> </thead> <tbody> <tr><td>March 2010</td><td>2</td></tr> <tr><td>April 2010</td><td>2</td></tr> <tr><td>May 2010</td><td>4</td></tr> <tr><td>June 2010</td><td>3</td></tr> <tr><td>July 2010</td><td>4</td></tr> <tr><td>August 2010</td><td>3</td></tr> <tr><td>September 2010</td><td>-</td></tr> <tr><td>October 2010</td><td>-</td></tr> </tbody> </table> <p>— Target (Months)</p>						Month	Crime Rate	March 2010	2	April 2010	2	May 2010	4	June 2010	3	July 2010	4	August 2010	3	September 2010	-	October 2010	-	<p><b>3</b></p>	
Month	Crime Rate																								
March 2010	2																								
April 2010	2																								
May 2010	4																								
June 2010	3																								
July 2010	4																								
August 2010	3																								
September 2010	-																								
October 2010	-																								



Licensing and Community Safety																					
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010														
NI 16	Number of Serious acquisitive crime rate per 1,000 population		109			When compared to the other 9 districts in Hertfordshire East Herts was the second lowest for acquisitive crimes. When compared to other similar partnerships East Herts featured above the average with 2.446 crimes per 1000 residents (1 May - 31 July 2010)	None														
Trend Chart						Performance Gauge															
<p><b>NI 16 Number of Serious acquisitive crime rate per 1,000 population</b></p> <table border="1"> <caption>Crime Rate Data from Trend Chart</caption> <thead> <tr> <th>Month</th> <th>Crime Rate</th> </tr> </thead> <tbody> <tr> <td>March 2010</td> <td>135</td> </tr> <tr> <td>April 2010</td> <td>91</td> </tr> <tr> <td>May 2010</td> <td>137</td> </tr> <tr> <td>June 2010</td> <td>103</td> </tr> <tr> <td>July 2010</td> <td>92</td> </tr> <tr> <td>August 2010</td> <td>109</td> </tr> </tbody> </table>						Month	Crime Rate	March 2010	135	April 2010	91	May 2010	137	June 2010	103	July 2010	92	August 2010	109	<p><b>Performance Gauge</b></p> <p>109</p>	
Month	Crime Rate																				
March 2010	135																				
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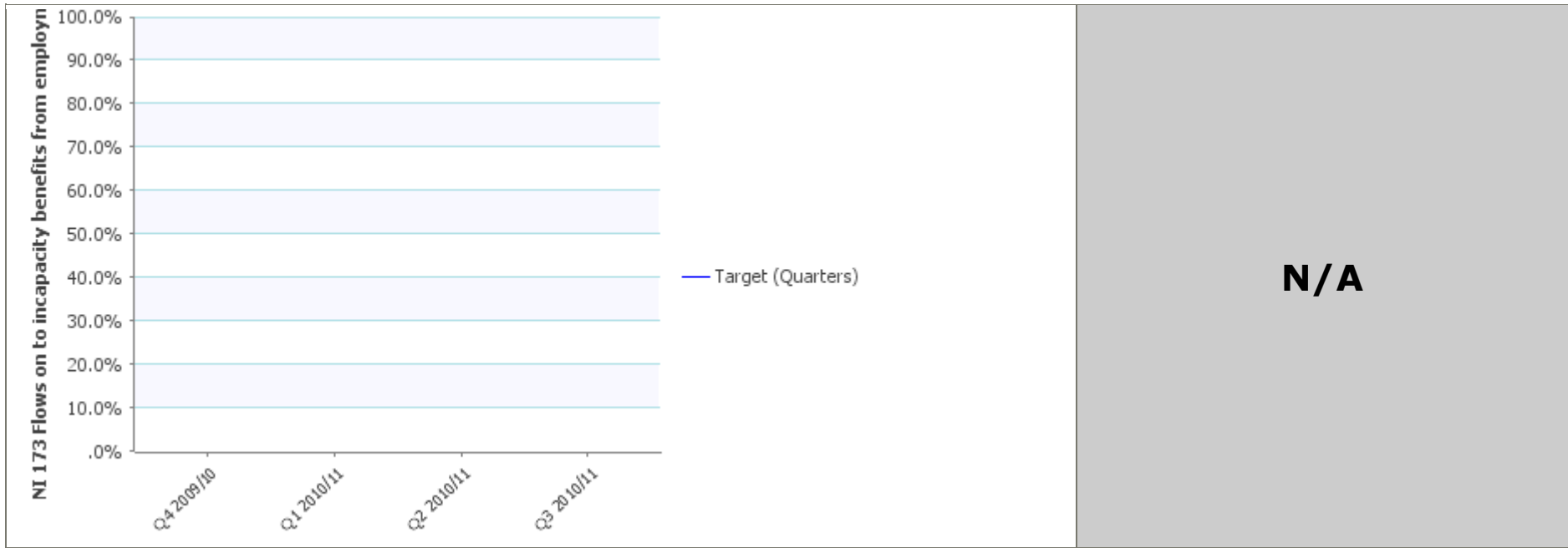
Essential Reference Paper B

Licensing and Community Safety																																		
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010																											
NI 20	Number of Assault with injury crime rate offences per 1,000 population		31			Second safest out of 15 in our most similar group. Crime rate of 0.634 per 1,000 population a drop since last reported.	None																											
Trend Chart						Performance Gauge																												
<p><b>NI 20 Number of Assault with injury crime rate offences per 1,000 population</b></p> <table border="1"> <caption>Monthly Assault Rates (per 1,000 population)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>March 2010</td><td>22</td><td>30</td></tr> <tr><td>April 2010</td><td>30</td><td>30</td></tr> <tr><td>May 2010</td><td>42</td><td>30</td></tr> <tr><td>June 2010</td><td>25</td><td>30</td></tr> <tr><td>July 2010</td><td>30</td><td>30</td></tr> <tr><td>August 2010</td><td>31</td><td>30</td></tr> <tr><td>September 2010</td><td></td><td>30</td></tr> <tr><td>October 2010</td><td></td><td>30</td></tr> </tbody> </table>						Month	Value	Target	March 2010	22	30	April 2010	30	30	May 2010	42	30	June 2010	25	30	July 2010	30	30	August 2010	31	30	September 2010		30	October 2010		30	<p><b>31</b></p>	
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June 2010	25	30																																
July 2010	30	30																																
August 2010	31	30																																
September 2010		30																																
October 2010		30																																

**Traffic Light Data Only**  
**Description** Shaping now, shaping the future

Strategic Direction							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 27 July 2010
NI 173	Flows on to incapacity benefits from employment		N/A			NI 173 uses data which records the moves from work to Incapacity Benefits (IB). However this type of data has not been issued since March 2009. This is due to complications associated with collection arising from the introduction of the Employment and Support Allowance (ESA), which replaced Incapacity Benefit and Income Support paid on the grounds of incapacity for new claims from 27 October 2008. Department for Work and Pensions are treating this issue as a priority. Data officials are working on identifying useful data that could be brought together, as well as possible alternatives to using administrative data (for example, the Labour Force Survey). This work is ongoing however there is not yet a timetable for when the data or an alternative statistic might become available.	None
<b>Trend Chart</b>						<b>Performance Gauge</b>	

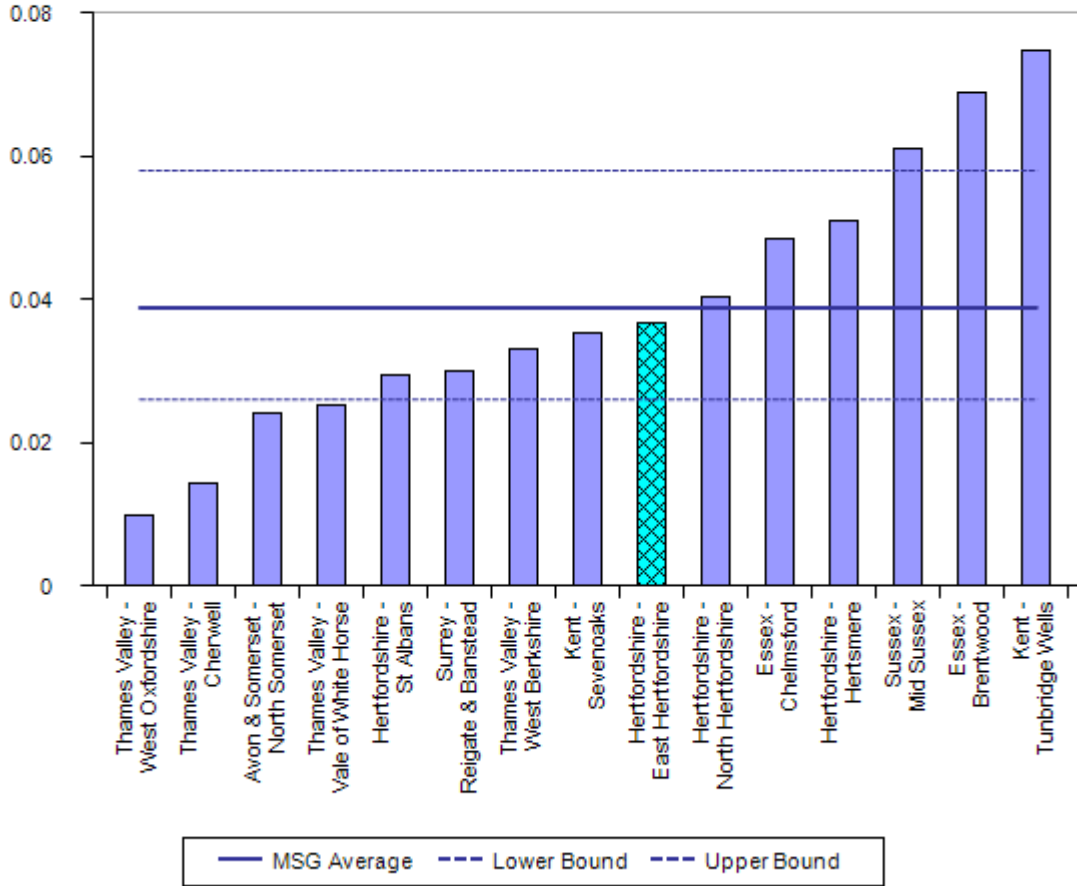
Essential Reference Paper B



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**Most serious violence NI 15**

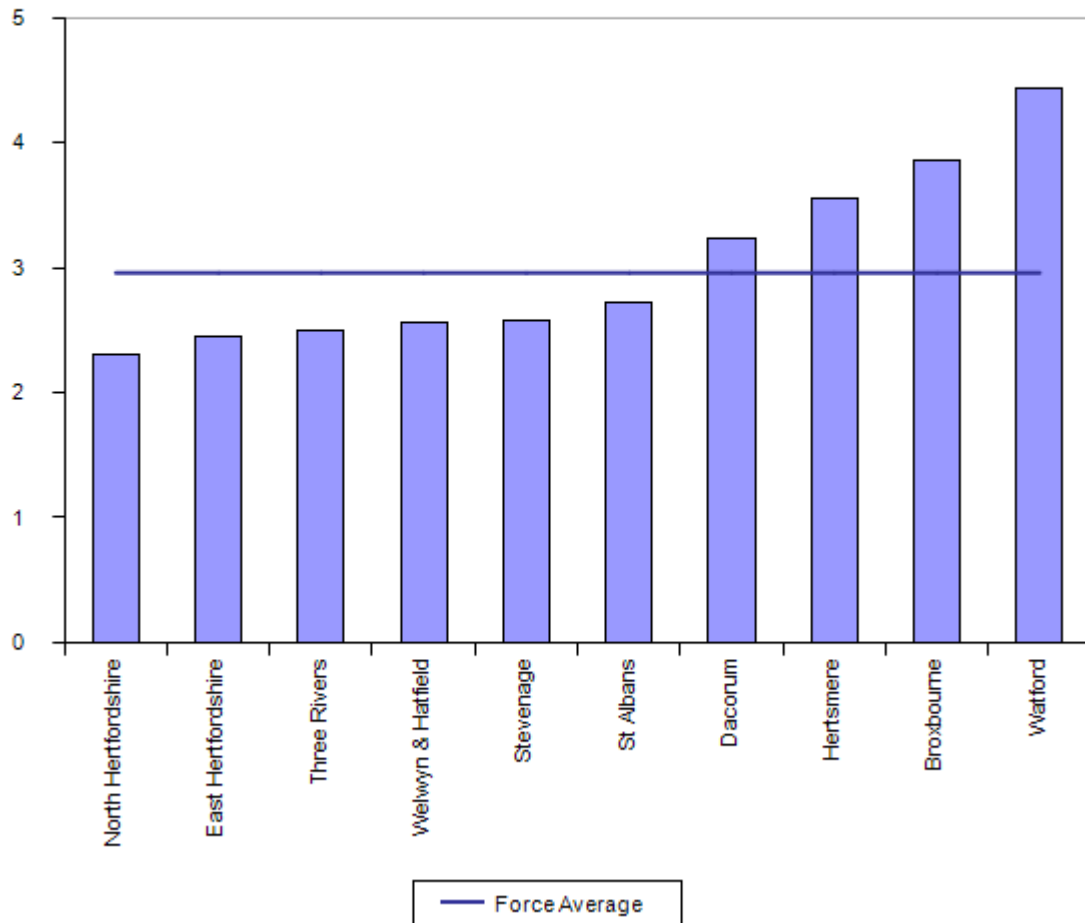
**iQuanta Barchart MSG - Crimes per 1000 Residents  
Hertfordshire - East Hertfordshire CDRP  
Most serious violence exc GBH without intent  
01 Feb 2010 - 30 Apr 2010**



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

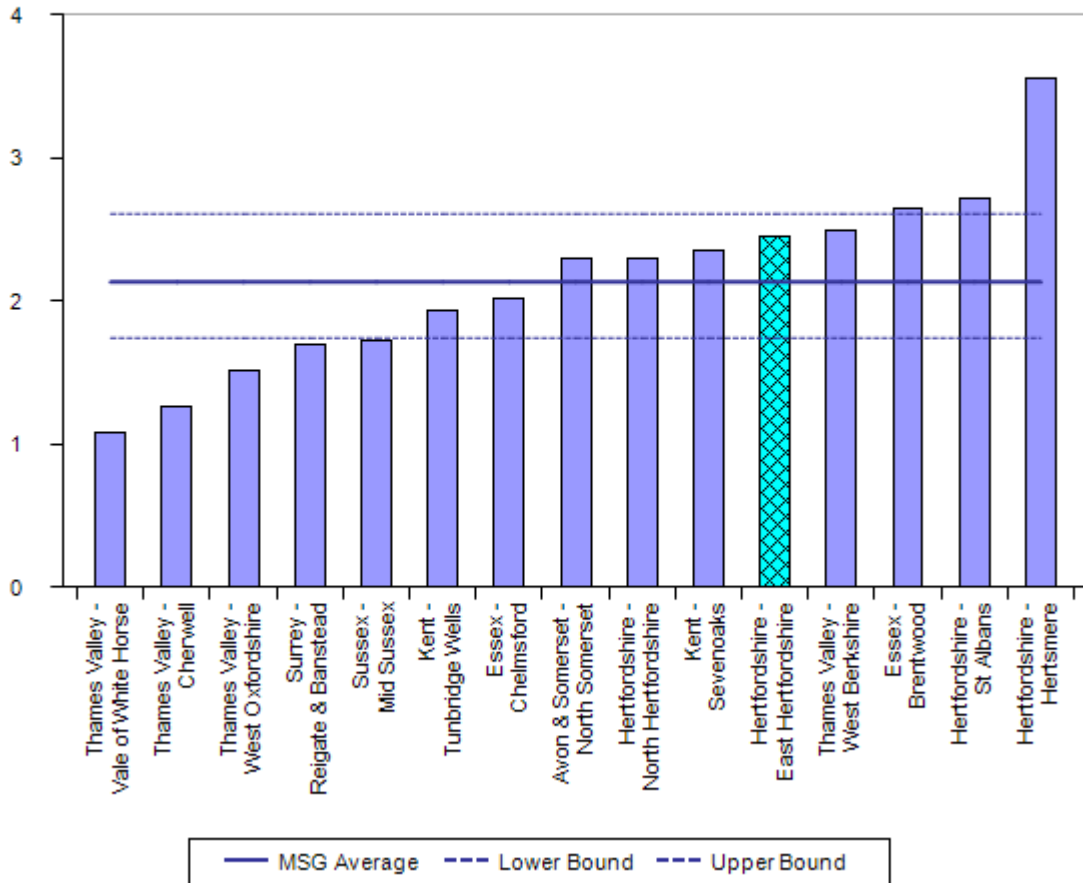
## Serious Acquisitive crime NI 16

iQuanta Barchart Force - Crimes per 1000 Residents  
Hertfordshire CDRPs  
Serious Acquisitive Crime  
01 May 2010 - 31 Jul 2010



Source: iQuanta 13-08-2010

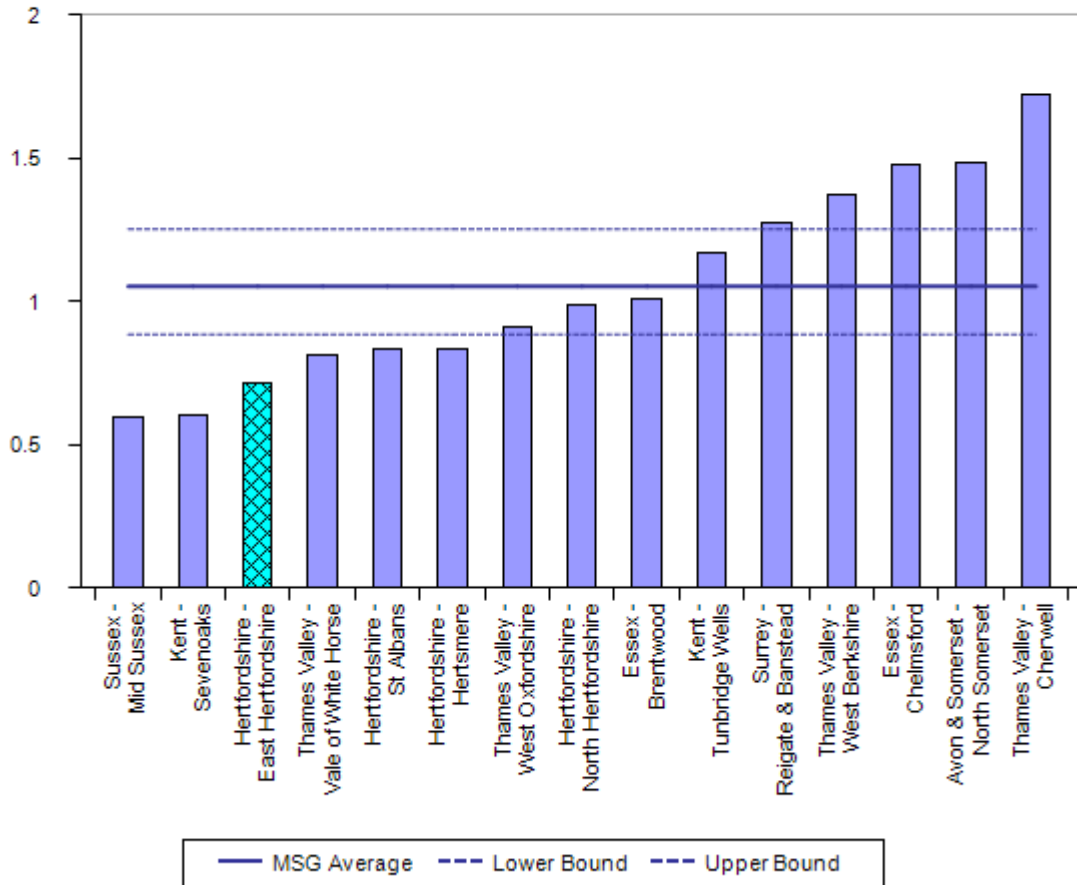
**iQuanta Barchart MSG - Crimes per 1000 Residents**  
**Hertfordshire - East Hertfordshire CDRP**  
**Serious Acquisitive Crime [SPI 5.2 / NI16]**  
**01 May 2010 - 31 Jul 2010**



CDRP	Crimes per 1000 Residents
Thames Valley - Vale of White Horse	1.075
Thames Valley - Cherwell	1.268
Thames Valley - West Oxfordshire	1.518
Surrey - Reigate & Banstead	1.694
Sussex - Mid Sussex	1.719
Kent - Tunbridge Wells	1.929
Essex - Chelmsford	2.013
Avon & Somerset - North Somerset	2.294
Hertfordshire - North Hertfordshire	2.304
Kent - Sevenoaks	2.359
<b>Hertfordshire - East Hertfordshire</b>	<b>2.446</b>
Thames Valley - West Berkshire	2.489
Essex - Brentwood	2.648
Hertfordshire - St Albans	2.714
Hertfordshire - Hertsmere	3.555
<b>Hertfordshire - East Hertfordshire MSG</b>	<b>2.135</b>

## Assault with injury crime rate NI 20

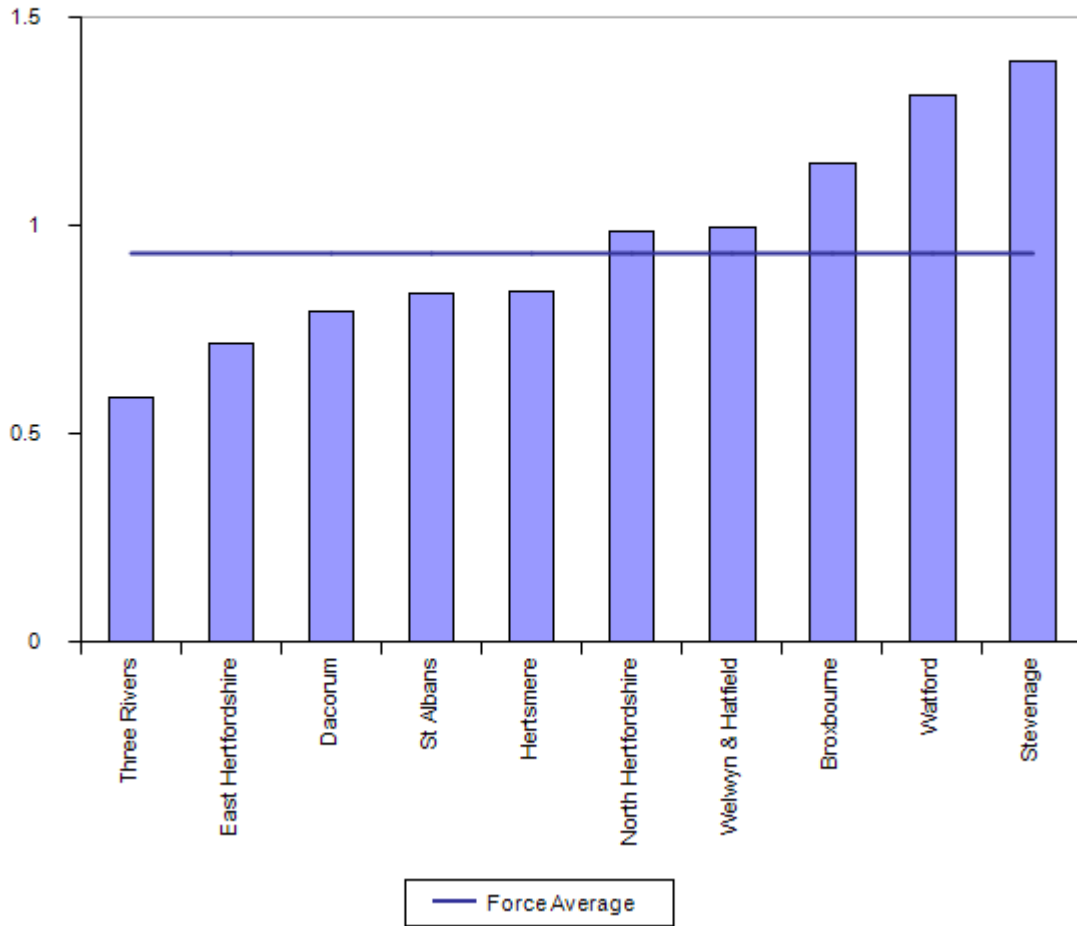
iQuanta Barchart MSG - Crimes per 1000 Residents  
 Hertfordshire - East Hertfordshire CDRP  
 Assault with Less Serious Injury [SPI 5.3 / NI20]  
 01 May 2010 - 31 Jul 2010



CDRP	Crimes per 1000 Residents
Sussex - Mid Sussex	0.596
Kent - Sevenoaks	0.603
<b>Hertfordshire - East Hertfordshire</b>	<b>0.715</b>
Thames Valley - Vale of White Horse	0.813
Hertfordshire - St Albans	0.836
Hertfordshire - Hertsmere	0.838
Thames Valley - West Oxfordshire	0.911
Hertfordshire - North Hertfordshire	0.986
Essex - Brentwood	1.007
Kent - Tunbridge Wells	1.170
Surrey - Reigate & Banstead	1.274
Thames Valley - West Berkshire	1.373
Essex - Chelmsford	1.481
Avon & Somerset - North Somerset	1.483
Thames Valley - Cherwell	1.722
<b>Hertfordshire - East Hertfordshire MSG</b>	<b>1.054</b>



iQuanta Barchart Force - Crimes per 1000 Residents  
Hertfordshire CDRPs  
Assault with Less Serious Injury  
01 May 2010 - 31 Jul 2010



Source: iQuanta 13-08-2010

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 26 OCTOBER 2010

REPORT BY: CHAIRMAN OF COMMUNITY SCRUTINY COMMITTEE

SCRUTINY WORK PROGRAMME 2010/11

WARD(S) AFFECTED: none

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**Purpose/Summary of Report**

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

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

1.0 Background

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

2.0 Report

2.1 Following scrutiny recommendations (at Corporate Business Scrutiny on 11 May 2010) and the subsequent decision by the Executive to proceed with the development of Hertford Theatre, a new item has been added to this committee's agenda for 25 January 2011. This will report on the launch and opening of the venue and give initial results from the first pantomime season for members to scrutinise.

- 2.2 A further report on Hertford Theatre is scheduled for later in the year (26 July 2011) when audited financial data and a more detailed analysis will be available covering the period from the re-opening to the end of the financial year.
- 2.3 In line with members' wishes as expressed during the Joint Scrutiny meeting on 1 June 2010, an LSP (Local Strategic Partnership) item has been added to the March 2011 agenda for this scrutiny committee. The report on "Review of the LSP's delivery of the local Sustainable Communities Strategy" will look at the effectiveness and role of the LSP, the setting of local priorities and will update members on the progress of the funded projects (designed to meet those priorities).
- 2.4 Members are reminded that details regarding the 2011/12 budget consultation will appear in the Members' Information Bulletin over the coming weeks. Members are requested to look out for these and follow the instructions and guidance published there. This approach to the scrutiny process allows the full range of opinions across the council to be captured and your individual views to be recorded against each budget proposal.
- 2.5 Members are also reminded that there are two Joint Scrutiny sessions scheduled during the current 2010/11 civic year. The dates and outline agendas are included in Essential Reference Paper B.
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within Essential Reference Paper 'A' attached to the report now submitted.

### Background Papers

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

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

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

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

Report Author: Marian Langley, Scrutiny Officer – Extn 1612

## ESSENTIAL REFERENCE PAPER 'A'

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

Community Scrutiny Committee work programme 2010/11

meeting	date	topic	Contact officer/lead	Next Exec
<b>THIS</b>	<b>CIVIC YEAR</b>			
<b>JOINT SCRUTINY</b>	18 Jan 2011	<ul style="list-style-type: none"> <li>• 2011/12 Budget items</li> </ul>		
3 in 10/11	25 Jan 2011  Report deadline 12 January	<ul style="list-style-type: none"> <li>• Report from Health Engagement Panel</li> <li>• Leisure Contract – year 2</li> <li>• Update on Hertford Theatre launch and overview of first ‘Panto’ season.</li> <li>• East Herts Housing Strategy 2008-2011 – annual monitoring of progress on action plan and ideas for new one</li> <li>• Healthcheck through to Nov 2010</li> <li>• Work programme</li> </ul>	<ul style="list-style-type: none"> <li>• Chairman of Panel</li> <li>• Invite SLM</li> <li>• Will O’Neill with Rhys, Emma &amp; Eoin</li> <li>• Claire Bennett</li> <li>• Lorna Georgiou/Karl</li> <li>• Marian Langley</li> </ul>	8 Feb 2011 8 March 2011
<b>JOINT SCRUTINY</b>	15 Feb 2011	<ul style="list-style-type: none"> <li>• 2011/12 Service Plans</li> <li>• 2010/11 Estimates and Future targets</li> </ul>		
4 in 10/11	29 Mar 2011  Report deadline 16 March	<ul style="list-style-type: none"> <li>• Report from Health Engagement Panel</li> <li>• Review of the LSP’s delivery of the local Sustainable Communities Strategy</li> <li>• Healthcheck through to Feb 2011</li> <li>• Work programme 2011/12</li> </ul>	<ul style="list-style-type: none"> <li>• Chairman of Panel</li> <li>• Will O’Neil/Mekhola Ray (George Robertson)</li> <li>• Lorna Georgiou/Karl</li> <li>• Marian Langley</li> </ul>	5 April 2011 24 May 2011 5 July 2011

NEXT	CIVIC YEAR			
1 in 11/12	26 July 2011  Report deadline 13 July	<ul style="list-style-type: none"> <li>• Report from Health Engagement Panel</li> <li>• 'Annual Reports' by Housing Associations and CAB (EHCAS) – <i>format/style to be agreed</i></li> <li>• 'Crime and Disorder' – <i>topic to be agreed</i></li> <li>• End of financial year annual report on Hertford Theatre</li> <li>• Healthcheck through to May 2011</li> <li>• Work Programme</li> </ul>	<ul style="list-style-type: none"> <li>• Chairman of Panel</li> <li>• Presentation by reps from RSLs and CAB (EHCAS)</li> <li>• Brian Simmonds, Lizzie Clarke &amp; Police</li> <li>• Will O'Neill with Rhys, Emma &amp; Eoin</li> <li>• Lorna Georgiou/Karl</li> <li>• Marian Langley</li> </ul>	9 Aug 2011 6 Sept 2011 11 Oct 2011



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

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

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

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

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

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