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Jeff Hughes
*Head of Democratic and Legal
Support Services*

MEETING : COMMUNITY SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 19 NOVEMBER, 2013
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillor Mrs D Hollebon (Chairman)
Councillors R Beeching, S Bull, Mrs D Hone, J Jones, J Mayes, P Moore
(Vice-Chairman), N Symonds, M Wood and C Woodward

Conservative Group Substitutes: Councillors T Herbert and C Rowley
Liberal Democrat Group Substitutes: Councillor J Wing
Independent Group Substitute:

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

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DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
 - must not participate in any discussion of the matter at the meeting;
 - must not participate in any vote taken on the matter at the meeting;
 - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
 - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
 - must leave the room while any discussion or voting takes place.

2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.

3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.

4. It is a criminal offence to:

- fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
- fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
- participate in any discussion or vote on a matter in which a Member has a DPI;
- knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

AGENDA

1. Apologies

To receive apologies for absence

2. Minutes (Pages 7 - 16)

To receive the Minutes of the meeting held on 24 September 2013

3. Chairman's Announcements

4. Declarations of Interest

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

5. Health Engagement Panel (Pages 17 - 24)

To receive the Minutes of the meeting held on 15 October 2013 and verbal update from the Health Engagement Panel Chairman

6. Update on Community Grants Programme (Pages 25 - 42)

7. Community Scrutiny Work Programme (Pages 43 - 48)

8. Implementation of the Adopted East Herts Housing Register Policy (Pages 49 - 60)

9. Community Scrutiny Corporate Healthcheck August to September 2013 (Pages 61 - 82)

10. Performance Indicator Review (Pages 83 - 108)

11. Service Plans Monitoring April - September 2013 (Pages 109 - 130)

12. Urgent Business

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

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MINUTES OF A MEETING OF THE
COMMUNITY SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
24 SEPTEMBER 2013, AT 7.00 PM

PRESENT: Councillor Mrs D Hollebon (Chairman)
Councillors R Beeching, S Bull, C Rowley,
N Symonds, M Wood and C Woodward

ALSO PRESENT:

Councillors M Alexander, D Andrews,
L Haysey, S Rutland-Barsby and B Wrangles

OFFICERS IN ATTENDANCE:

Claire Bennett	- Manager of Housing Services
Lorraine Blackburn	- Democratic Services Officer
Marian Langley	- Scrutiny Officer
Will O'Neill	- Head of Communications, Engagement and Cultural Services
George A Robertson	- Chief Executive and Director of Customer and Community Services
Brian Simmonds	- Head of Community Safety and Health Services

ALSO IN ATTENDANCE:

David Lloyd	- Police Crime Commissioner
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250 POLICE AND CRIME COMMISSIONER - GUEST
PRESENTATION

At the invitation of the Committee, Mr David Lloyd, Police and Crime Commissioner (PCC) gave a short presentation and introductory responses to the key issues of concern to Members. He stated that one of the main roles of the PCC, was to work with other partners for mutual benefit. At the moment the PCC was working to arrange 20 'District days' per annum as an opportunity to share and discuss concerns with local partners.

In terms of responses to the questions posed, he stated that in his view, the key principles underpinning the Policing Plan for Hertfordshire was working with partner organisations on the need to prevent crime and in resolving crimes. He referred Members to the document "Everyone's Business" and urged them to read the crime plan.

In relation to the issue of limited funding, the PCC explained that he had a number of initiatives to roll out from the Community Fund. He stated that the first £160,000 of bids had been agreed. By way of example, Mr Lloyd referred to the use of an old library bus which would be refurbished and used for youth related work, another initiative related to the vulnerable and giving them help with their front gardens to reduce the likelihood of them being targeted.

On the issue of reducing/ keeping crime low in East Herts and investment in new technology he hoped that keeping "feet on the street" and targeting the young who get drunk and making sure that they are properly supported would go some way to helping reduce crime. He acknowledged the important role of volunteers in the process. Mr Lloyd stated that from an investment viewpoint in tackling crime, there was a need to work with health partners particularly in the field of drug and alcohol strategies and addressing housing issues. He added that he had set up a quarterly Community Safety Board and was in the process of co-coordinating with various stakeholders. Mr Lloyd stressed the role of partnership working which he considered to be "core" business.

In response to questions about PCSOs, Mr Lloyd acknowledged that they had been a great success. He referred to their role in relation to the Waltham Cross riots which had been prevented largely as a result of their community “grass roots” knowledge and intelligence gathering, adding “that sort of intelligence is how we stop crime from happening”. Mr Lloyd explained that there was less and less funding available. He did not have an operating role and could not say how areas should be policed as this was a matter for the Police Chief Superintendent.

Mr Lloyd provided an update on crime in East Hertfordshire. The only statistics which had increased related to burglary as a result of a “one-man crime wave”. He stated that the particular individual was now behind bars.

Mr Lloyd reinforced the need to recruit more “Specials”.

The Chairman then invited questions from Members but reminded them to focus on the PCC’s areas of responsibilities and to avoid questions which were operational in nature and any specific crime related cases.

In response to a query from Councillor R Beeching regarding speed limits of 20mph and how effective they were, Mr Lloyd stated that this was not an issue within his purview but felt that localism should prevail. He expressed concerns regarding the ability to enforce a 20mph limit and that it could be right in some particular areas and specific times, e.g. where there were schools, adding that it was not a panacea for addressing underlying bad driving.

Councillor C Woodward stated that the ‘safer schools’ initiative had worked well in Bishop’s Stortford. He encouraged further use of PCSOs and queried whether it was possible to get match funding for them. The PCC referred to the “Buy One Get One Free” (BOGOF) initiative in terms of PCSOs and 50% Home Office funding which had now ended. He referred to the costs of a trainee PCSO compared to a police trainee.

In response to a query from Councillor R Beeching concerning

crime rates in East Herts (acknowledged as low) and the fear of crime which was considered to be high by residents and whether there was a Police strategy to tackle this, Mr Lloyd explained that the District's close proximity to London and the news generated from the metropolis did much to fuel the fear of crime. He felt that it was important to get the right communication strategies developed to tackle the fear of crime and referred to the very low risk of getting burgled in this area. He was confident that crime rate figures were robust and reflected accurate levels of the more serious crime in the area. He acknowledged that there was likely to be under-reporting of some crimes such as 'race hate' but this was a national issue. He stated he did want to ensure reporting of domestic violence was as robust and complete as possible.

Councillor M Wood raised the issue of an increase in cyclists using the pavements and the absence of bells and asked if something could be done. Mr Lloyd said that he would take up the matter adding that the problem was not confined to East Herts.

The Head of Community Safety and Health Services thanked Mr Lloyd for attending. He stated that East Herts would welcome resources particularly in relation to PCSOs.

The Chairman on behalf of Members thanked Mr Lloyd acknowledging that partnership working was the way forward and extended an invitation for a return visit.

After Mr Lloyd had left the meeting, Members continued to express their concerns about PCSOs and asked the Executive Members present to keep this issue high on the agenda for further debate. Officers were asked to write to the Chief Constable and ask him to provide the Council with an update of his plan for the short and medium term for the deployment of neighbourhood teams in East Herts and to ask the Chief Constable to provide his definition of what now constituted a 'neighbourhood' in terms of policing.

RESOLVED – that (A) the presentation be received;

(B) the Executive Member for Community Safety and Environment ask the Executive to keep the issue of PCSOs high on the agenda for further debate; and

(C) Officers be requested to ask the Chief Constable, Andy Bliss if he is able to provide the Council with:

- (i) an update of his plan for the short and medium term for the deployment of neighbourhood teams and PCSOs in East Herts; and
- (ii) the constabulary's definition of what constitutes a "neighbourhood".

251 APOLOGIES

Apologies for absence were submitted from Councillors J Jones and P Moore. It was noted that Councillor C Rowley was substituting for Councillor P Moore.

252 MINUTES

RESOLVED – that the Minutes of the meeting held on 25 June 2013 be confirmed as a correct record and signed by the Chairman.

253 DECLARATIONS OF INTEREST

The Committee noted that Councillor S Bull attended meetings of South Anglia Housing Association but that this was not a disclosable pecuniary interest.

254 COMMUNITY SCRUTINY WORK PROGRAMME

The Scrutiny Officer submitted a report outlining the future work programme for Community Scrutiny Committee. Councillor N Symonds expressed concern regarding the role and expectations of Registered Social Landlords (RSLs) in ensuring that repairs and adaptations, particularly for the vulnerable, were carried out promptly and asked that Officers write to RSLs seeking information on their policies and

performance against protocols. This was supported.

Members received the report and asked Officers to write to RSLs seeking information about their policies and performance against protocols.

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

(B) Officers write to Registered Social Landlords seeking information on their policies and performance against protocols on adaptations and repairs, particularly in relation to vulnerable tenants.

255 HERTFORD THEATRE END OF FINANCIAL YEAR REPORT

The Executive Member for Health, Housing and Community Support submitted a report on the annual performance of Hertford Theatre for the Financial Year 2012/13, the detail of which was set out in the report now submitted and Essential Reference Papers.

The Head of Communications, Engagement and Cultural Services welcomed what was another “good news” report on the theatre’s performance. From a financial viewpoint, he stated that performance had been monitored against the business plan and the theatre was doing well and that Officers would report back next year on the tracked variances, but that this year, the Council would be liable for a backdated VAT liability relating to the café and bar.

Councillor R Beeching drew Members’ attention to ticket sales in relation to two different films and said that it would be helpful to see what the ticket sales were against how many showings, as this would give a more accurate figure.

Councillor M Wood congratulated the team on the progress they had made, adding that the theatre had achieved the right balance on all counts. He felt that the projected figures for the forthcoming pantomime were encouraging and was also positive about the work with Hertford Regional College. He sought further clarification on the theatre’s future governance arrangements. In response to the governance issue, the

Executive Member for Health, Housing and Community Support stated that it was necessary to ensure that the theatre had strong foundations first and that it might be possible to look at the issue of governance again next year, when matters were clearer.

Councillor C Rowley welcomed the use of the apprentice scheme. The Director of Hertford Theatre explained that work experience at the theatre was offered as part of one Hertford Regional College's courses and that the theatre was doing everything it could to work with the HRC.

In respect of a request by the Chairman, Hertford Theatre Officers each provided a summary of some of their memorable highlights in working for the theatre.

In response to a query on the issues of seating, it was stated that the Head of Communications, Engagement and Cultural Services had commissioned an independent technical assessment and would be undertaking a tender process to find out what needed to be done and this could then be considered by the Executive once costs were known.

In response to a query from Councillor C Rowley regarding attendances at the pantomime and the balance between live and film performances, Officers outlined the marketing strategy to encourage better attendances and explained that booking live acts needed at least six months to a year advance notice, but that film was more flexible.

Members received the Annual Report on Hertford Theatre for the year 2012/13 and thanked the team as a whole, including the cohort of volunteers for their contribution to the success of the venue.

RESOLVED – that (A) the Annual Report on Hertford Theatre for the year 2012/13 be received; and

(B) the team as a whole, be thanked, including the cohort of volunteers for their contribution to the success of the venue.

256 ANNUAL PERFORMANCE REPORT OF SOUTH ANGLIA
AND RIVERSMEAD HOUSING ASSOCIATIONS

The Executive Member for Health, Housing and Community Support submitted a report on the progress made by the two large scale voluntary transfer housing associations on the three undertakings which remained following the end of the Delivery of Promises Programme 2007, the detail of which was set out in the report now submitted.

Councillor N Symonds expressed concern that South Anglia had not met its target on Aids and Adaptations for 2012/13. The Manager of Housing Services pointed out that some minor work such as grab rails could be carried out via tenant self-referral and would then be costed under the more general repairs budget rather than the specialist adaptations one.

Members considered how South Anglia could be encouraged to be more proactive in meeting its target on aids and adaptations. The Chief Executive and Director of Customer Services stated the Council did have Council Members who were Board Members and that this was an opportunity to express the Council's concerns. This was supported.

Members received the performance report on Riversmead and South Anglia Housing Associations.

RESOLVED – that the report be received.

257 EAST HERTS HOMELESS STRATEGY 2013-2018

The Executive Member for Health, Housing and Community Support submitted a report setting out the Council's new Homeless Review and Strategy for 2013-18, the detail of which was set out in the report now submitted and within the supporting Essential Reference Papers.

In response to a query from Councillor C Woodward regarding achieving affordable housing targets of 40%, the Manager of Housing Services confirmed that this target was regularly achieved on eligible sites but acknowledged that sometimes, these could be negotiated down. If all sites were included,

then the figure did come in at less than 40%.

Councillor N Symonds referred to unscrupulous practices of some private landlords and asked what the Council could do about this. The Manager of Housing Services explained the associated difficulties but essentially, the Council did not have a registration scheme for private rented landlords and that there was a lack of properties in multiple occupation.

In response to query from Councillor R Beeching, the Manager of Housing Services provided clarification of the definitions of rough sleepers and sofa surfers. She also explained the difference between housing applications and housing acceptances.

In response to a query from Councillor M Wood regarding the number of homeless applications this year, the Manager of Housing Services provided an update.

The Committee supported the Homeless Strategy as a basis for consultation with external partners and stakeholders.

RESOLVED – that the Homeless Strategy 2013-2018 be supported as a basis for consultation with external partners and stakeholders and that the Executive be so informed.

258 COMMUNITY SCRUTINY CORPORATE HEALTHCHECK
MAY TO JULY 2013

The Chief Executive and Director of Customer and Community Services submitted a report on the performance of key indicators relating to Community Scrutiny for the period May – July 2013. He drew Members' attention to EHPI 3b (Usage: number of swims (16 - 60 year olds) which was showing as "red" for Quarter 1.

Members received the report.

RESOLVED – that performance figures for May to July 2013 as detailed in Essential Reference Paper "B" of the report now submitted, be received.

259 HEALTH AND WELLBEING PANEL

Councillor N Symonds, Chairman of the Health and Wellbeing Panel, provided Members with an update on the work of the Panel. It was noted that she had a meeting shortly in Bedfordshire to consider the short supply of ambulances for use by the District.

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

(B) the Minutes of the Health and Wellbeing Panel meeting held on 18 June 2013 be noted.

The meeting closed at 8.55 pm

Chairman
Date

MINUTES OF A MEETING OF THE
HEALTH AND WELLBEING PANEL HELD
IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
15 OCTOBER 2013, AT 7.00 PM

PRESENT: E Buckmaster (Chairman)
Councillors P Ballam, R Beeching, S Bull and
A Warman

ALSO PRESENT:

Councillors L Haysey

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Marian Langley	- Scrutiny Officer
George A Robertson	- Chief Executive and Director of Customer and Community Services
Paul Thomas-Jones	- Environmental Health Manager
Sheila Winterburn	- Environmental Health Manager - Housing

9 APOLOGIES

An apology for absence was received from the Chairman, Councillor N Symonds. It was noted that Councillor A Warman was substituting for her. In the Chairman's absence, it was noted that the Vice-Chairman, Councillor E Buckmaster, would be chairing the meeting.

10 MINUTES

RESOLVED – that the Minutes of the meeting held on 18 June 2013 be confirmed as a correct record and signed by the Chairman.

11 CHAIRMAN'S ANNOUNCEMENTS

Councillor E Buckmaster commented that the Food Hygiene and Houses in Multiple Occupation report had been included on the agenda as a result of a direct request from Members at the planning meeting noted in the last paragraph of the minutes of the previous meeting.

It was noted that a Staff Wellbeing Day had been arranged for 17 October 2013 when a number of initiatives would be available to encourage wellbeing and monitor levels of fitness.

12 PUBLIC HEALTH ISSUES ARISING OUT OF FOOD HYGIENE INSPECTIONS AND HOUSING IN MULTIPLE OCCUPATION

The Executive Members of Health, Housing and Community Support and Community Safety and Environment submitted a joint report on the public health issues arising out of food hygiene inspections and housing in multiple occupation, the detail of which was set out in the report now submitted.

A presentation was provided in two parts, initially a summary of public health issues associated with food hygiene, which included:

- the operations covered by food hygiene law;
- a breakdown of food businesses;
- the enforcement of food hygiene legislation (officer support) including frequency of inspections; and
- turnover of food businesses.

In response to a number of queries from Members regarding public health issues associated with public houses, individuals running mobile burger vans and market traders, the Environmental Health Manager (Commercial) explained how

each of these were categorised in terms of legislation.

In response to a query from Councillor P Ballam regarding changes of use of premises, the Environmental Health Manager (Commercial) explained that premises' owners had to register a change of use 28 days before the change. These were then prioritised for inspection depending on their change of use.

In response to a query from the Executive Member for Health, Housing and Community Support regarding the biggest area of non-compliance in terms of public health, the Environmental Health Manager (Commercial) explained that all food businesses needed to have a Food Safety Management System in place and that it was usually non-compliance with that requirement which resulted in non-compliance. Officers have also noted deteriorating standards associated with food preparation as the next main area of non-compliance.

In response to a query from Councillor R Beeching regarding initiatives provided by Women's Institutes (WIs) the Environmental Health Manager (Commercial) explained that usually WI leaders audited many of the premises used but that on an ad hoc basis, they did not need to be registered. He reminded Members that those selling food by the roadside had a duty to provide food which was safe.

In the second part of the presentation, the Environmental Health Manager (Residential) provided an overview of Housing in Multiple Occupation covering:

- a definition of what constituted a house in multiple occupation;
- statistics for 2012-13 (of the 2321 requests for environmental help, 193 were about housing, 99 concerned damp and mould and 12 were about 11 HMOs);
- licensed HMOs (of the estimated 185 HMOs, 55 were estimated to be licensable and that 36 were licensed); and
- a summary of current issues which could impact on the

administration and ongoing support for HMOs.

In response to a query from Councillor E Buckmaster regarding the Council's standing in terms of the number of houses in multiple occupation, the Environmental Health Manager (Residential) explained that this was usually affected by whether a town had a university as this would increase HMO demand. She explained that Bishop's Stortford was affected because of its proximity to Stansted Airport.

In response to a query from Councillor P Moore regarding HMOs which needed to be licensed but were not, the Environmental Health Manager (Residential) explained how the licence process worked and the fine which could be imposed for any subsequent failure.

In response to a query from Councillor E Buckmaster regarding what Council databases could be used to establish HMOs, the Environmental Health Manager (Residential) explained the legislative powers which enabled the Council to access certain databases such as those relating to Council Tax and Electoral Registration to establish HMOs.

In conclusion, the Environmental Health Manager (Residential) provided a summary of current issues which would have an impact on Environmental Health from the viewpoint of monitoring and enforcing Houses in Multiple Occupation.

The Panel accepted there were no public health issues arising from Food Hygiene inspections and houses in Multiple Occupation which currently needed detailed member scrutiny and received the report.

RESOLVED – that (A) the inspection teams be thanked for their work on behalf of East Herts residents; and

(B) the Council continue to support the work outlined in the report now submitted, in order to ensure that the present high standards continue to be achieved.

13 WORK PROGRAMME

The Chairman of the Health and Wellbeing Panel submitted a report setting out the proposed future work programme of the Panel. Members were reminded that Hertfordshire Health and Wellbeing Board had confirmed that Councillor Colette Wyatt-Lowe would be attending the next Panel meeting on 10 December 2013. The Chairman asked Members to consider what issues were of concern to them which could form the basis of questions to Councillor Wyatt-Lowe and that these should be forwarded to the Scrutiny Officer by 15 November 2013.

Councillor R Beeching suggested that communication channels and feedback between Districts and Borough councils and the Health and Wellbeing Board should be an issue for consideration and discussion together with clarification of the role of the District and Borough representatives. The Executive Member for Health, Housing and Community Support stated that she would be meeting Terry Heritage from Hertfordshire County Council shortly and would discuss the issue of two way communication.

The Scrutiny Officer agreed to circulate a list of the priority areas within the Hertfordshire Public Health Strategic Plan which could assist Members in raising issues of concern and as an aide in forming questions for the HWB Board representative.

The Chairman referred to East Herts' own Public Health Action Plan report and how this could be better presented to Members in future. Given its size, it was suggested that Officers should in future prepare headlines and exception reports for Members which would provide a more manageable focus. This was supported.

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

14 HERTFORDSHIRE HEALTH SCRUTINY COMMITTEE:
REPORT BACK AND KEY REVIEWS

The Chairman of the Health and Wellbeing Panel submitted a report on the ongoing work of Hertfordshire Health Scrutiny Committee (HSC). The report, the detail of which was set out in the report now submitted, also summarised the findings of the local review on recommendations arising from the Francis Report which had been sent to all Districts and Borough Councils on 19 August 2013 for comment. The Chairman referred to the recommendations adding that many of them concerned communication, co-ordination issues and questions over the roles and functions of specific bodies.

The Chief Executive and Director of Customer and Community Services suggested that Members might specifically consider recommendations 23 and 24.

Concerns were expressed regarding recommendation 20 (expanding the minutes). It was felt that this would make matters too complicated and burdensome.

Councillor R Beeching expressed concern regarding recommendation 10 and the operation and function of the Care Quality Commission (CQC).

The Panel supported a suggestion that Hertfordshire County Council be advised of the above mentioned concerns.

RESOLVED – that (A) the report be welcomed, and specifically, recommendations 23 and 24 as set out in Essential Reference Paper “B” of the report be endorsed;

(B) concern be expressed regarding recommendation 20 and the fact this would make matters too complicated and burdensome; and

(C) concern be expressed regarding the CQC and its fitness for purpose.

The meeting closed at 8.20 pm

Chairman

Date

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 19 NOVEMBER 2013

REPORT BY EXECUTIVE MEMBER FOR HEALTH, HOUSING AND COMMUNITY SUPPORT

UPDATE ON COMMUNITY GRANTS PROGRAMME

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This is a review of grant allocations for the period 1 April 2013 to 30 September 2013.

RECOMMENDATIONS FOR COMMUNITY SCRUTINY COMMITTEE:

That:

(A)	the progress being made to allocate grants according to agreed policies and areas of interest for grant support (as in Essential Reference Paper “B”) be noted; and
(B)	following the presentation from the Hertfordshire Community Foundation (HCF) the implications of closer Member involvement with the East Herts Fund for the Future be explored to ensure the legacy continues to operate for the greater benefit of residents in East Herts.

1.0 Background

1.1 Following a resolution by the Executive in 2012, it was agreed that Community Scrutiny would receive twice-yearly reports on community grant allocations. The purpose of the discretionary community grants programme is to help take forward the Council’s aims in people, place and prosperity. This is typically for non-statutory issues such as health and well being, improved parks/outdoor spaces and increased economic/social activities.

1.2 Grant giving also supports many ambitions in the East Herts

Together Sustainable Community Strategy (2009-2024) as well as objectives in the new East Herts Health and Wellbeing Strategy (2013-2018).

- 1.3 Grants are provided so that the Council can actively improve opportunities for communities and bring about positive change at the local level. This approach contributes to the new “Here to Help” philosophy of the Council as well as facilitating its role as a community leader.
- 1.4 The first report was received on 20 November 2012. This is the third report and focuses on grants allocated between 1 April 2013 and 30 September 2013.
- 1.5 Members are asked to note that the total community capital budget for 2013/14 is £140,900. This included slippage of £50,900 from the previous financial year and providing £90,000 for allocation in this financial year.
- 1.6 The total revenue budget for 2013 was £58,390, including a small unspent amount from the Councillor Engagement pot that was carried forward from 2012/13.

2.0 Report

- 2.1 During the first half of the financial year (1 April 2013 to 30 September 2013), 79 capital and revenue grants were awarded, totalling £101,923, as shown in the table below.

Theme	No. of requests	No. of grants awarded	Budget allocated
Summer Activities Fund 2013	20	20	£25,000
Small Community Grants – 1 st round	20	17	£6,694
Small Community Grants – 2 nd round	22	19	£7,890
Performance to Excellence	11	11	£2,450
Community Capital 1 st round - rural	14	12	£59,889
Total	87	79	£101,923

- 2.2 A payment of £1,390 is also committed to the Herts and

Middlesex Wildlife charity to commission their management work of King's Mead Nature Reserve in Ware. This brings the total allocation to £103,313.

- 2.3 All applicants for a grant are required to obtain an endorsement for their project from their Ward Councillor acting in their 'community leadership' role. This provides an opportunity for Members to engage with volunteers who are delivering health and social care, leisure, recreational and other services to residents in their ward. Members are asked to be sure that they only endorse projects that are for local residents.
- 2.4 Additionally, sports clubs that apply for a grant are expected to be affiliated with Active East Herts, the District's community sports network. In the future, registered charities will also be expected to affiliate with a relevant advice and infrastructure body such as the Councils for Voluntary Service Broxbourne and East Herts (CVSBEH) or the Community Development Agency of Hertfordshire.
- 2.5 The next section of the report addresses each area of funding in more detail.

2.6 Summer Activities Fund 2013

- 2.7 This year, the Council grant-aided 20 projects ranging from outdoor games and sports, holiday clubs, gardening for children and young people with learning difficulties, drama and podcasting to den building, educational events, fun days and trips out. The popular Play Ranger project was expanded into Sawbridgeworth and Bishop's Stortford. For a full list of projects go to www.eastherts.gov.uk/grants
- 2.8 Of the 20 projects funded, four specifically catered for children with disabilities. There were three applications from first-time applicants. Activities took place throughout the district (with some activities delivered in more than one area), broken down as follows:

Ware	4
Hertford	7
Buntingford	1
Sawbridgeworth	1
Bishop's Stortford	5
Villages	7

- 2.9 The bulk of the applications came from Hertford, Bishop's Stortford and the rural areas. Measures will be put in place next year to increase applications from other areas as one of the priorities of the programme is to maintain a geographic balance of provision. This priority necessitates the funding of high volume general play provision alongside smaller, village-based activities.
- 2.10 This scheme provides fun and exciting activities for children and young people over the summer holidays, complements youth diversion activities run by the East Herts Community Safety Partnership and takes forward priorities of "Every Child Matters." More than 2,886 different children and young people took part in the various activities over the summer. This is slightly down from last year due to fewer providers applying to run high volume activities.
- 2.11 A breakdown of the type of organisations funded is shown below:

Organisations working with disabled and vulnerable people	4
Youth organisations	6
Sports Clubs	3
Holiday Clubs	4
Churches	1
Museum	1
Environmental trust	1
Total	20

- 2.12 Feedback from recipients was analysed with the administrator of CVSBEH and it was identified that for recipients of a larger grant the fund enhances provision (match funding of 50% required). For those 11 groups receiving a grant of £1,000 or less, the Council's grant aid ensures the proposed event can go ahead – thus broadening the cultural offer available for children and young people during their break. Of the 20 projects, 17 met their agreed attendance figures. For those that didn't, the reasons given were: a perceived lack of promotion from schools and clash with family holidays.
- 2.13 The programme is popular with applicants because it has a user friendly application and a short turn around between submission and a decision being made. One of the weaknesses is that it is not reaching a wide base of applicants despite information being sent to 195 members of the CVSBEH and to an e-bulletin list of

1,000 contacts.

- 2.14 One of the unique projects supported by the fund is organised by East Herts Neighbourhood Watch, which used its £300 grant to pay for a trip to Herts Young Mariner Base, especially for those young people that supported the King George Community Action Day – taking forward Every Child Matters priorities of “making a positive contribution” and “supporting voluntary community activity.”

2.15 Small Community “Activities” Grants

- 2.16 In the first half of the year, 36 grants were awarded or conditionally awarded, totalling £14,584 and representing 50% of the £29,290 budget. Of these, 16 were to groups serving vulnerable adults or children. A list of grants is available on www.eastherts.gov.uk/grants and includes such groups as a newly formed Parkinsons’ Support Group in Bishop’s Stortford, a Community First Responder Unit in Ware, Home Start East Herts and a Volunteering Project at Stanstead Meadows.

- 2.17 Grant-funded activities took place throughout the district (with some being delivered in more than one area), broken down as follows:

Ware	3
Hertford	5
Buntingford	4
Sawbridgeworth	2
Bishop’s Stortford	13
Villages	11

- 2.18 The majority of requests for funding were received from Bishop’s Stortford and the villages. Measures are in place to encourage applications from other parts of the District.

- 2.19 A breakdown of recipients is shown below:

Grassroots groups, societies, clubs	13
Housing Association and Sheltered Housing Residents Associations	3
Town or Police partnerships/Chamber of Commerce	3
Sports Club	2
Registered Charities	10

Youth organisations	2
Independent pre-school charities	2
Parish Council	1
Total	36

- 2.20 This pot also supports Members to meet their responsibility of community engagement. Members can apply to hold events that engage with their constituents and discuss specific topics of interest. Councillor Haysey and Councillor Carver both received support for events – a public meeting in Bayford to discuss a planning application and rural police forum in Much Hadham. Councillor Symond’s request in 2012 for a grant to support a newly formed residents’ association was paid in this time period.
- 2.21 Eligible costs include: premises hire, training, insurance costs, publicity, small items of equipment. Groups interested in organising Christmas Parties for senior citizens, frail elderly and other vulnerable people would be expected to apply to this general fund and for the first time an application is required. The third funding round closed on 13 November 2013.
- 2.22 While only a light touch assessment is required, Officers must consider whether basic criteria are being met. During the first two funding rounds, six applications were considered ineligible since the event had already happened before a decision was made or there was a healthy financial surplus.
- 2.23 As there is no eligibility criterion relating to income, successful applicants ranged from having £80 in their current account to £154,000 with the overwhelming majority having £5,000 or less. Applicants with higher turnovers confirmed that the majority of their funds were in restricted budgets. Groups that have little capacity to generate income or raise funds have priority. Officers consider the financial need of the applicant and whether Council support would have significant impact.
- 2.24 **Performance to Excellence (PEX) Grants**
- 2.25 Eleven applicants were funded from April 2013 to the end of September 2013 and £2,500 (61% of budget) allocated to six talented young athletes and five talented dancers. Members have been made aware of awards made to young people in their wards.

- 2.26 The type of sports funded included: canoeing, basketball, badminton among others. The pot can help with such costs as travel expenses to national competitions and coaching fees that are essential to improving performance to national standard.
- 2.27 The terms and conditions of the PEX are now in line with other grant pots. Awards are made conditionally and require the applicants' agreement that they will provide information and details of "great moments in their sporting career" so the Council can demonstrate the benefits of this excellent scheme.
- 2.28 Community Capital 1st round (Rural Priority – Large and Small)**
- 2.29 The majority of the Community Grants Budget is capital funding and is used to provide the right tools for volunteers to get involved with projects that improve community amenities such as green spaces or community buildings – enhancing social cohesion and ownership and pride in the area.
- 2.30 In the first half of 2013, 12 grants were allocated to projects in rural East Herts, totalling £59,889 (67% of the original budget). Of these 12, four helped improve access to parks and enhanced play opportunities.
- 2.31 A full list of awards is available on www.eastherts.gov.uk/grants and includes Benington Recreational Charity Trust and Meesdon Village Hall Committee. Upon receipt of their grant offer to help improve the sports pavilion, Hormead Parish Council replied saying "*this will be a tremendous turn-round in expectations and a real boost to improve the facility for the community.*"
- 2.32 The Council's policy regarding capital grants is to give some precedence to areas that have received little or no New Homes Bonus money. As all five towns and some of the larger villages have been passed significant funds through the building of new houses, the Council's policy is to first fund projects in the rural areas. Projects in the towns may be considered later in the year if the budget is unspent.
- 2.33 For projects estimating to cost more than £2,000, the Council awards up to 50% of total project costs, up to a maximum £9,000. This requires grant recipients to raise the shortfall. It is anticipated that Council grants to date will lever an additional £179,933 into the District from other fund raising or external

grants.

2.34 A breakdown of successful recipients is shown below:

Parish Councils	3
Voluntary-led fundraising groups	2
Churches	1
Village Hall Management Committees	2
Registered charities/Environmental Trusts	4
Total	12

2.35 In terms of assessment, two applications were turned down in the first funding round as they were for projects based in the towns. Both were referred to the Small Community “Activities” pot and also advised that applications for town-based projects are eligible in the 2nd funding round, deadline 16 December 2013. Officers considered that the applications received in this round to be of high quality and well researched and evidenced.

2.36 **Monitoring and Feedback**

2.37 Since 2010, successful applicants have been required to submit a monitoring form detailing the outcomes of a capital grants project. The following is a selection of written feedback received. This type of information is regularly included in Members’ Information Bulletin.

“The project was to recover the existing floor which was crumbling and in time would have meant closing the hall on safety grounds. We can now proceed with our plans to form a table tennis club to which we hope to attract young people in the village. We will also be able to expand the large local following in ballroom dancing.” **Thundridge Village Hall Management Committee – Awarded £2,765 from 13/14 Community Capital Scheme**

“The overall project has created a more effective and informative visitor experience at Rye Meads nature reserve, enabling visitors to gain greater first-hand experience of the wildlife on their doorstep at Rye Meads, as well as help to protect and enhance biodiversity in the local area. The East Herts Council funding is therefore helping us to provide visitors with enhancement views of common terns, and to be creative with the rafts and experiment, which we hope will ultimately help this colony. If successful, we will be leading the way in good practice and will be able to give advice across the Lee Valley (and UK).” **RSPB awarded £798 from the 11/12 Community Planning Scheme**

*“Provision of lockers has meant that people who use the pool on their own (including many elderly people) can be confident that their possessions will be secure when they are swimming. The lockers have improved the perception and reality of security arrangements and are a deterrent to theft. The provision of lockers has made the Lido a more attractive facility for people to use. This has added to the overall upgrade of the changing room facilities at the Lido which have been achieved over the last two years by the volunteer group Friends of Ware Lido (FOWL) who have improved the cleaning and decoration of the changing rooms and helped raise funds for items such as a new hairdryer installation. **The Priory Charity – Awarded £1,000 from the 11/12 Community Planning Scheme***

*“The grant was used to cover the cost in full of purchasing 10 light-weight folding tables for the village hall, replacing the existing limited stock of heavy and difficult to handle tables. At previous community events in the village, funds have always been required to cover the cost of hiring and transporting tables from an outside source and this is finally no longer going to be a requirement or an on-going drain on the village hall’s limited financial resources. As a specific example, the new tables have arrived in time to provide valuable resource for the first ever Meesden Autumn Festival, due to <http://meesdenautumnfestival.wordpress.com> **Meesden Village Hall Committee – Awarded £872.49 from 13/14 Community Capital Scheme***

3.1 **Local Giving.com**

3.2 As reported previously, the Council has commissioned a not-for-profit fundraising website Local Giving.com to provide 30 free subscriptions to voluntary and community groups in East Herts.

3.3 To date, six East Herts groups are now fundraising online, including Hertford Town Youth Football Club, Ware Toy Library and and Hockerill Scouts. Others are in the process of registering. Please go to www.localgiving.com to view listings and donate.

3.4 The purpose of this new initiative is to encourage voluntary and community groups to explore other ways to raise money, awareness and support online, thus helping to reduce their dependence on grants. Due to Local Giving.com's unique set up, even unregistered community groups can benefit from Gift Aid top ups of 25% on eligible donations.

4.0 **External/other sources of Funding**

4.1 In response to a decision made by Members at the 25 June 2013 Community Scrutiny meeting, Officers have invited Jonathan Aves, Foundation Director of the HCF to talk about “dormant”

and/or external funds and how these could be made available for the wider community of East Herts residents.

- 4.2 An example of a “dormant” fund is the East Herts Fund for the Future, an endowment fund currently run and managed by Councillor Janet Mayes and the HCF. The aim of this independent fund is to build a growing, lasting source of support for charities and voluntary groups doing valuable work in the community of East Herts and to meet the most pressing needs of the District.
- 4.3 However, this is only possible if funds are raised during the year – building up the capital funds. Currently, there is limited activity in this area. A Steering Group comprised of Officers, Councillor Mayes and HCF has discussed the way forward. One option is to take an approach modelled on that used by the well-established Hertfordshire High Sheriff’s Award, where each new Sheriff is invited to take ownership, fund raise during their term in office and leave the fund in a better financial position year on year.
- 4.4 Members are asked to consider whether they would like Officers to further explore the wider implications of closer Member involvement in this fund – ensuring this legacy continues to operate for the greater benefit of residents in East Herts.

5.0 Marketing/Publicity

- 5.1 In the past six months, uptake from the media in regards to local grants has been positive, and has seen an increase from previous years. In the period covered by this report, eleven press releases were sent out with ten of them being picked up and used in the relevant papers, giving a publication rate of 91% percent.
- 5.2 Availability of community grants is promoted through the Council’s website, social media services, LINK magazine and stakeholder partners such as the CVSBEH, Active East Herts Community Sports Network, Hertfordshire County Council and HCF.
- 5.3 Announcements are also sent via email to Parish Council Chairmen and Parish Clerks and groups on the Engagement and Partnerships’ database. East Herts Members are notified of grant deadlines and allocations through the Members’ Information Bulletin.

5.4 The Grants Officer spoke about the availability of grants at the recent East Herts Rural Conference held on 13 September 2013, and represented the Council at the CVSBEH's Creating Change event.

6.0 Implications/Consultations

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

Background Papers

None.

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Contact Officer: Will O'Neill, Head of Communications, Community Engagement and Cultural Services
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

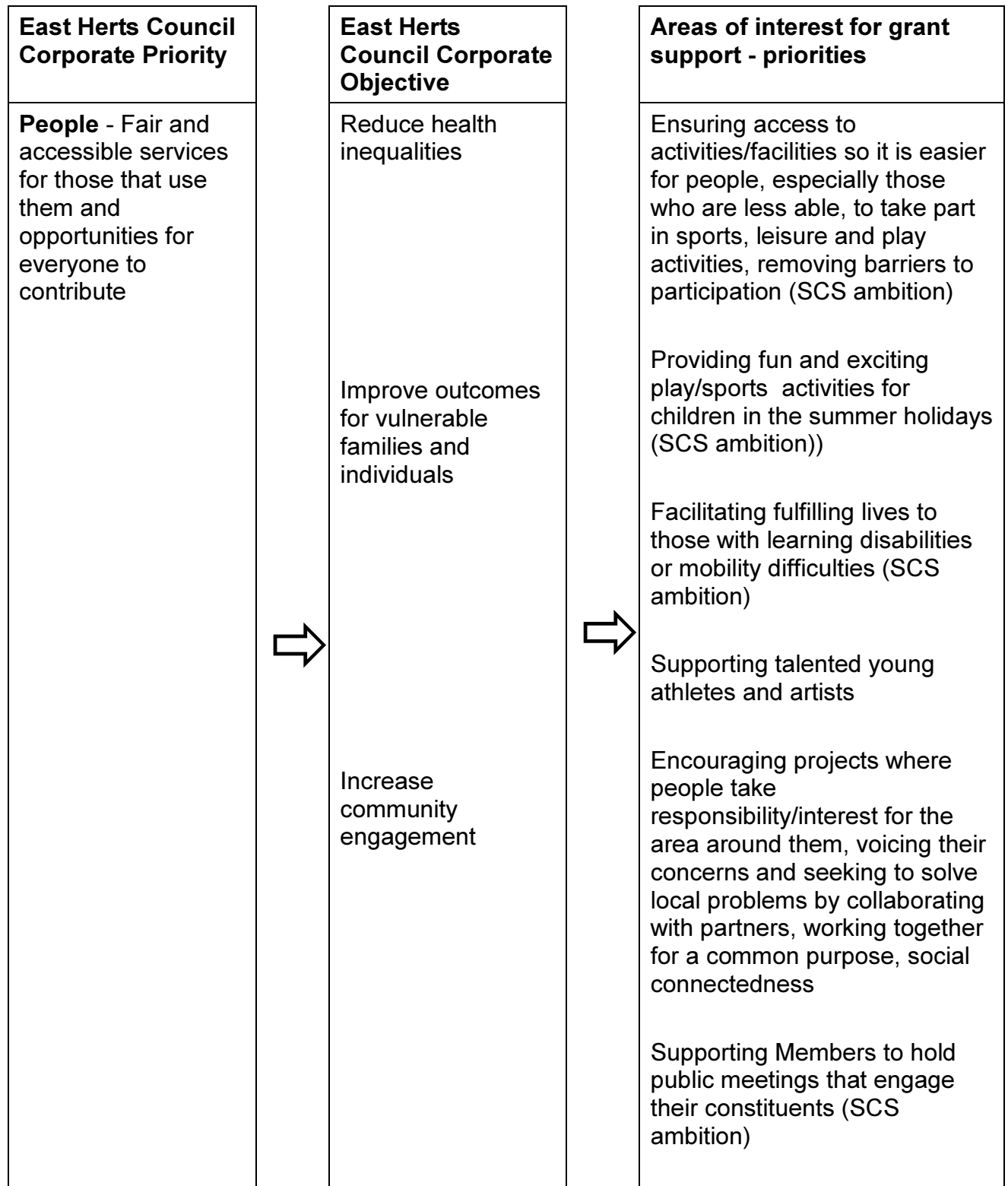
Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p>Place This priority focuses sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
Consultation:	<i>None</i>
Legal:	<i>No issues.</i>
Financial:	<i>No issues.</i>
Human Resource:	<i>No issues.</i>
Risk Management:	<i>No risks.</i>

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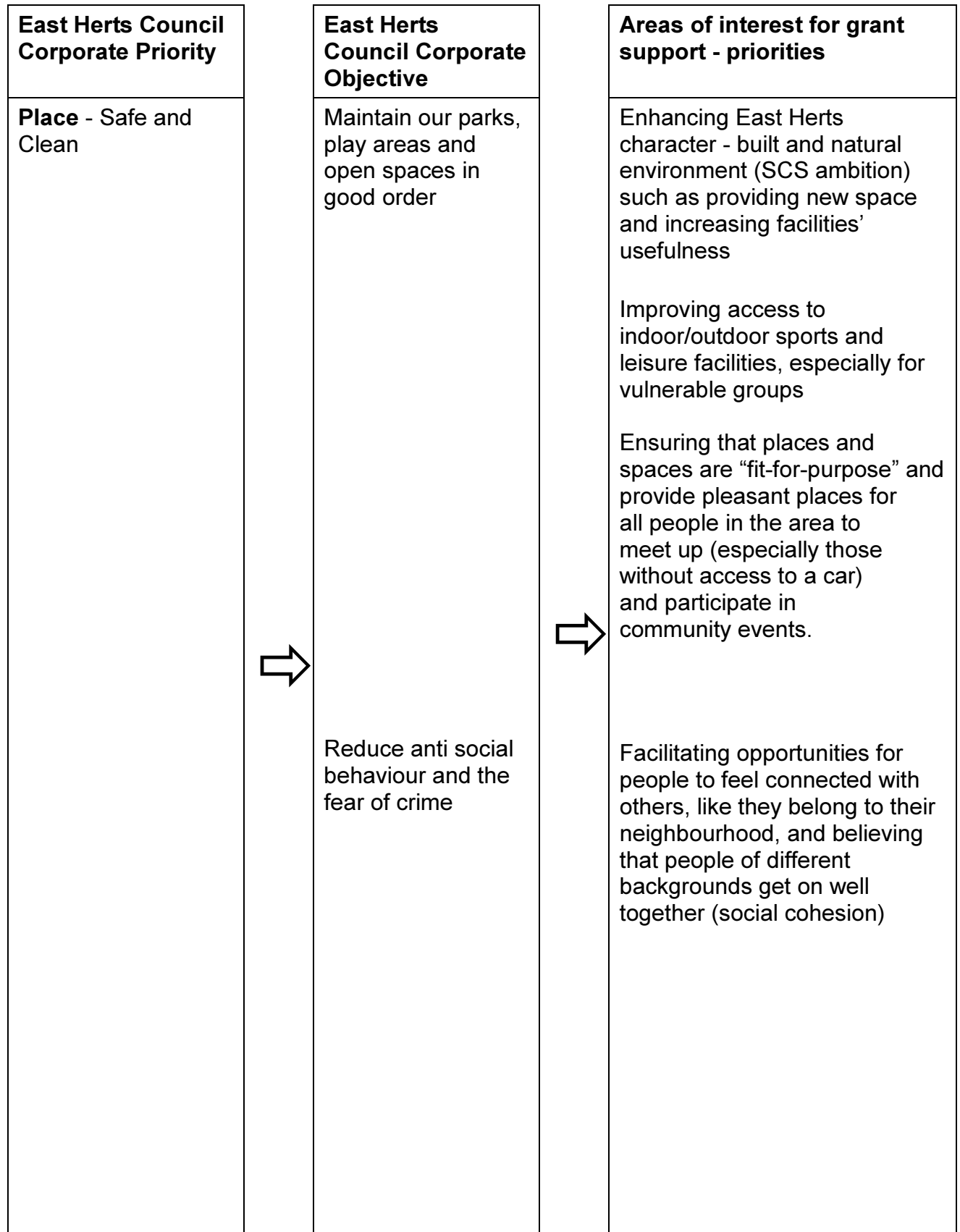
**Essential Ref Paper B:
ESSENTIAL REFERENCE PAPER 'B'**

EAST HERTS COUNCIL AND COMMUNITY GRANT PRIORITIES

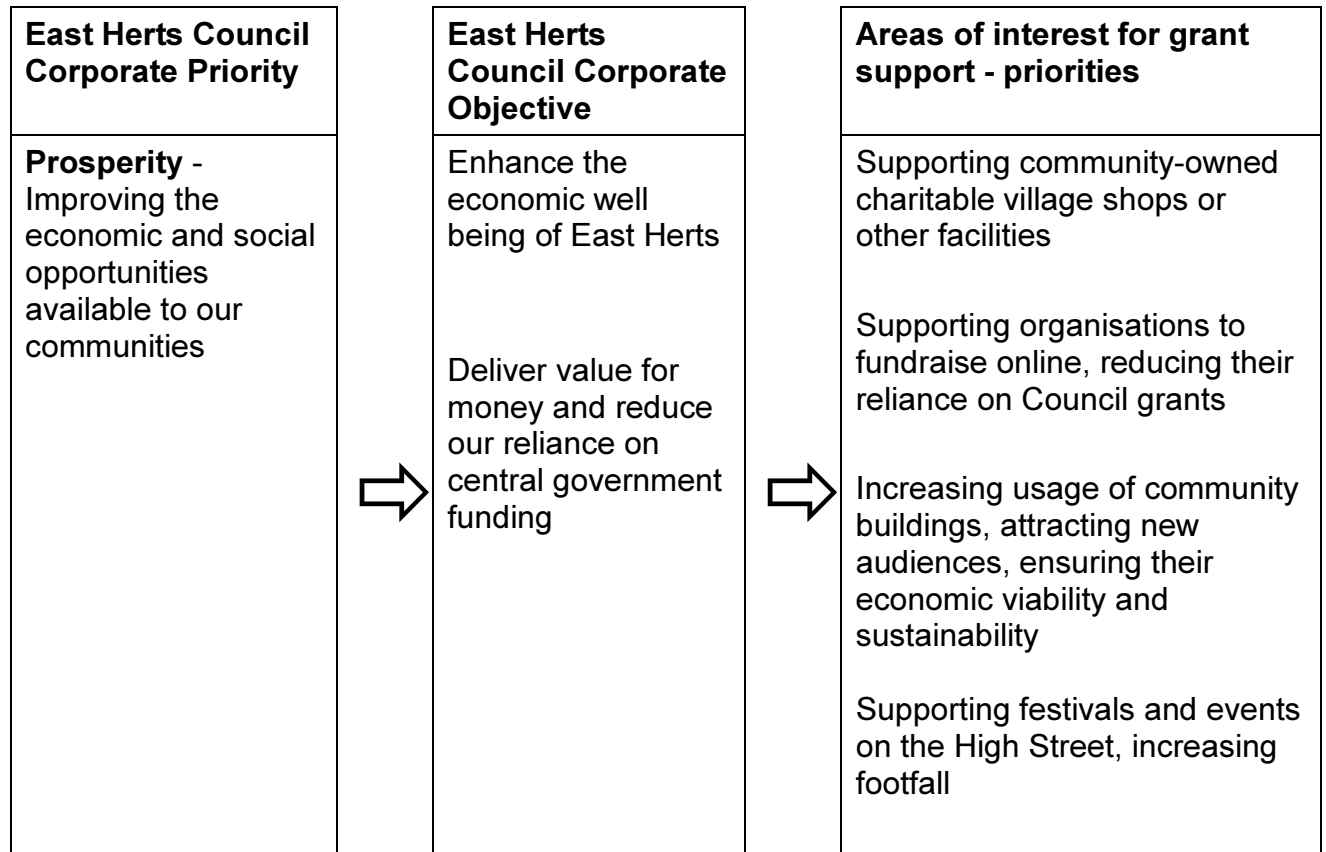
Including ambitions from Everyone Matters – A sustainable community strategy for East Herts 2009-2014.



Essential Ref Paper B:



Essential Ref Paper B:



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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE: 19 NOVEMBER 2013

REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

Purpose/Summary of Report

- To review and determine the Community Scrutiny Committee's future work programme

<u>RECOMMENDATION FOR DECISION:</u> that

(A) the work programme detailed in this report be agreed.

1.0 Background

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

2.0 Report

2.1 An article explaining the role of scrutiny and inviting suggestions from residents was published in the spring 2013 'council tax' edition of LINK magazine. No new topics for scrutiny have been received from the public to date.

2.2 Members are asked whether there are any additional topics they wish to put forward at this time for consideration for a future agenda of this committee.

2.3 Members will have an opportunity to undertake a full review of the 2013/14 scrutiny year and set out more detailed plans for 2014/15 at a workshop event in April 2014 (date to be confirmed).

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: Cllr Diane Hollebon – Chairman Community Scrutiny Committee
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Contact Officer: Jeff Hughes – Head of Democratic and Legal Support Services
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Report Author: Marian Langley – Scrutiny Officer
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives</p> <p><i>(updated to 2013/14 wording)</i></p>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing, particularly for those who are vulnerable, and delivering strong services</p> <p>Place This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p> <p>Effective use of the scrutiny process contributes to the Council's ability to meet one or more of its corporate objectives:</p>
<p>Consultation:</p>	<p>Potential topics for scrutiny are always invited from members of the public, the Executive and all Members.</p>
<p>Legal:</p>	<p>According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of members on that committee who are not members of the largest political group on the Council.</p>
<p>Financial:</p>	<p>Any additional meetings and every task and finish group has resource needs linked to officer support activity and time for officers from the services to make the required input.</p>
<p>Human Resource:</p>	<p>none</p>
<p>Risk Management:</p>	<p>Matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for review would risk inefficient use of resources. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.</p>

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**Scrutiny Work Programme
Essential Reference Paper B**

Community Scrutiny** Committee work programme (provisional) 2013/14 and into 2014/15

** This committee has a duty to receive a Crime and Disorder report at least once per year.

meeting	date	topic	Contact officer/lead	Next Exec
2013/14	CIVIC YEAR			
JOINT SCRUTINY	14 Jan 2014	<ul style="list-style-type: none"> • 2014/15 Budget items 		
JOINT SCRUTINY	11 Feb 2014	<ul style="list-style-type: none"> • Residents' Survey: analysis and action plan • 2014/15 Service Plans • 2013/14 Estimates and 2014/15 Future targets 		
Meeting 4/4 in 2013/14	11 Mar 2014	<ul style="list-style-type: none"> • Report from Health and Well B Panel • Leisure Contract – year 5 • Registered Social Landlords - policies and performance against protocols in relation to vulnerable tenants (on adaptations and repairs particularly). • Update on actions under Ageing Well agenda • Healthcheck through to Dec 2013 • Work programme – planning for 2014/15 	<ul style="list-style-type: none"> • Chairman of the Panel • HoS (+ invite SLM) • Housing Services Manager • Head of Service (and the Community Team) • Lead Officer - Performance • Scrutiny Officer 	8 April 2013 6 May 2013 3 June 2013
2014/15	CIVIC YEAR			
Meeting 1/4 in 2014/15	24 June 2014	<ul style="list-style-type: none"> • Report from Health and Well B Panel • Work programme 2014/15 • Community Grants review of applications and Q3/Q4 allocation • Review of the revised Housing Register and Allocations Policy (1yr) • Service Plan monitoring – Oct 2013 to March 2014 (Community only) 	<ul style="list-style-type: none"> • Chairman of the Panel • Scrutiny Officer • Community Engagement Manager/Grants officer • Housing Services Manager • Lead Officer - Performance 	1 July 2013 5 Aug 2013 2 Sept 2013

		<ul style="list-style-type: none"> • Healthcheck through to Mar 2014 (which includes relevant 2013/14 Out-turns and Targets) 	<ul style="list-style-type: none"> • Lead Officer - Performance 	
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The four principles of good public scrutiny:

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

Community Scrutiny	<ol style="list-style-type: none"> 1. To develop policy options and to review performance and scrutinise the policies of the Council relating to Licensing, Environmental Health, Crime and Disorder Reduction, Emergency Planning, Community Development, young people, Leisure, sport, arts, markets, diversity, grants, frontline Councillor engagement, valuing people, housing strategy, private sector housing, disabled facility grants, houses in multiple occupation, housing options, community meals, citizens’ advice, benefits, Local Strategic Partnership and health scrutiny. 2. To make recommendations to the Executive on matters within the remit of the Committee. 3. To take evidence from interested groups and individuals and make recommendations to the Executive and Council for policy change and review the performance of outside bodies on matters within the remit of the Committee. 4. To consider issues referred by the Executive, or members of the Committee and where the views of outsiders may contribute, take evidence and report to the Executive and Council on matters within the remit of the Committee. 5. To consider any item referred to the Committee by any Member of the Council who is not a member of this Committee and decide whether that item should be pursued on matters within the remit of the Committee. 6. To appoint annually Standing Panels as may be determined which shall be given a brief to consider a specified service area relating to matters within the remit of the Committee and report back to the Committee on a regular basis as determined by the Committee.
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EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 19 NOVEMBER 2013

REPORT BY REPORT BY EXECUTIVE MEMBER FOR HEALTH, HOUSING AND COMMUNITY SUPPORT

REPORT ON THE IMPLEMENTATION OF THE ADOPTED EAST HERTS HOUSING REGISTER POLICY

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

The Housing Act 1996 states that all Local Authorities exercising a housing function must publish a Housing Register and Allocations Policy showing how homes will be allocated to applicants and prescribes certain categories of people who are to be given 'reasonable preference' on the Housing Register.

The purpose of this report is to report to Community Scrutiny on an interim review of the Housing Register and Allocations policy, adopted in May 2013, as agreed by Executive on 5 March 2013 and Council on 6 March 2013.

<u>RECOMMENDATIONS FOR COMMUNITY SCRUTINY: That:</u>	
(A)	the outcome of the review be scrutinised; and
(B)	the salary threshold for qualification to the Housing Register remain at this time at £48,000 and that the Village Connection Policy remain as stated in the adopted Housing Register and Allocations Policy.

1.0 Background

1.1 The Housing Act 1996 states that all Local Authorities exercising a housing function must publish a Housing Register and Allocations Policy showing how homes will be allocated to applicants. The Act prescribes certain categories of people who are to be eligible for an allocation and also five categories of

applicants that must be given reasonable preference on the Housing Register.

- 1.2 The five categories of applicants are:
1. People who are homeless (within the meaning of Part VII of the Housing Act 1996 as amended by the Homeless Act 2002)
 2. People who are owed a duty by any local housing authority under Section 190(2), 193(2) or 195(2) of the 1996 Act (or under section 65(2) of the Housing Act 1985) or who are occupying accommodation secured by any such authority under 192(3)
 3. People occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
 4. People who need to move on medical or welfare grounds (including grounds relating to disability); and
 5. People who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or others).
- 1.3 The Council when drafting its Housing Register and Allocations policy must also have regard to the Code of Guidance Allocation of Accommodation: guidance for Local Authorities in England and any future consultations on amendments to the guidance.
- 1.4 The current Housing Register and Allocations Policy was adopted by the Council in April 2013 and was implemented from 1st May 2013 for all new applicants wishing to join the Council's Housing Register and be considered for an allocation of affordable housing in East Herts.
- 2.0 Report
- 2.1 The Council's Executive meeting of 5 March 2013 recommended adoption of the revised Housing Register and Allocations Policy but recommended that:
- (C) a review of the impact of the specific issues now detailed be undertaken in 6 months, with a full review of the policy being submitted to Community Scrutiny Committee in March 2014.**
- 2.2 The specific issues related to two points, and as noted under Minute reference 629 are:

1. Questions were raised in respect of the proposed threshold on settlements with over 1,000 residents (defined as electors). It was suggested that this might exclude a number of settlements from benefitting from the intended promotion of community cohesion.
2. The Executive Member for Finance suggested that the salary threshold, whether £45k or £48k, was too high and should be lower, so that residents on lower incomes were prioritised.

2.3 **Community Cohesion.** To promote community cohesion and allow current residents in the smaller settlements in East Herts to either remain or move back, if they still have close family connection, the Housing Register and Allocations Policy states that the Council will advertise, through Choice Based Lettings, general needs (i.e. not sheltered), un-adapted properties in settlements of less than 1,000 residents with a priority to local residents. This village connection priority, or community cohesion, is considered when the short list of applicants for the property is being drawn up by the Housing Options Team. Therefore when general needs properties, in villages of less than 1,000 electoral residents, are advertised they are described as having a priority for applicants that have a local connection to the village.

2.4 The priority for the village connection procedure states that when a housing register applicant, who has a village priority, has 100 points or more they will be given a priority above other applicants who do not have a village connection but have more points. This part of the policy has been monitored for six months. A copy of the procedure is included at Essential Reference Paper B.

2.5 Since 1 May 2013 the Housing Options Service has advertised and allocated 127 general needs, un-adapted properties for rent through Choice Based Lettings. Of these properties 13 met the criteria for being advertised with a village connection priority. Of these 13 properties one had no bids over 100 points and two had the top ranked applicants as having a connection to the village therefore in these three cases the policy was not applicable. The remaining 10 properties were offered as follows:

- Properties where applicants had a connection to the village, had more than 100 points and had their priority on the short list increased over applicants that had no village connection and more points: 2 applicants.
- Properties where no applicants with both a village connection and more than 100 points had placed a bid and so policy not applicable: 8 applicants.

- 2.6 This procedure is implemented on settlements with 1,000 or fewer residents on the electoral roll. Taking into consideration the bearing of the current policy on the process of offering housing association homes it is recommended that the policy should not be amended at this time but a full year of evidence should be collected to be able to properly evaluate its impact. However the current policy has a small but significant effect for those in housing need in the smaller settlements but to expand it to larger settlements would have a detrimental impact on the balance the Council needs to maintain between local priorities and meeting its statutory duties of allocating homes to applicants who are in a reasonable preference as cited at 1.2.
- 2.7 **Household Salary threshold should be lower than £48,000.**
This is a salary qualification bar preventing households with a salary over £48,000 having access to the Housing Register and therefore in the future, if they have sufficient points on the housing needs register, an allocation of a Housing Association home. This figure was originally derived by using the average salary level for residents living and working in the district.
- 2.8 During the consultation process, with our housing partners, the original proposal was to set the salary qualification bar for the Housing Register, for applicants and joint applicants, at £60,000. The housing associations stated that this was a level that would be acceptable for an allocation of accommodation according to their own housing policies. The housing associations prefer a salary bar that is at a level that some tenants would be able to afford the rent without the need of housing benefit. The figure was subsequently reduced at Executive to £48,000. A median (average) affordable rent, with a Housing Association, for a three bedroom home in East Herts is approximately £200 per week or £10,600 per annum. Published best practice recommends that no more than one third of household's gross income should be spent on rent. To push this to the maximum with no leeway would be a household income of £31,800 per annum.
- 2.9 An analysis of the 386 new applications received and accepted onto the housing register since 1 May 2013 has been carried out. The majority of the new applicants (253 or 65%) are on benefits or low income and have been awarded Limited Means Points. Of the remaining 133 households the average annual salary income was £21,003. Only one applicant has been refused access to the Housing Register because their salary income was over £48,000.

- 2.10 The housing associations are keen, in the interests of balanced and mixed communities that not all their residents should be on housing benefits to assist with the payment of rent. With affordable rents being significantly higher than social rents the income levels of residents needs to be higher to meet the new rent levels without the subsidy of Housing Benefit.
- 2.11 Therefore it is recommended that the household salary bar of £48,000, above which a household or applicant would not qualify for the housing register should not be amended at this time primarily because of the introduction of affordable rents and in the interest of balancing communities. The figure will be subject to annual review, against published annual average income levels for East Herts residents and can be assessed again at that time.
- 2.12 The Housing Options Team is currently re-registering all applicants who were on the Council's Housing Register prior to 1 May 2013. This will ensure that all applicants requesting affordable housing in East Herts are assessed against the same policy. It will also give the Council up to date and relevant information about those people in housing need who are requesting affordable housing in our district.
- 2.13 The Executive also recommended that a full review of the Housing Register and Allocations Policy should be brought to Community Scrutiny one year after implementation. A report has been scheduled for 24 June 2014 in the forward plan.
- 2.14 The government has recently published for consultation a paper titled 'Providing social housing for local people – Strengthening statutory guidance on social housing allocations'. Officers will also include in the report to Community Scrutiny the outcome of the government consultation, any amendments to the statutory guidance and the potential impact on the Council's Policy. No external consultations have been carried out for the drafting of this report.

Background Papers - Executive minutes 5th March 2013.

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	No external consultation
Legal:	The Housing Act 1996 states that all Local Authorities exercising housing function must publish a Housing Register and Allocations Policy showing how homes will be allocated to applicants and prescribes certain categories of people who are to be eligible for an allocation and/or given reasonable preference.
Financial:	None
Human Resource:	<i>None</i>
Risk Management:	<i>None</i>

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	<p>HOUSING OPTIONS</p> <p>Procedures Manual</p>	
<p>TITLE:</p>	<p>PRIORITY FOR APPLICANTS WITH A VILLAGE CONNECTION</p>	
<p>Revision date: May 2013</p>	<p>File name:</p>	<p>Procedure reference:</p>
<p>Proposed Review date: April 2014</p>	<p>Allocations Procedures</p>	<p>Village located properties</p>

Purpose

To prioritise general needs housing applicants with a local connection to a particular settlement.

Background

In the smaller settlements of East Herts where there are fewer than 1,000 electoral residents and few social housing properties the option for residents who have a connection to the village to remain in the village or return can be limited. This policy is designed so that Housing Register applicants with a connection to a small village can be prioritised on the Housing Register over applicants with no connection to the village to promote community benefits. However the policy does not completely override the Council’s duty to allocate to applicants who are in housing need and are in a reasonable preference category as defined by the Housing Act 1996 and the Localism Act 2011.

Process

- 1.1 The Housing Option Team has a list of villages with an electoral population of 1,000 or less, as provided by the Council’s

Democratic Services, that will qualify for this policy. The list will be updated annually in May each year.

- 1.2 This policy does not apply to properties that are adapted or suitable for mobility level 1, 2 or 3, or designated older person accommodation.
- 1.3 Properties advertised in settlements of less than 1,000 residents will have the words ‘priority to applicants with a connection to the village’ in the advert.
- 1.4 When the shortlist for such a property is available, the household’s village connection should be identified to see if any applicants of 100 points or more have a connection to the village where the property is located. This will be ascertained from the information provided by the applicant on their Housing Register application.
- 1.5 Connection to the village will fall under two categories. Proof will be required. The following applies in order of priority:
 - First Connection Priority: The applicant is currently resident in the village and has lived in the village continuously for the preceding 12 months.
 - Second Connection Priority: The applicant lives outside the village and has parents, adult children or adult brothers or sisters who currently reside in the village and they have been resident continuously for the preceding five years.
- 1.6 If no applicant matches the First Connection Priority with 100 points or more, the shortlist should be reviewed against the Second Connection Priority with 100 points or more.
- 1.7 If there are applicants with more than 100 points who are a mixture of First and Second Connection Priority then the top three applicants’ short list should be ranked by First Priority Connection and their point levels and then Second Priority Connection and their point levels. An applicant with a First Connection Priority with points of 100 or more will have a greater rank than an applicant with Second Connection Priority

of 100 points or more. An applicant with 110 points who has a Second Connection Priority will rank lower to an applicant with a First Connection Priority but with fewer points.

- 1.8 If there is only one applicant who would qualify as having a First or Second Connection Priority with 100 points or more they would be nominated for the property and the remaining two nominations would be as for a property with no village connection priority i.e. ranked in point order.
- 1.9 If no applicants with 100 points or more have a First or Second Connection Priority then the short-list is ranked as usual without any priority connection.

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 19 NOVEMBER 2013

REPORT BY THE CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – AUGUST 2013 - SEPTEMBER 2013

WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To report on the performance of the key indicators that relate to Community Scrutiny for the period August to September 2013.

<u>RECOMMENDATION FOR SCRUTINY:</u>	
That:	
(A)	The reported performance for the period August 2013 to September 2013 be noted;
(B)	The Executive be advised of any further recommendations; and
(C)	Members provide feedback on the Dashboard Module detailed in Essential Reference Paper “D”. (Paragraph 2.9)

1.0 Background

1.1 This is a performance report relevant to Community Scrutiny’s terms of reference covering the period August 2013 to September 2013.

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

- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should members want more detailed information on a specific month, they

should refer to that month's Executive Corporate Healthcheck report available on the council website.

- The indicators where data is collected monthly, with performance for September 2013 presented in detail (the most up to date available) with previous months summarised in a trend chart.
- The indicators where data is collected quarterly, with performance for Quarter 2 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.




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



1.4 **Essential Reference Paper 'B'** Shows the full set of performance indicators that are reported on a monthly basis to this committee. Essential Reference Paper B has been sorted by status e.g. all performance indicators that are 'red' are listed first etc.

Essential Reference Paper 'C' Provides guidance notes and definitions for the performance indicators relating to Community Scrutiny Committee.

Essential Reference Paper 'D' Provides a dashboard view of all performance indicators relating to Community Scrutiny Committee (please refer to paragraph 2.9 for more information).

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

People

Performance analysis

- 2.2 **EHPI 3b - Usage: number of swims (16 – under 60 year olds).** Performance was 'Red' for Quarter 2. Throughput is down on service expectations, but has increased on Quarter 1, current throughput performing at the seasonal norm. This group continues to be monitored by both the Leisure Service Manager and SLM.
- 2.3 **EHPI 3c - Usage: number of swims (60 year old +).** Performance was 'Red' for Quarter 2. Although throughput is not at the same level compared to same period last year, the Quarter 2 throughput is still within service expectations and has increased inline with normal seasonal trends.
- 2.4 **EHPI 4b - Usage: Gym (60 + year olds).** Performance was 'Red' for Quarter 2. Although throughput did not achieve the same level compared to same period last year, throughput is still within service expectations.
- 2.5 **EHPI 4a - Usage: Gym (16 – under 60 year olds).** Performance was 'Amber' for Quarter 2. Although throughput did not achieve the same level compared to same period last year, throughput is not dissimilar to previous year Quarter 2 values and in line with normal trends for this period. This group to be monitored by both the Leisure Service Manager and SLM.
- 2.6 The following indicators were 'Green', meaning that the targets were either met or exceeded for September/Quarter 2 2013. They were:
- EHPI 3a - Usage: number of swims (under 16)
 - EHPI 129 – Response time to anti social behaviour (ASB) complaints made to East Herts Council.
 - EHPI 181 – Time taken to process Housing Benefit new claims and change events.
- 2.7 However despite meeting the target for September 2013 the following indicator showed a declining trend when performance was compared to the previous month:
- EHPI 181 – Time taken to process Housing Benefit new claims and change events.

2.8 The following indicator showed an improving trend when performance was compared to the previous Quarter.

- EHPI 3a - Usage: number of swims (under 16)

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

Dashboards Module - Covalent

2.9 The performance team is currently trialling a new module on the Council's performance management system Covalent called 'Dashboards'. Dashboards provide a visual representation of performance through performance indicator summaries and simple at-a-glance charts. The new module will come as a small additional cost should the Council decide to adopt it following member and officer consultation. Members are asked to comment on whether they find this additional reference paper useful to support the overall evaluation of the module.

CONCLUSION

2.10 In conclusion Members are asked to:

- Note the performance indicator analysis for the period August 2013 to September 2013 in **Essential Reference Paper 'B'**
- Agree the recommendations at the start of this report.

3.0 Implications/Consultation

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

Background Papers:

- 2012/13 Estimates and Future Targets Report – Executive 5 March 2013.

Contact Members:

Councillor Linda Haysey - Executive member for Health, Housing and Community Support
Linda.haysey@eastherts.gov.uk

Councillor Malcolm Alexander – Executive member for Community Safety and Environment.
Malcolm.alexander@eastherts.gov.uk

Contact Officer: Ceri Pettit – Corporate Planning and Performance
Manager
Contact Tel Ext No 2240
ceri.pettit@eastherts.gov.uk

Report Author: Karl Chui – Performance Monitoring Officer
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karl.chui@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	People <i>This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i>
Consultation:	Performance monitoring discussions have taken place between Directors and Heads of Service.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no Human Resource implications.
Risk Management:	There are no Risk implications.

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Community Scrutiny Corporate Healthcheck 2013/14

Traffic Light Red
Description People

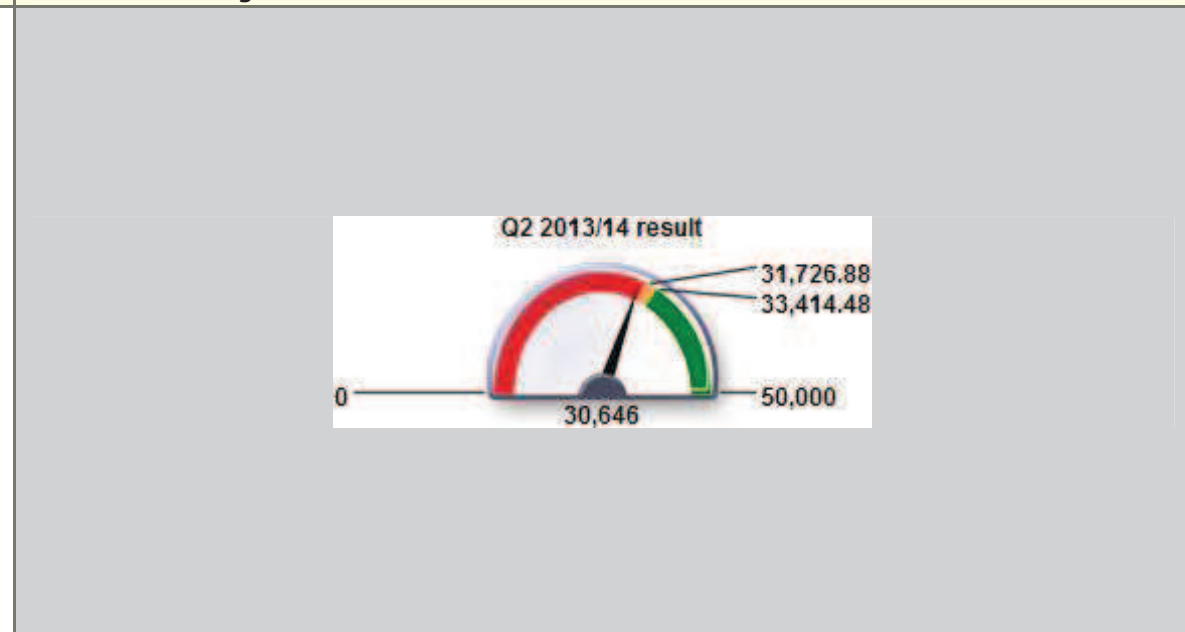
Community and Cultural Services

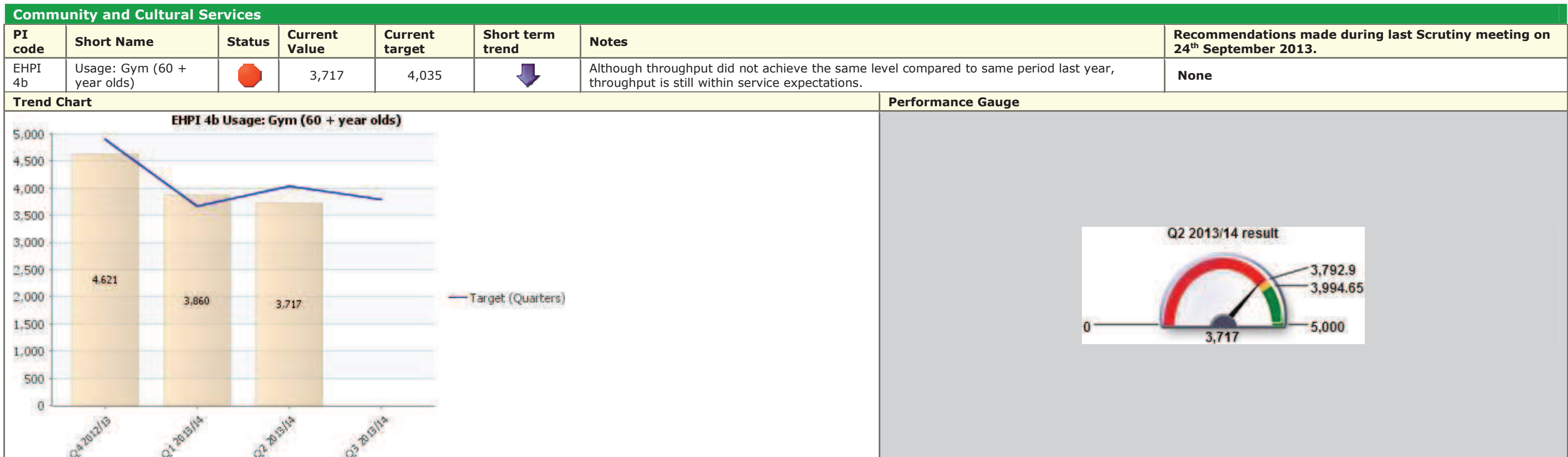
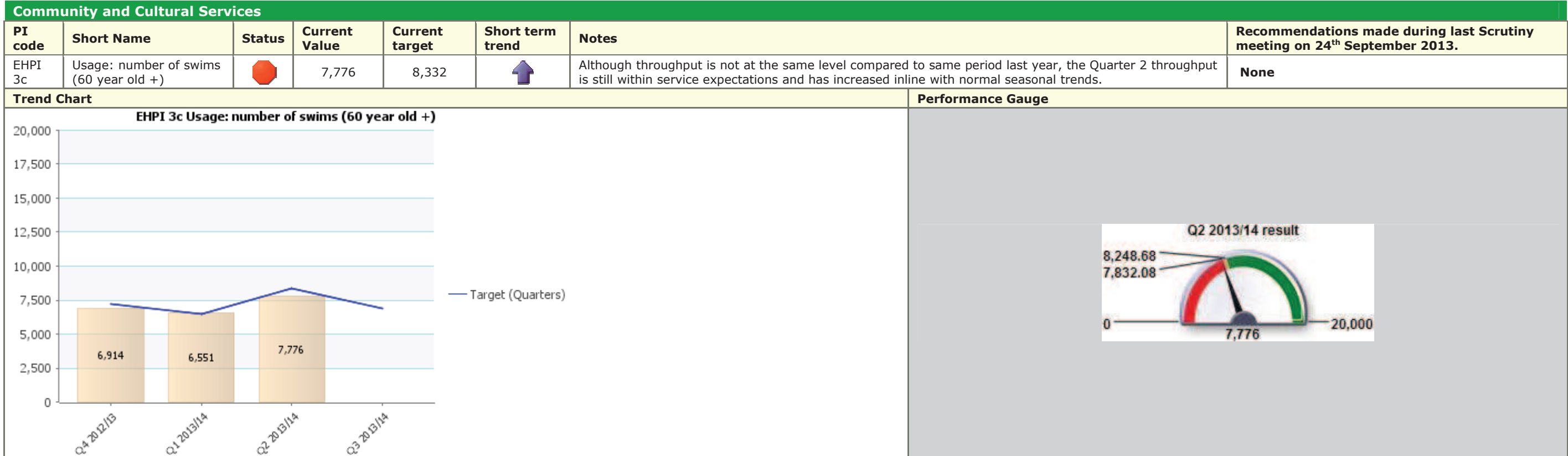
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 th September 2013.
EHPI 3b	Usage: number of swims (16 – under 60 year olds)		30,646	33,752		Throughput is down on service expectations, but has increased on Quarter 1, current throughput performing at the seasonal norm. This group continues to be monitored by both the Leisure Service Manager and SLM.	None

Trend Chart





Performance Gauge



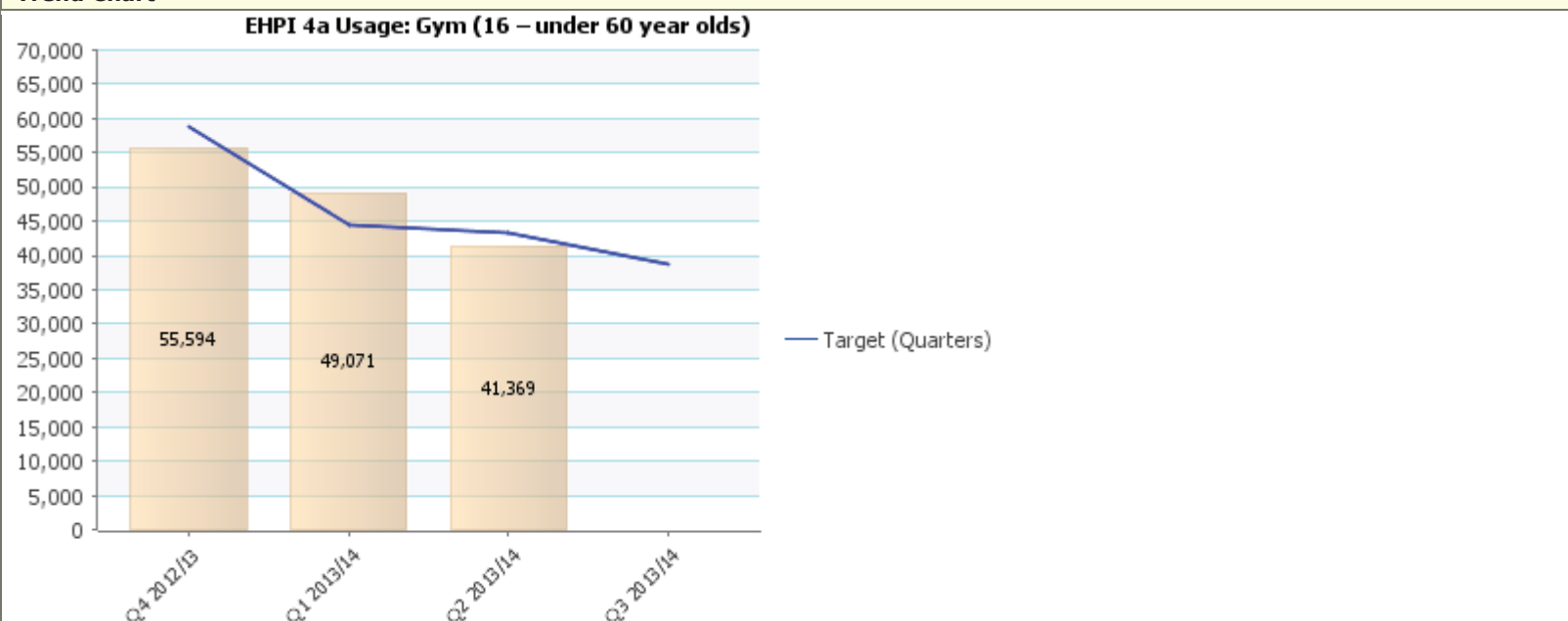


Traffic Light Amber
Description People

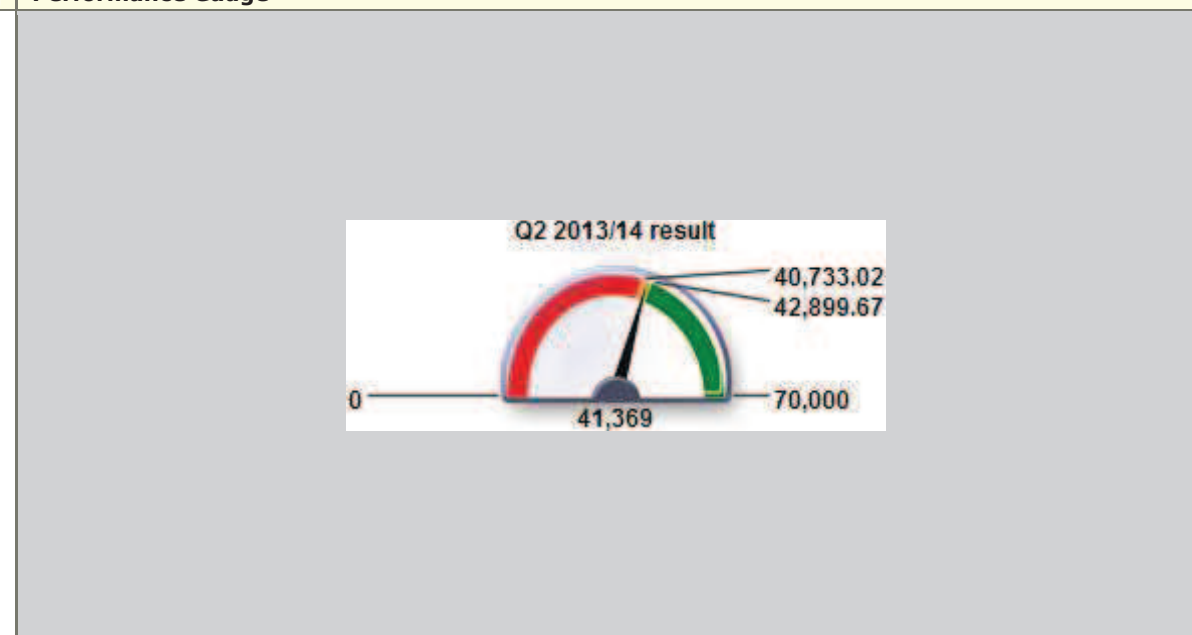
Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 th September 2013.
EHPI 4a	Usage: Gym (16 â" under 60 year olds)		41,369	43,333		Although throughput did not achieve the same level compared to same period last year, throughput is not dissimilar to previous year Quarter 2 values and in line with normal trends for this period. This group to be monitored by both the Leisure Service Manager and SLM.	None

Trend Chart



Performance Gauge

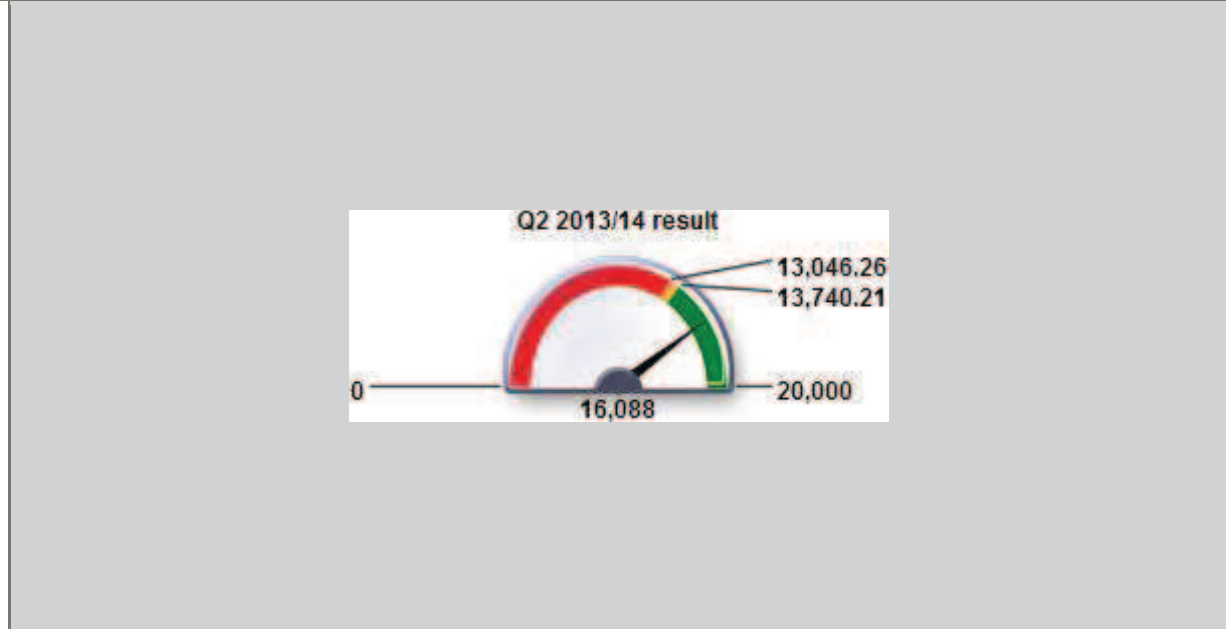


Traffic Light Green
Description People

Community and Cultural Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 th September 2013.
EHPI 3a	Usage: number of swims (under 16)		16,088	13,879		Throughput for 2013/14 Quarter 2 shows that there has been an increase in throughput for this period and performance shows a favourable position against target.	None

Trend Chart **Performance Gauge**



Licensing and Community Safety












PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 th September 2013.
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were 3 complaints made to the Anti Social Behaviour officer at East Herts Council all of which were responded to within the minimum of two working days, therefore meeting the 100% target.	None

Trend Chart	Performance Gauge																				
<p>EHPI 129 Response time to ASB complaints made to EHC.</p> <table border="1"> <caption>EHPI 129 Response Rate Data</caption> <thead> <tr><th>Month</th><th>Response Rate</th></tr> </thead> <tbody> <tr><td>January 2013</td><td>85.00 %</td></tr> <tr><td>February 2013</td><td>100.00 %</td></tr> <tr><td>March 2013</td><td>100.00 %</td></tr> <tr><td>April 2013</td><td>100.00 %</td></tr> <tr><td>May 2013</td><td>100.00 %</td></tr> <tr><td>June 2013</td><td>100.00 %</td></tr> <tr><td>July 2013</td><td>100.00 %</td></tr> <tr><td>August 2013</td><td>100.00 %</td></tr> <tr><td>September 2013</td><td>100.00 %</td></tr> </tbody> </table>	Month	Response Rate	January 2013	85.00 %	February 2013	100.00 %	March 2013	100.00 %	April 2013	100.00 %	May 2013	100.00 %	June 2013	100.00 %	July 2013	100.00 %	August 2013	100.00 %	September 2013	100.00 %	<p>September 2013 result</p>
Month	Response Rate																				
January 2013	85.00 %																				
February 2013	100.00 %																				
March 2013	100.00 %																				
April 2013	100.00 %																				
May 2013	100.00 %																				
June 2013	100.00 %																				
July 2013	100.00 %																				
August 2013	100.00 %																				
September 2013	100.00 %																				

Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 th September 2013.
EHPI 181	Time taken to process Housing Benefit new claims and change events		13.4 days	15.0 days		Performance target achieved, performance for the period from 6 August 2013 to 10 September 2013 is 20.56 days. This moves the cumulative position to 13.44 days.	None

Trend Chart	Performance Gauge																		
<p>EHPI 181 Time taken to process Housing Benefit new claims and change events</p> <table border="1"> <caption>EHPI 181 Time Taken Data</caption> <thead> <tr><th>Month</th><th>Time Taken (days)</th></tr> </thead> <tbody> <tr><td>January 2013</td><td>9.8 days</td></tr> <tr><td>February 2013</td><td>6 days</td></tr> <tr><td>March 2013</td><td>8.1 days</td></tr> <tr><td>April 2013</td><td>8.5 days</td></tr> <tr><td>May 2013</td><td>9.4 days</td></tr> <tr><td>June 2013</td><td>10.9 days</td></tr> <tr><td>July 2013</td><td>11.8 days</td></tr> <tr><td>August 2013</td><td>13.4 days</td></tr> </tbody> </table>	Month	Time Taken (days)	January 2013	9.8 days	February 2013	6 days	March 2013	8.1 days	April 2013	8.5 days	May 2013	9.4 days	June 2013	10.9 days	July 2013	11.8 days	August 2013	13.4 days	<p>September 2013 result</p>
Month	Time Taken (days)																		
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March 2013	8.1 days																		
April 2013	8.5 days																		
May 2013	9.4 days																		
June 2013	10.9 days																		
July 2013	11.8 days																		
August 2013	13.4 days																		

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



For information only: Performance Indicator Guidance

Sorted by PI code.

EHPI 3a - Usage: number of swims (under 16)
PI Definition
Total number at all pools
Data Source
Community and Cultural Services
Other Guidance
SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

EHPI 3b - Usage: number of swims (16 – under 60 year olds)
PI Definition
Total number at all pools
Data Source

Community and Cultural Services

Other Guidance

SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

EHPI 3c - Usage: number of swims (60 year old +)

PI Definition

Total number at all pools

Data Source

Community and Cultural Services

Other Guidance

SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

EHPI 4a - Usage: Gym (16 – under 60 year olds)

PI Definition

Total number from; Fanshawe, Grange Paddocks, Hartham & Leventhorpe

Data Source
Community and Cultural Services
Other Guidance
SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

EHPI 4b - Usage: Gym (60 + year olds)
PI Definition
Total number from; Fanshawe, Grange Paddocks, Hartham & Leventhorpe
Data Source
Community and Cultural Services
Other Guidance
SLM – Sport & Leisure Management Ltd – contact made through the Leisure Services Manager.

EHPI 129 - Response time to Anti Social Behaviour (ASB) complaints made to East Herts Council (EHC).
PI Definition
Number of ASB complaints made or referred to EHC ASB Officer that have response within two

working days (in line with minimum standards) from the total number of complaints received.

Data Source

Licensing and Community Safety

Other Guidance

Full details of minimum standards for ASB can be found on EHC website.

EHPI 181 - Time taken to process Housing Benefit new claims and change events

PI Definition

The average time taken in calendar days to process all new claims and change events in Housing Benefit (HB) and Council Tax Benefit (CTB)

New Claims: Any new claim to HB/CTB

Change Event: Notification of a change of circumstances which requires a decision to be made by the local authority but excluding automatic up-rating and annual council tax increases, batch changes to Council Tax liability, and revisions to earlier decisions, e.g. following an accuracy and/or management check or appeal/reconsideration/revision.

Time taken to process: The time elapsed between receipt of claim or notification of change event and a decision being recorded. The day on which the claim is received is counted as Day 1.

Decision: As defined in HB and CTB regulations

Date of receipt: Date that notification of the claim or change event was received by the authority. Either from the customer, Jobcentre Plus or The Pensions, Disability and Carers Service or other third party.

Good performance

Good performance is typified by a lower average number of calendar days taken to process new claims and change events


Data Source

Revenues and Benefits Services

Other Guidance

None.

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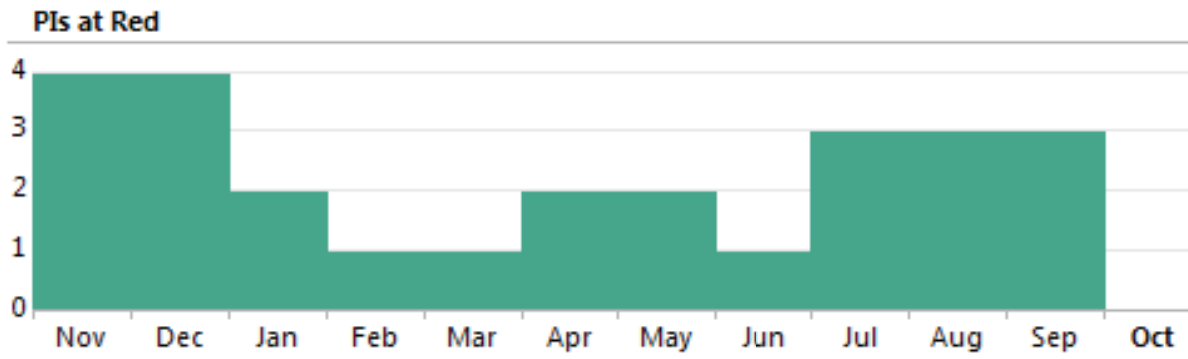
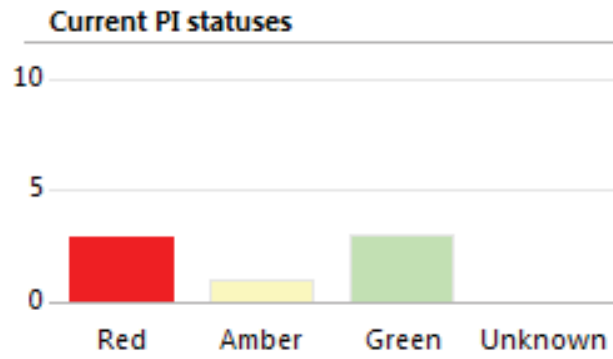
 **Community Scrutiny Dashboard - Essential Reference Paper D**

3 PIs at Red

1 PIs at Amber

3 PIs at Green

7 Total number of PIs



Improving (PIs)	Value	Target	History
EHPI 3a Usage: number of swims (under 16)	16,088	13,879	
EHPI 3c Usage: number of swims (60 year old +)	7,776	8,332	
EHPI 3b Usage: number of swims (16 – under 60 year ...)	30,646	33,752	

Deteriorating (PIs)	Value	Target	History
EHPI 4a Usage: Gym (16 – under 60 year olds)	41,369	43,333	
EHPI 181 Time taken to process Housing Benefit new...	13.4 da...	15.0 da...	
EHPI 4b Usage: Gym (60 + year olds)	3,717	4,035	

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 19 NOVEMBER 2013

REPORT BY THE COMMUNITY SCRUTINY REVIEW TEAM

PERFORMANCE INDICATOR REVIEW

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

To report the findings of the performance indicator review.

RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:

That:

- | | |
|------------|--|
| (A) | The recommendations set out in paragraph 1.5 of Essential Reference Paper ‘B’ be noted and be incorporated into the 2013/14 Performance Indicator Estimate and Future Targets report for the Executive to consider in March 2014, in preparation for 2014/15. |
|------------|--|

1.0 Background

- 1.1 In June 2013 the Executive requested that scrutiny review the relevance of the council’s performance indicators and to determine if any new measures need to be introduced to help support the delivery of the council’s priorities.

2.0 Report

- 2.1 The review was undertaken by all three scrutiny committees, with each committee scrutinising their basket of performance indicators.

- 2.2 **Essential Reference Paper ‘B’** sets out the purpose of the review, the methodology followed and the review team’s recommendations.

- 2.3 **Essential Reference Paper ‘C’** details all the lines of enquiry the review team raised, along with officer responses.

2.4 **Essential Reference Paper ‘D’** lists the proposed set of indicators for this scrutiny committee, assuming all recommendations are supported.

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 Janet Mayes
janet.mayes@eastherts.gov.uk

Councillor Norma Symonds
norma.symonds@eastherts.gov.uk

Contact Officer: Ceri Pettit, Corporate Planning and Performance Manager – ext 2240
Ceri.pettit@eastherts.gov.uk

Karl Chui, Performance Officer – ext 2243
Ceri.pettit@eastherts.gov.uk

Report Author: Ceri Pettit, Corporate Planning and Performance Manager – ext 2240
Ceri.pettit@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People</p> <p>This priority focuses on enhancing the quality of life, health and wellbeing, particularly for those who are vulnerable, and delivering strong services</p> <p>Place</p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity</p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
Consultation:	All officers were consulted on the recommendations of the review.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no human resource implications.
Risk Management:	Performance monitoring is in itself one aspect of the councils approach to risk management. Therefore a relevant and 'fit for purpose' basket of performance indicators is essential.

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Scrutiny review of Performance Indicators - Community Scrutiny

Review Findings

- 1.1 Purpose:** To review the relevance of the council's performance indicators and to determine if any new measures need to be introduced to help support the delivery of the council's priorities.
- 1.2 Introduction:** Each scrutiny committee appointed a review team to scrutinise their basket of performance indicators. The team worked alongside the Performance Team, with technical support from service teams, to consider different options.
- 1.3** Background information was provided for each scrutiny committee as follows:
- How to establish good performance indicators
 - The different types of performance indicators available
 - Terms of reference of each scrutiny committee
 - The current basket of performance indicators for each committee
- 1.4 Scrutiny focus:** Each review team asked the following questions:
1. Are there any measures in the current performance indicator set that you find unhelpful? If yes could we amend or remove them?
 2. Are there areas based on your committee's terms of reference and council priorities that are not covered by a performance measure? If 'yes' would be it beneficial to have a measure?
- A further question you may ask is 'What do I need to know in my role as scrutiny member to make sure things are getting better in the council?'
3. Can measures from the LGA 'LG Inform' performance system be utilised? Are any relevant to what you would like to measure?

Community Scrutiny Committee		
Review Team Members	Councillor Norma Symonds	
	Councillor Janet Mayes	
	Ceridwen Pettit - Corporate Planning and Performance Manager	
	Karl Chui - Performance Officer	
Number of review meetings held	4	Wednesday 3 July Wednesday 31 July Wednesday 21 August Thursday 26 September
Total number of Performance Indicators relevant to Community Scrutiny's terms of reference <u>pre review</u>	26 (76 indicators in total across the council, inclusive of unit cost measures)	

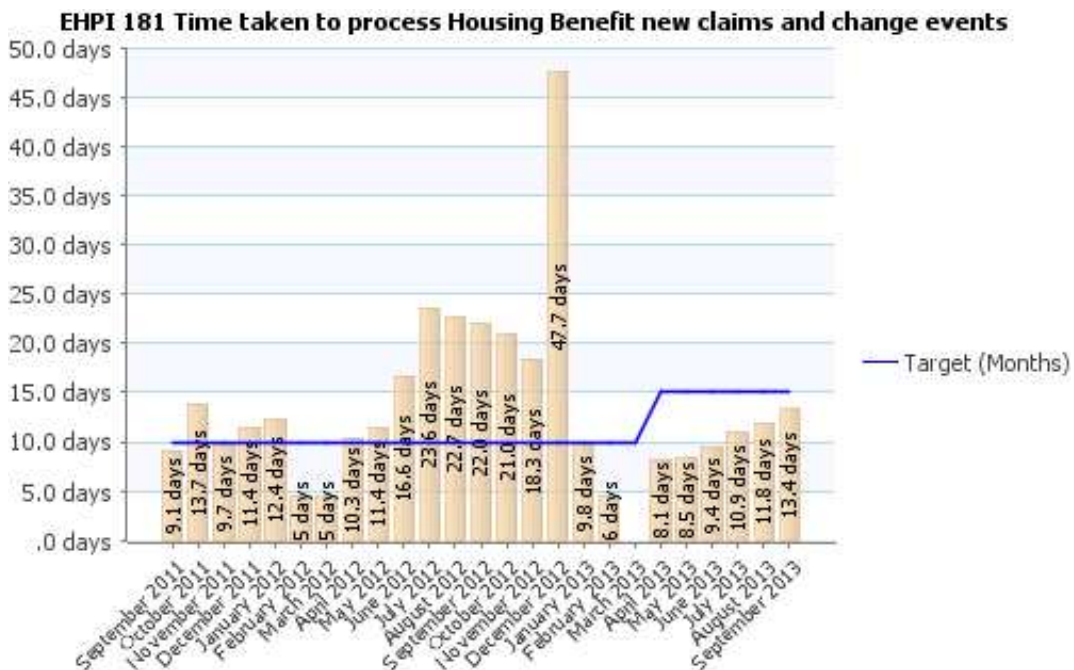
1.5 Community Scrutiny Review Recommendations - Summary:

1. All performance indicators were felt to be current and relevant and none have been proposed for deletion. A number of changes have been requested to improve indicator titles and outturn context.
2. That an additional reference paper to the Healthcheck report be added, setting out a more detailed description of each performance indicator.
3. Members were keen that further measures be provided regarding the Benefits service and Markets and support the introduction of five measures as follows:

- **Housing Benefit caseload** - this indicator will measure the total number of recipients of housing benefit with live claims on a particular date. The indicator will be measured monthly.
- **Council Tax Support caseload** - this indicator will measure the total number of recipients of council tax support with live claims on a particular date. The indicator will be measured monthly.
- **A further indicator will be introduced to measure the processing of council tax support (CTS)**. Currently waiting feedback from the software supplier regarding the measure that could be developed. In the interim are using EHPI 181 to be indicative of the performance on CTS, they are assessed simultaneously in the vast majority of cases.
- **Rental income from Traders** - This will be a useful indicator because it's the best way of showing evidence of the revenue value of markets to the Council. When the markets are performing well our rental increases – the opposite applies when they perform badly. It is fairly easy to measure as the income can be counted on a weekly basis. The markets that will be included are:
 - Hertford Saturday
 - Bishops Stortford Saturday
 - Bishops Stortford Thursday
 - Ware Tuesday
 - Plus individual pitch hires in Hertford and Ware during the week.
- **Number of Producers at Hertford Farmers Market** - a number of measures have been undertaken over the last couple of years to improve the performance of the market. As a result the number of stalls have increased from approximately 14 to 20 plus on a regular basis. The stall numbers are a good indicator of the viability of the market but also of our own contribution to the performance. High performing markets also contribute to town centre vibrancy as well as the individual businesses trading at the market.

4. Members would like to utilise some of the measures available on the LG Inform performance system, in respect to housing, homelessness and private sector housing. However the review team would like to consider these as part of a future agenda item on their work plan.
5. The review team would like their concern regarding accessibility to swimming pools looked at further. Therefore the review team request that Community Scrutiny Committee raise this with SLM when they attend Community Scrutiny to present the Annual Report.
6. Lastly Members supported the recommendations made by the:

- Corporate Business Scrutiny review team that:
 - i) the format of the scrutiny healthcheck reports are updated to show two years of trend data to assist performance analysis (see illustrative graph below) and



- ii) wording is added to all indicators in the indicator title section indicating whether it is a minimising or maximising measure.

Full details on the review team's comments and recommendations can be found in **Essential Reference Paper 'C' and Essential Reference Paper 'D'**.

1.6 Scrutiny Review Conclusion:

If Community Scrutiny Committee support the review team's findings and recommendations:

- The number of indicators relevant to Community Scrutiny will increase to 31. (With the possibility later on of a further increase in respect to Housing, Homelessness and Private Sector Housing).
- The proposed changes will be incorporated into the 2013/14 Performance Indicator Estimate and Future Targets report, for Executive to consider in March 2014, in preparation for 2014/15.

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Review of Community Scrutiny Basket of Performance Indicators

Recommendations

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
<p>Housing Benefit - EHPI 181</p>	<p>Concern that residents could look at the performance of this indicator and conclude that it will take 8.5days (performance in May 2013) from submitting their claim to actually being paid. When in reality it is much longer, especially when documentation may need to be checked and additional information supplied.</p> <p><i>What we need to know - Can we confirm exactly what this performance indicator is measuring? Can a measure be introduced to show how quickly applicants receive payment?</i></p>	<p>EHPI 181 was previously NI 181 and is defined as 'The average time taken in calendar days to process all new claims and change events in Housing Benefit'. The time taken to process is - 'The time elapsed between receipt of claim or notification of change event and a decision being recorded' and the Date of receipt is - 'Date that notification of the claim or change event was received by the authority'.</p> <p>The indicator measures the time from the start to the end of processing, so it is all days including weekends and bank holidays. So from when the information is received to when an assessment/decision is actually processed in the system. Payment is made in accordance with the regulations. Council Tax support for example is credited to their Council tax account immediately. However payment to a landlord is made 4 weekly in arrears. We have no control</p>	<p>No additional monitoring to be undertaken to measure the speed of payment.</p> <p>Accepted officer advice and noted that payments are made in accordance with regulations and there is no facility on the software system to generate this data.</p>

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
		<p>over the regulations which state the payment periods.</p> <p>Currently there is not a facility on the software system to generate data on the speed of payment and it is unlikely the software company would be interested in developing one, as it is not a national requirement.</p> <p>The important part is that we process the new claims and changes of circumstances quickly so that customers know what they are entitled to.</p> <p><i>Changes in circumstances</i> – when there is a claim already in payment, the revised award affects their next payment. For example if on Monday we process a change in circumstances which increases entitlement, and it <i>just so happens</i> that it is in the same week as their payment cycle, the adjustment payment will be done in the week. Similarly if the adjustment reduces entitlement retrospectively it will also be adjusted for in that week's payment run.</p>	

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
<p>Food Inspections - EHPI 184</p>	<p>Can the indicator title be changed to remove the reference to 'broadly' so it reads 'Food establishments in the area which are compliant with food hygiene law'? The members are aware that the term comes from the Food Standards Agency <i>Food Law Code of Practice</i> and that the indicator will continue to be measured in line with this guidance. However they are concerned that the term 'broadly' could be interpreted differently by a resident who is not aware of the full technical definition.</p> <p><i>What we need to know - Can we amend the title?</i></p>	<p>The service has recommended that the term 'broadly' should not be removed from the title description. The reason is that this would be very misleading to the public as many food businesses are not fully compliant, hence why everyone isn't rated at 5; even 5 ratings can have some minor issues. This is why the industry uses broadly compliant.</p>	<p>The term 'broadly' be retained in the title description. Members accepted the advice of the officer.</p>
<p>Customer satisfaction with leisure facilities - EHPI 1a</p>	<p>Can the following be added to the indicator title 'leisure facilities'? To make it clear that this is the satisfaction level across all five sites.</p> <p><i>What we need to know - Are you happy for the title to be amended?</i></p>	<p>The service has confirmed 'leisure facilities' can be added to the title to make the indicators more understandable.</p>	<p>Additional wording of 'leisure facilities' be added to the title to make the indicator more understandable.</p>

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
<p>Customer satisfaction with leisure facilities - EHPI 1a - 1f</p>	<p>Do the schools as 'customers' complete the survey information.</p> <p><i>What we need to know</i> - Does it capture feedback from school users?</p>	<p>Survey information is captured from the GovMetric stand alone units that facility users complete as an anonymous exit survey. Customers/users are not directly asked to complete the comments or survey.</p>	<p>Members found officer explanation useful in understanding how the surveys are conducted and appreciated that there are additional feedback mechanisms also available from user groups e.g. football and gym.</p>
<p>Usage (swims) - EHPI 3a</p>	<p><i>What we need to know</i> - Does this data include school numbers?</p>	<p>No, this data is compiled from casual pay as you go users and members that are swiped in at reception.</p>	<p>Members accepted that no additional data collection method is necessary.</p>
<p>Usage - EHPI 3a, 3b, 3c, 4a and 4b (swims and gyms)</p>	<p>Can usage data be broken down further by site? For example Members raised concern about access to the pool for 60+, in particular the difficulty some older people have getting in and out the pool. It was felt that by having the next layer of data they could see if there was a difference between sites.</p> <p><i>What we need to know</i> - Can this level of data be accessed? Could this information be provided as additional context when the overall usage figure is reported?</p>	<p>Data is collected as male & female then totalled per site and reported as a total in age group.</p> <p>Reporting of a further breakdown of type of user would involve a great amount of officer time in collating the information and it is unclear how this detail could be effectively utilised.</p>	<p>Members recognised that no further breakdown of type of user will be necessary, but would like to know if all/any of the sites have the option available to be adapted for better accessibility to the swimming pool. The issue of accessibility to be raised with SLM when they attend Community Scrutiny to present the Annual Report.</p>

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
<p>Usage - EHPI 4a and 4b (gyms)</p>	<p>Members commented that gym usage is much higher than swims for 16 - 60 year olds.</p> <p><i>What we need to know</i> - Could officers clarify if a customer uses the gym and then afterwards uses the pool, is this usage counted twice (use of gym and use of pool) or once for both.</p>	<p>If users use the gym then swim they are counted as one visit.</p>	<p>Officer explanation was accepted.</p>
<p>Net additional homes provided - EHPI 154</p>	<p>Can the data be broken down further to show who provided the additional homes? For example private developer, housing association etc</p> <p><i>What we need to know</i> - Can this level of data be accessed? Could this information be provided as additional context when the overall figure is reported?</p>	<p>Yes the data can be broken down to show who provided the additional homes. For example in 2011/12 383 net additional homes were provided. All of which were provided by housing associations. The outturn for 2012/13 is still being analysed and is due shortly.</p>	<p>Service continues to provide contextual information when performance data is reported annually.</p>
<p>Response to ASB complaints - EHPI 129</p>	<p>Aware that this indicator measures the speed of response 'Number of ASB complaints made or referred to EHC ASB Officer that of the ASB.</p> <p><i>What we need to know</i> - Can a new measure be introduced to record performance regarding the 'resolution' of the ASB? We</p>	<p>The service has expressed that a new measure cannot be introduced to measure the 'resolution' as no two cases are the same.</p> <p>When taking the initial call the complainant will always be advised of when they can expect an update; whether that be a call back from the</p>	<p>No additional monitoring in respect to anti social behaviour to be undertaken.</p> <p>Officer explanation was accepted.</p>

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
	<p>appreciate that this may be difficult as the type of ASB will differ significantly. But are you able to categorise them in any way e.g. noisy neighbour.</p>	<p>service or another partner that week, or a letter with a diary etc. in order to manage their expectations at the earliest stage. They are also advised that the resolution will inevitably require liaison with another agency within the partnership.</p> <p>The nature of the complaint will determine the course of action. For example if a complaint is in regards to a park and open space and there is a need for some foliage to be lifted this may be something that could be remedied quite quickly following a site visit and approval for works. However if the complaint is in regards to some on-going problems with a neighbour which is a housing association property, the resolution of the problem could be significantly longer whilst evidence is gathered and processes followed by the housing association.</p>	

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
<p>Unit cost EHPI 8.34a - Net cost of Licensing per LA2003 Premises Licences and 8.34b - Net cost of Licensing per all Premises Licenses (LA2003, GA2005 and Misc)</p>	<p><i>What we need to know</i> - Can the indicator be made clearer by defining what is meant by LA2003 Premises License, GA2005 Premises License and Miscellaneous</p>	<p>The code LA2003 means Licensing act 2003 and this covers the selling of alcohol in pubs.</p> <p>The code GA2005 means gambling act 2005 which covers for the use of gambling machines i.e. one arm bandits.</p> <p>(It should be noted that EHPI 8.34b calculates the use of not only GA2005 but is also combination of the above LA2003 and misc)</p>	<p>Officer explanation was accepted.</p>
<p>Unit cost EHPI 8.40 - Net cost of the Homelessness Service per presentation</p>	<p><i>What we need to know</i> - Can the financial information used in the calculation be detailed?</p>	<p>The financial information used to calculate the unit cost is:</p> <ul style="list-style-type: none"> ➤ employee costs e.g. salaries ➤ transport related expenses ➤ supplies and services e.g. stationery, postage, photocopying, printing etc 	<p>Members found officer explanation useful in understanding the financial information used to calculate this unit cost.</p>

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
<p>Benefits - new measures</p>	<p>Additional benefit measures in particular to monitor Council Tax Support should be considered.</p>	<p>The service has already been reviewing its performance measures in light of the recent government changes to benefits and council tax support. The proposed measures are:</p> <ul style="list-style-type: none"> ➤ Housing Benefit caseload - this indicator will measure the total number of recipients of housing benefit with live claims on a particular date. The indicator will be measured monthly. ➤ Council Tax Support caseload - this indicator will measure the total number of recipients of council tax support with live claims on a particular date. The indicator will be measured monthly. ➤ A further indicator will be introduced to measure the processing of council tax support. Currently waiting feedback from the software supplier regarding the measure that could be developed. <p>It is recommended that all performance indicators are piloted over 2013/14 to gather performance data so targets can be set for 2014/15 onwards.</p>	<p>Support the introduction of the new benefits indicators.</p> <p>The service is still waiting feedback from the software supplier regarding a performance measure on the processing of council tax support (CTS) and in the interim are using EHPI 181 to be indicative of the performance on CTS, they are assessed simultaneously in the vast majority of cases.</p>

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
<p>Markets - new measures</p>	<p>An indicator (s) so the Committee can monitor the effectiveness of the local markets in the district in supporting the economic vibrancy of the towns. For example measuring the usage of pitches used / the total number of pitches available. We have assumed that there must be a planning limit on the number of pitches each market can have.</p> <p><i>What we need to know</i> - Could a measure as described above be introduced? Can we show this by market to see if there is a difference by area?</p>	<p>The service has proposed the following market indicators:</p> <ul style="list-style-type: none"> ➤ Rental income from Traders - This will be a useful indicator because it's the best way of showing evidence of the revenue value of markets to the Council. When the markets are performing well our rental increases – the opposite applies when they perform badly. It is fairly easy to measure as the income can be counted on a weekly basis. The markets that will be included are: <ul style="list-style-type: none"> ➤ Hertford Saturday ➤ Bishops Stortford Saturday ➤ Bishops Stortford Thursday ➤ Ware Tuesday ➤ Plus individual pitch hires in Hertford and Ware during the week. ➤ Number of Producers at Hertford Farmers Market - a number of measures have 	<p>Agreed the new performance measures for Markets.</p>

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
		<p>been undertaken over the last couple of years to improve the performance of the market. As a result the number of stalls have increased from approximately 14 to 20 plus on a regular basis. The stall numbers are a good indicator of the viability of the market but also of our own contribution to the performance. High performing markets also contribute to town centre vibrancy as well as the individual businesses trading at the market.</p> <p>These new performance indicators will be measured on a quarterly basis. No targets have currently been set as they will need to be piloted first to establish a benchmark base.</p>	

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
<p>Hertford Theatre - new measures</p>	<p>Keen to see more regular performance data on Hertford theatre, not just as part of the annual report. For example could more regular data be made available on the following areas:</p> <ul style="list-style-type: none"> ➤ Percentage of theatre time allocated - purpose - to get an understanding of capacity and usage. Allocation could be determined as 'in use by shows, cinema showings, private hirers etc'. Allocation could be broken down by room - main auditorium; river room and studio. ➤ Ticket sales - % of non ticket sales out of total number available. - purpose - to get an understanding of capacity and usage <p>It was acknowledged that ticket sale information is provided in the annual report e.g.:</p> <p><i>There were 65 distinct shows (excluding Panto) in 2011/12 against an original business plan target of 30. 12,936 tickets were sold with an average attendance of</i></p>	<p>Additional information can be reported in the Annual Report presented to scrutiny. Head of Service to attend meeting to discuss further.</p>	<p>Agreed that no new performance indicators will be required. Supported the inclusion of more management data in the Annual Report, showing the occupancy levels of all shows; room hire rate for the main hall, the studio and the river room.</p> <p>Members also accepted that work is currently under way to help improve the attractiveness of Hertford Theatre for example:</p> <ul style="list-style-type: none"> • Better offering of bar food and ways to improve the café. • Better use of terraces. • Improved seating.

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
	<p>199 per event.</p> <p>But what it does not show is whether the total tickets are good or bad in terms of the total number of tickets available across the 65 shows.</p> <p><i>What we need to know</i> - Could a measure(s) as described above be introduced? Appreciate you may have sub parts to ticket sale measures e.g. by show, cinema screening, pantomime?</p>		
<p>New measure - Small Businesses and employment growth</p>	<p>The member looked at the measures available on LG Inform and were interested in:</p> <p>Percentage of small businesses in an area showing employment growth</p> <p>This is the percentage of small registered businesses showing year-on-year employment growth. It includes those businesses registered for VAT and/or PAYE with fewer than 50 employees (around 98% of all VAT registered enterprises). It measures the proportion of those businesses</p>	<p>The service does not have access to any other data and would suggest we use the data available on LG Inform.</p> <p>By using the existing data and comparing performance over time we would see whether employment was growing or declining.</p> <p>The data is collected annually on LG Inform from DCLG and the last update relates to 2008. So it is not the most up to date data.</p>	<p>After consideration members felt that this measure would be too out of date to be helpful. No further recommendations were made.</p>

Performance Indicator	Scrutiny Review - Comment/Suggestion	Officer Response	Scrutiny Review - Recommendations
	<p>showing year on year employment growth, where employment is measured as the number of employees (full and part-time) plus the number of self-employed people that run the business. This was previously reported as NI 172.</p> <p>This data is currently collected by DCLG. However the members wondered if data is available on the following and whether we could access the data to report on it</p> <ul style="list-style-type: none"> ➤ Percentage of small businesses in an area showing declining employment growth <p>If we are able to monitor decline as well as growth, they may be able to help influence performance via support to small businesses.</p>		
Miscellaneous	<p>Suggested that the Healthcheck report could benefit from an additional reference paper, providing PI descriptions. As not all the information can be contained in the indicator title. Useful reference point for all members.</p>	<p>Performance team to action and introduce for the next Healthcheck report, so wider feedback can be sought. Suggestion to be shared with the other chairs and vice chairs of scrutiny at their meeting in September 2013.</p>	<p>Recommend additional information be provided as a reference paper.</p>



Performance Indicators by Corporate Priority

Th	People
Ob	Improve outcomes for vulnerable families and individuals
PI Code & Short Name	
EHPI 181 Time taken to process Housing Benefit new claims and change events	

Th	People
Ob	Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity
PI Code & Short Name	
EHPI 184 Food establishments in the area which are broadly compliant with food hygiene law	
EHPI 1a % of customers satisfied with the service - All Leisure Facilities	
EHPI 1b % of customers satisfied with the service - Leventhorpe	
EHPI 1c % of customers satisfied with the service - Hartham	
EHPI 1d % of customers satisfied with the service - Fanshawe	
EHPI 1e % of customers satisfied with the service - Ward Freman	
EHPI 1f % of customers satisfied with the service - Grange Paddocks	
EHPI-2 Net cost/subsidy per visit	
EHPI 2.15 (42) Health & safety inspections	
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)	

Th	Place
Ob	Ensure future development meets the need of the district and its residents
PI Code & Short Name	
EHPI 154 Net additional homes provided	
EHPI 155 Number of affordable homes delivered (gross)	
EHPI 64 No of private sector vacant dwellings that are returned into occupation or demolished	

Th	Place
Ob	Reduce anti social behaviour and the fear of crime
PI Code & Short Name	
EHPI 129 Response time to ASB complaints made to EHC.	

Th	Prosperity
Ob	Deliver value for money
PI Code & Short Name	
EHPI 8.11 Net cost of Housing and Council Tax Benefit per claim	
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	

NEW	Housing Benefit caseload
NEW	Council Tax Support caseload
NEW	A further indicator will be introduced to measure the processing of council tax support
NEW	Rental income from Traders
NEW	Number of Producers at Hertford Farmers Market

~~Text~~ Strikethrough text = deleted unit cost measures as agreed in 2012/13 outside the PI Review

EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 19 NOVEMBER 2013

CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

2013/14 SERVICE PLANS – SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This exception report provides a mid-year summary of the council's achievements against its priorities for 2013/14 and details those service plan actions that are either off target, require a revised completion date or are proposed for deletion or suspension. This report also monitors the outstanding service plan actions from 2012/13 and 2011/12, which are detailed in **Essential Reference Paper "D" and "E"**.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY: That:</u>	
(A)	The progress against the Council's priorities and the revised completion dates, suspensions and deletions against 2013/14 Service Plan actions and 2012/13 and 2011/12 Service Plan actions be received;
(B)	The Executive be advised of any recommendations; and
(C)	Members provide feedback on the Dashboard module detailed in Essential Reference Paper "Ci". (Paragraph 2.4)

1.0 Background

- 1.1 The 2013/14 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 12 February 2013 and approved by the Executive at its meeting on 5 March 2013.
- 1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are either off

target, have a revised completion date, been deleted or suspended.

1.3 This report covers the period 1 April to 30 September 2013 for the following services:

- Communication, Engagement and Culture
- Community Safety and Health
- Economic Development
- Housing
- Revenues and Benefits Shared Service

1.4 In addition, outstanding actions from 2012/13 and 2011/12 Service Plans will also form part of the 2013/14 monitoring process.

2.0 Report

2013/14 Analysis

2.1 In total, there are 31 actions in the 2013/14 Service Plans, of which:

19% (6) have been achieved.

74% (23) are on target.

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

3% (1) has been suspended.

2.2 An overview of all Council's achievements by Corporate Priority for 2013/14 are detailed in **Essential Reference Paper "B"**.

2.3 **Essential Reference Paper "C"** details 2013/14 Service Plan actions that are either off target, had their completion dates revised, been suspended or have been deleted. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2013/14 Service Plan actions can be accessed by referring to the Council's performance

management system, Covalent (www.covalentcpm.com/eastherts).

- 2.4 **Essential Reference Paper “Ci”** provides a visual representation of performance through action summaries and simple at-a-glance charts. The Performance Team is currently trialling a new module on the Council’s performance management system Covalent called ‘Dashboards’. The new module will come as a small additional cost should the Council decide to adopt it following member and officer consultation. Members are asked to comment on whether they find this additional reference paper useful to support the overall evaluation of the module.

2012/13 Analysis

- 2.5 In total, there are four outstanding actions from the 2012/13 Community Safety and Health Service Plan and Housing Service Plan of which:

75% (3) have been achieved.

25% (1) has had its completion date revised. This action status has been revised for the third time.

- 2.6 **Essential Reference Paper “D”** provides more detail on the status of these four actions.

2011/12 Analysis

There was one outstanding action from the 2011/12 Health and Housing Service Plan which has now been achieved.

- 2.7 **Essential Reference Paper “E”** provides more detail on the status of this action.

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

2013/14 Service Plans report to Executive on 5 March 2013.

<http://online.eastherts.gov.uk/moderngov/ieListDocuments.aspx?CId=119&MId=1792&Ver=4>

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	There are no specific consultation implications arising directly from this report.
Legal:	There are no specific legal implications arising directly from this report.
Financial:	There are no specific financial implications arising directly from this report.
Human Resource:	There are no specific human resource implications arising directly from this report.
Risk Management:	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.

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Telling the Story – An overview of achievements by Corporate Priority up to 30 September 2013:

Please note only the objectives where there are achievements to report have been listed and where an achievement relates to a specific service plan action this has been referenced.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Reduce fuel poverty</p>	<ul style="list-style-type: none"> • Considered options for a partnership model to support the introduction of the Green Deal in 2013. However, national uptake of Green Deal (GD) scheme remains very low, so developing a Hertfordshire option is not considered viable at this stage. A working group will review the Green Deal scheme in the next year. In interim, East Herts Insulation Grants will be re-launched in October 2013. (13-CSHS04)
	<p>Objective: Increase community engagement</p>	<ul style="list-style-type: none"> • Worked in partnership with Inspirational Arts and the Hertfordshire Music Service to give young performers the opportunity to step into the limelight with the 3music project. Over the years 3Music has successfully acted as a starting block for many young performers seeking a career in the theatre and music industry. • Held 3rd annual Community Sports Awards event to recognise local sporting talent and celebrate achievements of East Herts Schools in Herts School & Youth Games - 16 awards were presented in 9 categories with individuals winning Sports Performer of the Year (over & under 18), Volunteer of the Year (over & under 18), Coach of the

		<p>Year (over & under 18) and Service to Sport Award and clubs winning Sporting Achievement of the Year and Club of the Year. Award winners came from across the district - Bishops Stortford Canoe Club winning Coach of the Year and Bury Rangers FC winning Club of the Year and individual performers in swimming, cycling, badminton and canoeing coming from Hertford, Ware, Great Amwell and Bishops Stortford. There was good press coverage of the Awards.</p> <ul style="list-style-type: none"> • Revised all councillor role descriptions to highlight the requirements of community engagement as well as providing a programme of support to help members respond to this increasing role (13-DLSS02) and three community engagement grants have been allocated to councillors to date to support public engagement meetings within their constituency.
	<p>Objective: Deliver strong and relevant services</p>	<ul style="list-style-type: none"> • Continued to explore a range of shared service provision with other councils by jointly procuring a new cleaning contract with Stevenage and North Herts Council so that we can improve the level of cleanliness in council offices within the budget we have and now share a Payroll and HR system with Stevenage Council, to improve resilience. (13-FMEM02 and 13-HR04)
	<p>Objective: Improve outcomes for vulnerable families and individuals</p>	<ul style="list-style-type: none"> • Contributed, as part of the East Herts Local Strategic Partnership to: <ul style="list-style-type: none"> ➤ Jointly funding a new time banking scheme in Buntingford in partnership with Hertfordshire County Council. The scheme is run by the North Herts Centre for Voluntary Service. Participants who sign up are able to donate time towards helping others in any way they feel they are able. In return they receive an equivalent

amount of time back from somebody helping them. The scheme is aimed at engaging some of the most vulnerable members of society, but is open to anybody to join in.

- Helped a group of widows and widowers aged 70 plus develop their cooking skills and to reduce social isolation that is increasing in this age group. A seven week course held at Dixon Place sheltered housing, facilitated a supportive atmosphere for people to develop their cooking skills, consider portion size, increase their confidence and build friendships.
- Developed a three-year agreement which will provide East Herts Citizens Advice Service with £129,000 on an annual basis, subject to a yearly review. This will help to ensure a wide range of support on many issues affecting people's lives continues to be provided, specifically housing debt, benefits and housing advice.
- Built a young persons supported accommodation in Hertford. The new accommodation will provide 14 flats to support up to 28 East Herts residents aged 16 - 24 that are in housing need. In addition residents will also receive training and support whilst living there. The accommodation opened on 18 October 2013. (13-HO1)
- Of the 36 discretionary "activity" grants that we have awarded, 16 were to groups serving vulnerable adults or children. It is anticipated that this grant aid will support older and vulnerable people to live more fulfilling and independent lives, reducing their isolation and providing opportunities for physical and mental activity.

Priority: Place	What we want to achieve	What we have done
	<p>Objective: Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of households and businesses</p>	<ul style="list-style-type: none"> ● Introduced measures and changes to ensure the Council is on target to reduce carbon dioxide emissions from its own buildings and the services it provides. Changes that have been introduced include: <ul style="list-style-type: none"> ➤ Pool covers at Fanshawe and Ward Freeman leisure centres as well as motion sensor lighting to reduce lighting use and energy-efficiency glazing has been installed at Grange Paddocks to reduce heating costs. ➤ Solar reflective blinds in the council's Wallfields offices in Hertford. ➤ Sensor-controlled lighting and new glazing at Hertford Theatre. ➤ Newer more efficient vehicles as part of the waste contract and the rescheduling of collection rounds to maximise efficiency by using mapping software <p>All these initiatives have contributed to a 13% reduction in CO₂ emissions since 2009. (13-ES17)</p>
	<p>Objective: Maintain our clean streets and reduce litter</p>	<ul style="list-style-type: none"> ● Supported litter picking campaigns across the district to help improve environment cleanliness, encourage as many people as possible to pick up litter and promote policies that will stop people littering. For example: <ul style="list-style-type: none"> ➤ Ware Beavers took part in a litter pick in Ware and the Council provided each Beaver with a litter picking set.

		<ul style="list-style-type: none"> ➤ Staff from Hanbury Manor Hotel and Country Club in Ware walked along the River Lea towpath from Ware to St Margarets. • Worked with local housing associations and the Dogs Trust to provide free micro chipping as part of a campaign associated with a national drive to encourage responsible pet ownership. Micro chipping pets ensures they can be reunited with owners quickly should they stray and helps reduce kennelling and re-homing costs. During the campaigns 148 dogs were 'chipped'. From 2016 it will be a legal requirement for owners to have their dogs micro chipped. • Won the silver footprint RSPCA award, which is a national scheme that recognises local authorities that have clear procedures and policy on stray dogs. Up to end of September 2013 the council received 174 reports of stray dogs (both lost and found). 71 were collected by the Council of which 47 were reunited with their owners. The remainder were rehomed. (13-ES12).
	<p>Objective: Maintain our parks, play areas and open spaces</p>	<ul style="list-style-type: none"> • Consulted on the Parks and Open Spaces Strategy for the next five years, to ensure that our green spaces, parks and playgrounds continue to be looked after. Consultation was held with 30 external stakeholders and 42 other interest groups. Responses and comments were integrated into the strategy and it was approved at the Executive on 1st October 2013. (13-ES16) • Hartham Common joined a national scheme - the Queen Elizabeth II Fields Challenge - to provide a permanent legacy of the Diamond Jubilee 2012 and the London 2012 Olympics. The green space is one of 2,012 sports pitches, woodlands, play areas, gardens and parks across Britain joining the challenge which has committed to ensuring



		<p>these sites are preserved for the future.</p> <ul style="list-style-type: none"> • Raised awareness and use of open spaces by holding a 'Love Parks' week, at Southern Country Park and Pishiobury Park. The Get Park Active events are designed to promote outdoor leisure and healthy lifestyles. • Retained our two 'green flags' for The Ridgeway in Hertford (for the fifth year running) and Southern Country Park in Bishop's Stortford (for the sixth year running).
	<p>Objective: Reduce anti social behaviour and the fear of crime</p>	<ul style="list-style-type: none"> • Launched 'Who should I call?' leaflet in partnership with Hertfordshire Police and Hertfordshire County Council. It lists the most common subjects that people are unsure about from potholes and street lights to anti-social behaviour and includes telephone, website and Twitter contact details. • Grant funded 20 projects in partnership with CVS to provide summer activities for young people. The activities ranged from outdoor games and sports, holiday play schemes, gardening for people with learning difficulties, dance, drama and podcasting activities to den building, educational events, fun days and trips out. For the first time, we were able to expand our popular Play Ranger project into Sawbridgeworth and Bishop's Stortford. In 2013, more than 2,800 children and young people took part. This is slightly lower than the participation level in 2012 of 2,980 children and young people. The reduction is due to fewer providers putting forward high volume programmes in 2013.

Priority: Prosperity	What we want to achieve	What we have done
	Objective: Deliver value for money	<ul style="list-style-type: none"> • Approved a plan for East Herts Council to join forces with Stevenage Borough Council to provide ICT, Business Improvement, Print and Design Services in partnership. The plan was also approved by the Executive at Stevenage. As well as delivering financial savings, the shared service will strengthen resilience and improve the efficiency of the services we provide to our customers. (13-HR02 and 13-ICT01)
	Objective: Enhance the economic well being of East Herts	<ul style="list-style-type: none"> • Contributed, as part of the East Herts Local Strategic Partnership to the: <ul style="list-style-type: none"> ➤ Development of a Work Club. Hertford Fire and Rescue Service in partnership with Jobcentre Plus formed a work club at their Hertford based head quarters to help support the Get East Herts Working Initiative. Championed and awarded funding by the Local Strategic Partnership (LSP), the scheme is aimed at helping people who are looking for work who do not have access to IT facilities at home, get online and find employment. • Supported the Love Your Local Market initiative by showcasing locally grown produce regularly available at Hertford's markets in May 2013. • Made additional short stay parking available at Gascoyne Way car park in Hertford on Saturdays, making visits to the Town easier. All four levels of the car park will give customers the option of parking for 1, 2, 3, 4, or 5 hours on Saturday. The change comes in response to public feedback, backed up by the Council's own findings, that the

		bottom two floors are sometimes unable to meet short stay parking demand on Saturdays.
	Objective: Deliver sustainable rural business growth	<ul style="list-style-type: none"> • Provided free advice for rural businesses through a scheme set up by East and North Herts Councils.
	Objective: Protect the environment	<ul style="list-style-type: none"> • Facilitated a habitat restoration project to protect the wet grassland and botanical species at Thorley Wash Nature Reserve (a Site of Special Scientific Interest). The project was awarded money from a number of agencies, including £64,288.80 from the Rural Development Programme for England (RDPE), managed by East Herts Council. Funding was also secured from Growth Area Funding via Harlow Council, the Environment Agency, and the Highways Department of Hertfordshire County Council.



2013/14 Service Planning Report (April - September 2013 progress)

Action Code	Action Title	Action Description	Due Date	April - September 2013 Status	Notes
Propserity					
Deliver value for money					
13-ED02	Production of a Strategy for East Herts Markets to enable their modernisation.	<p>Target: Strategy to be produced by November 2013</p> <p>Outcome: Programme of modernisation for the markets</p> <p>Critical Success Factors: Cooperation of traders</p> <p>Environmental Impacts: Neutral</p>	<p>30 June 2013</p> <p>30 November 2013</p>	 Revised Completion Date	<p>April - September 2013. This action is on target for completion in November, so a revised completion date to the end of November has been suggested. Work has begun on Bishop's Stortford Market and Hertford Market sub-strategies. These elements are likely to form the core of the overall strategy.</p>
13-ED03	Identify external funding opportunities for Scotts Grotto	<p>Target: 1 lottery bid</p> <p>Outcome: Improve promotion of the bid</p> <p>Critical Success Factors: Quality of the bid</p> <p>Environmental Impacts: Neutral</p>	31-Jul-2013	 Action Suspended	<p>April - September 2013. Progress with this action is dependent on the capacity of the Ware Society to prepare funding applications. It is recommended that this action be suspended for the time being to enable resources to be targeted at economic development themes - in line with East Herts Council agreed priorities. It is recommended that the item be reviewed in April 2014.</p>

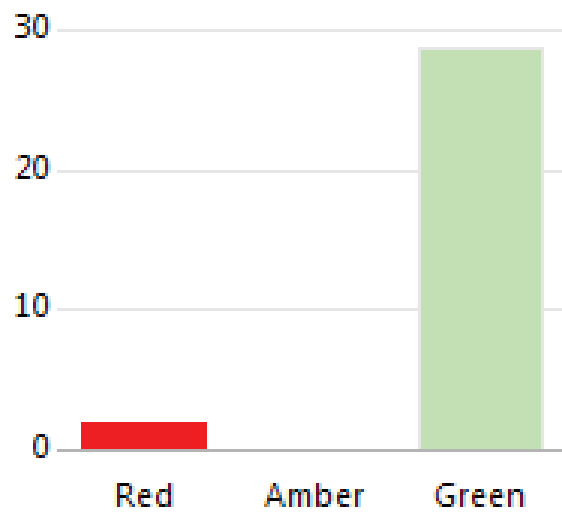
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2013/14 Community Scrutiny - Service Plan Analysis - ERP 'Ci'

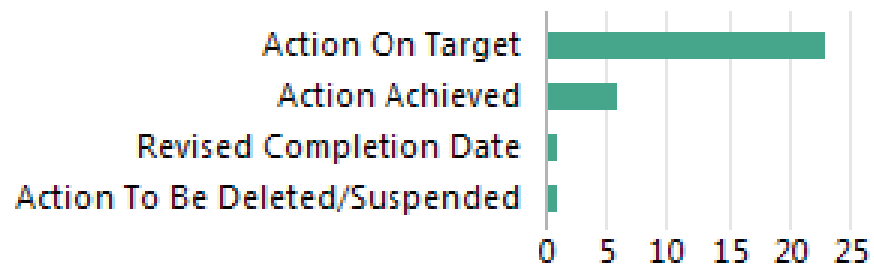
31 Actions on this dashboard

2 Overdue Actions on this dashboard

Traffic Light



Expected Outcome




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Outstanding 2012/13 Service Planning Report (April - September 2013 progress)

Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 status	April - September 2013 Status	Notes	
People									
Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to.									
12-H02	Provide young persons' accommodation in Hertford.	<p>Target: Commence building in 2013 with completion in 2014</p> <p>Outcome: Provision of 24 supported units for young people.</p> <p>Critical Success Factors: Funding, planning permission and support from partners.</p> <p>Environmental Impacts: potential increase in CO2 emissions mitigated by sustainability code.</p>	31-Mar-14	Action On Target	Action On Target	Action On Target		Achieved	April - September 2013. The building is now complete with the official opening on 18 October 2013.
12-CSHS06	Review Private Sector Housing Assistance Policy and complete an EIA	<p>Target: Continue to provide an efficient and effective service to users in the light of current financial pressures.</p> <p>Outcome: maintain good service provision.</p> <p>Critical Success Factors: Staff resources. Partner and Member collaboration.</p> <p>Environmental Impacts: None known</p>	31-Dec-12	Action On Target	Revised Completion Date (to 31 March 2013)	Revised Completion Date (to 31 August 2013)		Revised Completion Date	April - September 2013. Revised Completion Date. Review not completed. Postponed until 31 December 2013. Senior EHO Housing post remains vacant, impacting on ability to complete review. Insulation grants reviewed and re-launched October 2013.
Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey.									
12-CSHS12	Carry out Surface Water Management Plans (SWMPs) in high risk flood locations in liaison with Herts Highways	<p>Target: Feasibility & Site work - October 2012 Modelling and final reports with Action Plan - March 2013.</p> <p>Outcome: Action plan produced and agreed in liaison with Herts highways should minimise the risk of flooding in existing locations & in future development areas. Flood risk management data readily available for specific locations. Responses & subsequent resource reduced.</p> <p>Critical Success Factors: Dependant on budget & available resource.</p> <p>Environmental Impacts: Reduction in flood risk and damage to natural environments.</p>	31-Mar-13	Action On Target	Action On Target	Off Target		Achieved	April - September 2013. SWMP completed resulting in a multi-agency action plan.

Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 status	April - September 2013 Status	Notes	
Page 188 Plate Reducing the carbon dioxide emissions from our own operations by 25% by 2020									
12-CSHS16	Develop a transition model for energy partnership to prepare for the Green Deal in 2013.	<p>Target: Position EHDC ready for the Green Deal.</p> <p>Outcome: Reduce risk of fuel poverty for those having measure installed. Reduce carbon dioxide emissions from fuel enriched households.</p> <p>Critical Success Factors: Adequate resources and cooperation of partners. Continued availability of funding.</p> <p>Environmental Impacts: Mitigation-reduced fuel poverty and increased carbon reduction.</p>	31-Dec-12	Action On Target	Status verbally reported to CMT	Revised Completion Date (to 30 September 2013)		Achieved	<p>April - September 2013. This action is carried forward to 13 CSHS 04, therefore this action is marked as completed, as far as able at that time. Options for a partnership model were considered by a working group of the Herts Sustainability Forum, which met several times. However, national uptake of Green Deal (GD) scheme remains very low, so developing a Herts option is not considered viable by the group, and would entail high risk/cost (needs large numbers). Working Group and East Herts officers therefore to review GD development over next year. In interim, East Herts Insulation Grants re-launched October 2013.</p> <p>General update considered by Environmental Scrutiny in September 2013. Recently bid to GD Communities LA fund considered for Herts, but rejected due to insufficient partners.</p>



Action Code	Action Title	Action Description	Original Due Date in 2011/12 Service Plan	April - September 2012 status	October - Decemeber 2012 status	January - March 2013 status	April - September 2013 Status	Notes	
Promoting prosperity and wellbeing; providing access and opportunities									
By 2015 - Manage the environmental health of East Herts.									
11-HH04	Develop a strategy for implementing the Green Deal in 2013.	<p>Target: Keep abreast of guidance, identify partners and LA role.</p> <p>Outcome: Strategy developed to benefit residents.</p> <p>Critical Success Factors: Adequate resources and cooperation of partners.</p> <p>Environmental Impacts: Increased carbon reduction.</p>	31-Mar-13	Action On Target	Status verbally reported to CMT	Revised Completion Date (to 30 September 2013)		Achieved	April - September 2013. Action Achieved, please refer to action 12-CSHS16 and 13-CSHS04 for details.

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