



MEETING : COMMUNITY SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 11 MARCH, 2014
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 19 November 2013

3. Chairman's Announcements

4. Declarations of Interest

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

5. Health and Wellbeing Panel (Pages 17 - 32)

To receive the Minutes of the meetings held on

(A) 10 December 2013

(B) 18 February 2014; and

(C) a verbal update from the Health and Wellbeing Panel Chairman.

6. Annual Leisure Contract Performance Report for 2013 (Pages 33 - 52)

7. Registered Social Landlords: Policies and performance against protocols in relation to vulnerable tenants (Pages 53 - 72)

8. Community Scrutiny Healthcheck to December 2013 (Pages 73 - 90)

9. Community Scrutiny Work Programme (Pages 91 - 102)

10. 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
19 NOVEMBER 2013, AT 7.00 PM

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

ALSO PRESENT:

Councillors D Andrews, L Haysey, P Ruffles
and S Rutland-Barsby.

OFFICERS IN ATTENDANCE:

- | | |
|------------------|---|
| Claire Bennett | - Manager of
Housing Services |
| Karl Chui | - Performance
Monitoring Officer |
| Simon Drinkwater | - Director of
Neighbourhood
Services |
| Marian Langley | - Scrutiny Officer |
| Peter Mannings | - Democratic
Services Officer |
| Will O'Neill | - Head of
Communications,
Engagement and
Cultural Services |
| Claire Pullen | - Engagement and
Partnerships
Officer (Grants) |
| Mekhola Ray | - Community
Projects Team
Manager |

357 APOLOGY

An apology for absence was submitted on behalf of
Councillor Mrs D Hone.

358 MINUTES – 24 SEPTEMBER 2013

The Chairman advised that the Head of Community Safety and Health Services had written to the Chief Constable of Hertfordshire Constabulary in respect of an update on short and medium term plans for the deployment of neighbourhood teams and PCSOs in East Herts as well as the Constabulary's definition of what constituted a "neighbourhood". Officers were still awaiting a response to this enquiry.

In respect of Minute 250 – Police and Crime Commissioner – Guest Presentation, the Committee agreed that the reference to the Police Chief Superintendent in the 5th paragraph should be amended to read Police Chief Constable.

RESOLVED – that the Minutes of the meeting held on 24 September 2013, as now amended, be confirmed as a correct record and signed by the Chairman.

359 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Jonathan Aves of the Hertfordshire Community Foundation to the meeting.

360 HEALTH ENGAGEMENT PANEL

Councillor N Symonds, the Chairman of the Health and Wellbeing Panel, stated that Councillor E Buckmaster had chaired the 15 October 2013 meeting of the Health and Wellbeing Panel. She provided a verbal update on the recent work of the Panel and advised Members that she had been a member of a Hertfordshire scrutiny group which had visited the Hertfordshire Ambulance Service call centre.

Councillor Symonds stated that it was clear that a lot of people were calling 999 when they did not need to do so. She had also been on a very interesting and worthwhile

visit to Watford General Hospital Accident and Emergency as part of the County scrutiny review of the East of England Ambulance Service.

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

(B) the Minutes of the meeting held on 15 October 2013 be noted.

361 UPDATE ON COMMUNITY GRANTS PROGRAMME

The Executive Member for Health, Housing and Community Support submitted a report that reviewed grant allocations and achievements for the period 1 April to 30 September 2013.

Members were reminded that community grants were designed to take forward the Council's people, place and prosperity objectives. The grants also helped support the East Herts Sustainable Community Strategy and the Health and Wellbeing Strategy.

Members were referred to paragraphs 1.5 and 1.6 of the report for a budget update for 2013/14. Paragraph 2.1 demonstrated a success rate of 91% in respect of applications for capital and revenue grants.

Members were given a detailed breakdown of activity in all funding areas from small community to large capital grants, as well as community engagement activity. Officers indicated that applicants were strongly encouraged to become affiliated to 'lead bodies' for advice and additional support.

Members commented on the importance of East Herts Sports Clubs co-ordinating with the work of the Community Sports Network. Councillor N Symonds praised the work of the Broxbourne and East Herts Community Voluntary Service (CVS).

The Committee was then reminded of the East Herts

Fund for the Future set up by a former Councillor, the late Derek Mayes.

Jonathan Aves, Director of the Hertfordshire Community Foundation (HCF), gave a presentation in respect of the East Herts Fund for the Future. The presentation included a background of the work of the Hertfordshire Community Foundation and also the issue of old 'dormant' funds which could be revived for current use.

Councillor R Beeching commented on the work of very local community charities in East Herts and explored how the East Herts Fund for the Future could be of assistance. Several questions were raised regarding the legal and audit framework of the HCF and how East Herts Council might consider the opportunity to develop the East Herts Fund for the Future and provide a more sustainable legacy for local residents.

The Committee received the report and thanked the Grants Officer and Administrator for their hard work over the past year.

RESOLVED – that (A) the progress being made to allocate grants according to agreed policies and areas of interest for grant support, as detailed in Essential Reference Paper 'B', be noted;

(B) 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; and

(C) Officers explore the legal, financial and audit implications of closer involvement with the East Herts Fund for the Future.

362 COMMUNITY SCRUTINY WORK PROGRAMME

The Chairman submitted a report setting out the future work programme for Community Scrutiny Committee for

2013/14 to 2014/15, the detail of which had been set out in Essential Reference Paper "B".

The Committee approved the work programme as now detailed.

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

363 IMPLEMENTATION OF THE ADOPTED EAST HERTS HOUSING REGISTER POLICY

The Executive Member for Health, Housing and Community Support submitted a report advising Members that all Local Authorities which exercised a housing function must publish a Housing Register and Allocations Policy which detailed how homes would be allocated to applicants and prescribed certain categories of people who were to be given 'reasonable preference' on the Housing Register.

The Housing Services Manager advised that the current Housing Register and Allocations Policy had been adopted by the Council in April 2013 and 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.

The Executive meeting of 5 March 2013 had recommended adoption of the revised Housing Register and Allocations Policy, so long as there was an impact review undertaken within 6 months, with a full review of the policy being submitted to Community Scrutiny Committee after a year.

Members were advised that, since 1 May 2013, the Housing Options Service had advertised and allocated 127 general needs, un-adapted properties for rent through Choice Based Lettings. Of these properties, 13 had met the criteria for being advertised with a village connection priority and one had no bids over 100 points and two had the top ranked applicants as having a

connection to the village, so in these three cases the policy was not applicable.

Members agreed that the small number of cases so far did not give enough evidence to suggest any change to this aspect of the policy at this time.

Members were also advised that the housing associations were keen to ensure that not all of their residents were on housing benefits to assist with the payment of rent. It was therefore recommended that the household salary bar of £48,000 should not be amended at this time because of the introduction of affordable rents and in the interest of balancing communities.

The Housing Services Manager reminded Members that the figure would be subject to annual review, so that the annual average income levels for East Herts residents could be assessed again at the appropriate time.

The Committee received the report.

RESOLVED – that (A) the outcome of the review be received; and

(B) the salary threshold for qualification to the Housing Register be held at £48,000 and the Village Connection Policy remain as detailed in the adopted Housing Register and Allocations Policy.

364 COMMUNITY SCRUTINY CORPORATE HEALTHCHECK
AUGUST TO SEPTEMBER 2013

The Chief Executive and Director of Customer and Community Services submitted a report on the performance of key indicators for Community Scrutiny Committee for the period August to September 2013, the detail of which was set out in the report now submitted and the attached Essential Reference Papers.

Members were advised that 4 EHPI targets had not been achieved (3 red and 1 amber), as detailed at paragraphs

2.2 – 2.5 of the report. Members were reminded however, that seasonal trends were a key factor in respect of these performance targets.

Members were also advised that, despite meeting the target for September 2013, EHPI 181 had shown a declining trend when performance was compared to the previous month, in relation to the time taken to process Housing Benefit new claims and change events.

The Performance Officer detailed the operation of the new Dashboard Module as detailed at Essential Reference Paper 'D'. Councillor J Mayes stated that performance monitoring should be kept simple and the Dashboard Module appeared arbitrary and difficult to understand.

Members had a general debate as to which aspects of the Dashboard Module were helpful or not and felt the most confusing area were the best or worst performing PI lists.

The Committee received the report.

RESOLVED – that (A) the reported performance for the period August to September 2013 be received; and

(B) Members' comments regarding the Dashboard Module as set out in Essential Reference Paper 'D' of the report now submitted be noted.

365 PERFORMANCE INDICATOR REVIEW

The Chief Executive and Director of Customer and Community Services submitted a report, following a request by the Executive on 4 June 2013, to review the relevance of the Council's performance indicators and to establish whether any new measures needed to be introduced to support the delivery of the Council's priorities.

The Committee thanked Councillors J Mayes and N Symonds for their input on behalf of Community Scrutiny Committee. The Performance Officer referred Members to the Essential Reference Papers for the review findings and the recommendations as detailed in Essential Reference Paper 'B'.

The Chairman commented on whether casual market stalls were available at Bishop's Stortford Market. She also commented on whether a Farmers' Market was an option for Bishop's Stortford. Councillor C Woodward enquired as to whether a competitive tendering exercise had been carried out for the market in the town.

Following a query from Councillor R Beeching, he was advised that the Sawbridgeworth Market was not owned or run via East Herts Council.

Members received the report and approved the recommendation now detailed.

RESOLVED – that the recommendations of the Review Team, as detailed in the report now submitted, be incorporated into the 2013/14 Performance Indicator Estimate and Future Targets report for consideration by the Executive in March 2014 in preparation for 2014/15.

366 SERVICE PLANS MONITORING APRIL – SEPTEMBER 2013

The Chief Executive and Director of Customer and Community Services submitted a report summarising the Council's achievements against its priorities for 2013/14, in relation to the following service areas:

- Communication, Engagement and Culture
- Community Safety and Health
- Economic Development

- Housing
- Revenues and Benefits Shared Service

The Performance Officer provided a summary of the 31 actions within the 2013/14 Services Plans, including those which were either off target, had their completion dates revised, been suspended or deleted.

Councillor C Woodward commented on whether there should a Councillor usage survey in respect of Covalent so that Officers could judge the level of usage amongst Members. The Committee referred to the new Dashboard Module at Essential Reference Paper 'Ci' and advised that it appeared to be relatively user friendly compared to the information previously presented to Members and presented a clear front summary sheet to the Service Plans.

The Committee received the progress and exceptions report.

RESOLVED – that (A) the progress against the Council’s priorities and revised completion dates, suspensions and deletions against 2013/14 Service Plan actions and 2012/13 and 2011/12 Service Plan actions, be received; and

(B) Members’ comments regarding the Dashboard Module as set out in Essential Reference Paper 'Ci' of the report now submitted be noted.

The meeting closed at 8.38 pm

Chairman
Date

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

PRESENT: Councillor N Symonds (Chairman)
Councillors P Ballam, R Beeching, S Bull,
E Buckmaster and P Moore

ALSO PRESENT:

Councillors D Andrews, L Haysey and
G McAndrew

OFFICERS IN ATTENDANCE:

Simon Barfoot	- Environmental Health Promotion Officer
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

ALSO IN ATTENDANCE:

Ian MacBeath	- Hertfordshire County Council
Colette Wyatt-Lowe	- Hertfordshire County Council

15 MINUTES

RESOLVED – that the Minutes of the meeting held on 15 October 2013 be approved as a correct record and signed by the Chairman.

16 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Councillor Colette Wyatt-Lowe, HCC Executive Member Adult Care and Health and Chairman of Hertfordshire County Council's Health and Wellbeing Board and Iain MacBeath, HCC Director of Health and Community Services to the meeting.

The Chairman also welcomed two members of the public from the Royal Society of Public Health who were attending as observers.

17 CHAIRMAN OF HERTFORDSHIRE HEALTH AND WELLBEING BOARD: VISIT

Councillor Colette Wyatt-Lowe thanked the Chairman for the invitation to attend the meeting to provide Members with an opportunity to discuss the Hertfordshire Health and Wellbeing Strategy 2013-2016. She provided a summary of the background to the Health and Wellbeing Board (HWbB) and why this had been established, the Government's concerns about the services offered by the NHS locally and of concerns that the NHS base model was not now considered fit for purpose. Councillor Wyatt-Lowe explained the composition of the HWbB, its membership and their areas of expertise. It was noted that Royston was now a part of the joint Cambridge and Peterborough Clinical Commissioning Group but that work would continue with Royston to ensure parity of care for residents.

At the request of the Chairman, Councillor Wyatt-Lowe responded to the questions posed and circulated with the agenda, the detail of which was set out in the report now submitted and within Essential Reference Paper "B".

Councillor Wyatt-Lowe commented on the good working

relationships which had been built up at a senior level, the on going work to integrate services and joint funding arrangements to maximise the use of resources. She referred to the need to continue to jointly commission work and integrate services generally and to those in more need such as the elderly. Councillor Wyatt-Lowe referred to the role of outreach workers and how their roles needed to be enhanced. Councillor Wyatt-Lowe stated that there was not yet an agreement over the transfer of funding away from acute care into prevention and that was the big “next step”.

Councillor Wyatt-Lowe referred to the nine priorities within HCC’s Health and Wellbeing Strategy and provided a list of the four key areas where she believed district and borough councils could make the greatest contributions. These addressed the issues: thriving families, including benefits advice, dementia friendly communities and environment, physical exercise through leisure services and smoking cessation. It was noted that smoking was the single most preventable admission to hospitals.

Iain MacBeath referred to the two pilot schemes of Home First which were operating in Cheshunt and Potters Bar. He explained how the service operated, including the fact that it used a system of priority categorisation for those at most risk of becoming hospitalised and getting care to them in advance to prevent a crisis. This was an example of pooled resources which was starting to show positive results. He explained the role of local GPs within the Home First initiative.

Councillor Colette Wyatt-Lowe referred to poor public attendance at the HWbB meetings and hoped to encourage wider attendance and more input. She reminded Members that there were user and carer representatives on clinical commissioning groups and other bodies making up the Board Membership, so there was underlying public involvement but she wanted it to become more active.

She referred to the new measures in place such as the introduction of a “dashboard” model to quantify outcomes and help measure success of the nine strands within the health strategy. Councillor Wyatt-Lowe cautioned that a year’s work

of data needed to be gathered first.

Councillor Colette Wyatt-Lowe referred to the role of the “Conversation Café” and the need for wider engagement at a national level. A main theme coming out of the Café was the need for more engagement with adult mental health and this had to include leisure service and housing providers.

She explained that the biggest challenge for 2014 was getting agreement and delivery for the integration transformation funding as the plans needed to be ready for April 2014.

Clarification was sought by a number of Members and provided by Councillor Wyatt-Lowe and Iain MacBeath on the provision of Hertfordshire County Council’s Health and Wellbeing Strategy and what the District Council could do to ensure that services were provided to those in need in an integrated and resource efficient manner. She stated that information should be published in approximately six weeks time regarding a multi-agency event to look at just that issue. It was at this point that she saw Districts and Borough Councils playing a significant role.

After a short discussion on the under developed mental health resources in East Herts, the Chairman, on behalf of Members, thanked the guests for attending and providing an insight into the health and wellbeing strategy, the work of the HWbB and how East Herts could support the process.

RESOLVED- that the presentation be received.

18 PUBLIC HEALTH STRATEGY AND ACTION PLAN 2013/14;
REVIEW OF PROPOSALS FOR 2014/15 ACTION PLAN

The Executive Member for Health Housing and Community Support submitted a report updating Members on the public health work undertaken by the Council for the 2013/14 Transitional Action Plan interim progress of the Council’s Public Health Strategy, the detail of which was set out in the report now submitted and supporting Essential Reference Papers.

The Environmental Health Manager explained that Essential Reference Paper “B” provided a progress update of all the projects undertaken in East Herts and that Essential Reference Paper “C” suggested how Members might receive more focussed progress reports in the future. He stated that Officers were exploring the use of the Intranet to provide a summary update of how projects were progressing. Members supported a suggestion that this be made available and that this would be even more helpful with a ‘search’ function.

The Environmental Health Promotion Officer provided Members with a presentation on the progress of the 2013/14 Transitional Action Plan. A summary of the key points of the presentation was detailed as supplementary information on the agenda.

In terms of challenges for the next 10-15 years, the Environmental Health Promotion Officer suggested that working in synergy would make a fundamental difference to the provision of public health strategies and resource constraints.

Councillor L Haysey, praised the work already done by Officers and suggested that Officers review the public health initiatives adopted by St Albans Council and consider ways of working alongside of them. West Sussex was also referred to as a progressive authority in this area. Councillor Haysey cited their review of obesity as an exemplar and suggested the Panel might work in a similar way in future, taking specific topics for review and working more closely with partners including Registered Social Landlords.

The Environmental Health and Promotion Officer stated that he was aware of the work already done by St Albans and acknowledged the need to learn and work with others. He reminded Members that the Council had recently won an award for its public health initiatives.

Members of the Panel then had an opportunity to make initial suggestions for health and wellbeing projects which might be included in the action plan for 2014/15.

The Panel received the report.

RESOLVED – that (A) the interim progress made in relation to the East Herts Public Health Strategy Transitional Action Plan be noted;

(B) the format for reporting future progress reports as set out within Essential Reference Paper “C” be approved; and

(C) the use of the Intranet for providing Members with progress reports be explored.

19 HERTFORDSHIRE COUNTY COUNCIL HEALTH SCRUTINY COMMITTEE - FEEDBACK FROM THE CHAIRMAN

Councillor E Buckmaster provided an oral report on the ongoing work of Hertfordshire Health Scrutiny Committee (HSC). He advised that he had attended a budget scrutiny meeting held over one and a half days and provided a summary of that meeting in terms of its format and outputs achieved. Councillor E Buckmaster drew Members’ attention to a number of recommendations which had emerged from the meeting such as the need to prioritise mental health, the need to support the “Thriving Families” programme and closer partnership working to avoid duplication.

The Panel received the update.

RESOLVED – that the update be received.

20 WORK PROGRAMME

The Chairman of the Health and Wellbeing Panel submitted a report setting out the proposed future work programme of the Panel.

The Panel approved the work programme as now submitted.

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

The meeting closed at 9.00pm

Chairman

Date

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MINUTES OF A MEETING OF THE
HEALTH AND WELLBEING PANEL HELD
IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
18 FEBRUARY 2014, AT 7.00 PM

PRESENT: Councillor N Symonds (Chairman)
Councillors S Bull, P Moore and A Warman

ALSO PRESENT:

Councillors L Haysey, P Ruffles and
S Rutland-Barsby

OFFICERS IN ATTENDANCE:

Simon Barfoot	- Environmental Health Promotion Officer
Lorraine Blackburn	- Democratic Services Officer
Marian Langley	- Scrutiny Officer
Claire Pullen	- Engagement and Partnerships Officer (Grants)
Paul Thomas-Jones	- Environmental Health Manager

ALSO IN ATTENDANCE:

Tony Bradford	- Countryside Management Service Manager
Val Male	- Safe and Sustainable Journeys in Schools (HCC)
Sian Price	- Countryside Management Service

21 APOLOGIES

Apologies for absence were submitted from Councillors P Ballam, R Beeching and E Buckmaster.

22 MINUTES

The Environmental Health Promotion Officer provided an update on public health initiatives adopted by St Albans Council, (Minute 18 Public Health Strategy and Action Plan 2013/14; Review of Proposals for 2014/15 Action Plan). He stated that other websites cited at that meeting had also been reviewed and where appropriate, initiatives would be integrated within East Herts Council's own strategies.

RESOLVED - that the Minutes of the meeting held on 10 December 2013 be approved as a correct record and signed by the Chairman.

23 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Tony Bradford, Manager and Sian Price of Countryside Management Services and Val Male, Team Leader of Safe and Sustainable Journeys in Schools (Hertfordshire County Council) to the meeting.

The Chairman suggested, with Members consent, that the order of the agenda be changed so that guest speakers could leave as soon as their item had been considered. This was agreed.

24 EAST HERTS HEALTH AND WELLBEING STRATEGY WORK PLAN FOR 2014/15

Councillor A Warman asked Members to note that he had recently been appointed Chairman of the PPG for St Mary's Church Surgery in Ware.

The Executive Member for Health, Housing and Community Support submitted a report updating Members on the Council's public health work, the content of East Herts Health and Wellbeing Strategy Work Plan for 2014/15, the detail of which was set out in the report now submitted and supporting Essential Reference Papers.

By way of an introduction to the report, the Environmental Health Manager summarised which core projects had been significantly amended, the detail of which was set out in Essential Reference Paper "B". He reminded Members about the new format of the Work Plan which now showed how projects were linked to other strategies and that the intranet would be updated to provide more detailed information.

Tony Bradford, Manager of the Countryside Management Service provided an introduction to one of the projects in terms of the aim and focus of the Hertfordshire Health Walks and who the service was partnered with. He explained the key activities of the service including the promotion of health, wellbeing, social inclusion and an appreciation of the environment. Mr Bradford explained that there were 40-50 walks a week organised in the County, led by 200 volunteers and that these walks were graded according to individual levels of fitness. So far, there had been 30,000 participations countywide. It was noted that local GPs were starting to refer people to the service given the health benefits in helping tackle, obesity, inactivity, stress, smoking and alcohol issues.

In response to a query from the Chairman regarding working with GPs and Slimming Clubs, Mr Bradford referred to the recent interest shown by GPs and that the Director of Public Health was working closely with Officers to extend the health walks service. Mr Bradford undertook to leave some brochures for circulation.

In response to a query from Councillor P Moore regarding inclusion and extending the walks to young mothers with pushchairs, Sian Price said that all were welcome. Mr Bradford reiterated that the walks were graded according to ability. The oldest health walk leader in the group was 93.

Val Male provided Members with a presentation on her role as Team leader in relation to Safe and Sustainable Journeys in Schools in terms of School Travel Planning, Road Safety Education Bicycle Training, Scooter Training, Walking and Cycling Promotions. She explained that whilst schools were not obliged to prepare Travel Plans, they had a positive role in creating road safety awareness to both parents and children.

Ms Male provided a summary in terms of road safety education, scooting, cycle training / promotion and walking and the various projects such as Walk to School (Living Streets), which rewarded schools and children for their participation.

In response to a query from Councillor S Bull, Ms Male confirmed that volunteers were Police DBS checked.

In response to a comment from the Chairman, regarding the rural nature of East Herts, Ms Male acknowledged that it was not always possible to walk or cycle to school and as such, children did not have as much opportunity to develop the road safety awareness skills needed.

In response to a comment from Councillor S Bull, Ms Male acknowledged the dangers to young people, who were using phones and listening to music as they crossed busy roads. She stressed the need to make them continually aware.

Ms Male referred to the problems of parents' parking in Bishop's Stortford. The Chairman acknowledged this, adding that PCSOs regularly ticketed cars violating zig zag lines.

In terms of an update, the Environmental Health Promotion Officer referred to the London Sustainability Exchange air quality project at Richard Hale School which Officers have started working on recently.

The Chairman, on behalf of Members, thanked Mr Bradford and Ms Male for their informative presentations.

The Environmental Health Promotion Officer drew Members' attention to the report and Essential Reference Papers now submitted and provided a summary of the projects proposed in the Work Plan for 2014/15.

The Executive Member for Health, Housing and Community Support advised that:

- Hertfordshire County Council had a budget available to

support cycling projects;

- there would be an older persons Crucial Crew in Ware on 4 April 2014;
- Hertfordshire County Council had issued its own Smoking Policy and Strategy; and
- East Herts had been volunteered to take part in the evaluation of “E” Cigarettes.

The Chairman stated that she hoped, with the help of the Police, that there would be a Crucial Crew established for people with disabilities. It was noted that the current Crucial Crew format included Year 6 children with a range of disabilities from local schools.

In response to a query from Councillor S Bull regarding the Green-aiders Garden scheme co-ordinated by Groundwork Hertfordshire for people over 70 and partnership arrangements, the Environmental Health Promotion Officer undertook to email the Member with the referral criteria information.

The Chairman referred to schemes to support the elderly and the use of school children from the Boys’ High and Herts and Essex Schools to work on neglected gardens which the Police stated could identify households as potential targets for burglaries. It was agreed that the “neglected gardens” information be circulated to all Members for information.

The Panel received the report.

RESOLVED – that (A) the content of the East Herts Public Health Strategy Work Plan for 2014/15 be noted; and

(B) the East Herts Public Health Strategy Work Plan for 2014/15, as now submitted, be approved.

The Chairman of the Health and Wellbeing Panel submitted a report setting out the proposed future work programme of the Panel.

The Scrutiny Officer advised the Panel that updates could also be provided regarding the Local Strategic Partnership Health and Wellbeing Group and the Council's Dementia Awareness Project.

The Panel approved the work programme as now submitted.

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

26 HCC HEALTH SCRUTINY COMMITTEE - FEEDBACK FROM CHAIRMAN

Councillor N Symonds provided an oral report on the ongoing work of Hertfordshire Health Scrutiny Committee. She explained that she had been busy working on the "Conversation Café" in view of the publication of the Francis Report and reminded Members that the report had been forwarded via the Members' Information Bulletin last week.

Councillor Symonds advised that there was a new short stay, mental health facility moving to completion near Kingsley Green called Kingfisher Court. She outlined which groups of people would benefit from the facility and that although the project was nearing completion, users' views were being sought and where appropriate, incorporated into the facility. Transportation for family carers to Kingfisher Court was also planned. Councillor Symonds commented that she was not happy that the mental health unit at the Lister Hospital would be closing in view of the impact this could have on Bishop's Stortford. She hoped that the suggestion that 305 Ware Road might be re-opened would come about and Councillor Symonds stated that she would update Members as and when she had further information.

Councillor S Bull referred to GP surgeries in Buntingford, Standon and Puckeridge amalgamating and queried whether

a new centre was being built. The Chairman offered to investigate the issue and let Councillor Bull know.

Councillor A Warman referred to concerns about data sharing regarding patient information. Councillor Symonds said she had just heard the project start date might be delayed by six months and that the issue could be discussed when this was clearer.

The Panel received the update.

RESOLVED – that the update be received.

The meeting closed at 8.55 pm

Chairman
Date

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 11 MARCH 2014

REPORT BY HEAD OF ENVIRONMENTAL SERVICES

ANNUAL LEISURE CONTRACT PERFORMANCE REPORT FOR 2013

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To present the fifth annual review of the council's ten year leisure contract with Sport & Leisure Management Ltd (SLM) – trading as Everyone Active.

RECOMMENDATIONS FOR COMMUNITY SCRUTINY:

That:

(A)	Members scrutinise and comment on the fifth year's performance by the council's leisure contractor Sport & Leisure Management Ltd.

1.0 Background

- 1.1 On 1 January 2009, following a competitive tender process, the Council entered in to a ten year fixed fee contract with the leisure provider Sport and Leisure Management (SLM), trading as Everyone Active.
- 1.2 As part of the tendering process for the leisure contract, potential contractors submitted a variant bid to their base bids that showed indicative development proposals for investment in the council's facilities at Grange Paddocks and Hartham that would reduce ongoing revenue costs while improving the quality of services.
- 1.3 After consideration by Community Scrutiny Committee, the Executive on 5 May 2009 approved a capital investment of £3.58m for major refurbishment and development at Grange Paddocks and Hartham leisure centres.
- 1.4 This fifth annual review covers two main elements:
- a) Performance in relation to the specification of the contract.

b) Qualitative successes and improvements.

2.0 Report

Performance

- 2.1 Officers have been pleased with the overall performance and professionalism of the Everyone Active team. Generally feedback from the public is positive and there are a number of areas that suggest the contract is proving a success for all parties, i.e. the council, the residents and the contractor.
- 2.2 **Essential Reference Paper 'B'** 'Performance Review Information' sets out SLM's performance against the main elements of the contract. It includes the performance indicators that the Council requires the contractor to report on and provides an assessment of current performance and commentary to provide context. These include: the biennial Resident Survey; Performance Indicators for Customer Satisfaction, Gym & Swim throughput and the 'Net cost of the Leisure Service per user' previously called the 'Net cost/subsidy per visit'.

Service

- 2.3 The three largest sites managed by SLM are assessed using QUEST, a Sport England continuous improvement tool - to help managers enhance, improve and continue to improve the quality of service to customers. This involves an independent onsite inspection / audit with recommendations for improvement.
- 2.4 Grange Paddocks Leisure Centre achieved scores in the highest band available in its March QUEST assessment achieving an 'Excellent' banded result through 'QUEST Plus', a two-day assessment, in March 2013. The resultant report highlights the key strengths of the site and management of the facility and suggests areas for improvement. The process also generates, with the management, a Service Improvement Plan to work to. The report was complimentary of the centre's management style and its commitment to continuous improvement; the good staff relationships in place; and the complimentary customer feedback regarding the facility; its services and the staff. The report did touch on the challenges the centre faces regarding the strain on the changing facilities due to the joint use between dry side and wet side users and the centre's approach to measuring outcomes and impacts of promotion on schemes such as the Cardiac Rehabilitation Scheme and the Exercise Referral Scheme.

- 2.5 Hartham Leisure Centre retained its 'Excellent' banding when reassessed through the QUEST process and was asked to apply for the 'Outstanding' banding at their next submission.
- 2.6 Fanshawe Pool and Gym are awaiting their reassessment visit to be programmed by the QUEST assessment team following their successful 2012 'Satisfactory' result through 'QUEST Entry', a one-day operational assessment aimed at smaller sites.
- 2.7 The two smaller Joint Use Provision (JUP) facilities; Leventhorpe Pool and Gym and Ward Freman Pool are solely assessed internally through SLM's own continuous improvement tool; a six monthly inspection called the Gold Standard audits, covering Health & Safety and internal monitoring procedures. At the last audit in November Ward Freman scored 99.3% satisfaction and Leventhorpe scored 99.4. It was deemed to be financially prohibitive to carry out the QUEST procedures at these pools.

Public Satisfaction

- 2.8 The Council measure public satisfaction with service through its biennial Residents Survey, the most recent being in autumn 2013. A sample of residents was asked how satisfied they were with sports and leisure services in the district. The last survey showed a 4% increase in public satisfaction compared with the previous survey in 2011.
- 2.9 The results showed that 49% of respondents said they were satisfied, 19% dissatisfied and 32% neither satisfied nor dissatisfied. The survey in 2013 did not ask whether responders were users of the Council's leisure centres on this occasion, however, in 2011 when the question was asked 62% of responders said they had not used them recently.
- 2.10 The Resident's survey is therefore of limited use in assessing overall satisfaction as the majority of responders are not currently customers of the five leisure centres. It does, however provide a comparative trend over time which indicates rising public satisfaction.

Customer Satisfaction

- 2.11 Corporately SLM have introduced a new system of gauging the complete customer experience at the sites they manage, called 'Net Promoter Score' (NPS), this is essentially a way of measuring customer 'loyalty'. This method is not directly comparable to how the East Herts Council's performance indicators have been measured in the past.

- 2.12 "Net Promoter Score" (NPS) is based on the fundamental perspective that every company's customers can be divided into three categories: Promoters, Passives, and Detractors. By asking questions like — "How likely is it that you would recommend Everyone Active to a friend or colleague?" — It is possible to track these groups and get a clear measure of the company's performance through its customers. Customers respond on a 0-to-10 point rating scale and are categorised as follows:
- Promoters (score 9-10) are loyal enthusiasts who will keep using the service and refer others, fuelling growth.
 - Passives (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.
 - Detractors (score 0-6) are unhappy customers who can damage your brand and impede growth through negative word-of-mouth.
- To calculate the NPS, take the percentage of customers who are Promoters and subtract the percentage who are Detractors. The scoring for this answer is most often based on a 0 to 10 scale. Companies are encouraged to follow this question with an open-ended request for elaboration, soliciting the reasons for a customer's rating of that company or product. These reasons can then be provided to front-line employees and management teams for follow-up action.
- 2.13 **Essential Reference Paper 'C'** 'Customer Experience Summary' presents the NPS findings in more detail with data gathered up to 31 December 2013. The information for the survey is collected using 'GovMetric', an electronic customer feedback system using touch screen panels permanently placed in all the leisure facilities. The customer feedback, which underpins the summary in more detail, is available at; <http://www.eastherts.gov.uk/leisurecustomersurveys>
- 2.14 GovMetric feedback stations are permanently installed and hard wired at all sites, enabling users to comment in a manner that is complementary to existing methods of feedback i.e. verbal, written and email. The Leisure Centre Manager receives the GovMetric customer comments at the beginning of the following day and a monthly report of all responses is produced. Customers also have the opportunity to complete a questionnaire and three monthly summaries are sent to site managers which are collated and used to assist in gauging customer satisfaction / experience.
- 2.15 Customers are asked to rate a number of elements including Swimming lessons; fitness facilities; group exercise; reception area and overall cleanliness of the site. The GovMetric user survey shows that overall, quality of the service, as rated by the users, has been banded as a 'Good' banding in 2013 for four of the five sites with Leventhorpe siting

in the 'Fair' band, when reviewing the five main areas as required by the Leisure Contract. Ward Freman, Fanshawe and Hartham all maintained an upper quartile score for customer satisfaction/experience against other SLM facilities with both Grange Paddocks and Leventhorpe a second quartile banding. It is worth noting that SLM operates over 80 sites across the UK. Actions are being investigated to address these issues are described in paragraph 2.15.

- 2.16 Although four of the sites show overall customer experience scores in the 'Average' band, there are now only three bands; Good; Average & Poor. While the customer rating was satisfactory on Swimming Lessons, it was less than satisfactory for the Gym experience due to problems with a leaking roof and Air Conditioning, this is being addressed by Council initiatives and through the Council's Capital Programme. All facilities received lower scores for the receptions and cleanliness. Customer perceptions of issues such as cleanliness can be somewhat subjective. This can result in a lower perception of cleanliness that is difficult to address. Everyone Active Management recognises this as a challenge and is constantly looking to see whether it is possible to improve upon the standards of cleanliness at all the sites at all times, i.e.; full time dedicated cleaners; new pool vacuum for Hartham pool; quarterly overnight deep cleans instigated; increase in operational hours during weekends and holiday periods freeing up staff to carry out a greater frequency of cleaning tasks throughout the day.
- 2.17 While SLM's NPS score system provides useful information about the customers views of the service it no longer ties in with the Council's Performance Indicators for customer satisfaction and therefore it is not possible to compare 2012 and 2013 figures. These titles of these indicators will need to be reviewed to ensure they correctly reflect the data being captured.

Customer Throughput

- 2.18 A key measure for the Council to assess the performance of the contractor in providing services that are attractive to local residents is the number of customers using the five facilities. These a statistics are broken down by age group and by gym and swim use.
- 2.19 Customer visits to the gym for both the 16 – 60 and 60+ age groups in 2013 exceeded the 2012 visits and it is worth noting that gym visits for these combined age groups has increased by 254% from 80,243 visits in 2009 to 204,071 visits in 2013.
- 2.20 Total swim visit figures have shown an increase of 3% compared with 2012, and also exceeded contract target levels, measured against the

baseline established in 2009. In 2013 there were 177,680 swims against a target of 135,320.

- 2.21 For the 16 – 60 age group, swim visits for 2013 was 102,113 against a contractual target of 73,903. There was a slight dip of 1% between 2012 and 2013. This is generally in line with National and Regional trends.
- 2.22 The Under 16 age group swims visits did not achieve its 2009 baseline target of 48,702 falling short by only 319 visits. However, in 2013 there were 48,383 swims recorded, an increase of 22% on 2012s swims. The increase in Junior swims was due to SLM making the fun swim sessions more attractive, by investing in a major new inflatable and fun session at Grange Paddocks pool which instigated the turnaround in the declining Junior visits.
- 2.23 Visits from the 60+ age group have exceeded the baseline swim target, set in 2009 + 1% increase each year = 18,943, but there was a 6% dip between 2012 and 2013. However, in 2013 there were still over 43,750 visits to the leisure facilities by this age group.
- 2.24 Some examples of how SLM is seeking to approve attendance for this age group are set out in paragraph 2.45, 2.46 and 2.53.
- 2.25 At the five sites in the district 2013 recorded over 725,500 visitors attending the gym, group exercise classes, casual swimming, pool parties, school, private and Everyone Active swim lessons and outdoor activities including; tennis, bowls and football.
- 2.26 The average monthly membership numbers increased from 5,337 in 2010 and 6,434 in 2012 to 6503 members in 2013 with a seasonal high of 6,754 in September 2013. This represents a significant success in attracting new customers.
- 2.27 In addition to formal set monitoring arrangements, the council's Leisure Services Manager undertakes a mixture of monthly unannounced and announced inspections recording service delivery, marketing, Health & Safety and monitoring procedure standards. These inspections have shown an acceptable level of performance in the quality of the leisure service delivered across the four sections.

Health and Safety

- 2.28 With over 725,500 visits there were 327 reportable accidents across all sites in 2013, which equates to an annual accident rate per 1,000 visits

of 0.50. In 2012 the accident rate was 0.73 accidents per 1,000 visits. The main cause of the injuries being from slips and trips; this represents an increasing level of commitment to an already good record towards Health & Safety.

- 2.29 All pools are tested by East Herts Council's Environmental Health Team on a quarterly basis as well as independently tested by Kingfisher Environmental Services Ltd monthly for Pseudomonas, E-Coli and Coliforms. We are happy to report the quality of the water is of a generally high standard; ranging between Satisfactory and Highly Satisfactory, all based on Treatment and Quantity Standards for Pool Water Treatment Advisory Group 2nd Edition 2009.

Financial Performance

- 2.30 Members are asked to note that the council's Performance Indicator EHPI2, 'Net cost/subsidy per visit', was renamed with a more meaningful measure the 'Net cost of the Leisure Service per user'. The inconsistencies of the old performance indicator were raised at Joint Scrutiny Committee on 12 February, 2013 and officers recommended old performance indicator 'Net cost/subsidy per visit (Swims and Gym)' be deleted and replaced with 'Net cost of the Leisure Service per user', this was agreed, users now include those attending the gym, group exercise classes, casual swimming, pool parties, school, private and Everyone Active swim lessons and outdoor activities including; tennis, bowls and football. This is now the primary cost indicator for the service and reflects the total cost to the council of running leisure centres (including on-costs) and is in line with the way the council calculates the unit costs for other contracts such as Waste Services.
- 2.31 The estimated 'Net cost of the Leisure Service per user' has been calculated as £0.91. This has been calculated by dividing the probable net expenditure for Leisure Services in 2013, £660,150, by the 725,500 recorded visits, as set out in paragraph 2.30.
- 2.32 In 2013 SLM's income from the five sites totalled £3.89m, SLM incurred expenditure of £3.84m for the same period. Under the contract if the contract makes a profit in excess of £140,000 there may be an opportunity for profit share with the Council, but, this threshold was not achieved in 2013.
- 2.33 Based on the work performed during the SIAS audit, they were able to provide overall moderate assurance that there are effective controls in operation for those elements of the risk management processes covered by their review.

- 2.34 The medium term financial planning savings targets are being achieved and there have been two variations to the contract, as a result of the Council investing in pool covers at Hartham and Grange Paddocks pools and new gym equipment at Fanshawe and Leventhorpe gyms, resulting in annual savings in contract management fees of £24,000.
- 2.35 In 2013 the Leisure contract fees to SLM were £87,475 less the £24,000 reduction in the Management Fee due to invest to save Capital Investment, totalling a bottom line 2013 Management Fee of £63,000.

Qualitative successes

- 2.36 There have been a number of notable activities to promote and encourage sport, healthy exercise and leisure within the last 12 months.
- 2.37 Throughout the year Everyone Active were involved in community and charity events such as; Hertford and Ware Carnivals; Easter Egg Hunts with proceeds raised donated to the Disabled Children in Sport charity; Stortfest; Isobel Hospice Starlight Walk; the British Gas free swim promotion; Everyone Active open days; Anthony Nolan testing days; Halloween swim day events; Red Nose Day activities raised over £600.
- 2.38 English National and Hungarian Syncro swim teams both trained at Grange Paddocks pool in September.
- 2.39 Everyone Active in partnership with the 'Aspire' charity accepted a 12 week placement for someone to complete their Instructability course (a course specifically designed to encourage people with disabilities into the leisure industry).
- 2.40 The Everyone Active colleague, who himself has to use a wheelchair due to sustaining a spinal cord injury, helped set up a disability swim session at Hartham as part of the Aspire charity's Instructability initiative. Tom was also awarded a third place Paul Pearce Award at the Herts Sport Partnership's Service to Sports Awards for his inspirational work with disabled people and his contribution to disability sports
- 2.41 In the 2013 Members Choice Health Club Awards, an award based purely on votes from feedback from the people that use the facilities Hartham Leisure Centre picked up a Bronze Award in the; SOUTH EAST - North (Herts & Middlesex) the regional category. The Health Club Awards in partnership with Health Club Management magazine is open to all private health clubs, gyms and leisure centres.

- 2.42 Working with the Council, Everyone Active has reduced energy consumption across all sites and therefore reduced operating costs. Pool covers have been fitted to all pools, EHC funding covers at Hartham and Grange Paddocks, SLM funding those at Fanshawe and Ward Freman, Heating the water is a significant part of the energy costs at a leisure centre and pool covers can be used to reduce heat loss when the pool is not in use and allow reductions in energy consumption when the building is closed. CO2 reductions from this investment will contribute to achieving the Councils carbon reduction targets. Savings to the Council arising from this these are detailed in paragraph 2.34
- 2.43 Working in partnership with the Council and the Primary Care Trust, Everyone Active have continued with 'Active 4 Life' an exercise referral scheme open to residents of the district at its gyms and at Hertford and Bishop's Stortford as well as offering the Cardiac Rehab Phase IV Referral Scheme 'Healthy Herts' now offer Pulmonary Rehabilitation classes. Everyone Active gym staff have also continued to assist in delivering the annual 'Know your numbers' blood pressure awareness week in the council's reception areas.
- 2.44 As part of the European 'Move Week', an annual European wide campaign promoting sport and physical activity and their positive impact on societies, SLM offered discounted swimming as part of an organised range of programmed activities across the district, coordinated and funded by Active East Herts the districts Community Sport Network.
- 2.45 In March 2013 the Leventhorpe gym refit was carried out as part of an ongoing capital investment programme and included new gym and audio/visual equipment. This received, at the time, favourable feed back from customers.
- 2.46 SLM hold Customer Forums at sites where customer representatives meet with the Managers to feedback on the centres performance, these include Football Forums, Gym Forums and Swimmers Forums.
- 2.47 The present contract management relationship is continuing to be professional, positive and problem solving in a partnership style that delivers optimum outcomes.

New developments

- 2.48 As part of Environmental Services Service Plan, agreed in March 2013, officers are working with Everyone Active to ensure the council's leisure

centre assets are maintained effectively and looking for opportunities to improve environmental performance and reduce carbon emissions.

- 2.49 Officers are also working with Everyone Active to integrate the Council's Health and Wellbeing policies with those of the contractor. This includes, looking to further develop opportunities for older residents to exercise more as part of the aging well agenda. In 2013 Everyone Active played a more active role in the Active East Herts Community Sport Network supporting the development of this community group and raising its profile to the sporting community.
- 2.50 To develop the 60+ market further SLM are introducing a new 'Forever Fit' session at Hartham in 2014, these sessions are studio based exercise cardio & strength sessions for the slightly older facility user.
- 2.51 The service is working with Everyone Active to integrate into each others events and activities, for example Everyone Active attending "Love Parks" week events and Waste Services attending Everyone Active open days with a stall to raise awareness of recycling opportunities.
- 2.52 Everyone Active were successful in obtaining £58,000 of funding from the Joint Children & Young People's Commissioning Services 'Short Breaks for Disabled Children Capital Grant 2013/14' scheme, in January 2014, to significantly improve the facilities at Hartham Leisure Centre for people with disabilities. The funding will include covering the cost of supplying and fixing new poolside lifts and hoists as well as work to changing facilities so disabled people can shower more easily in the disabled changing facilities. Everyone Active Management are investigating whether this can be replicated at Grange Paddocks along with a disability swim session similar to the Hartham swim session developed as part of the Aspire Charity's Instructability initiative.
- 2.53 Everyone Active are looking to invest up to £400,000 replacing gym equipment at both Hartham and Grange Paddocks leisure centres later in 2014, including £17,000 on new spin bikes for the Group Exercise classes at Grange Paddocks; planned for delivery in September 2014 to assist in member retention and added value to the centre membership.

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'**.

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IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives	<i>People</i> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.
Consultation:	No consultation noted specifically for this report
Legal:	There are none
Financial:	<p>There are no financial implications for this report. As background information, the combined financial revenue benefits of the ten year contract include;</p> <ul style="list-style-type: none">● Savings in revenue cost as a result of retendering the leisure contract £2.7m● Savings in revenue cost as a result of investment to reduce management fee over life of the contract £3.77m● Savings in revenue cost as a result of investment in gym equipment to reduce management fee by £154,700 over the last seven years of the contract, £22,100 per annum.● Savings in revenue cost as a result of investment in pool covers to reduce management fee by £49,875 over the last five and a quarter years of the contract, £9,500 per annum <p>Total savings due to developments and capital investment is approximately £6.71m. Details of the contracts annual financial performance is contained within the report</p>
Human Resource:	There are none
Risk Management:	There are none

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Performance Review Information – Council set Performance Indicators to measure performance of service

Main performance indicators	Frequency	Current performance	Target	Comment
QUEST Plus – Sport England continuous improvement tool - to help managers enhance, improve and continue to improve the quality of service to customers.	biennial	Grange Paddocks achieved an 'Excellent' banded result in 2013 through QUEST Plus, a two-day assessment.	'Good' banded result	This survey will be undertaken every two years and will enable the council and SLM to encourage their ongoing development and delivery of industry standards and good practice within a customer focused management framework. *Satisfactory is the maximum band available for QUEST Entry
Non user research – Residents' Survey	biennial	This was carried out in 2013 and East Herts residents felt that sport and leisure services were among those less important in making somewhere a good place to live, but listed them among those that are in most need of improvement. Of the 1,198 respondents to the survey 50% said, they were satisfied with EHC leisure facilities and only 19% showing any dissatisfaction.		A biennial Residents' Survey has been undertaken by East Herts Council since 1993. The 2013 Residents' Survey was reported to Joint Scrutiny on 11 February 2014. This showed an increase of satisfied responses compared to 2011 by 4% and a decrease in dissatisfied responses by 2%. The report does not take into account that some of the respondents may not have used the EHC leisure facilities, in 2011 this was recorded at a 62% figure.
NPS method of recording how likely one would recommend the East Herts facilities to a friend / colleague		2013 Site rating 7.4		Latest figures for the GovMetric 2013 score relate to NPS scoring and do not relate to previous Customer satisfaction scores. However this should be considered the base year upon which future years should be compared to
NPS method of recording how likely one would recommend the Leventhorpe Pool & Gym to a friend / colleague		2013 Site rating 6.3 NPS score -11.81%		Latest figures for the GovMetric 2013 score relate to NPS scoring and do not relate to previous Customer satisfaction scores. However this should be considered the base year upon which future years should be compared to

NPS method of recording how likely one would recommend the Hartham Leisure Centre to a friend / colleague		2013 Site rating 7.7 NPS score -9.66%		Latest figures for the GovMetric 2013 score relate to NPS scoring and do not relate to previous Customer satisfaction scores. However this should be considered the base year upon which future years should be compared to
NPS method of recording how likely one would recommend the Fanshawe Pool & Gym to a friend / colleague		2013 Site rating 8.0 NPS score -8.82%		Latest figures for the GovMetric 2013 score relate to NPS scoring and do not relate to previous Customer satisfaction scores. However this should be considered the base year upon which future years should be compared to
NPS method of recording how likely one would recommend the Ward Freman Pool to a friend / colleague		2013 Site rating 7.5 NPS score 0.87%		Latest figures for the GovMetric 2013 score relate to NPS scoring and do not relate to previous Customer satisfaction scores. However this should be considered the base year upon which future years should be compared to
NPS method of recording how likely one would recommend the Grange Paddocks Leisure Centre to a friend / colleague		2013 Site rating 7.2 NPS score -8.88%		Latest figures for the GovMetric 2013 score relate to NPS scoring and do not relate to previous Customer satisfaction scores. However this should be considered the base year upon which future years should be compared to
EHPI 3a Usage: number of swims (under 16s)	quarterly / annually	2012 39,588 2013 48,383	+1% per annum, 2010-2013	Baseline established for 2009: 46,800 pa. Target + 1% each year = 48,699 Achieved 48,383 (+22% on 2012 throughput)
EHPI 3b Usage: number of swims (16 – 60)	quarterly / annually	2012 103,576 2013 102,113	+1% per annum, 2010-2013	Baseline established for 2009; 70,317 pa Target + 1% each year = 73,903 Achieved 102,113 (-1.4% on 2012 throughput)
EHPI 3c Usage: number of swims (60+)	quarterly / annually	2012 28,867 2013 27,184	+1% per annum, 2010-2013	Baseline established for 2009; 18,203 pa Target + 1% each year = 18,943 Achieved 27,184 (-6% on 2012 throughput)
EHPI4a Usage: Gym (16 – 60)	quarterly /	2012 185,455 2113 187,502	+1% per	Baseline established for 2009; 74,403 pa.

	annually		annum, 2010-2013	Target + 1% each year = 76,657 Achieved 185,455 (+1% on 2012 throughput)
EHPI4bUsage: Gym (60+)	quarterly / annually	Total 2012 16,371 2013 16,569	+1% per annum, 2010-2013	Baseline for 2009; 5,840 pa. Target + 1% each year = 6,137 Achieved 16,569 (+1.2% on 2012 throughput)
NEW descriptor EHPI2 Net cost of the Leisure Service per user	annually	2013 £0.91		Calculated by dividing the probable net expenditure for Leisure Services in 2013, £660,150, by the 725,500 recorded visits. The inconsistencies of the old performance indicator were raised at Joint Scrutiny Committee on 12 February, 2013 and officers recommended the old PI 'Net cost/subsidy per visit (Swims and Gym)' be deleted and replaced with 'Net cost of the Leisure Service per user', this was agreed, users now include those attending the gym, group exercise classes, casual swimming, pool parties, school, private and Everyone Active swim lessons and outdoor activities including; tennis, bowls and football . This is now the primary cost indicator for the service and reflects the total cost to the council of running leisure centres (including on-costs) and is in line with the way the council calculates the unit costs for other contracts such as Waste Services. This performance indicator is not directly comparable with the 2012 performance indicator and 2013 should be considered the base year upon which future years will be compared to.

Notes:

1. The contract is measured through continuous improvement targets.

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

Essential reference paper C

GovMetric summary showing customer experience levels in specific areas of service delivery Q1, 2 & 3 2013 through the NPS method of recording how likely one would recommend the facility to a friend / colleague.						
	Ward Freman Pool	Fanshawe Pool & Gym	Grange Paddocks Leisure Centre	Hartham Leisure Centre	Leventhorpe Pool & Gym	Overall rating per question
How would you rate your activity based on today's experience? Taken part in Swimming Lessons (1 being poor and 10 being excellent)	9.1	9.2	7.8	8.7	7.5	8.5
How would you rate your activity based on today's experience? Taken part in a Group Exercise (1 being poor and 10 being excellent)	NA	9.0	8.1	9.0	NA	8.7
How would you rate your activity based on today's experience? Used the Gym (1 being poor and 10 being excellent)	NA	8.3	6.8	7.2	5.6	7.0
How would you rate our Reception area based on today's experience? (1 being poor and 10 being excellent)	6.7	6.7	6.6	6.7	6.2	6.6
How clean would you rate our centre based on today's experience? (1 being poor and 10 being excellent)	6.8	6.7	6.7	6.6	5.7	6.5
Overall site rating	7.5	8.0	7.2	7.7	6.3	7.4
Site NPS score	0.87%	-8.82%	-8.88%	-9.66%	-11.81%	
Legend						
Anything greater or equal to an average of 9 or above; Good						
7 or above; average						
less than 7; poor						

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 11 MARCH 2014

REPORT BY EXECUTIVE MEMBER FOR HEALTH, HOUSING AND COMMUNITY SUPPORT

PROVISION OF SERVICES FOR VULNERABLE TENANTS IN EAST HERTS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To consider the issue of the provision of services to vulnerable tenants housed via the Council's nomination process to Registered Providers in East Herts, primarily South Anglia and Riversmead Housing Associations.
- This report provides background information on the subject and details a range of services provided by South Anglia and Riversmead Housing Associations to support vulnerable tenants.

<u>RECOMMENDATIONS FOR Community Scrutiny: That:</u>	
(A)	The range of support and services for vulnerable tenants offered by the Registered Providers be scrutinised, and
(B)	Members agree that no further review is warranted at this time.

1.0 Background

1.1 Councillors had identified a few instances of poor services to vulnerable tenants by Registered Providers (RPs). Councillors were concerned that the effect on a vulnerable tenant of poor service, by an RP, would exacerbate their vulnerability and could have a disproportionate detrimental affect compared to someone less vulnerable.

- 1.2 Councillors wanted to challenge RPs on how they identified and provided their housing services to vulnerable tenants. The report covers more detail than the provision of a prioritised repairs service or adaptations as these are a small part of the additional services they provide for vulnerable tenants and the number of tenants affected is small. In additions adaptations is part of the Stock Transfer Agreement and is reported separately to Community Scrutiny annually.
- 1.3 It was agreed that Officers would contact the two main Registered Providers (RPs), South Anglia and Rivermead Housing Associations, and report back to Community Scrutiny on the services provided with regards to vulnerable tenants for consideration and a decision as to whether a further review is warranted at this time.

2.0 Report

2.1 **Legal Definition of “Vulnerability” and Statutory Responsibility with regards to rehousing.**

East Herts Council, in common with all other local authorities has a statutory requirement in relation to the housing of vulnerable people. The Housing Act 1996, Part VII (Homelessness) identifies that a person has a priority need for accommodation if they are “vulnerable” as a result of: old age; mental illness or handicap; physical disability; or other special reason”. In addition to this, the Housing Act 1996 Part VI (Allocation of Housing Accommodation) states that reasonable preference must be given to households consisting of or including someone with a particular need for settled accommodation on medical or welfare grounds. The Code of Guidance for the Act states that this group should be given reasonable preference within a Local Authority’s allocations policy, which means that such a household should be accorded greater priority for housing.

- 2.2 Therefore Council has to have regard to their vulnerability in terms of securing housing i.e. the Council is not required to necessarily provide housing directly, it can meet its obligations through housing associations or the private sector. As East Herts Council transferred its housing stock to South Anglia (formerly Stort Valley) and Riversmead Housing Associations in 2002 the primary method for the Council to discharge its housing duty is through nominations arrangements with RPs.

- 2.3 Alongside services provided by the RPs Hertfordshire County Council and East Herts Council do provide services to vulnerable tenants that can be accessed by all tenants including tenants of RPs. However because RPs recognise that their tenants are more likely to have a vulnerability they have developed or commissioned additional services. This report does not discuss Safe Guarding duties and policies for children or adults to which all public bodies have a duty.
- 2.4 This report mainly focuses on the additional support that can be provided by RPs to enable tenants to live safely and maximise their life chances. However it should also be recognised that RPs must take a balanced view with regards to the lifestyle choices that some vulnerable tenants make that can have a significant impact on local tenants, whether they be RP tenants or not. The behaviour of some tenants designated as vulnerable can significantly affect the quality of life and feelings of security for those living around them and the needs and wishes of such tenants can not always be paramount when seen in the wider context.
- 2.5 The Housing Service has discussed with both Riversmead and South Anglia the work that they carry out to identify vulnerable tenants, the additional services they provide and the tailoring of their generic services. However it is difficult to list all the work they are doing and both RPs encourage Councillors to meet and discuss the work they do at one of their regular 'councillor meetings' or if they have particular concerns to discuss them at any time.
- 2.6 **Identifying vulnerable tenants**
The emphasis is on identifying potentially vulnerable tenants as early as possible from when the tenancy commences and prevent issues with tenancies arising as far as possible or mitigating their impact. Because of the way Housing Registers must be framed the East Herts tenants nominated through the Choice Based Lettings Services, to vacant RP homes, are more likely to be vulnerable for some reason than the general resident population of East Herts. In addition vulnerability may not be a long-term condition or disability but maybe short-term as a result of a significant event such as bereavement or developing an illness that is not initially treated
- 2.7 When a resident is nominated to a RP's property the Council's Housing Options Team carry out a 'Housing Needs and Risk

Assessment' that identifies any safety issues and support requirements. This assessment is signed by the prospective tenant and forwarded to the RP along with the nomination. This document is reviewed by the RP and is part of their decision on whether the accommodation and the services they provide meets, the prospective tenant needs and flags up whether any additional support services may be required early on. In addition at 'sign up' to a tenancy both RPs make an assessment as to whether there is additional support required for example to assist with benefit claims or referral to support agencies if they are not already involved. Both RPs also carry out six week visits after the tenant has moved in and this is an additional opportunity to discuss with the tenant any concerns or advice they require and identify any potential vulnerabilities.

2.8 **Enhanced Repairs Service**

Both RPs have policies to prioritise certain repairs for older or vulnerable tenants for example due to ill health. If the tenant has a vulnerability or health issue that is affected by the repair needed then the priority to do the repair is increased to reflect the increased urgency to undertake the work. Some tenants are flagged on the RP's repairs database that they have a health issue and are prioritised by the Repairs Officer if appropriate but if they are not then both RPs will take the information from the tenant and make an assessment based on what they have been told – they don't require confirmation from another agency. Once the repair's priority has been increased, the time taken to complete the works is monitored amongst the general statistics for that repair priority and reported on to the Board. This means that neither RP are able to advise specifically how many repairs they enhance the priority for or identify the number or percentage of enhanced priority repairs that met the adjusted target time.

2.9 Throughout the lifetime of a tenancy, Neighbourhood Officers and Technical Surveyors are front line staff who visit tenants in their own homes. If they have any concerns about particular households they engage with, there is a mechanism in place for both RPs whereby the visiting officers will seek to engage with the household and signpost them to appropriate support services. In addition, both also have policies with their repairs contractors where they can also flag up any concerns following on from their visits to households. This could be due to vulnerability, crime or any other major concern.

2.10 **Additional Services**

Both RPs have identified a growing need for low level general support for tenants as well as higher level of support for a small number. Both RPs employ specialist staff to work with those tenants identified that may require support, whether that is long-term or short-term interventions, in Tenancy Sustainment and Financial Inclusion Teams. Tenants can be referred to these teams, primarily by the Neighbourhood Officer. Tenancy sustainment officers are about providing a service which enables a tenant to maintain their tenancy. Part of their role is therefore about identifying other support services which may be able to support existing tenant's individual needs e.g. liaising with Mind, Social Services, Occupational Health or supporting tenants with form filling. Where they are supporting a new tenant it will be about supporting them with what they need to do to settle into their new home, ensuring they apply for benefits etc, and provide guidance and advice on how to manage their income.

- 2.11 For the Financial Inclusion teams the work level has significantly increased following the recent Welfare Reforms. These officers focus on new tenants and those who are directly affected as a consequence of Bedroom Under-Occupation policy. Both RPs have worked with the Housing Options Service to increase points on the Housing Register to enable these tenants to move to more suitable sized accommodation. Other support that can be accessed for existing tenants includes that provided by Anti-Social Behaviour officers who work with both the tenant causing nuisance and those affected to identify the reasons or causes and provide advice and support or contact agencies to provide specialist support. There are also links to the Council's Anti-Social Behaviour and Projects Officer.
- 2.12 Both Riversmead and South Anglia housing associations advertise and make use of services provided such as The GreenAider Garden Project which is a free service for the elderly and other vulnerable adults who need assistance getting their garden under control. This is not just an aesthetic outcome to appease neighbours but crucially offers some uniformity to the external area of the property to avoid it being identified and potentially targeted by criminal elements who might take advantage of the tenant's vulnerability.
- 2.13 The detailed possession proceedings policies, which both RPs have, aim to give tenants, whether vulnerable or not, every opportunity to turn their tenancy around. To be evicted from a tenancy has serious implications for future re-housing options

particularly through the Council's Housing Register. For each tenant that possession proceedings are begun against the RPs review every case both before and after a tenant has been evicted to see if they can or could have done things differently. However they also have a careful balance to maintain between the safeguarding of vulnerable tenants and the impact on of anti-social behaviour on neighbours and communities or lack of payment of rent on their ability to provide services.

2.14 **Riversmead** contribute to agencies such as Surestart , CAB and Thriving Families. These projects work with vulnerable households that have often come to the attention of a number of agencies at the same time for reasons such as debt, worklessness, poor school attendance. Agencies work together intensively to improve outcomes and behaviours. Currently, as part of their restructure , Riversmead are increasing the number of Neighbourhood Officers to reduce the size of their 'Patch'. They are also introducing a formal process of tenancy audits which will mean that over a period of time they will have made contact and visited all of their tenants to ensure that they are complying with their tenancy conditions. This will also help them to identify those who are vulnerable and require some support. Riversmead are introducing the role of a Tenancy Support Officer. This role will give more intensive support to vulnerable families particularly to those which fall below the Thriving Families threshold.

2.15 **South Anglia** has a Money Advice Officer which is a specialist role within their tenancy sustainment team and is focused purely upon money and housing benefit advice and providing basic debt advice before making referrals. In addition to their tenancy sustainment team South Anglia also has a Community Development (CD) team which includes a financial inclusion officer who targets new customers and visit tenants who need general guidance/signposting on money matters. They have also been actively involving in encouraging tenants to take up bank accounts, Credit Union membership and affordable loans and savings accounts to support the management of their money. South Anglia continue to financially support East Herts CAB and the CD team have been undertaking a lot of work around getting tenants back into work with training initiatives, apprenticeships and the recent Work Fair which they held. South Anglia have also been involved with the 'Joining the Dots' project in East Herts to provide an outreach service which offers benefits advice.

South Anglia has introduced 'Concern Cards' with their contractors so that they can report any concerns they may have regarding tenants or a neighbourhood. There has also been work done within the group on issues such as identifying and responding to cyber-bullying and hoarding that has been rolled out across the group. A copy of Circle's 'Vulnerability and Individual Support' Policy is provided at Essential Reference paper B.

- 2.16 South Anglia and Riversmead have policies for identifying vulnerable tenants but this can be a very subjective and emotive issue. Not all clients identified as vulnerable recognise that they are or want or accept assistance. In addition it must be recognised that the primary purpose of all RPs is the provision of housing and not social or health care. However due to the nature of how social housing is accessed RPs recognise that their tenants are more likely to be vulnerable than the general resident population and have provided services, tailored their services or provided a financial contribution to other agencies to meet that need and support their tenants.
- 2.17 To date 357 new tenancies have been let since April 2013 of which 327 or 92% have been let through choice based lettings to Riversmead and South Anglia housing associations. The remaining 8% or 30 have been let through other RPs mainly Paradigm, Aldwyck and Orbit housing associations. The report has therefore concentrated on the two main RPs.

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

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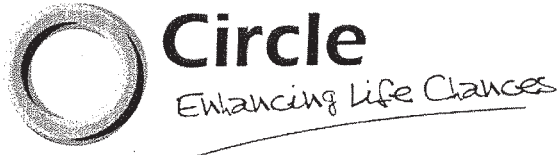
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<i>People</i> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.
Consultation:	Report has been circulated to both Riversmead and South Anglia Housing Associations
Legal:	None
Financial:	None
Human Resource:	<i>None</i>
Risk Management:	<i>None</i>

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Vulnerability and Individual Support

Our mission is to enhance the Life Chances of residents and service users through providing great homes, first class services and working in partnership to build sustainable communities.

1 Scope

- 1.1 This policy applies to all customers across the Circle Housing Group ('Circle'). It is particularly aimed at tenants and their families living in general needs accommodation without structured support, although the principles apply to all Circle customers.

2 Policy Statement

- 2.1 Circle believes that all customers should receive services and support that meets their individual needs. We believe that equality means that treating people fairly is not the same as treating everyone in the same way.
- 2.2 We believe that everyone has the right to be treated with dignity and respect, to have his or her opinions heard, and to exercise free choice. We are committed to providing support to residents and service users to enable them to live in their homes independently.
- 2.3 We recognise that some of our customers are vulnerable or have individual support needs due to one or more of a variety of causes and that they may benefit from tailored or enhanced services in some circumstances.
- 2.4 We will aim to identify vulnerability so that we can understand their individual needs and act accordingly. We recognise that vulnerability is often not a fixed condition, so we will take a view on this based on the individual's situation and reflect changing circumstances.
- 2.5 Circle recognises that there is a degree of crossover between vulnerability, individual support needs, and safeguarding children and adults at risk. This policy should be read in conjunction with our policies on Safeguarding Adults and Safeguarding Children.
- 2.6 Circle is committed to Equality, Diversity and Inclusion. This policy forms part of our resources reflecting our actions to embed these values into every area of work and all parts of our business.



3 Defining Vulnerability

- 3.1 There are several legal or recognised definitions of 'vulnerability', related to factors such as homelessness, eligibility for assistance, safeguarding children and adults from abuse, and direct payment of benefits.
- 3.2 This policy does not seek to replace established definitions, but to promote a broad approach to identifying potential vulnerability in order to support our customers as individuals and provide services and support in a manner appropriate to their needs.
- 3.3 Our focus is on promoting open and positive dialogue with our customers and encouraging them to tell us that they need individual support or a tailored service in certain circumstances.

Supporting staff to identify potential vulnerability and individual support needs

- 3.4 We don't believe in a one-size-fits-all approach, or applying arbitrary definitions or criteria to people. Vulnerability can be a variable state and can occur at different points in a person's life. It can be temporary, periodic and recurring but also ongoing and develop over time. We recognise that some of the examples set out below *may* have an impact on a person's vulnerability or individual support needs, but that this list is not definitive, because everyone is different.
- 3.5 Factors may include whether someone is physically frail or has a physical or learning disability or difficulty which may affect their ability to carry out their day-to-day affairs. However, it is important to note that age and disability are not automatic indicators of vulnerability, and just because someone is elderly or disabled does not necessarily mean they are vulnerable.
- 3.6 Indicators may also include whether a person suffers from a long-term illness or condition (such as a terminal illness or mental health problem), shows signs of self-neglect, or has an addiction which is damaging their health (e.g. to alcohol or drugs).
- 3.7 There are other factors, related to particular life experiences, which could indicate vulnerability. For example, this includes where a person has experienced abuse, domestic violence, anti-social behaviour, hate crime or harassment. It is important to remember that those who care for other vulnerable people may be subject to abuse. Other important examples include social isolation, which may include that related to geographical remoteness, physical or sensory impairment, or mental health problems or living in a household which may work with social services or other support agencies.
- 3.8 People may have individual support needs at particular points in life, for example, where they are suffering from bereavement or temporary emotional stress due to a major change such as a relationship breakdown, or where they have recently been discharged from hospital, or where there are children under 12 months in a

household. We also recognise that in instances where an ex-offender is reintegrating into a community, they may require individual support.

- 3.9 In situations where an individual is unable to demonstrate the capacity to make a decision, they may also be in need of additional care and support. Where an officer suspects that an individual does not have capacity, they should raise this with their line manager at the first available opportunity as further action may need to be taken.

Looking out for initial signs

- 3.10 There are a number of signs that someone *may* be vulnerable or in need of individual support. In a housing context, these include, but are not limited to the following:
- Falling into arrears or debt
 - Being the perpetrator of anti-social behaviour
 - Being the victim of crime, anti-social behaviour or harassment
 - Disputes with neighbours
 - Damage to the person's home
 - A detrimental change in the person's physical appearance
 - A failure to respond to correspondence or to answer the door when visited
 - A failure or unwillingness to meet ones personal care needs
 - Hoarding or other behaviour which results in the person's home/ and or garden becoming damaged, neglected or otherwise unfit for occupation.
 - Having to leave their previous settled accommodation due to domestic violence, or because it was unsuitable due to ill health or disability.
- 3.11 Vulnerability and individual support needs will be considered at all contact points with customers and we provide our staff with guidance to help them identify potential vulnerability and to provide tailored or enhanced services where these will help. Equality and Diversity training is mandatory for all staff at Circle.
- 3.12 If our staff identify a reason that might lead to vulnerability or requiring individual support, they will ask the customer about this so we can understand his or her needs. No one is obliged to discuss their needs and we will respect individuals' privacy.
- 3.13 Our neighbourhood staff and repairs operatives carry 'concerns cards', which can be used to note and report any concerns they spot when visiting the homes of our customers. This is something we are piloting in two RPs and rolling out across the Group over the next year.
- 3.14 After a staff member or contractor has reported their concern, we will contact the resident to discuss their support needs if this is appropriate to the concern raised. Again, no customer is under the obligation to discuss his or her needs or disclose personal information.
- 3.15 We promote a positive reporting culture within Circle in relation to Safeguarding Adults and Children. This is something that we extend to vulnerability - we will

support any member of staff or volunteer who reports their concerns in good faith. It is better to report a concern and be wrong than not to report it at all.

Diversity monitoring data

- 3.16 As a landlord and service provider, we are expected to collect diversity data by our regulator to ensure we understand our customers. We use these statistics when planning our services, so that we can understand the impact of new policies or projects on vulnerable people.
- 3.17 We also use some of this information to help us provide tailored services to individuals. For instance, if a customer tells us that they have a visual impairment, we can send him or her information in a format that meets their needs, whether that is (for example, audio CD, large print, or in Braille).
- 3.18 We welcome self-identification of vulnerability or individual support needs. If customers think that their circumstances might mean that they might be vulnerable in certain situations, or that they will need to receive services in a different way, they can let us know.
- 3.19 We understand and respect the privacy of our customers and no one is obliged to tell us any information that they don't want to. We comply with the Data Protection Act and our [Data Protection policy](#).

4 Vulnerability and Risk of Abuse

- 4.1 We recognise that vulnerability and risk of abuse are connected. Safeguarding Adults is the term for all work to help 'adults at risk' stay safe from significant harm.
- 4.2 Circle is committed to a zero tolerance policy against any kind of abuse to anyone, and recognises that safeguarding adults who are at risk of abuse is everybody's business. Across the organisation, everybody can play a part in preventing, detecting and reporting abuse and neglect.
- 4.3 Just because a person is old, frail or has a disability, it does not mean they are inevitably 'at risk'. Such a person may have the mental capacity to make informed decisions about their own safety and how to protect themselves from harm.
- 4.4 Instead, an adult at risk's vulnerability to harm and abuse is determined by a range of interconnected factors. See our [Safeguarding Children](#) and [Adults](#) policies for more information.
- 4.5 Our work on vulnerability and identifying individual support needs is a key element of proactive safeguarding work.

5 Responding to Vulnerability

- 5.1 As there are so many aspects of vulnerability, it is difficult to list all of the possible actions we may take to support customers. This section gives an overview of some of the things we can do.

Repairs priorities

- 5.2 The health and safety of our customers is a top priority for Circle. We will aim to prioritise repairs jobs for vulnerable customers where the nature of their vulnerability (such as physical frailty, mobility problems or their impairment) means the repair has implications for their health and safety.
- 5.3 All repairs jobs are allocated into one of three priority categories: *Routine*; *Urgent* and *Emergency*. Where a repair job would normally be classed as routine, the status would be upgraded to Urgent or Emergency. The emergency response, as a rule, results in making the repair safe, and in majority of case leads to a new repair to address the problem fully.
- 5.4 All parts of our organisation prepare plans called Business Continuity plans. These set out our responses to adverse events or emergencies that affect our ability to carry out our work. Within these, there are key actions to prioritise services for vulnerable people.

Anti-Social Behaviour and Harassment

- 5.5 Research by the Equalities and Human Rights Commission ([EHRC](#)) has highlighted that disability-related harassment is widespread but often unreported and unrecognised by public authorities.
- 5.6 Circle has updated its policies covering anti-social behaviour and harassment. These focus on promoting awareness and reporting of disability-related harassment and reiterating our commitment to supporting victims and witnesses of anti-social behaviour, harassment, hate crimes and domestic violence.
- 5.7 See our [Anti-social behaviour](#) and [Domestic Violence](#) policies.

Aids and Adaptations

- 5.8 Circle is committed to providing adaptations to the homes of residents with disability and mobility needs to enable them to live safely and independently for as long as it is appropriate and possible.
- 5.9 We will provide guidance and support where appropriate in accessing an Occupational Therapist assessment and completing a Disabled Facilities Grant application to a Local Authority.
- 5.10 We can assist the resident in applying for a mandatory Disabled Facilities Grant. We will work closely with Local Authority partners to ensure this process is efficient and effective.
- 5.11 Registered Providers (RPs) locally provide in-house funding for minor adaptations which are not provided by social services. Where a need for an adaptation is high and a resident is likely to endure considerable and unacceptable delay as the result of a Disabled Facilities Grant application, RPs will consider funding larger adaptations as well. See our [Adaptations](#) policy.

- 5.12 In general, residents of individual general needs, market and intermediate rent and leasehold properties are responsible for their own fire safety. However, we will consider individual needs of residents who tell us they have a disability such as a hearing impairment, and install appropriate equipment to ensure they are alerted in the event of a fire. See our [Fire Safety](#) policy

Recharges

- 5.13 We will not recharge customers where their vulnerability has prevented them from upholding their responsibilities under their tenancy or support agreement.
- 5.14 See our [Recharges](#) policy

Invicta Telecare

- 5.15 [Invicta Telecare](#), one of the partners in Circle Housing Group, offers telecare services to customers across the country. This service enables vulnerable people of all ages to live independently in their own homes with the support of trained operators available 24 hours a day via a telecare alarm unit.
- 5.16 This is an optional paid-for service that is separate to the housing management function performed by RPs. Invicta offers a pendant that customers can push if they feel unwell, have an accident or need reassurance, which will activate an alarm. A range of sensors and detectors are also available that can sense risks within the home such as smoke, floods, gas or if a saucepan has been left on the hob. If triggered it sends a message through to experienced operators who can help with the problem before it becomes serious.

Tenancy Checks

- 5.17 Circle Registered Providers operate a programme of tenancy checks, where staff members make home visits to confirm that the rightful tenant is occupying the home.
- 5.18 This action to reduce tenancy fraud also allows us the opportunity to visit residents in their homes to identify together any support needs, requirements for aids and adaptations, communication preferences, etc. We can also identify any repairs issues and take appropriate action.
- 5.19 See our [Tenancy Checks](#) policy.

Communication

- 5.20 It is important that we ask for and understand our customers' communication needs and preferences. We can provide information in various formats including large print, audio format, and Braille.
- 5.21 We will work with non-English speaking customers to understand their individual requirements and decide the most appropriate translation or interpreting services to offer, taking into account both the need for fair access and value for money. We encourage the use of telephone and face-to-face interpreting services to promote

full understanding of rights, responsibilities, services and opportunities for our customers.

- 5.22 Where Circle is aware that a tenant has literacy difficulties, we will endeavour to ensure that all communication with the tenant is either through face-to-face contact or via the telephone. Circle Registered Providers may offer training for residents to support literacy and so they can actively get involved and have their say on how local improvements and services are delivered.
- 5.23 We will endeavour to make contact at least once a year with customers identified as vulnerable. We will discuss any requirements for support, aids and adaptations, or referrals to support services.
- 5.24 Some customers may be at health risk during periods of extreme heat or cold. We will telephone vulnerable customers in these circumstances and identify any areas for support, such as advice about keeping warm or more proactive interventions such as home visits where this is appropriate to the circumstances.

6 Partnership Working

- 6.1 We recognise that our repairs contractors have a valuable part to play in identifying and responding to individual support needs. Our contractors visit the homes of our customers every day to complete repairs and for some residents this will be the only face-to-face contact with Circle throughout the year.
- 6.2 Our contractors will be encouraged to report any concerns following their visit to the resident's home. These concerns may relate to support requirements for the resident or family members, health and safety issues or other repair jobs required, safeguarding concerns, or other issues. We will work with our contractors to provide a straightforward mechanism for operatives to report concerns and for these to be communicated to the appropriate Circle team.
- 6.3 We will only pass data about customers to our contractors where this is directly related to carrying out the repair. For example, a contractor operative would be told to allow extra time for the resident to answer the door, rather than the details of the resident's disability.

Community Partners

- 6.4 Registered Providers in the Circle Group work closely with partner organisations in their communities to provide specialist advice and support.
- 6.5 A key part of responding to vulnerability and meeting a range of needs is working with community partners and providers of specialist services. Each housing provider in Circle works to develop a network of partner agencies to provide referrals to specialist support. We will help our customers get in touch with these organisations and signpost to other services.
- 6.6 Where partnership working requires passing personal or sensitive information as part of a referral, we will ask residents for their consent for this to happen. We have

data confidentiality agreements in place with suppliers and partners to protect the security of our customers' data.

- 6.7 Only in situations where there is an immediate risk to health and safety will we pass on data without individual consent. For example, where during a home visit we identify a fire risk linked to vulnerability, we will inform the Fire Authority to report our concern.

7 Equality and Diversity

- 7.1 This policy outlines our approach to identifying and supporting vulnerability and individual support needs as a key part of our commitment to Equality, Diversity and Inclusion.

- 7.2 At Circle,

- **Equality** means that treating people fairly is not the same as treating everyone in the same way.
- **Diversity** means acknowledging and respecting individual differences and demonstrating respect and fairness in how we work with and support others.
- **Inclusion** means creating an environment where we value others and are ourselves valued.

- 7.3 Enhancing Life Chances through promoting equality, valuing diversity and encouraging inclusion is our responsibility as a landlord, service provider and employer.

- 7.4 We recognise the role of carers, advocates and personal representatives. Where appropriate, we shall consider their views when consulting vulnerable residents on issues that affect them.

Version History

Version no.	1	Date effective:	September 2012
Consultation	Business Leadership Group Safeguarding Group Group Head of Diversity (Jen Smith); Care and Support Standards Manager (Paul Griffiths); Business Transformation Access and Customer Care, Sasha Harrison and Jan Mundy		
SMPRG approval date	13 July 2012		
Final approval date	GPF, 25 July 2012		
Policy author	Bobby Arthur, Policy Officer Jen Smith, Group Head of Diversity		

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 11 MARCH 2014

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

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – OCTOBER 2013 TO DECEMBER 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 October 2013 to December 2013.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY:</u>	
That:	
(A)	the reported performance for the period October 2013 to December 2013 be scrutinised; and
(B)	the Executive be advised of any further recommendations.

1.0 Background

1.1 This is a performance report relevant to Community Scrutiny Committee's terms of reference covering the period October 2013 to December 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 December 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 3 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.

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

2.1 **EHPI 3b – Usage: number of swims (16 – under 60 year olds).** Performance was ‘Red’ for Quarter 3 and shows a declining trend when compared to the previous period. Performance is below target, but throughput is down in line with normal trend patterns. This group

continues to be monitored by both the Leisure Service Manager and SLM. It is estimated that the end of year performance will exceed the end of year target.

2.2 **EHPI 3c – Usage: number of swims (60 year old +).** Performance was 'Red' for Quarter 3 and shows a declining trend when compared to the previous period. Performance is below target but has decreased in line with normal seasonal trends, the Leisure Services Manager and SLM will be closely monitoring this age group. It is estimated that the end of year performance will meet the end of year target.

2.3 The following indicators were 'Green', meaning that the targets were either met or exceeded for December 2013/Quarter 3. They were:

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

2.4 However despite meeting the target for Quarter 3 for 2013 the following indicator showed a declining 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.

CONCLUSION

2.5 In conclusion Members are asked to:

- Note the performance indicator analysis for the period October 2013 to December 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
Councillor Malcolm Alexander – Executive member for Community Safety and Environment.

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
Contact Tel Ext No 2243
karl.chui@eastherts.gov.uk

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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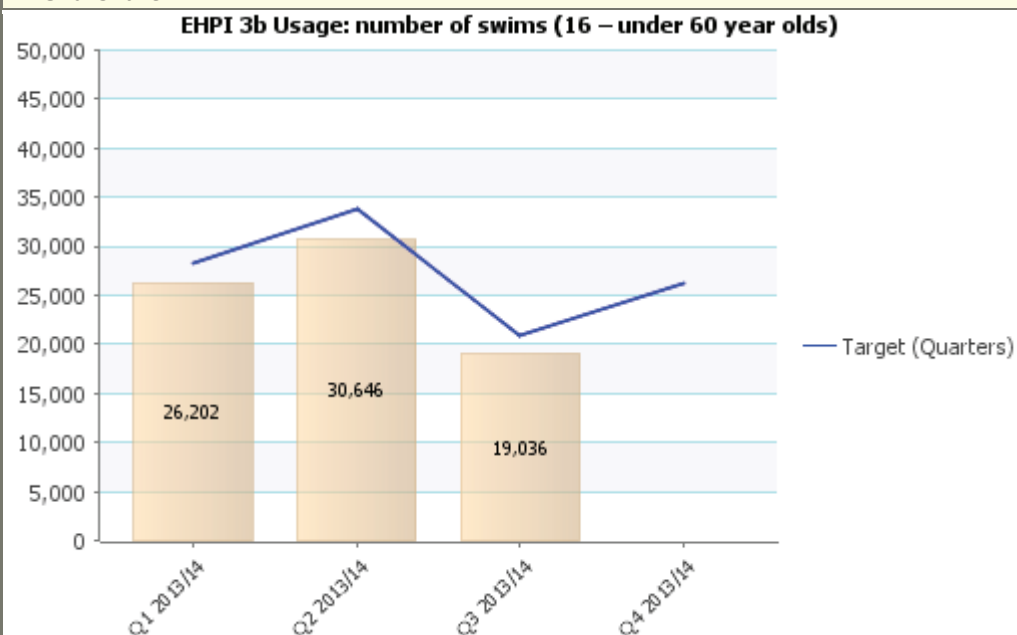
Community Scrutiny Corporate Healthcheck October to December/Quarter 3 for 2013/14

Traffic Light Red
Description People

Environment Services



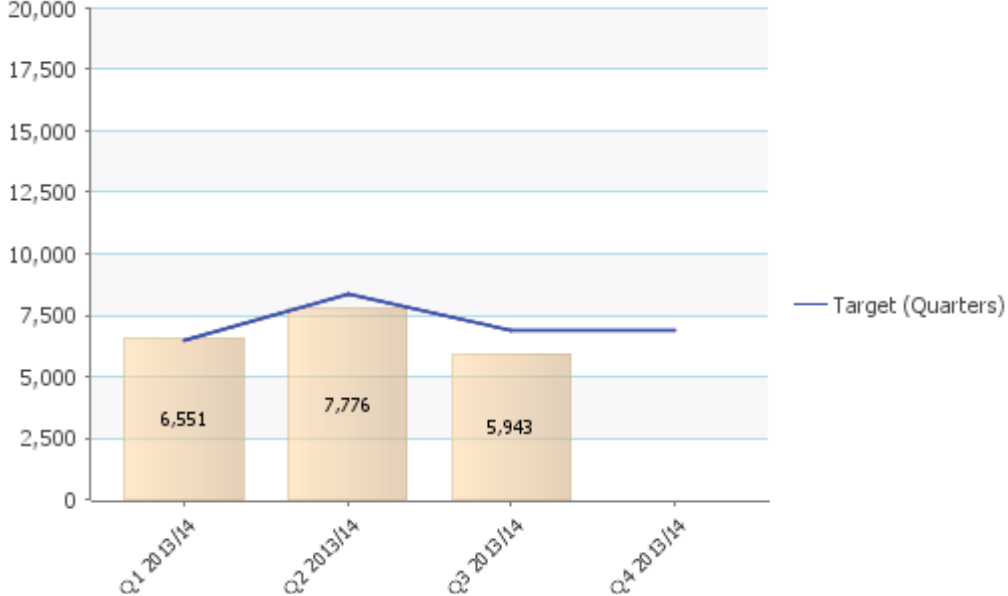
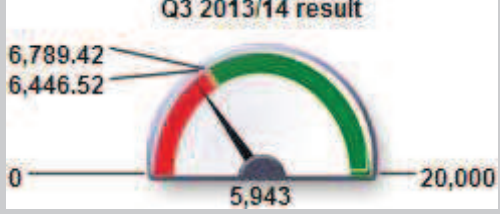
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th November 2013
EHPI 3b	Usage: number of swims (16 under 60 year olds)		19,036	20,941		Performance is below target, but throughput is down in line with normal trend patterns. This group continues to be monitored by both the Leisure Service Manager and SLM.	None

Trend Chart



Performance Gauge



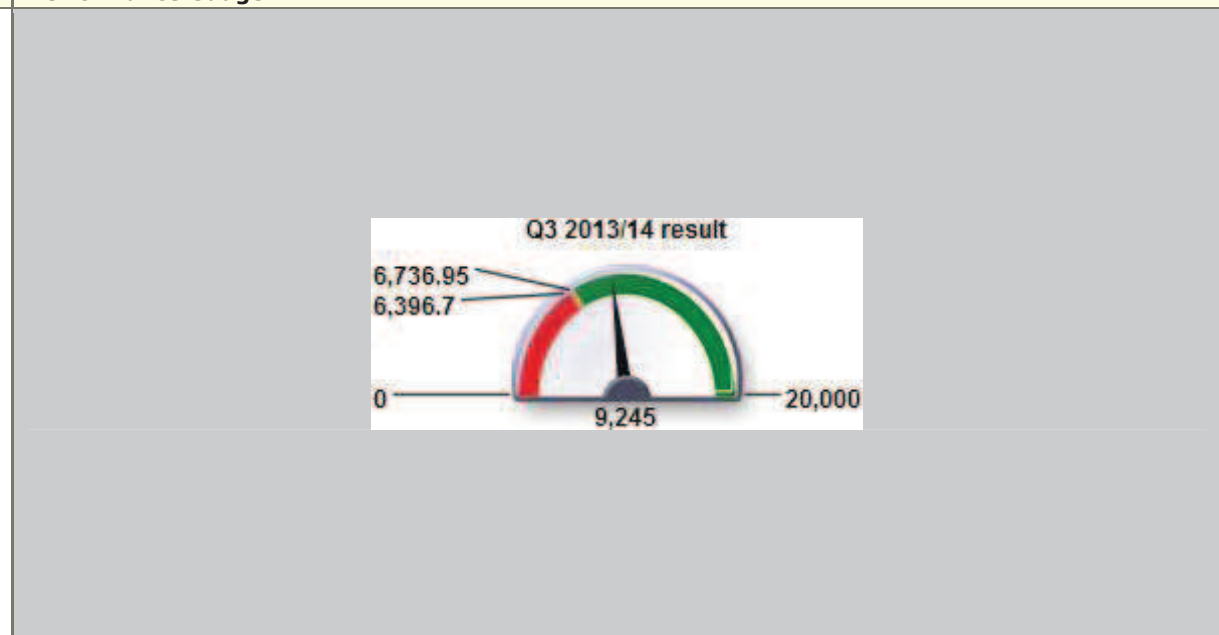
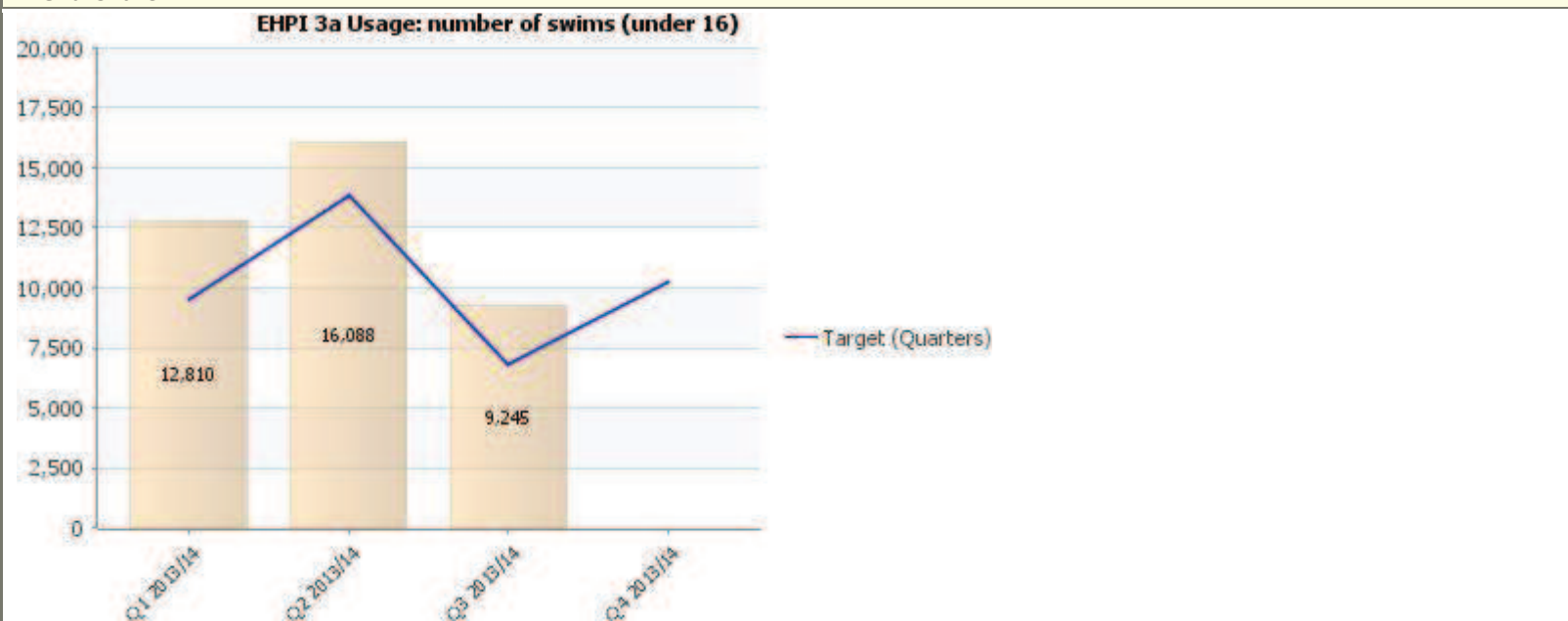
Environment Services																									
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th November 2013																		
EHPI 3c	Usage: number of swims (60 year old +)		5,943	6,858		Performance is below target but has decreased inline with normal seasonal trends, the Leisure Services Manager and SLM will be closely monitoring this age group.	None																		
Trend Chart						Performance Gauge																			
<p>EHPI 3c Usage: number of swims (60 year old +)</p>  <table border="1"> <caption>EHPI 3c Usage: number of swims (60 year old +)</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>6,551</td> <td>~7,000</td> </tr> <tr> <td>Q2 2013/14</td> <td>7,776</td> <td>~7,000</td> </tr> <tr> <td>Q3 2013/14</td> <td>5,943</td> <td>~7,000</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q1 2013/14	6,551	~7,000	Q2 2013/14	7,776	~7,000	Q3 2013/14	5,943	~7,000	 <p>Q3 2013/14 result</p> <table border="1"> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr> <td>6,789.42</td> </tr> <tr> <td>6,446.52</td> </tr> <tr> <td>5,943</td> </tr> <tr> <td>0</td> </tr> <tr> <td>20,000</td> </tr> </tbody> </table>		Value	6,789.42	6,446.52	5,943	0	20,000
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Value																									
6,789.42																									
6,446.52																									
5,943																									
0																									
20,000																									

Traffic Light Green
Description People

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th November 2013
EHPI 3a	Usage: number of swims (under 16)		9,245	6,805		Quarter 3 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**

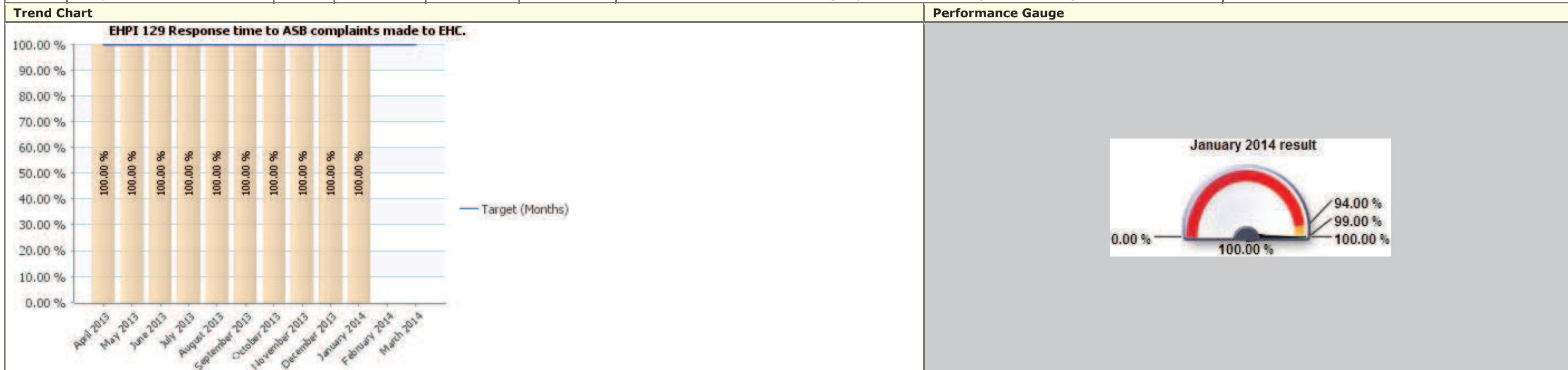


Environment Services																																		
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th November 2013																											
EHPI 4a	Usage: Gym (16 & under 60 year olds)		41,468	38,659		Throughput is in line with normal trends for this period and performance shows a favourable position against target.	None																											
Trend Chart						Performance Gauge																												
<p>EHPI 4a Usage: Gym (16 – under 60 year olds)</p> <table border="1"> <caption>EHPI 4a Usage Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>49,071</td> <td>45,000</td> </tr> <tr> <td>Q2 2013/14</td> <td>41,369</td> <td>44,000</td> </tr> <tr> <td>Q3 2013/14</td> <td>41,468</td> <td>39,000</td> </tr> <tr> <td>Q4 2013/14</td> <td>-</td> <td>55,000</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q1 2013/14	49,071	45,000	Q2 2013/14	41,369	44,000	Q3 2013/14	41,468	39,000	Q4 2013/14	-	55,000	<p>Q3 2013/14 result</p> <table border="1"> <thead> <tr> <th>Value</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Red</td> </tr> <tr> <td>36,339.46</td> <td>Red/Yellow</td> </tr> <tr> <td>38,272.41</td> <td>Yellow/Green</td> </tr> <tr> <td>41,468</td> <td>Green</td> </tr> <tr> <td>70,000</td> <td>Green</td> </tr> </tbody> </table>		Value	Zone	0	Red	36,339.46	Red/Yellow	38,272.41	Yellow/Green	41,468	Green	70,000	Green
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Environment Services																																		
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th November 2013																											
EHPI 4b	Usage: Gym (60 + year olds)		4,371	3,785		Throughput has actually bucked normal trends for this period, with an increase in users, and performance shows a favourable position against target.	None																											
Trend Chart						Performance Gauge																												
<p>EHPI 4b Usage: Gym (60 + year olds)</p> <table border="1"> <caption>EHPI 4b Usage Data</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2013/14</td> <td>3,860</td> <td>3,700</td> </tr> <tr> <td>Q2 2013/14</td> <td>3,717</td> <td>4,000</td> </tr> <tr> <td>Q3 2013/14</td> <td>4,371</td> <td>3,800</td> </tr> <tr> <td>Q4 2013/14</td> <td>-</td> <td>4,600</td> </tr> </tbody> </table>						Quarter	Usage	Target (Quarters)	Q1 2013/14	3,860	3,700	Q2 2013/14	3,717	4,000	Q3 2013/14	4,371	3,800	Q4 2013/14	-	4,600	<p>Q3 2013/14 result</p> <table border="1"> <thead> <tr> <th>Value</th> <th>Zone</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Red</td> </tr> <tr> <td>3,557.9</td> <td>Red/Yellow</td> </tr> <tr> <td>3,747.15</td> <td>Yellow/Green</td> </tr> <tr> <td>4,371</td> <td>Green</td> </tr> <tr> <td>5,000</td> <td>Green</td> </tr> </tbody> </table>		Value	Zone	0	Red	3,557.9	Red/Yellow	3,747.15	Yellow/Green	4,371	Green	5,000	Green
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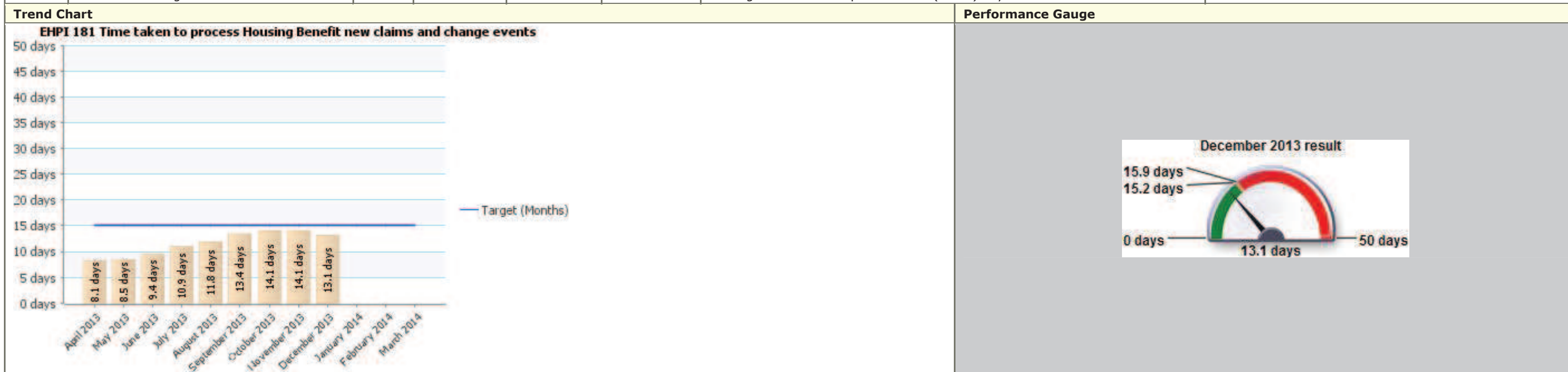
Licensing and Community Safety












PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th November 2013
EHPI 129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were three complaints made to the ASB officer at EHC all of which were responded to within the minimum of two working days, therefore meeting the 100% target.	None



Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 19 th November 2013
EHPI 181	Time taken to process Housing Benefit new claims and change events		13.1 days	15 days		Data extraction period from 3 December 2013 to 14 January 2014 is 7.52 days, making the cumulative position 13.1 (13.05) days	None



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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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE: 11 MARCH 2014

REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY

COMMUNITY SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

Purpose/Summary of Report

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

RECOMMENDATION FOR DECISION:

That:

- A) that 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**.
- 1.2 To support members in their consideration of housing related matters, in the reading of committee reports and in discussions with officers/partners a quick reference guide has been compiled of the frequently used abbreviations and acronyms. **Essential Reference Paper C** is attached to this report and will be updated as new terminology appears and comes into common usage. Please let the Scrutiny Officer know of any terms you think should be corrected or added to the list.

2.0 Report

- 2.1 The draft agenda for the first meeting of 2014/15 for Community Scrutiny Committee is shown in **Essential Reference Paper B**.

Members are asked whether there is any additional topic they wish to put forward for inclusion on this, or any future agenda.

- 2.2 The 'Update on actions under the Ageing Well agenda' report has been moved from today's March meeting to the first meeting in the new civic year. This will allow for a fuller review to be undertaken on current projects (for year ending 31 March) and for outlines of new/future projects to be prepared in more detail. This will give Members a more complete picture of the wider situation.
- 2.3 Within the terms of the Police and Justice Act 2006, Community Scrutiny is designated the crime and disorder committee for this authority. The Crime and Disorder (Overview and Scrutiny) Regulations 2009, states that "*a crime and disorder committee shall meet to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions as the committee considers appropriate but no less than once in every twelve month period*". No qualifying item is scheduled as yet for 2014/15.
- 2.4 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 on Tuesday 25 March 2014.
- 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
diane.hollebon@eastherts.gov.uk

Contact Officer: Jeff Hughes – Head of Democratic and Legal Support Services
Extn 2170
jeff.hughes@eastherts.gov.uk

Report Author: Marian Langley – Scrutiny Officer
marian.langley@eastherts.gov.uk

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) 2014/15

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

meeting	date	topic	Contact officer/lead	Next Exec
2014/15	CIVIC YEAR			
Meeting 1/4 in 2014/15	24 June 2014 Report deadline 11 June	<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 • Update on actions under Ageing Well agenda MOVED FROM 11/3/14 • Review of the revised Housing Register and Allocations Policy (1yr) • Service Plan monitoring – Oct 2013 to March 2014 (Community only) • Healthcheck through to Mar 2014 (which includes relevant 2013/14 Out-turns and Targets) 	<ul style="list-style-type: none"> • Chairman of the Panel • Scrutiny Officer • Community Engagement Manager/Grants officer • Head of Service and Lead Officers • Housing Services Manager • Lead Officer - Performance • Lead Officer - Performance 	1 July 2014 5 Aug 2014 2 Sept 2014
Meeting 2/4 in 2014/15	23 Sept 2014 Report deadline 10 Sept	<ul style="list-style-type: none"> • Report from Health and Well B Panel • Hertford Theatre - end of financial year report • Housing stock transfer – residual undertakings annual statement • Housing Strategy action plan – annual progress report • Work programme • Healthcheck through to July 2014 	<ul style="list-style-type: none"> • Chairman of the Panel • Head of Service with Theatre staff • Housing Services Manager • Housing Services Manager • Scrutiny Officer • Lead Officer - Performance 	7 Oct 2014 4 Nov 2014
Meeting 3/4 in 2014/15	18 Nov 2014 Report deadline 5 Nov	<ul style="list-style-type: none"> • Report from Health and Well B Panel • Community Grants review of applications and Q1/Q2 allocation – • vacancy • Work programme • Service Plans monitoring Apr 2014 – 	<ul style="list-style-type: none"> • Chairman of the Panel • Community Engagement Manager/Grants officer • ? • Scrutiny Officer • Lead Officer - Performance 	2 Dec 2014 6 Jan 2015 3 Feb 2015 3 Mar 2015

**Scrutiny Work Programme
Essential Reference Paper B**

		<ul style="list-style-type: none"> • Sept 2014 (Community only) • Healthcheck through to Sept 2014 	<ul style="list-style-type: none"> • Lead Officer - Performance 	
JOINT SCRUTINY	20 Jan 2015	<ul style="list-style-type: none"> • 2015/16 Budget items 		
JOINT SCRUTINY	10 Feb 2015	<ul style="list-style-type: none"> • 2015/16 Service Plans • 2014/15 Estimates and 2015/16 Future targets 		
Meeting 4/4 in 2014/15	10 Mar 2015	<ul style="list-style-type: none"> • Report from Health and Well B Panel • Leisure Contract – year 6 • <i>vacancy</i> • <i>vacancy</i> • Healthcheck through to Dec 2014 • Work programme – planning for 2015/16 	<ul style="list-style-type: none"> • Chairman of the Panel • HoS (+ invite SLM) • ? • ? • Lead Officer - Performance • Scrutiny Officer 	2 Jun 2015 TBC

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**

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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Abbreviations & Acronyms which may be used in 'housing' related reports/discussions

Version 2		Issued Feb 2014
Acronym	Meaning	Explanation
ACS	Adult Care Services (Herts CC)	Herts CC Dept dealing with adults with care needs/disabilities
ADHAC	Agricultural Dwelling-House Advisory Committee	Committee which meets to decide whether a dwelling is still required for an agricultural worker
AOT	Assertive Outreach Team (Community Mental Health Team)	
ASB	Anti-Social Behaviour	
BME	Black, Asian & Minority Ethnic/Black & Minority Ethnic	
BRMA	Broad Rental Market Area	Division of areas for Local Housing Allowance purposes - EH has 3
CAB	Citizens Advice Bureau	
CBL	Choice-Based Lettings	System of allowing Housing Register applicants to choose where to live
CB	Child Benefit	
CD	Community Development	
CLG	Department for Communities & Local Government	
CMHT	Community Mental Health Team	Primary Care Trust team for people with mental health issues
CTC	Child Tax Credits	
CSF	Children, Schools & Families (Herts CC)	Herts CC Dept dealing with the needs of children & families
DLA	Disability Living Allowance	
DV	Domestic Violence	
EHCAS	East Herts Citizens Advice Service	
EHRC	Equalities and Human Rights Commission	
ESA	Employment Support Allowance	Replaced Incapacity Benefit
HA	Housing Application	

HB	Housing Benefit	
HCA	Homes & Communities Agency	
HHSRS	Housing, Health & Safety Rating System	System that Environmental Health use to assess safety in the home
HMO	House in Multiple Occupation	Shared accommodation - rooms let individually in one property
HPU	Homeless Persons Unit	Not used in East Herts, but some LAs still refer to temporary accommodation as such.
HR	Housing Register	
HSSA	Housing Statistical Appendix	Local Authority annual return on housing stock/numbers
HV	Home Visit	Carried out by Housing Options to verify applicant's details
IS	Income Support	
ISS	Independence Support Service	Herts CC Dept dealing with care leavers
JSA	Job Seeker's Allowance	Replaced Unemployment Benefit
LCHO	Low Cost Home Ownership	Shared equity, fixed equity and other home ownership options
LDF	Local Development Framework	Portfolio of local development documents for planning strategy for EH
LDT	Learning Disabilities Team	Primary Care Trust team for people with learning disabilities
LHA	Local Housing Allowance (Housing Benefit)	Set levels of HB payable for different sizes of properties with BRMAs
LSP (EHLSP)	(East Herts) Local Strategic Partnership	
MAPPA	Multi Agency Public Protection Arrangement	Panel convened to deal with high risk members of the community, often ex-prisoners
MARAC	Multi Agency Risk Assessment Conference	Panel convened to deal with domestic violence
NTA	Notice of Transfer Application	Housing Options send NTA to housing associations whose tenants have requested a transfer
NTQ	Notice to Quit	Issued by a private landlord
NOSP	Notice of Seeking Possession	Issued by a housing association/local authority
PPO	Persistent & Prolific Offender	

**Community scrutiny work programme
Essential Reference Paper C**

RDS	Rent Deposit Scheme	'Housing Options' fund for helping homeless clients into private rented properties
RP(s)	Registered Provider(s)	Replaces RSL (below)
RSL(s)	Registered Social Landlord(s) (no longer used)	Housing association
SCS	Sustainable Community Strategy	Prepared on behalf of LSP to set out vision & priorities for the area and mechanisms for delivery
SHLAA	Strategic Housing Land Availability Assessment	Identification of deliverable sites available, suitable and achievable for housing
SHMA	Strategic Housing Market Assessment	Technical study that assesses housing need and demand
SP	Supporting People	Funding for providing support by housing providers for elderly and vulnerable tenants
TA	Temporary Accommodation	
WA	Women's Aid	Organisation providing advice and refuges for women escaping domestic violence - now called Safer Places
WTC	Working Tax Credit	

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