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Jeff Hughes
*Head of Democratic and Legal
Support Services*

MEETING : COMMUNITY SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 24 JUNE, 2014
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillor Mrs D Hollebon (Chairman)
Councillors S Bull, G Cutting, J Jones, J Mayes, P Moore, N Symonds,
K Warnell, M Wood and J Wyllie

Conservative Group Substitutes: Councillors T Herbert, Mrs D Hone
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. Appointment of Vice Chairman

2. Apologies

To receive apologies for absence

3. Minutes (Pages 7 - 16)

To receive the Minutes of the meeting held on 11 March 2014

4. Chairman's Announcements

5. Declarations of Interest

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

6. Report from Health and Wellbeing Panel

To receive a verbal update from the Chairman of the Health and Wellbeing Panel.

7. Community Scrutiny Work Programme 2014/15 (Pages 17 - 30)

8. Update on Community Grants Programme (Pages 31 - 42)

9. Housing Register Policy - Review (Pages 43 - 56)

10. 2013/14, 2012/13 and 2011/12 Service Plans - End of Year Monitoring Report (Pages 57 - 84)

11. Community Scrutiny Healthcheck - January 2014 - April 2014 and the 2013/14 Performance Indicator Outturns to March 2014 (including 2013/14 Outturns and Targets) (Pages 85 - 112)

12. Urgent Business

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

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MINUTES OF A MEETING OF THE
COMMUNITY SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
11 MARCH 2014, AT 7.00 PM

PRESENT: Councillor Mrs D Hollebon (Chairman)
Councillors R Beeching, J Mayes, P Moore,
N Symonds, C Rowley and M Wood

ALSO PRESENT:

Councillors L Haysey, P Ruffles and
S Rutland-Barsby

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Claire Bennett	- Manager of Housing Services
Cliff Cardoza	- Head of Environmental Services
Simon Drinkwater	- Director of Neighbourhood Services
Mark Kingsland	- Leisure Services Manager
Marian Langley	- Scrutiny Officer

ALSO IN ATTENDANCE:

Paul Falko	- SLM Limited
Mathew Nicholson	- SLM Limited
Chris Yearly	- SLM Limited

584 APOLOGIES

An apology for absence was submitted on behalf of Councillor J Jones. It was noted that Councillor C Rowley was substituting for Councillor J Jones.

585 MINUTES

RESOLVED – that the Minutes of the meeting held on 19 November 2013, be confirmed as a correct record and signed by the Chairman.

586 CHAIRMAN'S ANNOUNCEMENTS

The Chairman, Councillor D Hollebbon welcomed all those present. The Chairman stated that this was the last meeting of Community Scrutiny Committee for the civic year. She thanked Members and Officers for their continued interest, support and professionalism.

587 HEALTH AND WELLBEING PANEL

Councillor N Symonds, the Chairman of the Health and Wellbeing Panel, provided a verbal update on her recent activities on behalf of the Panel including her involvement with Hertfordshire County Council's Health Scrutiny on the Frances Report and in scrutinising NHS hospitals.

Councillor Symonds referred to a visit to the psychiatric unit at Kingfisher Court and said that she was most impressed by it. She referred to a tour of the Princess Alexandra Hospital and was concerned about some things she had seen there.

The Chairman, Councillor D Hollebbon stated that it had been a very busy year for Councillor Symonds and said that, on behalf of the Committee, she appreciated all the hard work which had been undertaken on behalf of the Council.

Councillor C Woodward referred to an exchange of emails between himself and Councillor Symonds regarding some health information leaflets which had been circulated around Bishop's Stortford which contained incorrect and misleading information. Councillor Symonds said that she would respond in detail, as soon as she had further

information.

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

(B) the Minutes of the meetings held on 10 December 2013 and 18 February 2014 be noted.

588 ANNUAL LEISURE CONTRACT PERFORMANCE REPORT FOR 2013

The Head of Environmental Services submitted a report on the fifth annual review of the Council's ten year leisure contract with Sports & Leisure Management Ltd (SLM) trading as "Everyone Active", the detail of which was set out in the report now submitted and Essential Reference Papers. The Leisure Services Manager stated that it was a successful partnership and summarised the key points in terms of performance, service, satisfaction levels, throughput, finance, successes and new developments.

The Leisure Services Manager referred to the management tools (QUEST and GovMetric) used by SLM in order to help managers improve the quality of service provided and the new system which had been introduced called Net Promoter Score (NPS) which was a way of measuring customer satisfaction (loyalty). He provided background information concerning how NPS worked, and how the value scores were arrived at.

The Leisure Services Manager provided a summary of customer throughput in relation to gym and swim usage. Overall, there had been an increase at the five sites with 725,000 visitors using the facilities. In terms of financial performance, it was noted that total income from the five sites was £3.89Million and that SLM had incurred expenditure of £3.84Million. The threshold for a profit share with the Council had not been achieved in 2013.

The Leisure Services Manager provided a qualitative summary of notable activities to promote and encourage sport and exercise within the last 12 months.

Councillor C Woodward acknowledged the financial performance and “excellent” service provided. In response to a query regarding the introduction of swimming for the disabled at Grange Paddocks, Mathew Nicholson advised that a time slot had been identified but that he was hoping to focus this around families and SLM’s preference was to identify a time on a Sunday. He hoped to introduce the arrangement within the next two to three months.

Councillor R Beeching congratulated Officers on the report and sought clarification on the reference to Leventhorpe sitting within the “Fair” Band. The Leisure Services Manager advised that there had been some problems at the gym which were being addressed. The Head of Environmental Services explained that the NPS score in this instance was about the number of people who would promote the site as “Fair” and that it was a scoring system used to target people who would actively promote the service to others and not to be confused with how the Council evaluated performance through an individual customer’s level of personal satisfaction with the service.

In response to a query from Councillor R Beeching regarding accountancy checks, the Head of Environmental Services explained that SLM provided annual accounts to the Council which were audited independently. Additionally, monthly income reports were provided, which the Council was able to check against annual figures.

In response to a further query concerning service delivery set out in Essential Reference Paper “C”, which had been summarised using GovMetric and the new NPS method, the Head of Environmental Services explained that the NPS system was a completely different method of measuring customer satisfaction. He explained the risks associated with GovMetric and reminded Members that NPS was a marketing tool which identified promoters who would be prepared to tell people how much they liked the facilities being provided. The Head of Environmental Services explained “poor” was not poor service, but an aid to get more people to promote the service and that it was of more relevance to SLM than it was to the Council.

Chris Yearly referred to the cleanliness issues at Hartham which were currently being addressed.

In response to a query from Councillor P Moore concerning keeping fit for those on low incomes, Mathew Nicholson agreed to provide information to Members concerning concessionary rates. The Head of Environmental Services also referred to the Council's range of activities within its open spaces, including equipment, Trim Trails and Orienteering. He referred to the fitness stations at Sacombe Road.

In response to a query from Councillor N Symonds and the concerns of young people and their body image, or religious persuasion and the possibility of wearing a T-Shirt in the swimming pool, Mathew Nicholson stated that this was not permissible in the swimming pool from a Health and Safety viewpoint but agreed to review the matter with the Head of Environmental Services.

Councillor C Woodward referred to the need to build up and take forward, the good progress made so far and referred to the need to provide more football sites which might generate funding. He referred to a meeting which he had attended recently with Bishop's Stortford Football Club and queried whether SLM could work in partnership in relation to increasing football provision.

Councillor Woodward also referred to the lack of indoor sports facilities and queried whether leasing was something which could be explored. The Head of Environmental Services explained that the Head of Communications, Engagement and Cultural Services had been discussing matters with Bishop's Stortford Football Club about how to move forward. He was also looking at how development land might be made available in terms of the Bishop's North proposals.

Councillor M Wood referred to the planning proposals for Bishop's Stortford over the next 10 years and the possibility of 5,000 new homes being built. He stated that Grange Paddocks would not be able to cope with the proposed increase in population. The Head of Environmental Services

agreed that Grange Paddocks would not be able to cope given its limited capacity, adding that further provision might be provided privately.

Councillor M Wood referred to the need to provide Pulmonary Rehabilitation classes at Grange Paddocks in Bishop's Stortford. The Leisure Services Manager explained that further discussion was needed with the Primary Care Trust on this issue. The Chairman commented that it could be very difficult for some people to travel to Hartham and Saffron Walden where this was currently being provided and that local provision should be addressed. She encouraged Officers to open dialogue with the Primary Care Trust.

The Committee received the report and requested that the concerns now detailed be progressed.

RESOLVED – that (A) the performance of the leisure contract be noted; and

(B) Members' concerns as now detailed, be progressed, specifically in relation to:

- the introduction of swimming lessons for the disabled;
- clarification of concessionary rates for those on low incomes;
- wearing of t-shirts in swimming pools;
- negotiation regarding working in partnership to provide more football sites and increasing indoor sports provision; and
- introduction of Pulmonary Rehabilitation classes at Grange Paddocks.

The Executive Member for Health, Housing and Community Support submitted a report setting out the provision of services to vulnerable tenants housed via the Council to Registered Providers (RP) in East Herts specifically, South (Circle) Anglia and Riversmead Housing Associations and the range of services provided by those providers to support vulnerable tenants.

The Manager, Housing Services, explained how the information was collated.

Councillor N Symonds thanked the Officer for the report, but expressed concern that it did not address the question of repairs and especially repairs for those who were vulnerable. She referred to specific individual issues and suggested that meetings needed to take place urgently with Housing Associations, Members and senior officers to air Members' concerns.

The Manager, Housing Services, referred to a range of regular meetings which currently took place between the Council and RPs and explained the difficulties the Council had in influencing RPs and that she did not have access to information on repairs and timeframes. The Council also had Members on the Boards of South Anglia and Riversmead Housing Associations.

Various Members also expressed concern about South (Circle) Anglia and the time taken to carry out repairs and their internal problems associated with issuing work dockets.

The Manager, Housing Services agreed that there were issues with South (Circle) Anglia and problems associated with repairs. She referred to the need for Members to attend the regular RP member forum meetings. The Manager, Housing Services reminded Members that the issue of the repair services had been discussed at the last forum meeting of South Anglia recently.

The Chairman reminded Members that Tracy White of South (Circle) Anglia's Management Board had stated that as a first contact, Members should contact her. The Chairman encouraged Members to contact Ms White regarding their concerns.

Councillor N Symonds suggested that RPs be invited to a meeting

with two or three Members and senior Council Officers, including the Director of Neighbourhood Services to speak to them on repair issues and Members' concerns. The Chairman said that Members should submit their nominations to the Scrutiny Officer for consideration via a selection process in order to ensure that there was appropriate geographic representation.

The Executive Member for Health, Housing and Community Support reminded Members that forums did take place every quarter and encouraged Members to attend these forums to voice their concerns and said that South Anglia had already been asked to submit their repair and processing data for Members' consideration.

Members requested that their frustration and concerns regarding the repairs service of registered providers be recorded and conveyed to the RPs directly. Members supported the suggestion that RPs be invited to a meeting with two or three Members and senior Council Officers, including the Director of Neighbourhood Services, to speak to them directly on repair issues and Members' concerns.

RESOLVED – that (A) the range of support and services for tenants offered by the registered providers be noted;

(B) Members' frustration and concerns of scrutiny be conveyed to the Registered Providers in respect of their repairs service and these concerns should be expressed through direct meetings between representative Councillors, the Director of Neighbourhood Services and their Chief Officers; and

(C) nominations from Members for consideration and selection be forwarded to the Scrutiny Officer.

590 COMMUNITY SCRUTINY HEALTHCHECK TO DECEMBER 2013

The Chief Executive and Director of Customer and Community Services submitted a report on the performance of indicators for the period October 2013 – December 2013, the detail of which was set out in the report now submitted and the attached Essential Reference Papers.

Members were advised of an update in relation to EHPI 181 (Time taken to process Housing Benefit New Claims and Change Events) in that a December 2013 figure of 13.7 days should be inserted and that the figure of 13.1 days actually applied to January 2014.

Councillor N Symonds praised Officers regarding an improvement in the time taken to process claims and changes and asked that Members' thanks be passed on to Officers. This was supported.

The Committee received the report.

RESOLVED – that (A) the reported performance for the period October 2013 to December 2013, as amended, be received; and

(B) Members' thanks regarding the improvement in the recent figures for processing housing benefit new claims be forwarded to the Head of Revenues and Benefits Shared Services and her team.

591 COMMUNITY SCRUTINY WORK PROGRAMME

The Chairman submitted a report setting out the future work programme for Community Scrutiny Committee for the civic year 2014/15. The Scrutiny Officer advised that the report on an "Update on Actions under Ageing Well Agenda" would now be considered at the meeting on 24 June 2014 to allow the outcomes of a Local Strategic Partnership meeting to be included within that report.

It was noted that Community Scrutiny Committee was the designated committee to consider crime and disorder issues but that so far, no topic had yet been identified for scrutiny. The Scrutiny Officer advised that a workshop would take place on 25 March 2014 to discuss potential topics.

Councillor R Beeching stated that Licensing Committee on 13 March 2014 would be considering the issue of enforcement and proposed this as a prospective subject. The Chairman

stated that some Members had suggested that David Lloyd, the Police Crime Commissioner be invited back to provide Members with an update following his first full year report. Members supported a suggestion that he be invited back to provide Members with an update.

The Committee received the report.

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

The meeting closed at 8.45 pm

Chairman
Date

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 24 JUNE 2014

REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

Purpose/Summary of Report

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

<u>RECOMMENDATION FOR DECISION:</u>	
That:	
(A)	the work programme shown 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 2014/15 meetings of Community Scrutiny Committee is shown in **Essential Reference Paper "B"**. Members are asked whether they wish to extend an invitation to one or more of the Executive members to attend a particular meeting or for a specific agenda item.

- 2.2 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”*.
- 2.3 No qualifying item is scheduled as yet for 2014/15 however; the Anti-Social Behaviour, Crime and Policing Act gained Royal Assent in March 2014. Once the impact and implications of the Act’s provisions on current East Herts policies have been fully assessed there may be the need for a review on aspects linked to Anti-Social Behaviour. If the committee agrees, Lead Officers will bring a briefing to Members on this matter (particularly the new power of ‘Community Trigger’) to a future meeting
- 2.4 Ideas for scrutiny review were suggested through the scrutiny evaluation and topic planning exercise at the end of the last civic year. Two ideas submitted fell within the remit of this committee:
- 2.5 **Taxi Marshalling** (safer night time economy/streets, is it needed elsewhere?). Service advises that this activity has never been paid for by East Herts. It was originally funded through the Community Safety Partnership (CSP) and Hertfordshire County Council (HCC). CSP has since withdrawn and funding is now with Hertford Town Council and HCC.
- 2.6 East Herts could advise any other Town Council looking to enter into negotiation with HCC and would support any application for external bids (eg to the Police and Crime Commissioner’s fund) – however, Service does not recommend this as a topic for the district to take on.
- 2.7 **Markets.** This topic was extensively reviewed under a scrutiny Task and Finish Group in 2010. That review supplemented local evidence with detailed support and advice from the two industry lead bodies (NABMA and FARMA). The recommended revised policy went on to be agreed by the Executive and everything on the action plan was put in place and completed on schedule by 2013. The original full report can be seen on the East Herts website at <http://online.eastherts.gov.uk/moderngov/CeListDocuments.aspx?CommitteeId=116&MeetingId=1457&DF=27%2f07%2f2010&Ver=2>

- 2.8 Since then, the Localism Act 2011 introduced a right for Town and Parish Councils to submit an expression of interest in taking over the provision of a service on behalf of the Council. This is known as 'Community Right to Challenge'. Just such a formal expression of interest has been made regarding the running of the markets held in Bishop's Stortford managed by East Herts Council.
- 2.9 East Herts Council has accepted the expression of interest and we now need to go through a statutory procurement process. This means inviting tenders to run the Bishop's Stortford Markets and this will be underway at the end of June 2014.
- 2.10 Therefore, East Herts Council is in the middle of a tender process to manage markets in Bishop's Stortford where anyone may bid to provide the service. Clearly, it is not appropriate for East Herts Council to do anything which interferes with the tendering process.
- 2.11 For 2014/15 there are two new quarterly Performance Indicators designed to report on on-going Market activity. Both of them will appear within the Community Scrutiny Healthcheck report (once quarterly figures are available) giving this committee the opportunity to monitor the 'health' of the Markets throughout the year.
- EH PI 11.1 – rental income from traders covering
 - Hertford Saturday
 - Bishop's Stortford Saturday
 - Bishop's Stortford Thursday
 - Ware Tuesday
 - Individual pitch hires in the towns on non-market days
 - EH PI 11.2 – number of producers at Hertford Farmers' Market
- 2.12 It is advised that this topic is not scrutinised at this time
- a) to avoid any issues with the procurement process
 - b) to allow for collection of data under the new Performance Indicators
 - c) to be clearer about the future 'landscape' regarding market operations in the district which might arise following the outcome of the 'Community Right to Challenge'.

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:

Task and Finish Group Report: Markets in East Herts
(Community Scrutiny Committee 27 July 2010: agenda item 8)

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Contact Officer: Jeff Hughes – Head of Democratic and Legal
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Report Author: Marian Langley – Scrutiny Officer
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives</p> <p>(2014/15 version)</p>	<p>People – Fair and accessible services for those that use them and opportunities for everyone to contribute. This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p>Place – Safe and Clean. This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity – Improving the economic and social opportunities available to our communities 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 the Executive and all Members and the public are asked through an annual item in the 'council tax' edition of LINK magazine which is delivered to every household.</p> <p>Members of each scrutiny committee (and the HWP) are consulted at every meeting as their work programme is a standing item on the agenda.</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>
<p>Health and wellbeing – issues and impacts:</p>	<p>The broad remit of scrutiny is to review topics which are of concern to the public, many of which have an indirect impact on the general wellbeing of residents of East Herts.</p> <p>The Health and Wellbeing Panel is set up to specifically focus in on issues and topics which have a direct and immediate impact on the health and wellbeing of all those who live, work or study in the district.</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 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 Update on actions under Ageing Well agenda 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 Head of Service and Community Eng 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 – Sept 2014 (Community only) Healthcheck through to Sept 2014 	<ul style="list-style-type: none"> Chairman of the Panel Community Engagement Manager/Grants officer ? Scrutiny Officer Lead Officer - Performance Lead Officer - Performance 	2 Dec 2014 6 Jan 2015 3 Feb 2015 3 Mar 2015
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 vacancy 	<ul style="list-style-type: none"> Chairman of the Panel HoS (+ invite SLM) ? 	2 Jun 2015 TBC

**Scrutiny Work Programme
Essential Reference Paper B**

		<ul style="list-style-type: none">• <i>vacancy</i>• Healthcheck through to Dec 2014• Work programme – planning for 2015/16	<ul style="list-style-type: none">• ?• Lead Officer - Performance• Scrutiny Officer	
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The four principles of good public scrutiny:

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

Community
Scrutiny

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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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 24 JUNE 2014

REPORT BY EXECUTIVE MEMBER FOR HEALTH, HOUSING AND COMMUNITY SUPPORT

UPDATE ON COMMUNITY GRANTS PROGRAMME

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This is an update and review of grant allocations for the period 1 October 2013 to 31 March 2014.

RECOMMENDATIONS FOR COMMUNITY SCRUTINY:

That:

(A)	the Committee notes the progress being made by Officers to allocate grants according to agreed policies; and
(B)	Members support a proposed change in the reporting requirements for grants (ref paragraph 2.1) to an annual review to coincide with the grant giving cycle with the option of a midyear report if requested.

1.0 Background

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

1.2 The Council's discretionary grants programme, under the Community Engagement and Partnerships team, not only takes forward service priorities of enabling sports, arts and community

providers to improve their cultural offer but also supports priorities in the East Herts Together Sustainable Community Strategy (2009 – 2024) and related documents such as the new East Herts Health and Wellbeing Strategy (2013-2018).

- 1.3 This is the second report for the 2013/14 year and focuses on grants allocated between 1 October 2013 and 31 March 2014.
- 1.4 Members are asked to note that the total community capital budget available for allocation in 2013/2014 was £90,000. An additional £21,096 became available for reallocation when the grant projects could not go ahead. This was approved through the Health Check process.
- 1.5 The total revenue budget available for allocation in 2013/2014 year was £58,390. This includes an unspent amount from the Councillor Engagement grants pot that was carried forward from 2012/13.

2.0 Report

- 2.1 It is proposed to change the reporting requirement for grants to an annual update that coincides with the grant giving cycle. The option to receive a midyear report would remain.
- 2.2 During the second half of the 2013/14 financial year, 54 capital and revenue grants were awarded.

Theme	No. of requests	No. of grants awarded	Budget allocated
Small Community Activities – 3 rd round	18	10	£3,678
Small Community Activities – 4 th round	15	11	£5,238
Small Community Activities – 5 th round	16	11	£4,308
Performance for Excellence	11	10	£1,650
Community Capital 2 nd round – rural & town	19	12	£51,207
Total	79	54	£66,081

- 2.3 This brings the total allocation of capital monies through the Council’s discretionary grants programme to £111,096 (£51,207

plus £59,889 in the first half of the year), awarded to 24 organisations.

- 2.4 The total allocation of revenue grant monies was £56,908 (£14,874 plus £42,034 in the first half of the year), awarded to 68 organisations.
- 2.5 The Council's preference in grant giving is to areas that have received little or no New Homes Bonus (NHB) money. As all five towns have been passed significant funds through the building of new houses, the Council's policy is to first fund projects in the rural areas. Projects in the towns may be considered later in the year if the budget is unspent. Please note this policy only relates to the Community Capital Grant Scheme.
- 2.6 As part of the application process, all organisations are expected to approach their parish or town council for funding.
- 2.7 All applicants for a grant are also required to obtain an endorsement for their project from their Ward Councillor. This provides an opportunity for Members to engage with volunteers who are providing support such as health and social care, leisure, recreational and other services to residents in their ward. Members are asked to be sure that they only endorse projects that are for residents living in their ward.
- 2.8 The next section of the report addresses each area of funding in more detail.
- 2.9 Small Community "Activities" Grants**
- 2.10 In the second half of the year, 32 grants were awarded or conditionally awarded. The total number of grants awarded in 2013/14 was 68 (36 from the first half of the year). The maximum grant available is £500.
- 2.11 The budget of £29,290 was oversubscribed by £11,342 so Officers only recommended grant-aiding those organisations that most clearly contributed to Council priorities.
- 2.12 Of the 68 projects/activities funded, 29 (43%) supported older or vulnerable people and helped combat loneliness and isolation by supporting community networks and enabling friendships. It is estimated that more than 2,000 individuals benefitted from the

Community Activities Grants pot.

2.13 A full list of grants can be found on www.eastherts.gov.uk/grants and - from the second half of the year – includes such groups as: River Beane Restoration Association, Stanstead Abbots and District Evergreen Club, Hertford Disability Support Group, Buntingford Carnival, and Kickstart Trust in Bishop's Stortford.

2.14 The type of organisations receiving support is shown below:

Grass roots groups	33
Housing Association and Sheltered Housing Residents Associations	4
Sports Clubs	5
Registered Charities	22
Parish Council	1
Councillor Engagement	3
Total	68

2.15 Grant support across the district was broken down as follows:

Bishop's Stortford	20
Buntingford	5
Hertford	9
Sawbridgeworth	5
Ware	6
Rural	21
District wide	2
Total	68

2.16 More than half of the Community Activities pot was allocated to organisations that are reliant on volunteers to raise funds and deliver activities. Notably, more than half of awards made were to organisations that had never applied to the Council before for a grant.

2.17 As stated in 2.11, this pot was oversubscribed so not all requests for funding were approved. The reasons for this were varied but ranged from: the application was incomplete, the organisation had already received a revenue grant from the Council or the activity/organisation was not a priority/not in financial need. Organisations that have little capacity to generate income or raise funds have priority.

2.18 Ninety-two applications for project/running costs were submitted to the Council and 68 were awarded a grant resulting in a 74% success rate.

2.19 Seven grants were awarded to groups delivering projects that improved sports provision, such as Anstey Carpet Bowls and Buntingford Cougars. These allocations contribute to a service priority of enabling sports and arts providers and other community groups to improve their cultural offer.

2.20 Grant giving in this area also contributes to the task of building resilient communities where the local authority works in partnerships with local communities and other agencies to encourage volunteering (social capital) and building on communities' own strengths and assets.

2.21 Performance to Excellence Grants (Sports and Arts)

2.22 In the second half of the year, 10 young people between the ages of 11 to 18 were awarded a grant. In total, 21 grants were awarded for such sports as tennis, carriage driving and badminton and the entire budget of £4,100 allocated. Forty-three percent were first-time applicants not previously funded. A breakdown of where applications came from is shown below:

Bishop's Stortford	8
Buntingford	0
Hertford	3
Sawbridgeworth	0
Ware	7
Rural	3
Total	21

2.23 This year saw an increase of applications from Bishop's Stortford. Measures will be put in place to encourage applications from Buntingford and Sawbridgeworth and the villages.

2.24 The success rate for this scheme is 95%. In line with other schemes, all applicants are now expected to contact their local Ward Councillor for an endorsement of their application.

2.25 Members are asked to note that this grant pot supports exceptional sporting talent and it is not unusual for the Council to support a young athlete over several years as many continue to develop and go on from county level to national and sometimes international competitions.

2.26 Community Capital (Large and Small)

2.27 In the second half of the year, the Council awarded 12 grants to projects in rural/urban areas of East Herts. Since this pot was oversubscribed, Officers assessed each application to identify those that most closely met the Council's strategic objectives and would have the most impact on the community.

2.28 As per policy, Officers deferred applications for projects in the towns until after consideration of rural applications.

2.29 A full list of all 24 awards is on www.eastherts.gov.uk/grants and includes awards to Allen's Green Association, Bishop's Stortford Sports Trust, Friends of Rib Valley Schools and Watton-at-Stone Cricket Club. The total amount allocated this year was £111,096. Officers were able to allocate grants over the initial budget by reusing funds from grant projects that did not go ahead.

2.30 The Council received requests totalling £137,388 from an initial budget of £90,000.

2.31 A total breakdown of successful recipients is shown below:

Parish Councils	4
Voluntary-led fundraising groups/grass roots organisations	5
Churches	1
Village Hall Management Committees	4
Registered Charities/Environmental Trusts	6
Sports Clubs	4
Total	24

2.32 Success rate was 72%. Requests for grants were turned down either because applications were incomplete, the project was not a priority for the Council, there was not enough evidence of need or the organisation had already received a capital grant from the Council in 2013/14.

2.33 Members might like to know that nine grants (£35,771) were awarded to organisations that delivered sports or recreational activities. The Council's grants helped ensure easier access to a building or purchased new sports equipment.

2.34 More than half of awards made were to organisations that had never applied for a grant before. From information provided in

applications, it is estimated that more than 30,000 people benefitted from this pot.

2.35 **Monitoring and Feedback**

- 2.36 Since 2010, applicants have been required to submit a monitoring form detailing the outcomes of grant award. The following is a selection of feedback received.

“The new mowers have been invaluable in helping the Reserve team and volunteers manage a range of grassland reserves. This is providing a long term sustainable solutionoffers opportunities for learning new skills for our trainees and also frees up valuable time for our staff, trainees and volunteers to carry out vital conservation activities.” **Herts and Middlesex Wildlife Trust**

“We held a charity fund-raising event at Great Amwell Parish Hall for Singing for the Brain..... which was attended by 70 people and we’re pleased to say that we raised £400. As a result of running this event, it has made our members and guests aware of this charity, set up to benefit people with Alzheimer’s, something more likely to be relative to our age group Without the use of the PA system it would have been more difficult for our chairlady and the event organizer to be heard so clearly amongst an enthusiastically chatty group the PA system is a very useful asset.” **Great Amwell Women’s Club**

“Your generosity is greatly appreciated. We will be using this money to pay for our Advertising and Marketing campaign and other items that we have listed in our application. We are such a small organisation and we rarely apply or request funding from any big companies. This is mainly because we are Volunteers and we are not set up nor neither do we run in the mainstream of larger charities. We are proud to be self-funded and we work extremely hard to work within our small budgets from the small income that we get from our fortnightly sessions.” **Ware Toy Library**

3.0 **Grant to Local Giving charity**

- 3.1 To date, there are 16 organisations in East Herts that are now fund raising on line through www.Localgiving.com – as a result of a free subscription to the site from East Herts Council. Another seven are currently in the process of registering and building their webpages.
- 3.2 The purpose of this initiative is to encourage voluntary and community groups to explore other ways to raise money, awareness and support online, thus helping reduce their dependence on grants. All groups requesting a grant from the Council and awarded a grant are informed about this opportunity.

4.0 External/other sources of Funding (East Herts Fund for the Future – EHF4F)

- 4.1 Members may recall that at the 19 November 2013 meeting, it was recommended that the Council explore the implications of closer Member involvement with the EHF4F and look closely at the financial and legal issues.
- 4.2 Following a meeting of senior officers, a report was submitted to the Executive. In May 2014, the Executive agreed a recommendation proposing that a new operating partnership between East Herts Council and the Hertfordshire Community Foundation be established. This partnership ensures a closer involvement of the Chairman and Vice Chairman of the Council to aid in fundraising and assessment of grants.

5.0 Marketing/Publicity

- 5.1 In the last half of 13/14 financial year, uptake from the media in regards to local grants was positive. In the period September 2013 to March 2014, three press releases relating to grants were sent out and picked up online as well as on social media, with two of them being used in the relevant papers, giving a publication rate of 66%.”
- 5.2 Information about the availability of grants was posted on the Council’s website and other partners’ websites. Members were informed about the various funding rounds via Members Information Bulletin and dedicated emails.
- 5.3 Link Magazine featured grant recipient Ardeley Leisure Club on its front page in the Autumn 2013 issue and highlighted the achievements of young athletes who were awarded Performance to Excellence grants.
- 5.4 The fact that more than half of the applications received were from organisations that had not applied before demonstrates that the Council’s communications strategy is working.

6.0 Implications/Consultations

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

Background Papers

None.

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</p> <p>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p>Place – Safe and Clean</p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity – Improving the economic and social opportunities available to our communities</p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p> <p>Effective use of grant giving contributes to the Council's ability to deliver on one or more of its corporate objectives.</p>
<p>Consultation:</p>	<p>Partner organisations are actively involved in promoting the availability of grants.</p>
<p>Legal:</p>	<p>None.</p>
<p>Financial:</p>	<p>Grant giving is contained within an existing budget item.</p>
<p>Human Resource:</p>	<p>None</p>
<p>Risk Management:</p>	<p>Grant-aided projects may not go ahead and the Council's money may require re-allocating or sliding into the next financial year.</p>
<p>Health and wellbeing – issues and impacts:</p>	<p>The aim of discretionary grant giving is to improve quality of life for residents in East Herts and many of the funded projects have a direct or indirect impact on modifiable determinants of health, such as income, built environment, education, food and others.</p>

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 24 JUNE 2014

EXECUTIVE – 1 JULY 2014

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

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

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

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

RECOMMENDATIONS FOR COMMUNITY SCRUTINY COMMITTEE:

That:

- | | |
|------------|---|
| (A) | the outcome of the review be scrutinised and that Executive be advised that no policy changes in respect of ‘village priority procedure’ or ‘salary threshold’ are recommended at this time. |
|------------|---|

RECOMMENDATION FOR THE EXECUTIVE:

- | | |
|------------|--|
| (A) | The views of Community Scrutiny be considered and that no policy changes in respect of ‘village priority procedure’ or ‘salary threshold’ be made at this time. |
|------------|--|

1.0 Background

- 1.1 The Housing Act 1996 states that all Local Authorities exercising a housing function must publish a Housing Register and Allocations Policy (the Policy) showing how homes will be

allocated to applicants. The Act prescribes certain categories of people who are to be eligible for an allocation and also five categories of applicants that must be given reasonable preference on the Housing Register.

- 1.2 The five categories of applicants are:
 1. People who are homeless (within the meaning of Part VII of the Housing Act 1996 as amended by the Homeless Act 2002);
 2. People who are owed a duty by any local housing authority under Section 190(2), 193(2) or 195(2) of the 1996 Act (or under section 65(2) of the Housing Act 1985) or who are occupying accommodation secured by any such authority under 192(3);
 3. People occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions;
 4. People who need to move on medical or welfare grounds (including grounds relating to disability); and
 5. People who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or others).

- 1.3 The Council, when drafting its Policy, must also have regard to the Code of Guidance Allocation of Accommodation: guidance for Local Authorities in England and any future consultations on amendments to the guidance.

- 1.4 The current Policy was adopted by the Council in April 2013 and was implemented from 1st May 2013.

- 2.0 Report

- 2.1 The Council's Executive of 5 March 2013 recommended adoption of the revised Housing Register and Allocations Policy but recommended that:
(C) a review of the impact of the specific issues now detailed be undertaken in 6 months, with a full review of the policy being submitted to Community Scrutiny Committee in March 2014.

- 2.2 The specific issues related to two points, and as noted under Minute reference 629 are:
 1. Questions were raised in respect of the proposed threshold on settlements with over 1,000 residents (defined as

electors). It was suggested that this might exclude a number of settlements from benefitting from the intended promotion of community cohesion.

2. The Executive Member for Finance suggested that the salary threshold, whether £45,000k or £48,000, was too high and should be lower, so that residents on lower incomes were prioritised.

2.3 A report was presented to Community Scrutiny on 19 November 2013 and the minutes of the meeting stated :

– **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

2.4 The adopted Policy has now been implemented for one year and this report provides a full review of the implementation of the Policy and more detailed analysis of the effect of village priority procedure and the salary threshold for qualification to the Council's Housing Register.

2.5 **Background figures on the Housing Register**

As at 2 May 2014, the Council had 1,992 applicants on its Housing Register (the Register). The following table breaks down the number of households by size of property needed:

	1 bed	2 bed	3 bed	4+ bed
Household need	1,120	626	211	35

The Council nominated and housed, via Registered Providers (RPs), 438 households between 1 April 2013 and 31 March 2014. This compares to 673 households between 1 April 2012 and 31 March 2013. These figures include new tenancies and also transferring households (for general needs and sheltered accommodation) and is a difference of 235 households between each financial year.

2.6 There are likely to be a number of factors that have influenced the reduction, the most significant being the fewer number of new affordable homes that were developed in 2013/14 compared to the previous year: 77 compared to 175. Welfare Reforms and the

introduction of affordable rents and fixed term tenancies may also have had an impact. Current tenants, who transfer to an alternative tenancy, may be offered a fixed term tenancy at an affordable rent by a Registered Provider (RP) and this may influence some tenant's decisions to move. In response to Welfare Reform, particularly the under-occupancy penalty (spare bedroom subsidy), both Riversmead and South Anglia Housing Associations, assisted by the Housing Options Team, held two Mutual Exchange events in the District last year. Both RPs have reported a significant increase in the number of approved Mutual Exchanges. Applicants that mutually exchange keep their existing tenancy's terms and conditions.

2.7 Implementation review of the Housing Register and Allocations Policy:

When the current policy was adopted in May 2013 there were approximately 3,500 households on the Council's Housing Register (the Register). Initially the Policy was applied to new applicants to the Register but it quickly became unwieldy managing two policies. In October 2013 the Housing Options team began a compulsory re-registration process for every household on the Register to assess them against the new policy to confirm if they were still eligible, whether they qualified and to assess their housing circumstances against the revised points criteria. To make the exercise manageable, households were written to in chunks of approximately 600, alphabetically, advising them of the need to re-register and the procedure. Applicants who did not act on the first letter were sent a reminder letter advising that no response would mean that their application would be removed. Where the Housing Options team had details of vulnerable applicants they were contacted separately.

- 2.8 Following the completion of this process at the beginning of May 2014 a total of 1,750 households had been removed from the Register. The majority of the households were removed because they did not re-register and two because they no longer qualified because their income level was above the threshold. The Housing Options team were contacted by a few applicants asking for their application to be re-instated following removal. Each request was individually considered taking into account the age of the applicant and their overall number of points for housing need. There have been no formal complaints from any applicants that have had their application removed. Analysis shows that the majority of the

applications removed were from households that had a low number of points and had not bid on any properties in the last year.

- 2.9 Under the new policy the most significant points change was for District Connection. Under the previous policy 50 points were awarded for households that either lived in East Herts themselves or had close family currently lived in the district. Under the new policy, applicants must be living in the district themselves for one year to qualify for District Connections 50 points or if their connection is from close family currently residing, then 20 points are awarded. An analysis of the District Connection points in the table below shows the breakdown for households on the Register and households housed in 2013/14. For the households housed with no District Connection three were in general needs accommodation and the remainder were housed in sheltered accommodation.

District Connection	Number households	% of total	Households housed 13/14	% of those housed
Self	1,511	76%	413	94%
Close Family	106	5%	7	2%
Working	31	2%	3	1%
None	344	17%	15	3%
Total			438	

- 2.10 The Executive on 5 March 2013 requested that the six month review focus on the issue of Village Priority/Community Cohesion and the income threshold for qualification for the Housing Register. These were discussed at the Community Scrutiny meeting of 19 November 2013 and it was agreed that the salary threshold for qualification to the Housing Register be held at £48,000. In addition that the Village Priority procedure should remain as detailed in the adopted Housing Register and Allocations Policy as the small number of cases at that time did not give enough evidence to suggest any change to this aspect of the policy. A copy of the procedure for Village Priority is published on the Council's website and is also included at Essential Reference Paper B.
- 2.11 The Village Priority procedure was developed to give additional priority to residents with a connection to the smaller settlements in East Herts to either remain or move back, if they still have close family connection. The Housing Register and Allocations Policy states that the Council will advertise, through Choice Based

Lettings, general needs (i.e. not sheltered), un-adapted properties in settlements of less than 1,000 residents with a priority to local residents. This village connection priority, or community cohesion, is considered when the short list of applicants for the property is being drawn up by the Housing Options Team.

2.12 Since 1 May 2013 the Housing Options Service has advertised and allocated 191 general needs, un-adapted properties for rent through Choice Based Lettings. Of these properties 34 (18%) met the criteria for being advertised with a village connection priority. Of these 34 properties one had no bids over 100 points and four had the top ranked applicants as having a connection to the village therefore in these five cases the procedure was not applicable. The remaining 29 properties were offered as follows:

- Properties where applicants had a connection to the village, had more than 100 points and had their priority on the short list increased over applicants that had no village connection and more points: 3 applicants.
- Properties where no applicants with both a village connection and more than 100 points had placed a bid and so policy not applicable: 27 applicants.

2.13 Looking at the outcomes the current policy has a small effect for those in housing need in the smaller settlements. To amend the level of points at which the procedure is enacted (currently 100) would have a detrimental impact on the balance the Council needs to maintain between local priorities and meeting its statutory duties of allocating homes to applicants who are in a reasonable preference as cited at 1.2 and therefore in housing need. Therefore, it is recommended that the procedure for Village Priority should not be amended.

2.14 Household Salary threshold

The current policy has a salary qualification bar preventing households with a salary over £48,000 from earned income and savings from accessing the Register. This figure was derived by using the average salary level for residents living and working in the district using ASHE survey (Annual Survey of Hours and Earnings). The original figure proposed and agreed during consultation with our RPs was £60,000 but was reduced at the Executive on 5 March 2013.

2.15 Analysis of the Housing Register shows that the Housing Options

Team have registered for housing 756 qualifying households since 1 May 2013. An additional 15 households were not found not to qualify, three because they had income or savings above the threshold and the remaining 12 for other reasons, the primary one being they had an outstanding housing debt with either the council or a Registered Provider.

- 2.16 An analysis of the 1,992 applications on the Register shows that 1,107 or 56% are on benefits or low income and have been awarded Limited Means Points. These points are awarded to households whose income is at or below the benefit cap level of £500 a week for couples and families or £350 a week for single person households. This gives a priority to those households on low income or benefits over higher income households.
- 2.17 Households on the Council's Register that are employed are often in employment that is either less secure or the income is variable. This makes it difficult to monitor household income for applicants after their initial application and before a home visit is carried out prior to nomination. However, RPs have to report details of all new tenants onto the Government's CORE reporting system (COntinuous REporting) at the point of a tenancy being taken up. This is one of the most accurate ways of reporting household income for new tenants to general needs accommodation (i.e. not sheltered) in East Herts and the economic status of the head of the household. The annual figures for 2013/14 are yet to be published but the figures for 2012 /13 showed an average weekly household income of £243 (£12,636) and for the first 6 months of 2013/14 £262.54 (£13,127 annually). In 2012/13 the economic status of the head of household was listed as follows: in full time or part time work- 36%, Job seeker – 14%, not seeking work – 21% and long term disability – 20%. The remaining 9% are cited as 'other'.
- 2.18 The housing associations are keen, in the interests of balanced and mixed communities, that not all their residents should be on housing benefits to assist with the payment of rent. With affordable rents being significantly higher than social rents the income levels of residents needs to be higher to meet the new rent levels without the subsidy of Housing Benefit.
- 2.19 Therefore it is recommended that the household salary bar of £48,000, above which a household would not qualify for the housing register should not be amended. The figure will be subject to annual review, against published annual average income levels for East Herts residents.

2.20 The government published statutory guidance in December 2013 titled 'Providing social housing for local people – Strengthening statutory guidance on social housing allocations'. The document re-iterates statutory guidance on social housing allocations for local authorities in England that was published in 'Allocation of Accommodation: Guidance for Local Housing Authorities in England' and aims to assist them to take advantage of the provisions in the Localism Act 2011. The current Housing Register and Allocations policy was drafted taking into account the flexibilities in the Localism Act and published statutory guidance and the Housing Register and Allocations Policy is compliant with Government Guidance.

Background Papers

Executive minutes 5 March 2013

Community Scrutiny minutes 19 November 2013

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
Consultation:	No external consultation
Legal:	The Housing Act 1996 states that all Local Authorities exercising housing function must publish a Housing Register and Allocations Policy showing how homes will be allocated to applicants and prescribes certain categories of people who are to be eligible for an allocation and/or given reasonable preference.
Financial:	None
Human Resource:	<i>None</i>
Risk Management:	<i>None</i>
Health and wellbeing – issues and impacts:	A decent, suitable and settled home has a positive impact on every part of a person's life, including their health and wellbeing. The Council's Housing Register assesses and prioritises a person's need to move to alternative accommodation based on the impact their current accommodation has on their health and wellbeing.

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

Purpose

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

Background

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

Process

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

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

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

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

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

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 24 JUNE 2014

LEADER OF THE COUNCIL AND THE CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

2013/14, 2012/13 and 2011/12 SERVICE PLANS – END OF YEAR MONITORING REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of the council's achievements against its priorities for 2013/14 at **Essential Reference Paper "B"** and details those service plan actions that are outstanding at **Essential Reference Paper "C"**. This report also monitors the outstanding 5 service plan actions from 2012/13 and 2011/12, which are detailed in **Essential Reference Paper "D" and "E"**.

RECOMMENDATION FOR COMMUNITY SCRUTINY:

That:

(A)	The progress against the Council's priorities and the status of the outstanding actions detailed against 2013/14, 2012/13 and 2011/12 Service Plan actions be received; and
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(B)	The Executive be advised of any recommendations.
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1.0 Background

- 1.1 The 2013/14 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 12 February 2013 and approved by the Executive at its meeting on 5 March 2013.
- 1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are either off target, have a revised completion date, been deleted or suspended.
- 1.3 This report covers the period 1 October 2013 to 31 March 2014 for the following services:

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

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

2.0 Report

2013/14 Service Plan Analysis

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

	Status at the 6 monthly report (reported October - November 2013)	Status at the twelve month stage – end of year report
Have already been achieved	19% (6)	90.3% (28)
Are on target	74% (23)	-
Have had their completion dates revised	3% (1)	6.4% (2)
Have been suspended	3% (1)	3.2% (1)
Total	100% (31)	100% (31)

2.2 The action that was suspended was reported in the first six monthly report and is:

<p>13-ED03</p>	<p>Identify external funding opportunities for Scotts Grotto</p>	<p>April - September 2013. Progress with this action is dependent on the capacity of the Ware Society to prepare funding applications. It is recommended that this action be suspended for the time being to enable resources to be targeted at economic development themes - in line with East Herts Council agreed priorities. It is recommended that the item be reviewed in April 2014.</p>
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2.3 An overview of the achievements by Corporate Priority for 2013/14 are detailed in **Essential Reference Paper “B”**. Please note that this is a working draft and as outturn data and financial data for 2013/14 is verified further information will be added. It is this information that will be used later in the year to feed into the Annual Report.

2.4 In summary:

- 90% of actions have been achieved - with most supporting the ‘People’ priority.
- The majority of the actions with a revised completion date support the ‘Prosperity’ priority.
- Out of the 2 actions that have been given a revised completion both have been revised for the first time.

Analysis of performance by corporate priority shows:

- **People** – all 17 actions have been achieved
- **Prosperity** – 79% of actions have been achieved (11 out of 14); 2 actions have been revised and 1 action has been suspended
- There are no actions in these 5 service plans that support the corporate priority ‘Place’.

2.5 **Essential Reference Paper “C”** details 2013/14 Service Plan actions that are either:

- have had their completion dates revised
- have been deleted/suspended.

2012/13 Service Plan Analysis

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

	Status at the 6 monthly report (reported October - November 2013)	Status at the twelve month stage – end of year report
Have already been achieved	75% (3)	75% (3)
Have had their completion dates revised	25% (1)	25% (1)
Total	100% (4)	100% (4)

2.7 **Essential Reference Paper “D”** details the outstanding 2012/13 Service Plan actions and their current status.

2011/12 Service Plan Analysis

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

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

2.9 2013/14 and 2012/13 actions that are still active will be reported as part of the 2014/15 service plan monitoring reports.

3.0 Implications/Consultations

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

Background Papers

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

2013/14, 2012/13 and 2011/12 Service Plans – Six Monthly Report –

Community Scrutiny – 19 November 2013

Contact Member: Cllr A P Jackson – Leader of the Council.

Contact Officer: Simon Chancellor – Head of Finance and Performance
Contact Tel Ext No 2050
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</p> <p>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p>Place – Safe and Clean</p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity – Improving the economic and social opportunities available to our communities</p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
<p>Consultation:</p>	<p>There are no specific consultation implications arising directly from this report.</p>
<p>Legal:</p>	<p>There are no specific legal implications arising directly from this report.</p>
<p>Financial:</p>	<p>There are no specific financial implications arising directly from this report.</p>
<p>Human Resource:</p>	<p>There are no specific human resource implications arising directly from this report.</p>
<p>Risk Management:</p>	<p>Effective performance management arrangements helps to ensure that the council's priorities and objectives are met and supports greater transparency and increases local accountability. The Service Plan Monitoring report is one tool designed to help deliver this.</p>
<p>Health and wellbeing – issues and impacts:</p>	<p>There are no direct Health and Wellbeing implications in regard to this report. However a number of the council's service plan actions do support/contribute to the health and wellbeing agenda.</p>

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Telling the Story – An overview of some achievements by Corporate Priority up to 31 March 2014:

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

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

		<p>Year (over & under 18) and Service to Sport Award and clubs winning Sporting Achievement of the Year and Club of the Year. Award winners came from across the district - Bishops Stortford Canoe Club winning Coach of the Year and Bury Rangers FC winning Club of the Year and individual performers in swimming, cycling, badminton and canoeing coming from Hertford, Ware, Great Amwell and Bishops Stortford. There was good press coverage of the Awards.</p> <ul style="list-style-type: none"> • Revised all councillor role descriptions to highlight the requirements of community engagement as well as providing a programme of support to help members respond to this increasing role (13-DLSS02) and three community engagement grants have been allocated to councillors to date to support public engagement meetings within their constituency.
	<p>Objective: Deliver strong and relevant services</p>	<ul style="list-style-type: none"> • Undertook our biennial residents' survey which showed 70% of residents were satisfied with the way the Council runs things. This is an increase of 19% when comparison is made to the 2011 level of 51%. (2013 and 2011 Residents Survey) • Approved a plan for East Herts Council to join forces with Stevenage Borough Council to provide ICT, Business Improvement, Print and Design Services in partnership. The plan was also approved by the Executive at Stevenage. As well as delivering financial savings, the shared service will strengthen resilience and improve the efficiency of the services we provide to our customers. (13-HR02 and 13-ICT01) • Continued to explore a range of shared service provision with other councils by jointly procuring a new cleaning contract with Stevenage and North Herts Council so that we can improve the level of

cleanliness in council offices within the budget we have and now share a Payroll and HR system with Stevenage Council, to improve resilience. (13-FMEM02 and 13-HR04)

- Monitoring arrangements for the Shared Internal Audit Service (SIAS) are well-embedded through the Director of Financial Support Services, the Manager of Corporate Risk (Audit Champion) and Audit Committee with regular reporting arrangements. Savings envisaged of £9.3k from the original SIAS budget for 2013/ 14. (13-CRP01)
- Transferred to a new payroll system that is shared with Stevenage Borough Council to ensure RTI compliant and to improve resilience and informal sharing between East Herts and Stevenage Borough Council's payroll services. (13-HR04)
- Strengthened the Council's anti-fraud arrangements by reviewing all fraud awareness information and policies, to ensure strong corporate governance. (13-CRP01)
- Scrutiny committees reviewed the council's basket of performance indicators to ensure they were fit for purpose and supported the council's priorities. The review resulted in a number of indicators being deleted and new measures being introduced, such as amended performance indicators to support the shared service revenue and benefits service. (13-FSSP02 and 13-RB02)
- Enhanced the information publication and freedom of information self-service by the establishment of an East Herts Council information 'Home Page' with self-service links. Over the last year (1st April 2013 to 31st March 2014), there have been 4953 visits to individual FOI case records/responses published on the council website, from visitors

		<p>outside of the council network, covering 1467 case records (obviously, some cases have had more visits than others). The online "Make an FOI Request" e-form has seen 43 visits. There have been 144 visits to the council Publication Scheme, and 785 visits to the Spending Disclosure. Although visits to these self-service links does not mean that an FOI request was avoided in its own right, it does demonstrate how effectively the Council is ensuring information is accessible and transparent. (13-IPCS03)</p> <ul style="list-style-type: none"> • Launched an online permit renewal system. Residents in controlled permit zones are no longer required to visit Council Offices in normal opening hours to purchase their permits. Since the facility went 'live' on 13 November 2013, the Council has have issued 648 renewal letters and in that same period 302 permit holders have used the online renewals facility. This would indicate a take-up rate of approx. 47%. (13-IPCS08) • Developed a customer charter for the joint revenues and benefits service. The charter sets out the aims for the service in relation to behaviours, performance and working with customers. It was presented and agreed by the Joint Members Board in October 2013. (13-RB01)
	<p>Objective: Improve outcomes for vulnerable families and individuals</p>	<ul style="list-style-type: none"> • Reduced the amount of time it takes to process new housing benefit claims or change of events from 18 days to 9 days by investing more resources to support the growing demand of the benefits service. • Contributed, as part of the East Herts Local Strategic Partnership to: <ul style="list-style-type: none"> ➤ Jointly funding a new time banking scheme in Buntingford in

partnership with Hertfordshire County Council. The scheme is run by the North Herts Centre for Voluntary Service. Participants who sign up are able to donate time towards helping others in any way they feel they are able. In return they receive an equivalent amount of time back from somebody helping them. The scheme is aimed at engaging some of the most vulnerable members of society, but is open to anybody to join in.

- Helped a group of widows and widowers aged 70 plus develop their cooking skills and to reduce social isolation that is increasing in this age group. A seven week course held at Dixon Place sheltered housing, facilitated a supportive atmosphere for people to develop their cooking skills, consider portion size, increase their confidence and build friendships.
- Developed a three-year agreement which will provide East Herts Citizens Advice Service with £129,000 on an annual basis, subject to a yearly review. This will help to ensure a wide range of support on many issues affecting people's lives continues to be provided, specifically housing debt, benefits and housing advice.
- Built a young persons supported accommodation in Hertford. The new accommodation will provide 14 flats to support up to 28 East Herts residents aged 16 - 24 that are in housing need. In addition residents will also receive training and support whilst living there. The accommodation opened on 18 October 2013. (13-HO1)
- Agreed a new Homeless Review and Strategy at full Council on 11 December 2013. The strategy is now published and its purpose is to address homelessness by ensuring suitable accommodation, support

		<p>and advice is available and accessible to all client groups and to encourage a multi-agency approach to preventing homelessness. The Council's Housing Options approach is prevention focussed and relies heavily on the residents of East Herts being able to access timely, high quality advice and assistance to help them resolve their housing problems well before their situation reaches crisis point and homelessness. There has been a reduction in the number of homelessness presentations (30%) and acceptances (17%) over the last 3 years for East Herts which is indicative of an effective preventative Housing Options Service.(13-H02)</p> <ul style="list-style-type: none"> • Financially supported through the discretionary grants programme 134 voluntary and community organisation and youth athletes. 68 grants were awarded to small voluntary and community organisations ranging from grass roots groups to parish councils and health and social care charities. More than 2,000 individuals benefitted from this pot alone. Of the projects funded, 43% supported older or vulnerable people, combatting loneliness and helping them live more fulfilling and independent lives. Additional monies were awarded to organisations to improve well-loved community assets such as village halls, sports pavilions and play areas and to arts and sports organisations and other groups to deliver activities for young people over the summer holidays. This helped organisations to improve their cultural offer, thus improving diversity and access.
	<p>Objective: Reduce health inequalities, for example, by addressing obesity, smoking and</p>	<ul style="list-style-type: none"> • Increased the overall number of swimmers accessing the Council's pools by 2.2% when compared to performance in the previous year. This is due to a successful promotion of junior swims by SLM and their investment in equipment (inflatables) to encourage junior fun swims as

	physical inactivity	<p>well as adding several additional fun swim sessions aimed at younger swimmers.</p> <ul style="list-style-type: none">• Raised awareness of the dangers and social impact of tobacco to young people as part of an East Herts Council project to reduce smoking. The campaign is set to be rolled out to schools across Hertfordshire from the Autumn term in 2014. As part of the campaign students will be able to use an interactive website to watch films about the exploitation of children in tobacco plantations, see how friends and family can be affected by smoking related illness and take part in a range of activities designed to encourage a smoke-free life.
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DRAFT

Priority: Place	What we want to achieve	What we have done
	<p>Objective: Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of households and businesses</p>	<ul style="list-style-type: none"> ● Introduced measures and changes to ensure the Council is on target to reduce carbon dioxide emissions from its own buildings and the services it provides. Changes that have been introduced include: <ul style="list-style-type: none"> ➤ Pool covers at Fanshawe and Ward Freeman leisure centres as well as motion sensor lighting to reduce lighting use and energy-efficiency glazing has been installed at Grange Paddocks to reduce heating costs. ➤ Solar reflective blinds in the council's Wallfields offices in Hertford. ➤ Sensor-controlled lighting and new glazing at Hertford Theatre. ➤ Newer more efficient vehicles as part of the waste contract and the rescheduling of collection rounds to maximise efficiency by using mapping software <p>All these initiatives have contributed to a 13% reduction in CO2 emissions since 2009. (13-ES17)</p> <ul style="list-style-type: none"> ● Put forward plans for a small scale micro hydro scheme that would harness the power of one of the weirs close to Hertford Theatre to generate electricity for use by the Theatre. The local community were invited to see the plans, for which planning permission has not yet been sought, at an afternoon exhibition in January 2014. A planning application is expected to go forward in summer 2014.

Objective: Maintain our clean streets and reduce litter

- Continued to maintain clean streets with the level of detritus being reduced by 2% when comparison is made with the level last year and met cleanliness targets for graffiti and flyposting.
- Supported litter picking campaigns across the district to help improve environment cleanliness, encourage as many people as possible to pick up litter and promote policies that will stop people littering. For example:
 - Ware Beavers took part in a litter pick in Ware and the Council provided each Beaver with a litter picking set.
 - Staff from Hanbury Manor Hotel and Country Club in Ware walked along the River Lea towpath from Ware to St Margarets.
- Worked with local housing associations and the Dogs Trust to provide free micro chipping as part of a campaign associated with a national drive to encourage responsible pet ownership. Micro chipping pets ensures they can be reunited with owners quickly should they stray and helps reduce kennelling and re-homing costs. During the campaigns 148 dogs were 'chipped'. From 2016 it will be a legal requirement for owners to have their dogs micro chipped.
- Won the silver footprint RSPCA award, which is a national scheme that recognises local authorities that have clear procedures and policy on stray dogs. Up to end of March 2014 the council received 326 reports of stray dogs (both lost and found). 114 were collected by the Council of which 70 were reunited with their owners. The remainder were rehomed. (13-ES12).

<p>Objective: Maintain our parks, play areas and open spaces</p>	<ul style="list-style-type: none"> • Consulted on the Parks and Open Spaces Strategy for the next five years, to ensure that our green spaces, parks and playgrounds continue to be looked after. Consultation was held with 30 external stakeholders and 42 other interest groups. Responses and comments were integrated into the strategy and it was approved at the Executive on 1st October 2013. (13-ES16) • Hartham Common joined a national scheme - the Queen Elizabeth II Fields Challenge - to provide a permanent legacy of the Diamond Jubilee 2012 and the London 2012 Olympics. The green space is one of 2,012 sports pitches, woodlands, play areas, gardens and parks across Britain joining the challenge which has committed to ensuring these sites are preserved for the future. • Raised awareness and use of open spaces by holding a 'Love Parks' week, at Southern Country Park and Pishiobury Park. The Get Park Active events are designed to promote outdoor leisure and healthy lifestyles. (13-ES15) • Retained our two 'green flags' for The Ridgeway in Hertford (for the fifth year running) and Southern Country Park in Bishop's Stortford (for the sixth year running).
<p>Objective: Reduce anti social behaviour and the fear of crime</p>	<ul style="list-style-type: none"> • Launched 'Who should I call?' leaflet in partnership with Hertfordshire Police and Hertfordshire County Council. It lists the most common subjects that people are unsure about from potholes and street lights to anti-social behaviour and includes telephone, website and Twitter contact details. • Grant funded 20 projects in partnership with CVS to provide summer

		<p>activities for young people. The activities ranged from outdoor games and sports, holiday play schemes, gardening for people with learning difficulties, dance, drama and podcasting activities to den building, educational events, fun days and trips out. For the first time, we were able to expand our popular Play Ranger project into Sawbridgeworth and Bishop's Stortford. In 2013, more than 2,800 children and young people took part. This is slightly lower than the participation level in 2012 of 2,980 children and young people. The reduction is due to fewer providers putting forward high volume programmes in 2013.</p>
	<p>Objective: Ensure future development meets the need of the district and its residents</p>	<ul style="list-style-type: none"> • Increased the percentage of major, minor and other planning applications that have been processed within the agreed timescales. For example the processing of minor applications has increased by 3%, when compared to performance in 2012/13. • Agreed proposals for up to 2,200 homes and related infrastructure, known as Bishop's Stortford North, to go-ahead. As part of the proposals developers will contribute £53.8m to new infrastructure in the area which includes £30m towards primary and secondary school provision, £3m for sports facilities and £2m for community buildings.
	<p>Objective: Reduce residual waste and increase our recycling rate</p>	<ul style="list-style-type: none"> • Launched SPARC to remove cardboard from the organic waste stream due to the changes in standards applied to compost and provide residents with more recycling opportunities with the introduction of the blue lidded bin for cardboard, glass, plastics, cans and tins. Recycling tonnages are up with 49% of waste recycled or composed an increase of 1.5% on the previous year. The recent Residents survey shows an increase in public satisfaction with waste and recycling services from 77% in 2011 to 80% in 2013.



Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Deliver value for money</p>	<ul style="list-style-type: none"> • Reduced the total number of sickness absence days per FTE staff in post by 0.37 days from 6.26 days in 2012/13 to 5.89 days in 2013/14. • As a result of identifying further efficiency savings, agreed to a reduction of 1% in its council tax for 2013/14. The reduced council tax requirement is due in part to changes in the Government's funding regime. In addition, changes in the benefits system have resulted in a change to the way the tax base is calculated. • Took robust action against fraud and during 2013/14 have prosecuted 11 people, issued 31 administration penalties and 17 cautions. This means that the council is recovering a combined total of Housing Benefit/Council Tax Benefit/Support overpayments of £278,673.81 against these 59 sanctions and other overpayments determined as fraudulent. A further £35,854.48 in overpayments of Department for Work & Pensions benefits was also identified.
	<p>Objective: Enhance the economic well being of East Herts</p>	<ul style="list-style-type: none"> • Contributed, as part of the East Herts Local Strategic Partnership to the: <ul style="list-style-type: none"> ➤ Development of a Work Club. Hertford Fire and Rescue Service in partnership with Jobcentre Plus formed a work club at their Hertford based head quarters to help support the Get East Herts Working Initiative. Championed and awarded funding by the Local Strategic Partnership (LSP), the scheme is aimed at helping people who are looking for work who do not have access to IT facilities at

		<p>home, get online and find employment.</p> <ul style="list-style-type: none"> • Supported the Love Your Local Market initiative by showcasing locally grown produce regularly available at Hertford's markets in May 2013. • Made additional short stay parking available at Gascoyne Way car park in Hertford on Saturdays, making visits to the Town easier. All four levels of the car park will give customers the option of parking for 1, 2, 3, 4, or 5 hours on Saturday. The change comes in response to public feedback, backed up by the Council's own findings, that the bottom two floors are sometimes unable to meet short stay parking demand on Saturdays.
	<p>Objective: Deliver sustainable rural business growth</p>	<ul style="list-style-type: none"> • Provided free advice for rural businesses through a scheme set up by East and North Herts Councils.
	<p>Objective: Protect the environment</p>	<ul style="list-style-type: none"> • Facilitated a habitat restoration project to protect the wet grassland and botanical species at Thorley Wash Nature Reserve (a Site of Special Scientific Interest). The project was awarded money from a number of agencies, including £64,288.80 from the Rural Development Programme for England (RDPE), managed by East Herts Council. Funding was also secured from Growth Area Funding via Harlow Council, the Environment Agency, and the Highways Department of Hertfordshire County Council.

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2013/14 Service Planning Report (January - March 2014 progress)

Action Code	Action Title	Action Description	Original Due Date	April - September 2013 status	October - December 2013 status	January - March 2014 Status	Notes
Corporate Priority: Prosperity							
Objective: Deliver value for money							
13-CSHS07	Provide a structure for the new Community Safety and Health Service which delivers improved value for money and still achieves key targets	<p>Target: By March 2014 achieve relevant MTFP savings following the merger of CS and Licensing/ Environmental Health Services and Engineers</p> <p>Outcome: Successful restructure and targets still achieved.</p> <p>Critical Success Factors: Consultation, key messages communicated, staff cooperation.</p> <p>Environmental Impacts: N/A</p>	31-Mar-14	Action On Target	Action On Target	 Revised Completion Date (10 June 2014)	January - March 2014. Revised completion date from 31 March 2014 to 10 June 2014. Interviews for the last post in the restructure were unsuccessful. However after re advertising the Head of Service has filled the position and the new manager should start on 10 June 2014. As mentioned previously, the MTFP savings have already been achieved.
13-ED03	Identify external funding opportunities for Scotts Grotto	<p>Target: 1 lottery bid</p> <p>Outcome: Improve promotion</p> <p>Critical Success Factors: Quality of the bid</p> <p>Environmental Impacts: Neutral</p>	31-Jul-2013	Action Deleted - suspended	N/A	No update required.	April - September 2013. Progress with this action is dependent on the capacity of the Ware Society to prepare funding applications. It is recommended that this action be suspended for the time being to enable resources to be targeted at economic development themes - in line with East Herts Council agreed priorities. It is recommended that the item be reviewed in April 2014.
Objective: Protect the environment							
13-CSHS05	Carry out Surface Water Management Plans (SWMPs) in high risk flood locations in liaison with Herts Highways	<p>Target: Feasibility & Site work - October 2013 Modelling and final reports with Action Plan - March 2014.</p> <p>Outcome: Action plan produced and agreed in liaison with Herts highways should minimise the risk of flooding in existing locations & in future development areas. Flood risk management data readily available for specific locations. Responses & subsequent resource reduced.</p> <p>Critical Success Factors: Dependant on budget & available resource.</p> <p>Environmental Impacts: Reduction in flood risk and damage to natural environments.</p>	31-Mar-14	Action On Target	Action On Target	 Revised Completion Date (31 July 2014)	January - March 2014. Revised completion date from 31 March 2014 to 31 July 2014. Feasibility, site work & modelling complete. Report is in draft format to be finalised when time allows. Setting up, delivering and responding to flood claims work is a substantial amount of work with no additional resource is taking priority (so this will take some time to deliver). 90% complete.

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Outstanding 2012/13 Service Planning Report (January - March 2014 progress)

Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 status	April - September 2013 status	October - December 2013 status	January - March 2014 status	Notes	
People											
Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to.											
12-H02	Provide young persons' accommodation in Hertford.	<p>Target: Commence building in 2013 with completion in 2014</p> <p>Outcome: Provision of 24 supported units for young people.</p> <p>Critical Success Factors: Funding, planning permission and support from partners.</p> <p>Environmental Impacts: potential increase in CO2 emissions mitigated by sustainability code.</p>	31-Mar-14	Action On Target	Action On Target	Action On Target	Action Achieved	No update required		April - September 2013. The building is now complete with the official opening on 18 October 2013.	
12-CSHS06	Review Private Sector Housing Assistance Policy and complete an EIA	<p>Target: Continue to provide an efficient and effective service to users in the light of current financial pressures.</p> <p>Outcome: maintain good service provision.</p> <p>Critical Success Factors: Staff resources. Partner and Member collaboration.</p> <p>Environmental Impacts: None known</p>	31-Dec-12	Action On Target	Revised Completion Date (to 31 March 2013)	Revised Completion Date (to 31 August 2013)	Revised Completion Date (to 31 December 2013)	Off Target		Revised Completion Date (to 30 September 2014)	January - March 2014. Revised completion date. The new date for the Housing Assistance Policy is September 2014.
Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey.											
12-CSHS12	Carry out Surface Water Management Plans (SWMPs) in high risk flood locations in liaison with Herts Highways	<p>Target: Feasibility & Site work - October 2012 Modelling and final reports with Action Plan - March 2013.</p> <p>Outcome: Action plan produced and agreed in liaison with Herts highways should minimise the risk of flooding in existing locations & in future development areas. Flood risk management data readily available for specific locations. Responses & subsequent resource reduced.</p> <p>Critical Success Factors: Dependant on budget & available resource.</p> <p>Environmental Impacts: Reduction in flood risk and damage to natural environments.</p>	31-Mar-13	Action On Target	Action On Target	Off Target	Action Achieved	No update required		April - September 2013. SWMP completed resulting in a multi-agency action plan.	

Action Code	Action Title	Action Description	Original Due Date	April - September 2012 status	October - December 2012 status	January - March 2013 status	April - September 2013 status	October - December 2013 status	January - March 2014 status	Notes
Page 82 Place Reducing the carbon dioxide emissions from our own operations by 25% by 2020										
12-CSHS16	Develop a transition model for energy partnership to prepare for the Green Deal in 2013.	<p>Target: Position EHDC ready for the Green Deal.</p> <p>Outcome: Reduce risk of fuel poverty for those having measure installed. Reduce carbon dioxide emissions from fuel enriched households.</p> <p>Critical Success Factors: Adequate resources and cooperation of partners. Continued availability of funding.</p> <p>Environmental Impacts: Mitigation-reduced fuel poverty and increased carbon reduction.</p>	31-Dec-12	Action On Target	Status verbally reported to CMT	Revised Completion Date (to 30 September 2013)	Action Achieved	No update required		<p>April - September 2013. This action is carried forward to 13 CSHS 04, therefore this action is marked as completed, as far as able at that time. Options for a partnership model were considered by a working group of the Herts Sustainability Forum, which met several times. However, national uptake of Green Deal (GD) scheme remains very low, so developing a Herts option is not considered viable by the group, and would entail high risk/cost (needs large numbers). Working Group and East Herts officers therefore to review GD development over next year. In interim, East Herts Insulation Grants re-launched October 2013.</p> <p>General update considered by Environmental Scrutiny in September 2013. Recently bid to GD Communities LA fund considered for Herts, but rejected due to insufficient partners.</p>



Action Code	Action Title	Action Description	Original Due Date in 2011/12 Service Plan	April - September 2012 status	October - December 2012 status	January - March 2013 status	April - September 2013 status	October - December 2013 status	January - March 2014 Status	Notes
Promoting prosperity and wellbeing; providing access and opportunities										
By 2015 - Manage the environmental health of East Herts.										
11-HH04	Develop a strategy for implementing the Green Deal in 2013.	<p>Target: Keep abreast of guidance, identify partners and LA role.</p> <p>Outcome: Strategy developed to benefit residents.</p> <p>Critical Success Factors: Adequate resources and cooperation of partners.</p> <p>Environmental Impacts: Increased carbon reduction.</p>	31-Mar-13	Action On Target	Status verbally reported to CMT	Revised Completion Date (to 30 September 2013)	Achieved	No update required		April - September 2013. Action Achieved, please refer to action 12-CSHS16 and 13-CSHS04 on the Council's performance management system for further details.

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 24 JUNE 2014

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

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – JANUARY 2014 TO APRIL 2014 AND THE 2013/14 PERFORMANCE INDICATOR OUTTURNS

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 January 2014 to April 2014 and the 2013/14 performance indicator outturns.

<u>RECOMMENDATION FOR SCRUTINY:</u>	
That:	
(A)	The reported performance for the period January 2014 to April 2014 and the 2013/14 performance indicator outturns 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's terms of reference covering the period January 2014 to April 2014 and the 2013/14 performance indicator outturns.
- 1.2 The report contains a breakdown of the following information by each Corporate Priority:
- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should members want more detailed information on a specific month, they




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



- The indicators where data is collected monthly, with performance for April 2014 presented in detail (the most up to date available) with previous months summarised in a trend chart.
- The indicators where data is collected quarterly, with performance for Quarter 4 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.
- The indicators where data is collected annually, with performance for 2013/14 detailed in **Essential Reference Paper 'D'**

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

1.4 **Essential Reference Paper 'B'** Shows the Dashboard analysis of the set of performance indicators that are reported Community Scrutiny.
Essential Reference Paper 'C' Shows the full set of performance indicators that are reported on a monthly basis to this committee. Essential Reference Paper C has been sorted by status e.g. all performance indicators that are 'red' are listed first etc.
Essential Reference Paper 'D' Shows the 2013/14 performance indicator outturns for performance indicators specific to Community Scrutiny.
Essential Reference Paper 'E' 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 ‘Amber’ for Quarter 4. Although performance was slightly below target, throughput is up in line with normal trend patterns. Lower than expected performance throughout 2013/14 has meant that the annual target was not met having achieved an annual outturn of 101,583 against a target of 105,000.
- 2.2 **EHPI 10.1 – Council Tax Support caseload and EHPI 10.3 – Housing Benefit caseload.** Trend analysis will commence from May 2014 as these are new indicators.
- 2.3 The following indicators were ‘Green’, meaning that the targets were either met or exceeded for April 2014/Quarter 4. They were:
- EHPI 3a – Usage: number of swims (under 16).
 - EHPI 3c – Usage: number of swims (60 year old +).
 - EHPI 4a – Usage: Gym (16 – under 60 year olds).
 - EHPI 4b – Usage: Gym (60 + year olds).
 - 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.

Please refer to **Essential Reference Paper ‘C’** for full details.

- 2.4 In terms of the annual outturn:

Performance Indicator	Annual Status
EHPI 3a – Usage: number of swims (under 16).	indicator is on or above target
EHPI 3b – Usage: number of swims (16 – under 60 year olds)	indicator is 1-5% off target
EHPI 3c - Usage: number of swims (60 year old +)	indicator is on or above target

EHPI 4a - Usage: Gym (16 – under 60 year olds)	indicator is on or above target
EHPI 4b - Usage: Gym (60 + year olds)	indicator is on or above target
EHPI 129 - Response time to anti social behaviour (ASB) complaints made to East Herts Council.	indicator is on or above target
EHPI 181 - Time taken to process Housing Benefit new claims and change events.	indicator is on or above target
EHPI 1a - % of customers satisfied with the service - All Leisure Facilities	There is no performance outturn available (see ERP C for details)
EHPI 1b - % of customers satisfied with the service - Leventhorpe	There is no performance outturn available (see ERP C for details)
EHPI 1c - % of customers satisfied with the service - Hartham	There is no performance outturn available (see ERP C for details)
EHPI 1d - % of customers satisfied with the service - Fanshawe	There is no performance outturn available (see ERP C for details)
EHPI 1e - % of customers satisfied with the service - Ward Freman	There is no performance outturn available (see ERP C for details)
EHPI 1f - % of customers satisfied with the	There is no performance

service - Grange Paddocks	outturn available (see ERP C for details)
EHPI 184 - Food establishments in the area which are broadly compliant with food hygiene law	indicator is on or above target
EHPI 2.15(42) - Health & safety inspections	indicator is on or above target
EHPI 154 - Net additional homes provided	Data will not be available until July 2014
EHPI 155 - Number of affordable homes delivered (gross)	indicator is 6% or more off target
EHPI 64 - No of private sector vacant dwellings that are returned into occupation or demolished	indicator is on or above target

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

Prosperity

Performance analysis

- 2.5 **EHPI 11.1 - Rental income from Traders and EHPI 11.2 - Number of Producers at Hertford Farmers Market.** First data entry will commence from Quarter 1 for 2014/15 as these are new indicators.

CONCLUSION

- 2.6 In conclusion Members are asked to:

- Note the performance indicator analysis for the period January 2014 to April 2014 in **Essential Reference Paper 'C'**
- Note the 2013/14 performance indicator outturns in **Essential Reference Paper 'D'**
- 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
- 2013/14 Performance Indicators Estimates and Future Targets Report – Executive 4 March 2014

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

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

Contact Officer: Ceri Pettit – Corporate Planning and Performance Manager
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Report Author: Karl Chui – Performance Monitoring Officer
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karl.chui@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</p> <p><i>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</i></p> <p>Prosperity – Improving the economic and social opportunities available to our communities</p> <p><i>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>There are no financial implications.</p>
<p>Human Resource:</p>	<p>There are no Human Resource implications.</p>
<p>Risk Management:</p>	<p>By not having effective performance management arrangements in place puts the Council at risk of not being clear whether it's priorities and objectives are being met and if there are any service delivery issues, that could impact on their delivery. The Corporate Healthcheck report is one tool designed to help mitigate against this risk. Also effective performance management arrangements help to support transparency and increase local accountability.</p>
<p>Health and wellbeing – issues and impacts:</p>	<p>There are no direct Health and Wellbeing implications in regard to this report. However a number of the council's performance indicators do support/contribute to the health and wellbeing agenda.</p>

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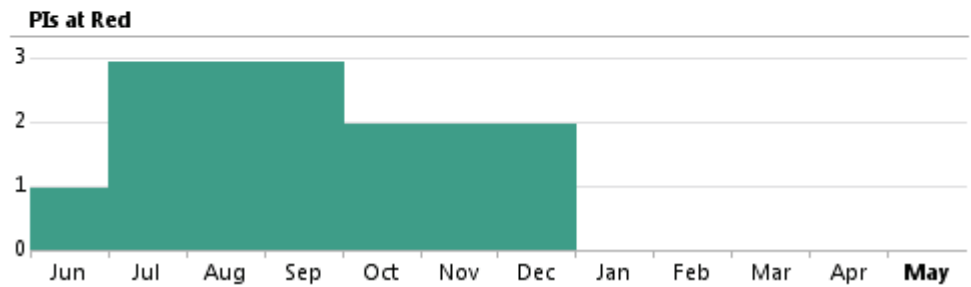
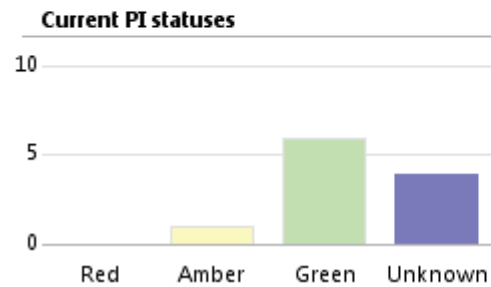
 **Community Scrutiny Dashboard**

0 PIs at Red

1 PIs at Amber

6 PIs at Green

11 Total number of PIs



Best Performing (PIs)	Value	Target	Gauge
EHPI 3a Usage: number of swims (under 16). (MAXIMI...	15,253	10,240	
EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING IN...	5,417	4,621	
EHPI 181 Time taken to process Housing Benefit new...	5.9 days	10 days	
EHPI 3c Usage: number of swims (60 year old +). (MA...	7,125	6,914	
EHPI 4a Usage: Gym (16 – under 60 year olds). (MAXI...	55,922	55,594	
EHPI 129 Response time to ASB complaints made to ...	100.00 %	100.00 %	
EHPI 3b Usage: number of swims (16 – under 60 year ...	25,699	26,229	
EHPI 10.1 Council Tax Support caseload (MAXIMISING...	6,939		
EHPI 10.3 Housing benefit caseload (MAXIMISING IN...	6,356		
EHPI 11.1 Rental income from traders. (MAXIMISING I...			
EHPI 11.2 Number of producers at Hertford farmers ...			

Improving (PIs)	Value	Target	History
EHPI 3a Usage: number of swims (under 16). (MAXIMI...	15,253	10,240	
EHPI 181 Time taken to process Housing Benefit new...	5.9 days	10 days	
EHPI 3b Usage: number of swims (16 – under 60 year ...	25,699	26,229	
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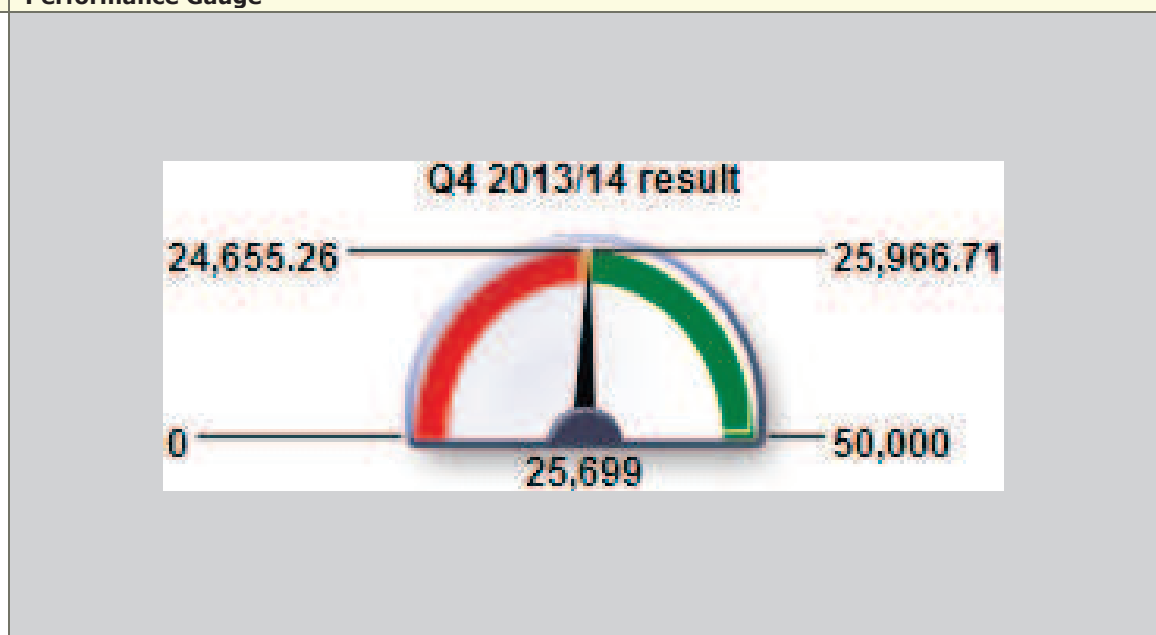
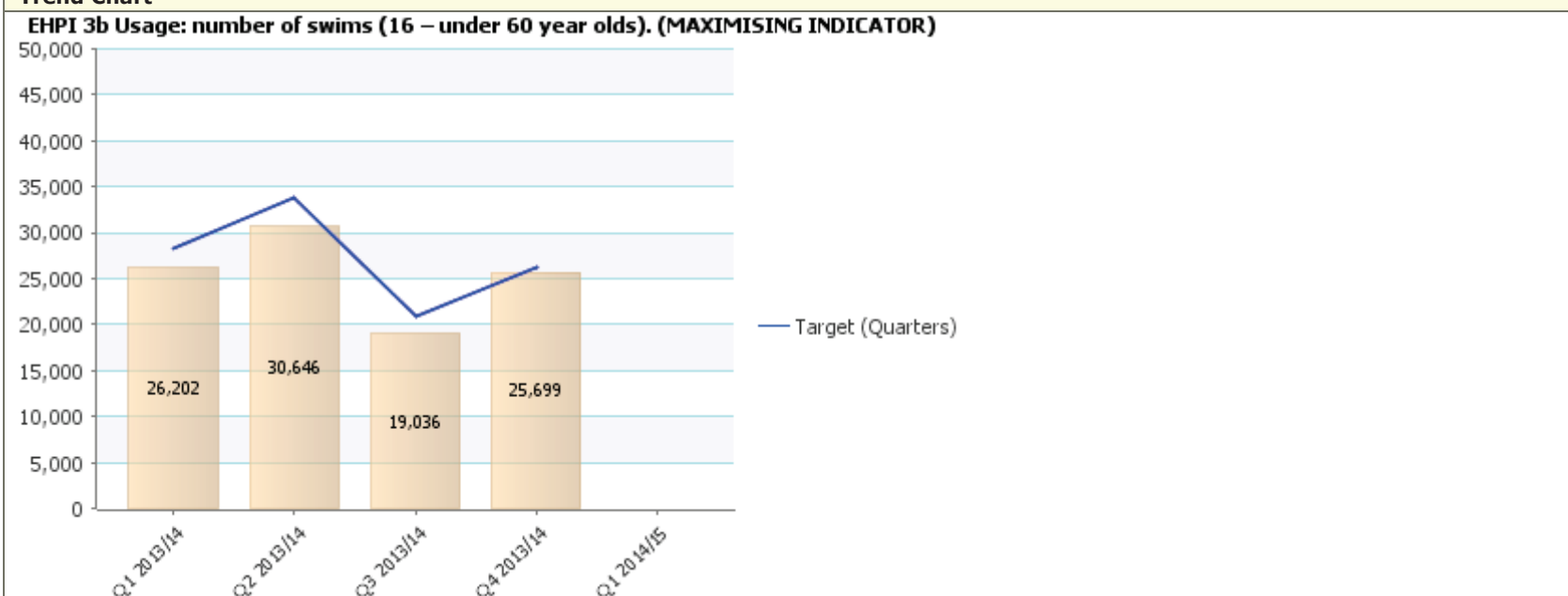
January to April Community Scrutiny Healthcheck 2014/15

Traffic Light Amber
Corporate Priority People

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 3b	Usage: number of swims (16 - under 60 year olds). (MAXIMISING INDICATOR)		25,699	26,229		Performance is slightly below target throughput is up in line with normal trend patterns.	None

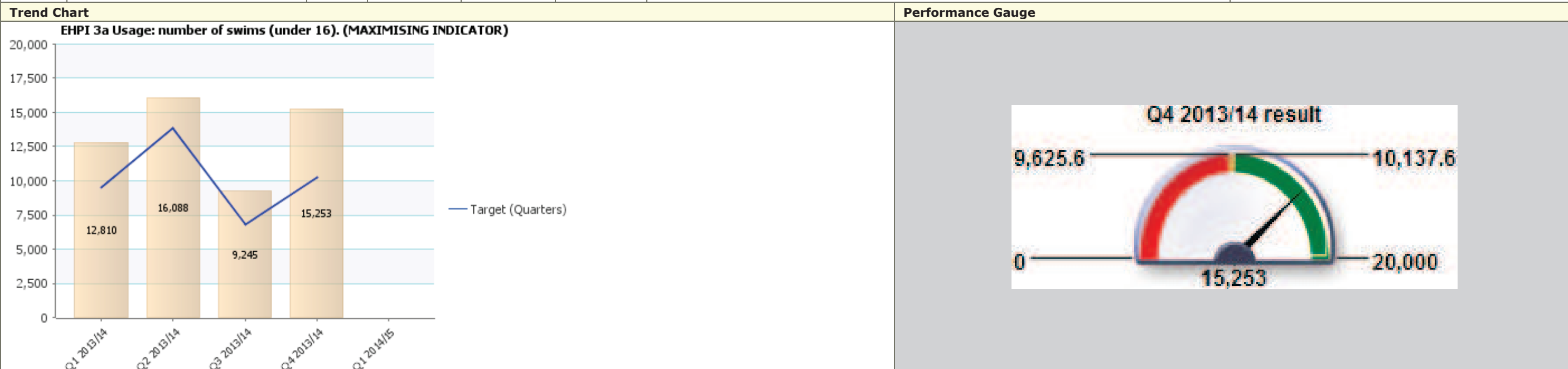
Trend Chart **Performance Gauge**



Traffic Light Green
Description People

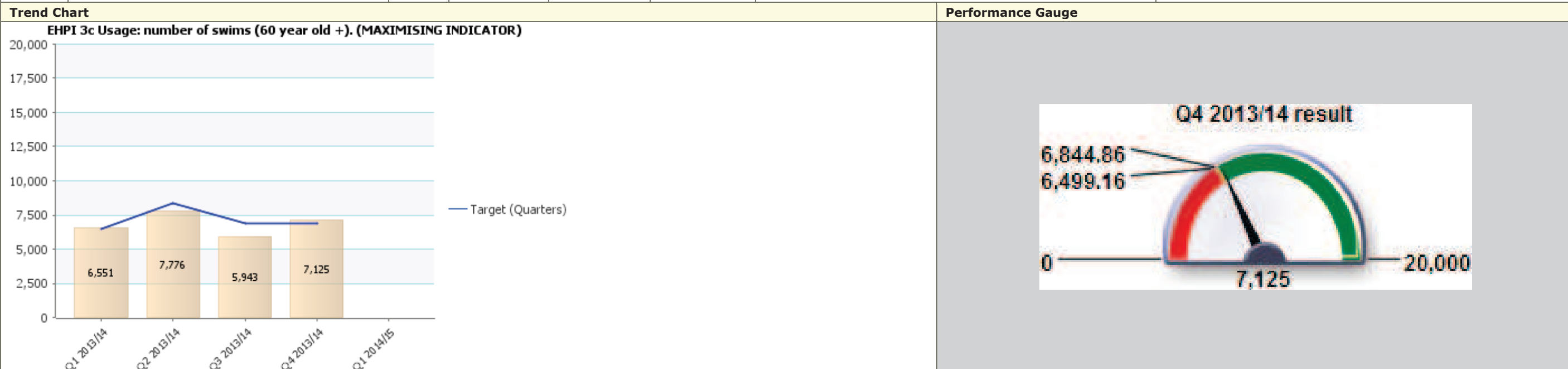
Environment Services

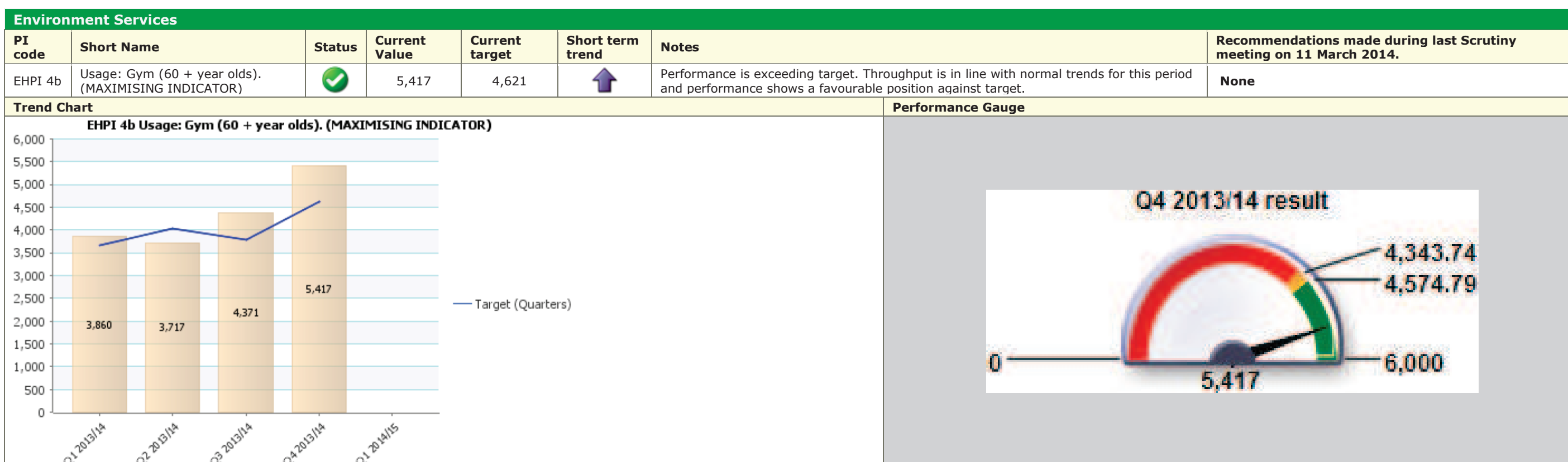
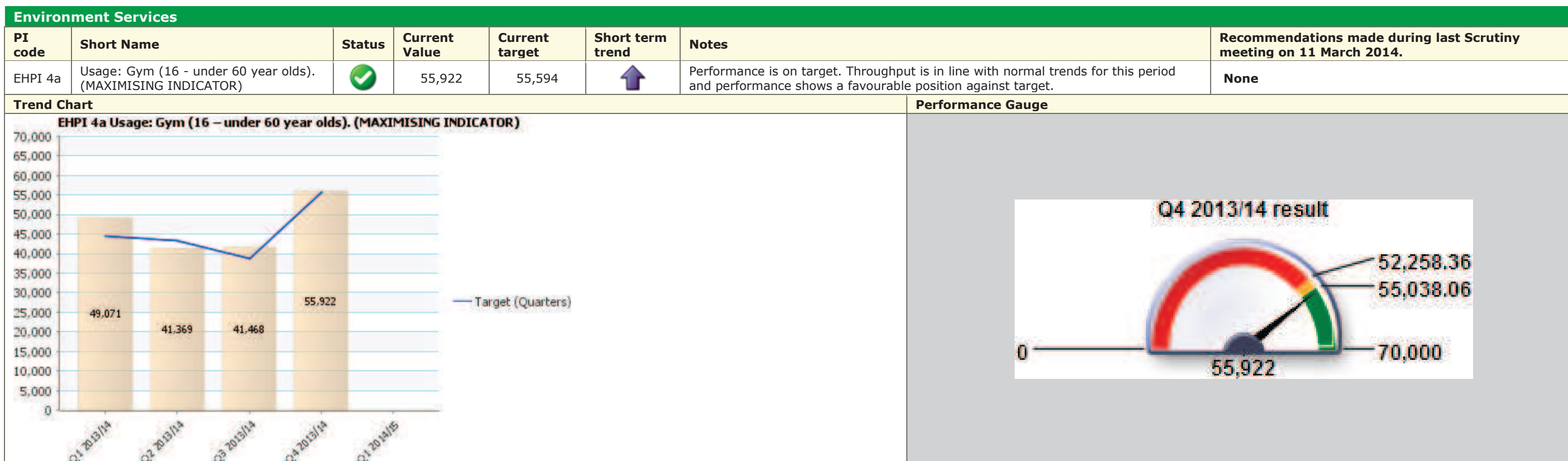
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 3a	Usage: number of swims (under 16). (MAXIMISING INDICATOR)	✓	15,253	10,240	↑	Performance is exceeding target. There has been an increase in throughput for this period in line with normal trends and performance shows a favourable position against target.	None



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 3c	Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)	✓	7,125	6,914	↑	Performance is above target and has increased in line with normal seasonal trends.	None





Licensing and Community Safety

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 129	Response time to Anti-social Behaviour (ASB) complaints made to East Herts Council (EHC). (MAXIMISING INDICATOR)		100.00 %	100.00 %		Performance is exceeding target. There were 6 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

Trend Chart	Performance Gauge																																			
<p>EHPI 129 Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 129 Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2013</td><td>100.00 %</td></tr> <tr><td>May 2013</td><td>100.00 %</td></tr> <tr><td>June 2013</td><td>100.00 %</td></tr> <tr><td>July 2013</td><td>100.00 %</td></tr> <tr><td>August 2013</td><td>100.00 %</td></tr> <tr><td>September 2013</td><td>100.00 %</td></tr> <tr><td>October 2013</td><td>100.00 %</td></tr> <tr><td>November 2013</td><td>100.00 %</td></tr> <tr><td>December 2013</td><td>100.00 %</td></tr> <tr><td>January 2014</td><td>100.00 %</td></tr> <tr><td>February 2014</td><td>100.00 %</td></tr> <tr><td>March 2014</td><td>100.00 %</td></tr> <tr><td>April 2014</td><td>100.00 %</td></tr> <tr><td>May 2014</td><td>100.00 %</td></tr> </tbody> </table>	Month	Value (%)	April 2013	100.00 %	May 2013	100.00 %	June 2013	100.00 %	July 2013	100.00 %	August 2013	100.00 %	September 2013	100.00 %	October 2013	100.00 %	November 2013	100.00 %	December 2013	100.00 %	January 2014	100.00 %	February 2014	100.00 %	March 2014	100.00 %	April 2014	100.00 %	May 2014	100.00 %	<p>April 2014 result</p> <table border="1"> <caption>April 2014 Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>0.00 %</td></tr> <tr><td>94.00 %</td></tr> <tr><td>99.00 %</td></tr> <tr><td>100.00 %</td></tr> </tbody> </table>	Value (%)	0.00 %	94.00 %	99.00 %	100.00 %
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Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)		5.9 days	10 days		Performance is exceeding target. First data extract for 2014/15 is 5.94 days	None

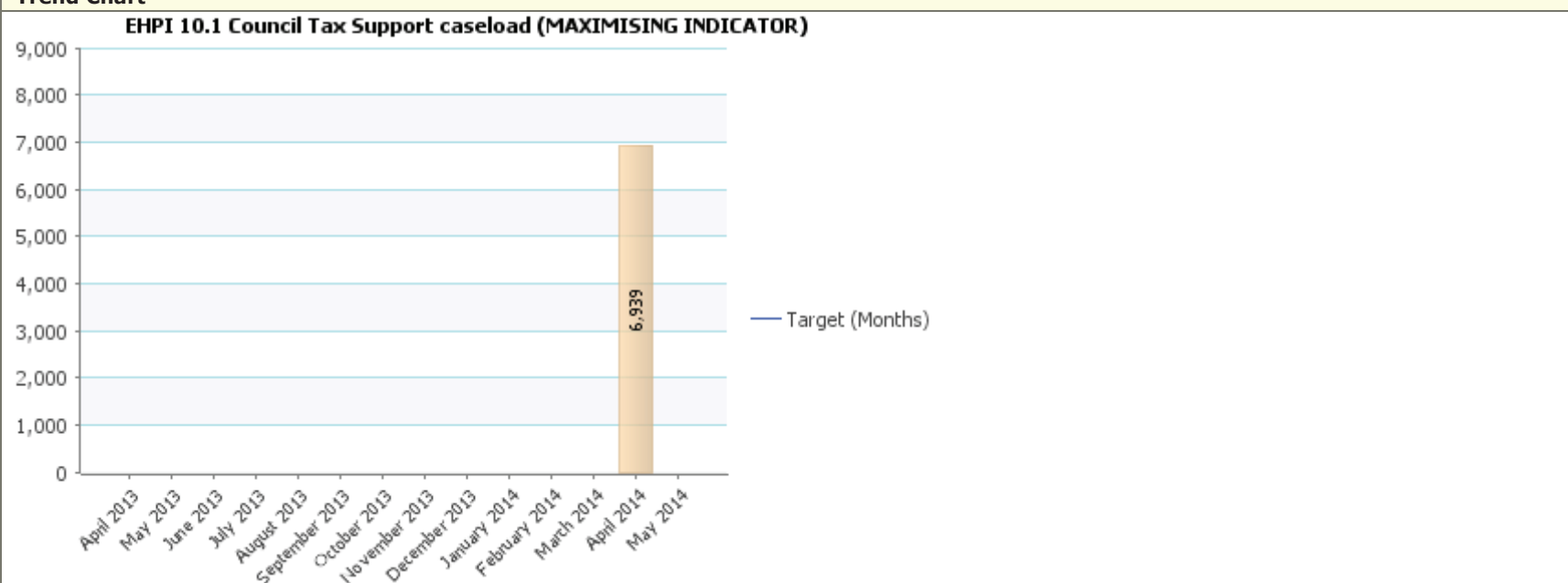
Trend Chart	Performance Gauge																																				
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Month	Value (days)																																				
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Traffic Light Data Only
Corporate Priority People

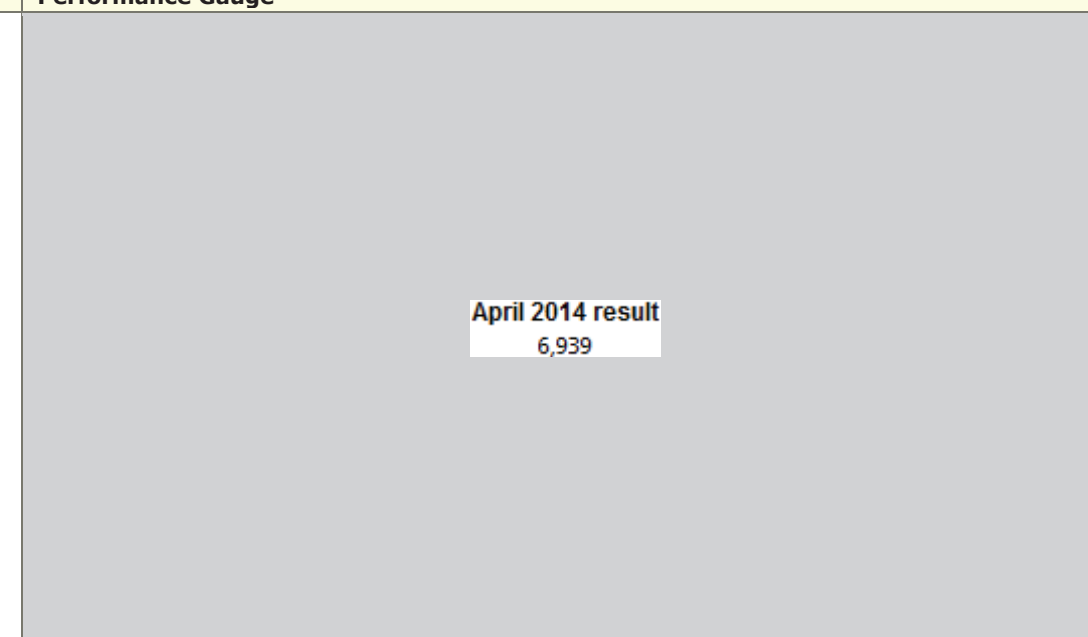
Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 10.1	Council Tax Support caseload (MAXIMISING INDICATOR)	N/A	6,939	N/A	N/A	Trend analysis will commence from May 2014 as these are new indicators.	None

Trend Chart



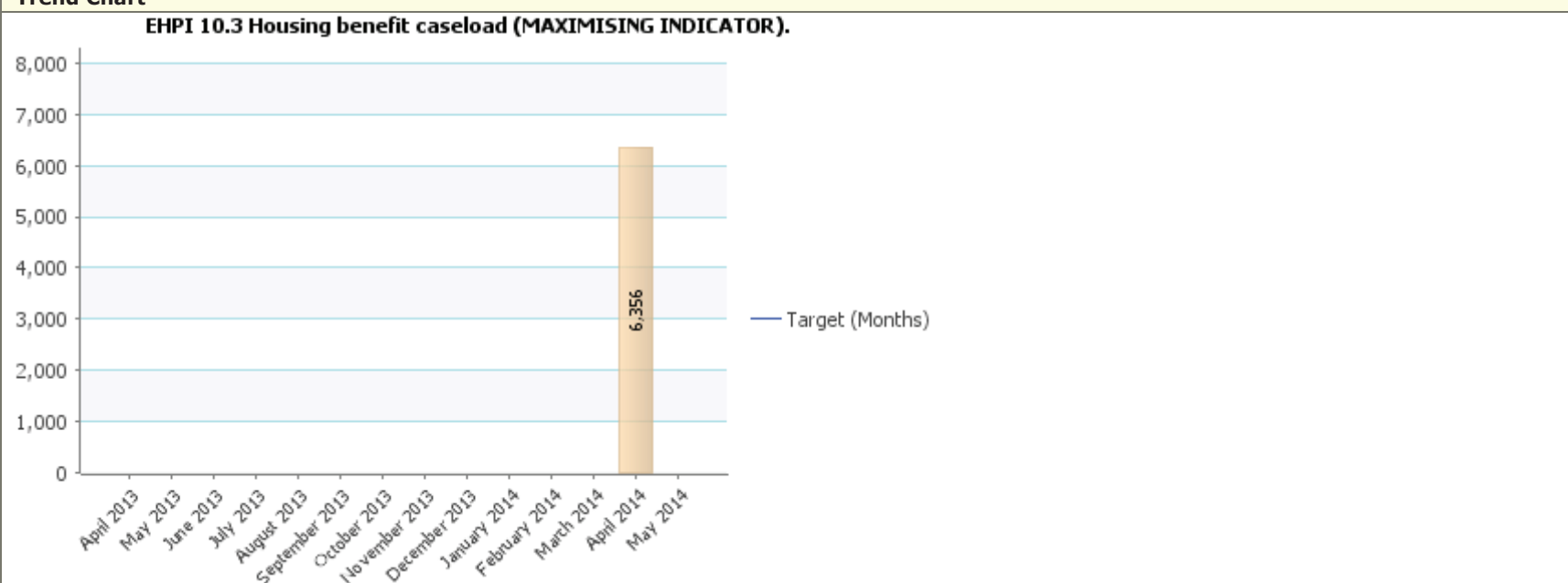
Performance Gauge



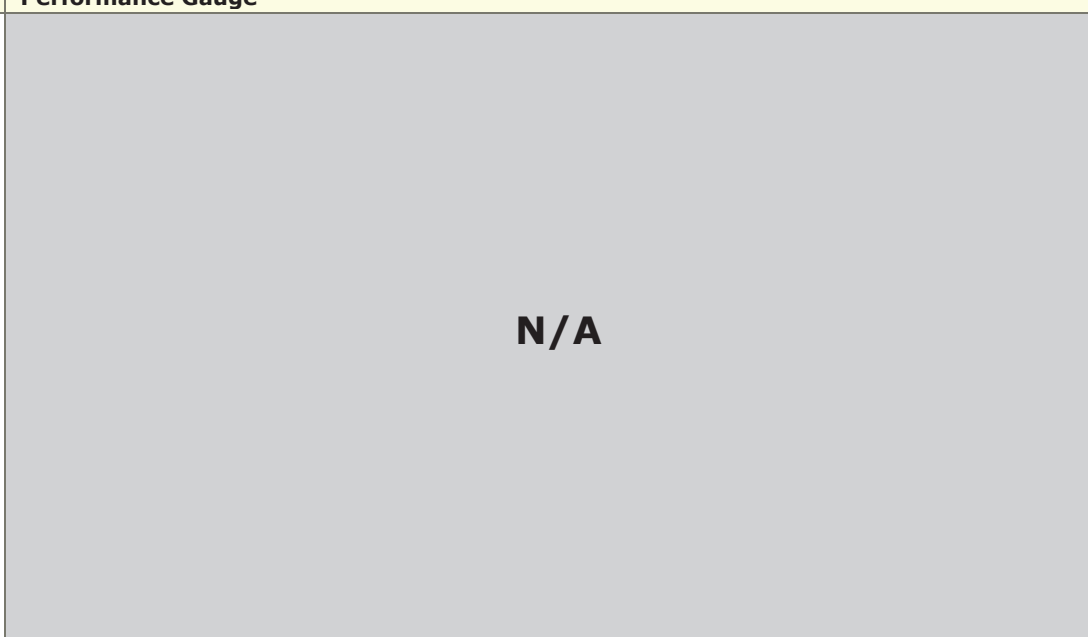
Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 10.3	Housing benefit caseload (MAXIMISING INDICATOR).	N/A	6,356	N/A	N/A	Trend analysis will commence from May 2014 as this is a new indicator.	None

Trend Chart



Performance Gauge














Traffic Light Unknown
Description Prosperity

Economic Development



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 11.1	Rental income from traders. (MAXIMISING INDICATOR)	N/A	N/A	N/A	N/A	First data entry will commence from Quarter 1 for 2014/15 as this is a new indicator.	None

Economic Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 11 March 2014.
EHPI 11.2	Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	N/A	N/A	N/A	N/A	First data entry will commence from Quarter 1 for 2014/15 as this is a new indicator.	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				

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2012/13	2013/14				2014/15	2014/15	2015/16	2016/17		
		Outturn	Target 2013/14	Outturn	Performance		Notes	Target	Stretch Target	Target	Target	
			Short term trend	Status								
Corporate Priority: People												
EHPI 1a	% of customers satisfied with the service - All	85%	65%	N/A	N/A	N/A	There is no performance outturn available for 2013/14. SLM as a company, changed the way they collect customer feedback data in Quarter 1 of 2013/14 and this no longer ties in with the Council's traditional satisfaction indicators. As a result of this there will be no outturn available for 2013/14. SLM and East Herts Council are in discussions around the methodology for collecting this data and is expecting to have the issue resolved for 2014/15. This issue was discussed at Community Scrutiny Committee.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1b	% of customers satisfied with the service - Leventhorpe	87%	65%	N/A	N/A	N/A		"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1c	% of customers satisfied with the service - Hartham	89%	65%	N/A	N/A	N/A		"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services

Page 102 Page 102	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2012/13	2013/14		2013/14		2014/15	2014/15	2015/16	2016/17		
		Outturn	Target 2013/14	Outturn	Performance	Status	Notes	Target	Stretch Target	Target	Target	
			Short term trend									
EHPI 1d	% of customers satisfied with the service - Fanshawe	70%	65%	N/A	N/A	N/A		"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1e	% of customers satisfied with the service - Buntingford	90%	65%	N/A	N/A	N/A	There is no performance outturn available for 2013/14. SLM as a company, changed the way they collect customer feedback data in Quarter 1 of 2013/14 and this no longer ties in with the Council's traditional satisfaction indicators. As a result of this there will be no outturn available for 2013/14. SLM and East Herts Council are in discussions around the methodology for collecting this data and is expecting to have the issue resolved for 2014/15. This issue was discussed at Community Scrutiny Committee.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1f	% of customers satisfied with the service - Grange Paddocks	67%	65%	N/A	N/A	N/A		"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 3a	Usage: number of swims (under 16)	40,427	38,000	53,396				Performance exceeded target. In 2013/14 SLM have been very successful in the promotion of junior swims and has invested in equipment (inflatables) to encourage the junior fun swims at as well as adding several additional fun swim sessions aimed at younger swimmers.	49,000	49,000	49,000	49,000

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2012/13	2013/14		Performance		2014/15	2014/15	2015/16	2016/17		
		Outturn	Target 2013/14	Outturn	Short term trend	Status	Notes	Target	Stretch Target	Target	Target	
EHPI 3b	Usage: number of swims (16 - 60)	109,546	105,000	101,583	▼	☹️	performance was below target but at similar levels to previous year.	101,500	101,500	101,500	101,500	Environment Services
EHPI 3c	Usage: number of swims (60 +)	28,542	25,000	27,395	▼	😊	Performance exceeded target.	27,000	27,000	27,000	27,000	Environment Services
EHPI 4a	Usage: Gym (16 - 60)	182,172	187,000	187,380	▲	😊	Performance exceeded target.	187,000	187,000	187,000	187,000	Environment Services
EHPI 4b	Usage: Gym (60 +)	16,102	16,800	17,365	▲	😊	Performance exceeded target.	16,800	16,800	16,800	16,800	Environment Services
EHPI 129	Response time to Anti Social Behaviour complaints made to East Herts Council	98.75%	100.00%	100.00%	▲	😊	Performance on target.	100.00%	100.00%	100.00%	100.00%	Community Safety and Health
EHPI 2.15	Health & safety Projects (proactive project based on health and safety interventions)	100%	80%	100%	—	😊	Performance exceeded target.	80%	N/A	80%	80%	Community Safety and Health
EHPI 184	Food establishments in the area which are broadly compliant with food hygiene law	88%	85%	90%	▲	😊	Performance exceeded target.	85%	90%	85%	85%	Community Safety and Health
EHPI 181	Time taken to process Housing Benefit new claims and change events (Calendar days)	18.4 days	15 days	9.2 days	▲	😊	Performance exceeded target.	15 days	15 days	15 days	15 days	Revenues and Benefits

Page 104	Indicator	Past Performance	Current Performance				Future Performance				Lead Service	
		2012/13	2013/14			2014/15	2014/15	2015/16	2016/17			
		Outturn	Target 2013/14	Outturn	Performance	Notes	Target	Stretch Target	Target	Target		
			Short term trend	Status								
Corporate Priority: Place												
EHPI 154	Net additional homes provided	699	507	Data will not be available until July 2014	TBA	TBA	Performance outturn will not be available until July 2014 as the Service is still awaiting surveys to be completed by Herts County Council.	467	N/A	349	427	Planning and Building Control
EHPI 155	Number of affordable homes delivered (gross)	175	200	76	▼	☹	The number of affordable homes gross for 2013/14 is 76. The figure is lower than the target for two reasons. The number of new private developments being built directly affects the number of affordable homes as this is the primary route for accessing new affordable homes. There have been private sites that have been slower on site than previously predicted and some significant delays. In addition a number of asset sites that the housing associations proposed to build new homes on have been delayed or postponed and it is now anticipated that those with planning permission will be completed in 2014/15.	200	N/A	200	200	Housing Services
EHPI 64	Vacant dwellings returned to occupation or demolished	10	10	10	▬	☺	Performance on target. 10 empty properties brought back into occupation. Of these 5 had been empty for more than two-years.	10	N/A	10	10	Community Safety and Health

Status	
The 'smiley faces' reflect performance against target	
☹	indicator is 6% or more off target
☺	indicator is 1-5% off target
☺	indicator is on or above target
The 'arrows' reflect performance against 2012/13	
▲	performance is improving
▬	performance is the same
▼	performance in worsening

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.

EHPI 10.1 – Council Tax Support caseload.

PI Definition

This indicator will measure the total number of recipients of Council Tax Support with live claims on a particular date.

Data Source

Revenues and Benefits

Other Guidance

Data extracted from Capita System

EHPI 10.3 – Housing Benefit caseload.

PI Definition

This indicator will measure the total number of recipients of Housing Benefit with live claims on a particular date.

Data Source

Revenues and Benefits

Other Guidance

Calculated trend reports stats 121 and stats 122 produced as part of the Single Housing Benefits Extract (SHBE) programme to PTO.

EHPI 11.1 – Rental Income from Traders.

PI Definition

Rental income from traders. The markets that will be included are:

- Hertford Saturday
- Bishops Stortford Saturday
- Bishops Stortford Thursday
- Ware Tuesday
- Plus individual pitch hires in the towns on non-market days

Data Source
Economic Development
Other Guidance
None

EHPI 11.2 – Number of Producers at Hertford Farmers Market.
PI Definition
This indicator monitors the total number of producers at Hertford Farmers Market.
Data Source
Economic Development
Other Guidance
None

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