



## Public Document Pack

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

**MEETING** : COMMUNITY SCRUTINY COMMITTEE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : TUESDAY 23 SEPTEMBER, 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 (Vice-Chairman),  
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.)

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## AGENDA

1. Apologies

To receive apologies for absence

2. Minutes (Pages 7 - 16)

To receive the Minutes of the meeting held on 26 June 2014

3. Chairman's Announcements

4. Declarations of Interest

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

5. Health and Wellbeing Panel (Pages 17 - 24)

To receive:

(A) the Minutes of the meeting held on 17 June 2014; and

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

6. Hertford Theatre - Annual Report (Pages 25 - 48)

7. Update on the Ageing Well Initiative (Pages 49 - 60)

8. Annual Performance Report for Riversmead, Circle Housing / South Anglia Housing Associations (Pages 61 - 66)

9. Monitoring and Review of Housing Strategy Action Plan 2013-2016 (Pages 67 - 78)

10. Work Programme 2014/15 (Pages 79 - 90)

11. Community Scrutiny Corporate Healthcheck through to July 2014 (Pages 91 - 114)

12. Urgent Business

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

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

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

ALSO PRESENT:

Councillors L Haysey, P Phillips, P Ruffles  
and S Rutland-Barsby

OFFICERS IN ATTENDANCE:

Claire Bennett	- Manager of Housing Services
Lorraine Blackburn	- Democratic Services Officer
Marian Langley	- Scrutiny Officer
Claire Pullen	- Engagement and Partnerships Officer (Grants)
Mekhola Ray	- Community Projects Team Manager
George A Robertson	- Chief Executive and Director of Customer and Community Services

55 APPOINTMENT OF VICE CHAIRMAN

It was moved by Councillor N Symonds and seconded by Councillor J Mayes, that Councillor P Moore be appointed Vice-Chairman of Community Scrutiny Committee for the 2014/15 civic year.

RESOLVED – that Councillor P Moore be appointed Vice–Chairman of Community Scrutiny Committee for the 2014/15 civic year.

56 APOLOGIES

An apology for absence was submitted on behalf of Councillor G Cutting.

57 MINUTES

RESOLVED – that the Minutes of the meeting held on 11 March 2014 be confirmed as a correct record and signed by the Chairman.

58 REPORT FROM HEALTH AND WELLBEING PANEL

Councillor N Symonds referred to the recent visit by Roma Mills of Carers in Herts, guest speaker at the Health and Wellbeing Panel. She asked, with the Chairman's permission, that a handout circulated at that meeting be provided to Members. This was agreed.

Councillor N Symonds reported that the Panel was interested in visiting St Albans City Council in the hope that both Councils could learn from one another in respect of support for Health and Wellbeing activity in their respective areas.

59 COMMUNITY SCRUTINY WORK PROGRAMME 2014/15

The Chairman submitted a report setting out the future work programme for Community Scrutiny Committee for the civic year 2014/15. The Scrutiny Officer explained that there was some flexibility within the November and March meetings. The Scrutiny Officer referred to the suggested topic of Markets and the problem of this clashing with the procurement and tender process.

Councillor J Wyllie queried where the Council stood in relation to the market tender process, adding that this was taking a



“long time”. He asked when the process would be finished and what was happening in the meantime.

The Executive Member for Economic Development stated that the tendering process was being handled by the Procurement Officer and it was anticipated that the tender would go out next month. Councillor Wyllie expressed concern that Bishop’s Stortford was losing its market and that “Ad hoc” markets were being turned away. The Executive Member for Economic Development and the Chief Executive and Director of Customer and Community Services said that they had no knowledge of “ad hoc” markets being turned away and that anyone could apply for a licence to run a market. The Chief Executive and Director of Customer and Community Services reassured Councillor Wyllie that no “ad hoc” approaches had been made or turned away and explained the difficulties in terms of resources available for the complex process of procurement.

Councillor Wyllie referred to a lady who had applied for an “exotic market” and who had been turned away and agreed to provide the Chief Executive and Director of Customer and Community Services with the details. Councillor Wyllie suggested that the outcome of the market procurement process and plans for the future be provisionally booked in for consideration at the November meeting of Community Scrutiny Committee. This was supported.

The Chairman referred to Essential Reference Paper “A” in terms of the implications of “risk management” and the need to have close regard to this.

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

## 60 UPDATE ON COMMUNITY GRANTS PROGRAMME

The Executive Member for Health, Housing and Community Support submitted a report reviewing grant allocations for the period 1 October 2013 to 31 March 2014. The Engagements and Partnerships Officer provided a summary of the key areas

of grant funding.

In response to a query from Councillor K Warnell regarding various pots of funding and who determined each area of funding, the Chief Executive and Director of Customer and Community Services explained the process in terms of reviewing the Medium Term Financial Plan (MTFP) and challenging service budgets based on affordability. He added that some grants increased incrementally each year or had unused funds 'rolled over' into the following year resulting in the pots being odd amounts and not rounded figures.

The Executive Member for Health, Housing and Community Service suggested that it might be helpful if the Officer sent Councillor Warnell the Grant Assessment Criteria. She stated that all grants required endorsement by the local Councillor which helped keep the Member informed of what was going on locally and ensured that the organisation seeking the grant was not one which might bring the Council into disrepute.

In response to a query from Councillor J Mayes concerning a Parish Council Grant, the Officer confirmed that it was for a community engagement event in the Chipping and Buckland area.

Councillor J Jones expressed concern about the criteria which needed to be met by very small community groups in terms of bank accounts and having a constitution. The Chief Executive and Director of Customer and Community Services acknowledged the Member's concerns but as grants were public money, there was a need to ensure that appropriate checks and balances were in place. He stated that there were organisations which were very good at supporting people in the grant application process including this Council, Hertfordshire County Council and the Community Voluntary Service.

The Chief Executive and Director of Customer and Community Services said that the option was always available for Members to revisit the criteria if they thought it was necessary. Councillor J Mayes stated that she would be

“unhappy” to reduce the leniency in terms of the assessment criteria.

Councillor P Moore referred to the help Officers provided to an art group which she had helped set up in relation to setting up a bank account and establishing a constitution.

Councillor M Wood referred to the New Homes Bonus paid to Town Councils and asked whether this had made a difference to the funding available for community groups. The Chief Executive and Director of Customer and Community Services said that he had not had any information from any of the Town Clerks since his advice to them some months ago to outline how they planned to use their New Homes Bonus. Councillor K Warnell commented that the New Homes Bonus had provided Bishop’s Stortford Town Council with funding for the development of two Neighbourhood Plans.

Councillor M Wood stated that it was important for Members to receive a mid-year report on grants as well as the Annual Review. The Scrutiny Officer explained that if the report was just for information, then this could be provided via the Members’ Information Bulletin. This was supported. Officers explained that detailed information on grants was already available on the Council’s website.

The Committee received the report

RESOLVED – that (A) the progress made in allocating grants in accordance with agreed policies be noted;

(B) the Annual Review coincide with the grant giving cycle; and

(C) a six monthly update report be provided and included in the Members’ Information Bulletin and that this be specifically drawn to the attention of Members of Community Scrutiny Committee.

61 HOUSING REGISTER POLICY - REVIEW

The Executive Member for Health, Housing and Community Support submitted a report reviewing the Housing Register and Allocations policy adopted by the Council in 2013. The Manager, Housing Services, provided a summary of the report, and a detailed analysis of the effect of village priority procedure and the salary threshold for qualification on the Housing Register. It was noted that the report was not being submitted to the Executive on 1 July 2014.

In response to a query from Councillor P Moore the Manager, Housing Services explained the background and calculation of affordable and social rents. She also explained how housing benefit might be factored into the process.

In response to a query from Councillor S Bull concerning priority to serviceman or ex-servicemen affected by trauma, the Manager, Housing Services explained that such individuals were given additional preference including their bereaved families. There were three such individuals on the East Herts' register.

Councillor K Warnell expressed concern at the salary threshold level (of £48,000). The Manager, Housing Services explained that this figure was one of the lowest, citing examples of income bars used by other neighbouring authorities and Registered Social Housing Providers (for inclusion on the housing register). She explained how the assessment criteria was applied.

The Manager, Housing Services provided an explanation in response to a query from Councillor M Wood, regarding fluctuations in the number of households registered on the housing register following a recent re-registration process.

The Committee received the report.

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

(B) the Executive be advised that no policy changes in

respect of “village priority procedures” or “salary threshold” are needed at this time.

62 2013/14, 2012/13 AND 2011/12 SERVICE PLANS - END OF YEAR MONITORING REPORT

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The Leader of the Council and the Chief Executive and Director of Customer and Community Services submitted an exception report which provided a summary of the Council’s achievements against its priorities for 2013/14 including service plan actions which were outstanding and the five actions outstanding from 2012/13 and 2011/12. It was noted that of the 31 actions in the 2013/14 Service Plan, 90% were on target, 2 had had their completion date revised and one had been suspended. An update was provided in relation to the 2012/13 Service Plan.

The Chief Executive and Director of Customer and Community Services referred to the working draft overview of some achievements by Corporate Priority up to 31 March 2014 adding that more case studies would be added as things evolved.

The Committee received the report.

RESOLVED – that the progress made 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.

63 COMMUNITY SCRUTINY HEALTHCHECK - JANUARY 2014 - APRIL 2014 AND THE 2013/14 PERFORMANCE INDICATOR OUTTURNS TO MARCH 2014 (INCLUDING 2013/14 OUTTURNS AND TARGETS)

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The Chief Executive and Director of Customer and Community Services submitted a report on the performance of key indicators for Community Scrutiny Committee in respect of the period January 2014 – April 2014 and the 2013/14 performance indicator outturns.

The Chief Executive and Director of Customer and Community Services stated that this was a good outturn with most of the indicators showing “green”. He requested Members to provide feedback on the new “Dashboard” summary.

Councillor K Warnell stated that in relation to performance indicator (EHPI 64 – Vacant dwellings returned to occupation or demolished), he believed the target figure of 10 was low. The Chief Executive and Director of Customer and Community Services stated that the target needed to be considered in the context of the legal complexities involved in the process. In response to a query from Councillor N Symonds regarding empty homes and the number of staff available to assist, the Chief Executive and Director of Customer and Community Services explained that staffing had been an issue but that there had been a small increase in resources.

Councillor J Wyllie referred to the 65% customer satisfaction figure (EHPI 1a Percentage of customers satisfied with the service - all) in relation to SLM and leisure services provision. The Scrutiny Officer explained that SLM’s annual report had been given at the last meeting of Community Scrutiny Committee when the background to the Net Promoter Score (NPS); a new way of measuring customer satisfaction (loyalty) had been explained. Officers agreed to provide the Member with the supporting papers.

The Committee received the report.

RESOLVED – that the performance for the period January 2014 to April 2014 and the 2013/14 performance indicator outturns be received.

The meeting closed at 9.20 pm

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

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

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PRESENT: N Symonds (Chairman)  
Councillors D Andrews, P Ballam,  
R Beeching, E Buckmaster and P Moore

ALSO PRESENT:  
  
Councillors L Haysey, J Jones and P Ruffles

OFFICERS IN ATTENDANCE:

Simon Barfoot	- Environmental Health Promotion Officer
Lorraine Blackburn	- Democratic Services Officer
Claire Pullen	- Engagement and Partnerships Officer (Grants)
George A Robertson	- Chief Executive and Director of Customer and Community Services
Paul Thomas-Jones	- Environmental Health Manager

ALSO IN ATTENDANCE:

Roma Mills	- Carers in Hertfordshire
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27 APPOINTMENT OF VICE CHAIRMAN

It was moved by Councillor P Moore and seconded by Councillor P Ballam, that Councillor E Buckmaster be appointed Vice-Chairman of the Health and Wellbeing Panel for the 2014/15 civic year.

RESOLVED – that Councillor E Buckmaster be appointed Vice–Chairman of the Health and Wellbeing Panel for the 2014/15 civic year.

28 MINUTES

The Chairman referred to Minute 24 (East Herts Health and Wellbeing Strategy Work Plan for 2014/15) and to the success of the “Crucial Crew” in Bishop’s Stortford and Ware. She commented that discussions were continuing with Officers and the Police in order to set up an arrangement for people with learning disabilities. The Chairman also referred to how well the Green-aiders Garden Scheme was working.

In response to a query from Councillor P Ballam regarding the evaluation of “E” Cigarettes, the Environmental Health Promotion Officer advised that he and the Executive Member for Health, Housing and Community Support had attended meetings co-ordinated by Hertfordshire County Council. The Environmental Health Promotion Officer referred to the positive effects of “E” Cigarettes in helping smokers give up the habit.

RESOLVED – that the Minutes of the meeting be approved as a correct record and signed by the Chairman.

29 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed Roma Mills, Involvement Manager for Carers in Hertfordshire to the meeting. She outlined Ms Mills’ experience and credentials.

The Chairman also welcomed Councillor D Andrews to his first meeting of the Health and Wellbeing Panel.

It was noted that the Training Dates for “Dementia Friends” were 8 July 2014 at Hertford and 14 July 2014 in Bishop’s Stortford.

The Chairman stated that the Council had received an offer of

£100,000 per annum for the next two years from the Director of Public Health for Hertfordshire to be used for the delivery of public health outcomes. It was noted that East Herts Officers had had a number of meetings with the Executive Member to consider potential approaches to spending the funding. Exact details on the priority areas and delivery focus of the monies were being progressed.

The Chief Executive and Director of Customer and Community Services stated that the Council was conscious of the fact that public health crossed all service boundaries and commented that all Head of Service had been involved in the discussions. The Chief Executive and Director of Customer and Community Services stated that it was important that the funds added value and needed to be used as leverage to generate more funds for public health initiatives.

In conclusion, the Chairman informed the group that the Council had just submitted its application for the Royal Society of Public Health (RSPH) Award following the Council's success three years ago.

## 30 WORK PROGRAMME

The Chairman of the Health and Wellbeing Panel submitted a report setting out the proposed future work programme of the Panel. The Chairman drew Members' attention to the proposed report scheduled for the meeting on 14 October on feedback from the East Herts Citizen's Advice Service Bureau on gambling/payday loan debts. The Chairman suggested that, with Members' agreement, this issue be referred to Community Scrutiny Committee for scrutiny. This was supported.

Councillor R Beeching was pleased to see that the Head of Planning and Building Control would be reporting on the National Planning Policy Framework, adding that it was important to incorporate communities and their connections with Licensing, Enforcement and Public Health.

The Chairman referred to the programme for the meeting on 9 December 2014 when Keith Shepherd (Health Watch) would

be the guest speaker on a survey undertaken of GP surgeries in Bishop's Stortford, Sawbridgeworth, Much Hadham and the time taken to see a GP. The Chairman stated that NHS (England) had requested to see the results of that survey.

The Chairman suggested that a working group be established to advise how the £100,000 offer (over the next two years) from the Director of Public Health for Hertfordshire might be used for the delivery of public health outcomes. This was supported. In terms of membership, Councillors N Symonds, E Buckmaster and P Moore submitted their names for consideration as Members. This was supported.

RESOLVED – that (A) working group be established comprising three Members to advise how the £100,000 offer (over the next two years) from the Director of Public Health for Hertfordshire might be used for the delivery of public health outcomes;

(B) the Chairman of Community Scrutiny Committee be asked to add to their work programme, a report from the East Herts Citizen's Advice Service on gambling/payday loan debts; and

(C) the report, as amended, be approved.

## 31 CARERS IN HERTFORDSHIRE

The Chairman welcomed Roma Mills, Involvement Manager for Carers in Hertfordshire to the meeting. Ms Mills provided Members with a presentation on the background to Hertfordshire Carers' Centre and its vision. Ms Mills explained that in the UK, there were 6.5 million adult carers and that there were 244,000 children helping to care for a family member. From an East Herts perspective and according to the 2011 Census, there were 12,799 people providing unpaid care. Of that figure, there were only 1437 adult carers registered on the Carers in Hertfordshire Database. It was noted that the organisation's vision was to increase the number of registered carers in order to strengthen their position and ensure that they had the proper support.

Statistical breakdowns were provided relating to the ages of the carers and how many hours a week care they provided. Ms Mills explained how caring for a friend or family member impacted on the carer in terms of their health and finances and how important it was to ensure that they had the support they were entitled to, including young people and of the need for them to achieve their full educational potential.

Ms Mills referred to the current difficulties in terms of carers having to wait up to six weeks for a Carers Assessment and the logistics of providing support in a District the size of East Herts. Ms Mills referred to schools in East Herts which were supporting Young Carers and what the Council could do as an employer in terms of “carer friendly” human resource policies.

The Chairman referred to the lack of hospital beds at the Lister to facilitate respite care. She referred to concerns expressed by the Police, of transporting people with mental health issues across the whole of the District to the Lister Hospital in Stevenage.

In response to a query from Councillor E Buckmaster regarding links to other organisations providing a carers service, Ms Mills confirmed that Carers in Hertfordshire had a variety of links with other organisations to ensure that the right kind of support could be given at the appropriate time.

In response to a query from Councillor P Moore regarding counselling or therapy training for carers to address elements of caring, Ms Mills confirmed how the process worked and how training was provided in relation to sensitive roles.

The Chairman referred to the “Time Bank” scheme and Ms Mills confirmed that her organisation was linked to this volunteering scheme. In response to a query, Ms Mills confirmed that private agencies did notify Carers in Hertfordshire where there might be a need for support. The cost of private care providers and the impact this could have on a household, was discussed.

The Chairman on behalf of Members, thanked Ms Mills for her

informative presentation.

RESOLVED - that (A) the services provided by Carers in Hertfordshire be noted; and

(B) any East Herts residents' who are carers, be referred directly to Carers in Hertfordshire.

32 HCC HEALTH SCRUTINY - FEEDBACK FROM THE CHAIRMAN

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The Chairman reported that she had visited the Surgi Centre at the Lister and was impressed with it but had then heard some "disturbing stories". The Chairman referred to transport difficulties in getting to the Lister and that a lot of people were going to the Princess Alexandra Hospital (PAH) in Harlow because it was easier to get to.

The Chairman stated that she had recently visited King Fisher Court and had received an invitation to attend a "fun day".

The Chairman commented that she would be attending a meeting next week looking at hospitals and a breakdown in service provision within Hertfordshire.

RESOLVED – that the feedback be noted.

33 URGENT BUSINESS

The Chairman said that she had agreed to accept two urgent items onto the agenda in order to facilitate the efficient conduct of the Council's business. These were on the Transitional Action Plan Year End 2013- 2014 Progress Report and East Herts and St Albans District and City Councils' Public Health Benchmark.

34 EAST HERTS AND ST ALBANS DISTRICT AND CITY COUNCILS PUBLIC HEALTH BENCHMARK

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The Executive Member for Health, Housing and Community Support submitted a report on the Public Health Benchmarking exercise between East Herts and St Albans

Councils carried out in October / November 2013.

Councillor E Buckmaster stated that there were a lot of similarities between St Albans' public health initiatives and those of East Herts. The Environmental Health Promotion Officer said that he and his counterpart at St Albans had met a number of times and hoped that they could both learn from each others' practices.

In response to a query regarding comparative specific policies or actions, the Executive Member for Health, Housing and Community Support commented that St Albans carried out more Task and Finish groups and brought in more partners for discussion on a particular plan or action. The Chairman commented that she had not attended another Health and Wellbeing Panel and thought that there might be merit in Members and Officers attending each others as a visitor. She asked Officers to find out whether this would be possible or perhaps attend an Officer Group meeting. This was supported.

The Panel received the report.

RESOLVED – that (A) the content of the East Herts and St Albans Public Health benchmark comparison report be noted; and

(B) Officers liaise with St Albans City Council with a view to attending, on occasion, each other's meetings or suitable Officer Group.

## 35 TRANSITIONAL ACTION PLAN YEAR END 2013 -2014 PROGRESS REPORT

The Executive Member for Health, Housing and Community Support submitted a report updating Members on the Council's Public Health Work for 2013/14 Transitional Action Plan Year End and progress associated with the East Herts Public Health Strategy.

The Environmental Health and Promotion Officer summarised the key points of each initiative, the detail of which was set out

in the report now submitted.

In response to a query from Councillor R Beeching regarding Geocaching, the Environmental Health and Promotion Officer referred the Member to an Officer who had more knowledge of the "App" for mobile phones.

The Chairman referred to an initiative promoted by the Rotary Club in Bishop's Stortford involving an educational caravan which had visited Thorn Grove and was currently at Windhill School, Bishop's Stortford. Other schools had expressed an interest in the educational caravan and the matter was being discussed at the Head Teachers Consortium.

Members considered how best to publicise Public Health initiatives in terms of the format of the website and whether this could take the form of case studies cascading into Members' Wards. The Environmental Manager commented that this was under consideration. The Chief Executive and Director of Customer and Community Services supported the use of case studies. He referred to the Local Government Association Conference in July 2014 in Bournemouth, when the Council would be displaying a number of case studies so that people could see what East Herts was doing.

The Panel received the report.

RESOLVED – that the content of the East Herts Public Health Strategy's Transitional Action Plan Year End Progress for 2013/14 be received.

The meeting closed at 9.00 pm

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



## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY COMMITTEE – 23 SEPTEMBER 2014

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

#### HERTFORD THEATRE ANNUAL REPORT FOR FINANCIAL YEAR 2013/14

WARD(S) AFFECTED: All

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

- To present the annual report for 2013/14

#### **RECOMMENDATIONS FOR COMMUNITY SCRUTINY COMMITTEE:**

##### **That:**

<b>(A)</b>	<b>the annual report for Hertford Theatre for the year 2013/14 be reviewed; and</b>
<b>(B)</b>	<b>the cohort of volunteers be congratulated and thanked for their contribution to the success of the venue.</b>

#### 1.0 Background

1.1 The Council's Executive Committee of 11 May 2010 approved an invest-to-save development and business plan to transform Castle Hall into Hertford Theatre. Subsequently, following refurbishment and re-modelling works, Hertford Theatre opened in December 2010.

1.2 The Community Scrutiny Committee has previously received and approved three annual reports covering the financial years 2010/11 (committee 14/5/11), 2011/12 (committee 28/8/12) and 2012/13 (committee 24/9/13).

## 2.0 Report

2.1 This is the fourth annual report, covering the financial year 2013/14, and as with the previous year's report, it is structured around the following main elements of the theatre's business:

- Footfall
- Feedback, complaints and compliments
- Theatre shows
- Cinema
- Pantomime
- Hire
- Café/bar
- Gallery
- Staffing, apprentice and volunteers
- Marketing
- Financial summary including performance against business plan
- Future developments and vision

## 3.0 Footfall

3.1 The footfall in 2011/12 was 111,104, in 2012/13 it was 127,250. In 2013/14 it increased to 156,245. The footfall is made up of, the following:

The total footfall is made up of the following:

Box Office*	66,500 (up from 59,000 in 2012/13)
Regular Classes**	24,050 (up from 23,500 in 2012/13)
Non-ticketed events***	15,695 (up from 13,500 in 2012/13)
Café Bar****	50,000 (up from 31,250 in 2012/13)
Total Footfall:	156,245

\*Number of tickets sold.

\*\*Space hired for classes including : Fun with Drum, Fun With Dance, Hertford School of Dance, Expressions Dance, Graham School of Dance, Zumba, Yoga Shala, Hartbeeps, Busybees, Kick-boxing, Lazy Daisy, Dinky Dancers – calculated on average number of attendees over 37 weeks (average number of weeks per year hirers are in attendance). Some organisations run more than one class per week.

\*\*\*Non-ticketed events. Calculated on the events held over the year including Big Drawer Exhibition, HRC, Sports Awards, HCC, Dance Festival, EHDC Staff Awards,

Harlow College, Private Business Meetings, Auditions, U3A, National Trust, Christenings, Wakes, Wedding Anniversaries, Serco, Unison, European Study Tours, Conferences, Play Readings, Children's Party, Art Previews, Hertford Library.

\*\*\*\*calculated on an average of 166 customers per day/night over 6 days per week, 50 weeks per year.

#### 4.0 Feedback, complaints, compliments and action taken in response

4.1 The feedback received at the theatre continues to be extremely positive. This is monitored via the feedback cards at the box office and via the website. A selection of recent feedback is presented at **Essential Reference Paper "B"**.

4.2 Last year and through to this year, the negative feedback centred around two issues in the main:

- (a) The quality of the technical equipment in the main auditorium.
- (b) The 'creakiness' of the seating.

4.3 The Council has responded positively to both these issues:

(a) A substantial upgrade to the sound, lighting and other technical equipment was made in 2013. This improvement has been much appreciated by customers, performers, promoters, hirers and staff (comments included in **Essential Reference Paper "B"**).

(b) The auditorium seating was comprehensively refurbished in July/August 2014 including a permanent rear staircase and a new automated seating retraction facility.

#### 5.0 Theatre shows

5.1 The Theatre's mission as a community based venue is to create a balanced programme of arts and entertainment. As a still relatively new venue, this means trying out new products for new audiences, a development process that inevitably results in a range of commercial success from sell-outs, to shows that sometimes do not achieve the desired box office return.

5.2 There were 54 different live shows (excluding Panto) in 2013/14 compared with 45 different live events in 2012/13 and 65 in 2011/12. 12,060 tickets were sold in 2013/14 compared with 11,966 in 2012/13 and 12,936 in 2011/12. There was an

average attendance of 223 per event in 2013/14 compared with 265 per event in 2012/13 and 12,936 at an average of 199 in 2011/12.

- 5.3 Best selling shows in 2013/14 included: Andy Parsons, Adam Hills, Billy Goats Gruff, Simon Pegg, Stickman, Reduced Shakespeare Company, Omid Djalili, Ed Byrne.
- 5.4 Less well performing shows included: Forever Michael, Female Gothic, Verve.
- 5.5 Income from live shows in 2013/14 was £154,320 compared with £144,339 in 2012/13.
- 5.6 Live show summary:

Live shows	11/12	12/13	13/14
Number of shows	65	45	54
tickets sold	12,936	11,966	12,060
average	199	265	223
sales	£173,464	£144,339	£154,320

- 5.7 A full list of shows broken down by category is presented at **Essential Reference Paper “C”**. The committee is invited to consider whether it feels the right balance is being achieved in Hertford Theatre’s programme of drama and live shows.

## 6.0 Cinema

- 6.1 Cinema continues to be a very popular part of Hertford Theatre’s offer. There were 283 screenings in 2013/14 compared with 250 screenings in 2012/13. 22,051 tickets were sold in 2013/14 at an average attendance of 78, compared with 20,073 in 2012/13 at an average of 80 per screening. This compares with 223 screenings, 12,711 tickets and an average of 57 per screening in 2011/12.
- 6.2 There were sell-out screenings of: Lincoln, Philomena and The Railway Man.
- 6.3 Screenings of live and recorded live broadcasts continued to be popular with 9 events in total up from 8 in 2012/13 and 4 in

2011/12. *Richard II* live from Royal Shakespeare Company proved to be a highlight. The average attendance was 70.

6.4 Income from the cinema in 2013/14 was £102,945 compared with £92,670 in 2012/13 and £65,654 in 2011/12.

6.5 Cinema summary table:

cinema	11/12	12/13	13/14
screenings	223	250	283
tickets sold	12,711	20,073	22,051
average	57	80	78
sales	£65,654	£92,670	£102,945

6.6 The full list of screenings is presented at **Essential Reference Paper “D”**. The committee is invited to consider whether it feels the right balance is being achieved in Hertford Theatre’s programme of film, live-streamed and recorded screenings.

7.0 Pantomime

7.1 The audience for our pantomime has been steadily increasing. Cinderella was Hertford Theatre’s very first pantomime in December/January 2010/11 and it sold 5,000 tickets. Sales for Aladdin in 2011/12 increased to 7,500. Dick Wittington sold 8,500 in 2012/13. Beauty and The Beast sold 9,047 in 2013/14. The panto for 2014/15 is Cinderella and the Glass Slipper with advance bookings primarily to the schools going very well; at the time of writing the report 7 performances have already sold out.

7.2 Income from the Pantomime in 2013/14 was £107,278 up from £81,111 in 2012/13 and £68,777 in 2011/12.

7.3 Panto summary:

Panto	10/11	11/12	12/13	13/14
shows	36	36	36	36
tickets sold	5,000	7,500	8,500	9,047
sales	£31,862	£68,777	£81,111	£107,268

8.0 Hire

### *Main auditorium*

- 8.1 The main auditorium was hired for 108 days in 2013/14 compared with 113 days in 2012/13 and 108 days in 2011/12. Hirers included key associate users such as Hertford Dramatic and Operatic Society (HDOS), Ware Operatic Society, Dance Design Theatre, Hertford Symphony Orchestra, Mayhem and Rare; as well as regional and national organisations such as U3A, National Trust, Army Engagement and NHS.

### *Studio*

- 8.2 The studio was hired for 1,726 hours in 2013/14 compared with 1082 hours in 2012/13 and 949 hours in 2011/12. This represents an average of 7.7 hours per day over 37 weeks, compared with 4.8 hours per day over 37 weeks (average number of weeks per year hirers are in attendance). Regular hirers include: Hertford Regional College, Heartbeeps, Hertford Yoga, Little Bees, Graham School of Dance, Hertford School of Dance and Expressions.

### *River Room*

- 8.3 The River Room was hired for 864 hours in 2013/14 compared with 450 hours in 2012/13 and 570 hours in 2011/12. This represents an average of 3.8 hours per day over 37 weeks (average number of weeks per year hirers are in attendance). The River Room is a popular hire during the day with regular music sessions for the under 5's with Fun with Drum/Dance and Lazy Daisy, Tigercheer and Expressions Dance. It is also a meeting place for local and regional businesses including: SERCO, Unison, HCC, East Herts Council, Tesco. And there have been a number of hires for private functions.
- 8.4 There was a service plan target to increase hire sales of the River Room by at least ten per cent in 2013/14 and this target has been exceeded with a 26% increase.

### *Combined hire*

- 8.6 The combined hire income for 2013/14 was £142,383 compared with £112,655 in 2012/13 and £120,507 in 2011/12.

Hire income	11/12	12/13	13/14
Auditorium	£ N/A	£73,288	£87,671
River Room	£ N/A	£15,285	£19,283

Studio	£ N/A	£24,083	£35,428
totals	£120,507	£112,655	£142,383

## 9.0 Café/bar

- 9.1 The café/bar continued to be run in house throughout 2013/14 continuing on from the success of the operation in 2012/13. The total income for 2013/14 was £128,313. However, the VAT position was consolidated in 2013/14 resulting in a retrospective payment for the previous period of in-house operation being accounted for in the 2013/14 year. This prior year adjustment amounted to £34,308 and has been accounted for as a special item. Allowing for this VAT adjustment as shown in the table at 9.4 there has been an increase in sales compared with last financial year.
- 9.2 The volume of trade and the products sold vary greatly depending on the time of day and the type of activity, event or show. During the daytime the trade is often light with a feature being popularity with mothers with babies and toddlers who enjoy the space and the relaxed atmosphere. By contrast, and as would be expected, the largest volumes of bar trade occur for live evening shows, with the highest selling show being Counterfeit Stones (15/11/13) taking £3,300 and Stephen K Amos (16/11/13) taking £1,660.
- 9.3 Since in-house operation started in November 2011, there has been a process of trial and error to identify the optimum operational model and the best products. Innovations in 2013/14 have included: a refresh of the wine offer; a review of the bar/café management structure and, most recently (July 2014), a move to make the sandwiches in-house rather than buying them in, and this is showing considerable initial success.

## 9.4 Café/bar summary:

Café/bar	11/12	12/13	13/14
income	£70,695	£141,651	£128,314
Vat adjustment for 11/12 and 12/13			(£13,800) (£20,508)

## 10.0 Gallery

10.1 The Gallery continues to have a different exhibition every month under a franchise agreement with Courtyard Arts. This provides a regular refresh to the foyer and bar/café area attracting customers and adding interest.

10.2 The commission received from sales in 2013/14 was £3,391 compared with £1,545 in 2012/13 and £2,070 for 2011/12.

#### 11.0 Staffing, apprentice and volunteers

11.1 The staffing cohort maintained a steady state in 2013/14, following successful recruitment to three new part-time posts in 2012/13: an assistant front of house manager, an additional box office assistant and a technical assistant. The technical assistant post was filled by the apprentice from Hertford Regional College.

11.2 The volunteers' scheme which was launched in July 2011 is now established as a key element of the successful front of house operation. The current cohort of 70 volunteers is a great asset to the theatre and has made a huge contribution to the welcome and the community ambience of the venue (recommendation B of the report refers).

11.3 The salary cost for 2013/14 was £321,015 compared with £273,421 in 2012/13 and £318,778 in 2011/12. The increase in costs reflects the integration of the three new posts referred to in paragraph 11.1. However, the cost of employing casual staff has reduced by £5,500 in the last year.

#### 12.0 Marketing

12.1 The Hertford Theatre website has been re - designed and improved to give it a contemporary look and feel. The upgraded system allows for video and music to be played on the site. The format for the website allows it be viewed and tickets bought on line with compatible smart phones and tablet devices.

12.2 Hertford Theatre now has 1512 Facebook friends up from 850 in 2012/13 year with activity taking place every day including competitions, promotions and photos. The number of Twitter followers is continuing to grow and we now have over 1,831 followers, up from 500 in 2012/13.



- 12.3 In 2013/14, 2,370 customers signed up to an emailing list and received regular updates about shows, films and forthcoming activity up from 1,720 in 2012/13. The mailing list has also increased from 12,000 to 15,000 names: these are the people that have booked for either a show or a film within the last three years. The seasonal brochure is mailed to this list which is frequently revised and updated in line with requirements of Data Protection.
- 12.4 A Marketing Managers' consortium for theatres and art centres within Hertfordshire has been set up and led by Hertford Theatre. This is an opportunity to meet with marketing practitioners from other venues share information and best practise. The meetings take place twice a year and are hosted by Hertford Theatre.
- 12.5 An audience development campaign was launched in autumn 2013 at local train stations including Cuffley, Welwyn North and Welwyn Garden City. This was part of a broader campaign to promote the 2013/14 Season at Hertford Theatre and to target commuters and other rail users who might not be aware of the venue. In 2013/14, 930 people visited Hertford Theatre for the first time and bought 1,932 tickets to a live performance (not cinema) generating revenue of £18,122.00
- 12.6 The press database has been increased from 21 to 39 organisations receiving regular press updates. The Hertfordshire Mercury and the Welwyn and Hatfield Times feature articles relating to shows and films at Hertford Theatre on a weekly basis. Magazines including Primary Times, Axis and Families in Herts all feature shows and screenings from Hertford Theatre on a monthly basis. All coverage is free and equates to approximately £18,000 of free advertising per year.
- 12.7 There has been much development work with secondary and primary schools: 29 schools came to see the Pantomime in 2013/14, up from 23 schools in 2012/13, 11 in 2011/12 and 3 in 2010/11.
- 12.8 In 2013/14 the Pantomime Press Launch was held at Café Rouge to tie in with the French theme of the show. The response from the press was very supportive with 5 members of the press attending and editorial from 8 publications.
- 13.0 Financial and overall business summary including performance against business plan

13.2 Business is increasing year on year with increases in both incomes and customer numbers achieved across the range of business activities: live shows, cinema, hires, Panto, bar/café and gallery (as set out in paragraphs 5 to 10 above). However, expenditure has increased in the following areas:

- a) Staff costs arising from the need to increase capacity in line with the demands of increasing business levels (ref. paragraph 11.1).
- b) Property maintenance and equipment cost to works required as a result of flooding and leaks in the winter of 2012/13 accounted for exceptional additional expenditure of approximately £10,000.
- c) There were retrospective VAT payments due on bar/café sales (as referred to in paragraph 9.1 above).

13.3 The annual final account position for 2013/14 was £446,168 net expenditure compared with £381,710 in 2012/13. The net expenditure in the original estimate budget for 2013/14 was £408,370. Once the special items amounting to £44,308 relating to flood mitigation remedies and VAT have been taken into account the year's trading net expenditure is reduced to £401,860 representing a favourable variance against the budget estimate.

13.4 The business plan as approved by the Executive in May 2010 showed a target net expenditure for 2013/14 of £393,429. The outturn for 2013/14 of £446,168 (including the exceptional item) compared against the business plan for 2013/14 therefore represents an adverse variance of £52,739 for the year or £8,431 once exceptional items have been allowed for.

13.5 However, the overall cumulative performance of net expenditure, measured against the original ten year business plan targets, show a favourable variance of £62,197 at the end of 2013/14 financial year.

#### 14.0 Future development, vision and governance

14.1 The Council's Executive of 23 July 2013 approved an upgrade to the audio, lighting and technical equipment in the main auditorium of £64,000 in response to failing and outdated equipment. This investment project has considerably enhanced customer experience and also has been much appreciated by producers, directors and performers (**Essential Reference Paper "B" contains feedback**).

- 14.2 Since the last annual report, in which it was stated that there was an ambition to upgrade the seating in the summer of 2014, this project has been completed together with a new auditorium floor that was required due to flood damage in winter of 2012/13. The project was completed during an extended summer close down from 21/7/14 to 4/9/14.
- 14.3 In last year's report we also trialled a new partnership with Hertford Regional College which planned to launch a one year drama diploma based at Hertford Theatre. That first year was successful with ten students graduating, resulting in the college expanding the offer at the theatre for the 2014/15 academic year.
- 14.4 The Theatre's management team has continued to make good strategic development alliances with the Arts Council and is currently working on project with the working title HATCH (**Essential Reference Paper "E"**).
- 14.5 Options for future governance models for the theatre are currently under review by the council's shared internal audit service. The review is due to start in September 2014 and the completed review with options will be reported to committee at a later date.
- 15.0 Implications/Consultations
- 15.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

### Background Papers

Executive 11/5/10 Castle Hall investment proposals.

[http://online.eastherts.gov.uk/moderngov/Data/Executive/20100511/Agenda/Item 6 - Castle Hall Investment Proposals.pdf](http://online.eastherts.gov.uk/moderngov/Data/Executive/20100511/Agenda/Item%206%20-%20Castle%20Hall%20Investment%20Proposals.pdf)

Executive 23/7/13 Investment Proposals

<http://online.eastherts.gov.uk/moderngov/documents/s20354/Hertford%20Theatre%20Capital.pdf>

Contact Member: Councillor Linda Haysey – executive member for health, housing and community support  
[Linda.haysey@eastherts.gov.uk](mailto:Linda.haysey@eastherts.gov.uk)

Contact Officer: Will O'Neill – head of communications, engagement  
and cultural services  
Contact Tel No 01992 531594  
[Will.oneill@eastherts.gov.uk](mailto:Will.oneill@eastherts.gov.uk)

## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<b><i>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</i></b>  This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.
Consultation:	
Legal:	
Financial:	As contained in the report
Human Resource:	
Risk Management:	
Health and wellbeing – issues and impacts:	<i>Cultural and community engagement contributes to wellbeing objectives</i>

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**Feedback**

*“I feel compelled to write to say a big thank you to all your staff for their help, encouragement and enthusiasm for our show on Saturday.” (The Love Production Company)*

*“What a wonderful theatre!” (Rick Stein)*

*“A terrific theatre, you splendid people.” (Mark Steele)*

*“Thank you very much for all your support, we’re very excited to have the first step of ‘The Royal Game’ done and we couldn’t have achieved it without you.” (Rhum and Clay Theatre Company)*

*“What a great theatre.” (Rich Hall)*

*“Thanks for a brilliant night!”*

*“I think this is a lovely venue. Your film programme is superb, giving the chance to see highly rated films that will never be seen in a multiplex. There is a terrific range of events. The staff and volunteers are always friendly. You have become one of my favourite bolt-holes for culture.”*

*“Thanks for the brilliant art exhibition – inspiring and informative.”*

*“I have so enjoyed many of your events – including (sometimes especially) those that have been less well attended – please keep it up.”*

*“The sound system with all its recent improvements is much appreciated. A first class set-up.” (Sound Designer)*

*“The additional racks and moving lights have made things a whole heap better than they were – still some way to go but on the way!” (Lighting Designer)*

*“You are becoming the beating heart of Hertford. Thank you for your hard work and ‘taste’ in your show choices. Most of all thank you for being a warm, welcoming theatre.”*

*“Our children have just enjoyed a wonderful morning with you. Our headteacher has just returned and immediately asked that I rebook for next year please!” (Morgans School)*

*“I know I speak on behalf of all staff and children at Weston, today was fantastic. Everyone had a great time - even Mr Hughes! Your front of house were so welcoming. The production was just right. Nothing too scary or rude! We've experienced both in the past! I'm sure we will return.” (Weston School)*

*“Just wanted to say a huge thank you for such a brilliant show, meeting the actors and back stage tour as the children really enjoyed it. I thought the whole experience was great.”the rest of the panto shows and a very happy Christmas and new year.  
(Wheatcroft School)*

*“I wanted to drop you a quick email to let you know what a fantastic time that Goffs Oak Primary and Nursery School had on Friday. Beauty and the Beast was outstanding! All the children and staff had a brilliant time. We thought the actors/actresses were so talented! The musicians were fab, the costumes and set design were so clever and the script was great for adults and children alike - lots of adult humour which made it enjoyable for all.*

*Thank you for showing me round the theatre beforehand and for answering all my questions - it can be quite stressful planning a whole school outing and you really made it an enjoyable experience for me.*

*Also, many thanks for being so accommodating with our Autistic pupil in Reception - her mum was so pleased that she had been able to stay at the theatre, it was a real achievement for her and you made it happen!” (Goffs Oak School)*

*“Thank you very much for the hospitality of Hertford theatre on Sunday afternoon, all my guests thoroughly enjoyed themselves and a good few commented that it was the best Panto that they had ever been to. We found all the staff very welcoming and friendly, true ambassadors of the theatre.” (Cllr Graham McAndrew)*

*“Just wanted to thank you and all your staff for a really great day yesterday. All the children (and adults) had an amazing time and you and your staff were very helpful.”  
(Bishop's Stortford College)*

*“I just wanted to say thank you for all your help with promoting the Mugenkyo Taiko Drummers concert at your venue and that I look forward to working with you some time in the future.” (MTD Productions)*

*“Just a brief note to say an ENORMOUS Thank You to you and your team for being so helpful throughout the whole process of our show. We have had fantastic service from each & every member of your team: technical, front of house, box office, marketing, bar staff; everyone has been so positive, helpful and a pleasure to work with.” (Jody Squirrell (School Principal) & Wendy Jeffries.)*



## Essential Reference Paper C

2013/14 LIVE EVENTS (Capacity 398)	Genre	No tickets sold	% Occupancy
<b>APRIL</b>			
Andy Parsons	Comedy	398	100
Sleeping Beauty	Dance	237	60
Forever Michael	Music	123	31
WOW	Magic	125	32
The Trench	Drama	398	100
Robin Ince	Comedy	171	43
<b>MAY</b>			
Female Gothic	Drama	54	14
My Brother the Robot	Children	83	21
1984	Drama	104	27
Derek Acorah	Special	166	42
Verve	Dance	49	13
Rat Pack	Music	134	37
Richard Herring	Comedy	202	51
<b>JUNE</b>			
Rumpelstiltskin (Studio)	Children	67	52
Wild Thing	Drama	63	16
UK Pink Floyd	Music	271	69
Hardeep Singh	Special	97	25
Robin Hood	Childrens	53	14
Joe Longthorne	Music	200	51
Phill Jupitus	Comedy	257	65
<b>JULY</b>			
Tiny Mites	Children	139	35
Man in the Moone	Drama	192	48
<b>SEPTEMBER</b>			
Adam Hills	Comedy	398	100
D-Day Darlings	Drama	98	25
Rick Stein	Special	398	100
Jeremy Hardy	Comedy	351	89
Abbamania	Music	206	52
Who's Afraid of Rachel Roberts	Drama	34	9
Marty Wilde	Music	213	54
<b>OCTOBER</b>			
Barry Norman	Special	69	18
Lauren Child	Children	105	27
So You Think You Can Write Childrens Books (Studio)	Special	60	100
Centrally Heated Knickers	Children	923	80
Billy Goats Gruff (Studio)	Children	240	100

Simon Pegg (Studio)	Special	60	100
Snow White	Dance	242	61
Stickman	Children	796	100
As You Like It	Drama	49	13
RIP Comedy	Comedy	277	70
Reduced Shakespeare Company	Comedy	398	100
<b>NOVEMBER</b>			
Lucy Porter	Comedy	76	20
Bananas in Pyjamas	Children	166	42
Broken	Dance	166	42
Counterfeit Stones (Standing)	Music	420	85
Stephen K Amos	Comedy	398	100
<b>JANUARY</b>			
Miles Jupp	Comedy	398	100
Circus of Horrors	Special	312	80
<b>FEBRUARY</b>			
Caz Fest	Music	205	52
Omid Djalili	Comedy	398	100
Sean Hughes	Comedy	230	59
<b>MARCH</b>			
Burlesque	Special	327	83
RIP Comedy	Comedy	284	72
Odyssey of Love	Music	163	41
Finding Joy	Drama	76	20
Ed Byrne	Comedy	398	100

## Essential Reference Paper D

2013/14 CINEMA EVENTS (Capacity 326)	Screenings	No tickets sold	% Occupancy
<b>APRIL</b>			
Lincoln	5	1004	62
The Hunt	1	41	13
Rise of the Guardians	3	218	22
Wreck It Ralph	3	522	54
Sammy's Great Escape	2	209	32
Django Unchained	2	273	42
The Penguin King	1	11	4
Hyde Park on Hudson	3	288	29
Hitchcock	4	312	24
Quartet	2	259	40
<b>MAY</b>			
Life of Pi	1	19	6
Argo	2	163	25
Arbitrage	2	111	17
Silver Linings Playbook	2	81	13
Armour	1	68	21
Quartet	1	36	11
Song for Marion	4	272	20
Wreck It Ralph	1	33	10
Monsters Inc	1	94	29
Side Effects	2	77	12
Robot and Frank	2	28	5
The Croods	2	327	50
Oz	3	127	13
Trance	2	48	7
<b>JUNE</b>			
A late Quartet	1	20	6
Love is All You Need	2	111	17
Benjamin Britten: Peace and Conflict	1	34	10
Oblivion	3	57	6
Zero Dark Thirty	2	78	12
The Place Beyond the Pines	2	37	6
Promised Land	2	34	5
Finding Nemo	1	51	15
<b>JULY</b>			
A Late Quartet	2	49	8
Mud	1	22	8
The Great Gatsby	8	476	18
Summer in February	4	281	22
Royal Paintbox	1	12	4
The Eye of the Storm	4	44	4

The Big Wedding	2	16	2.5
Star Trek	5	158	9
Populaire	1	43	13
Jack the Giant Slayer	2	59	8
Iron Man	3	364	37
Epic	3	227	23
<b>AUGUST</b>			
Now You See Me	2	51	7.5
Much Ado about Nothing	2	63	9.5
Man of Steel	4	108	8
Behind the Candelabra	4	357	27
Diary of a Wimpy Kid	1	29	9
Before Midnight	2	31	4.7
Renoir	1	28	8.5
The Reluctant Fundamentalist	2	39	6
Monsters University	2	590	90
<b>SEPTEMBER</b>			
We steal Secrets: the story of Wikileaks	2	6	1
The Worlds End	4	220	17
Stuck in Love	2	7	2
Totoro	1	66	20
The Frozen Ground	2	22	3.4
Breathe In	2	16	2.5
The Smurfs	2	171	26
Blackfish	1	9	2.7
The Bling Ring	2	32	5
Frances Ha	4	85	6.5
Foxfire	2	7	2
Percy Jackson	1	54	16
<b>OCTOBER</b>			
Red 2	2	64	10
AlphaPapa	2	27	4
Blancanieves	2	73	11
The Lorax	1	29	8
Lone Ranger	2	75	12
What Maisie Knew	3	111	11
Elysium	3	72	7
Diana	5	145	9
Planes	4	792	60
About Time	4	267	20
Justin and the Knight of Valour	3	486	50
Rush	3	263	27
The Conjuring	1	50	15
<b>JANUARY</b>			
Blue Jasmine	2	318	48
Sunshine on Leith	2	256	40

Le Week-end	3	364	37
Turbo	3	498	51
Captain Phillips	2	394	60
Philomena	5	1630	100
The Selfish Giants	1	150	46
The Butler	3	362	37
Saving Mr Banks	2	348	53
Mary Poppins	1	110	33
Cloudy with a chance of meatballs	3	426	43
Gloria	1	63	19
Gravity	2	399	61

#### **FEBRUARY**

Walter Mitty	2	165	25
Casablanca	1	131	40
Free birds	1	46	14
The Railwayman	3	978	100
Frozen	3	978	100
The Hobbit	2	188	28
Catching Fire	2	206	32
Harry Hill movie	2	85	13

#### **MARCH**

The Railwayman	2	152	23
Philomena	4	438	33
Nebraska	2	124	19
Blue Jasmine	1	110	33
Saving Mr Banks	2	278	42
Wolf of Wall Street	2	213	32
The Croods	1	33	10
Inside Llewellyn Davis	1	102	31
August: Osage County	2	147	22.5
American Hustle	4	239	18
12 Years a Slave	3	705	72
Frozen	2	317	40

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## Hatch

1. *to cause young to emerge from (the egg) as by brooding or incubating.*
2. *to bring forth or produce; devise; create; contrive; concoct (to hatch a scheme).*

**Hatch One** at Hertford Theatre is an opportunity for individual artists, arts practitioners, theatre companies and other arts organisations to find a safe, non-critical place to try out new ideas, develop new ways of working and to engage with the work of Hertford Theatre in a broader sense.

Importantly, this is a scheme that does not provide (at the outset) financial funding but rather looks at ways in which the venue itself can support the development of an emerging arts organisation/individual artist and their work. This might be by facilitating a period of research and development in our studio or by receiving creative, technical and marketing support in the delivery of a particular project or simply by having the opportunity to talk through ideas and plans with Theatre Director, Rhys Thomas.

**Hatch Two** forms the central part of Hertford Theatre’s Hatch programme and it is anticipated that this part of the programme will be supported by House (part of Arts Council England), the Royal Opera House Bridge Project and East Herts Council.

*Hatch Two* is a four-week residency due to start in February 2015 for an emerging theatre company to work in partnership with Hertford Theatre in pursuit of a greater understanding as to how the Hertford Theatre and the company concerned might best respond to the creative ambitions of young people growing up in and around Hertford.

By engaging with an emerging company trained in a non-British tradition of theatre-making; this is an attempt to dig down deeply into the cultural landscape of young people in Hertford. It is a move away from the current model, where a curriculum text is presented (in either workshop or production form) at Hertford Theatre and schools are invited to attend; towards a kind of theatre that attempts to genuinely respond to the creative aspirations of young people in Hertford.

The free workshops will take place at the receiving school or college, be tailored for 8-11 year olds, 12-15 year olds and 16-21 year olds and enable the students to work with professional writers, directors and actors. The focus will be very much on releasing creativity, imagination and new ideas in response to previously agreed stimuli. Teachers, if they wish, will have the opportunity to input as to what the stimuli might most usefully be for their students eg a particular story, novel, local history, a set text or even a photograph. This will be the starting point. The ambition is to encourage and nurture participants towards that which is fresh, inspired and unique, with a view to the participants further developing their work to be presented at Hertford Theatre as part of the Hatch Festival later in 2015.

With the company fully embedded at the theatre, living in Hertford and working with our key local primary and secondary schools and Hertford Regional College, it is anticipated that the company will deliver workshops, engage with teachers and lecturers, chat with visiting (professional and non-professional) companies, attend theatre staff marketing and programming meetings and, in partnership with theatre director, Rhys Thomas, explore ways in which the work of the company and its findings can be developed at Hertford Theatre.

### **Hatch Festival**

The festival represents an opportunity for those local schools, colleges and other organisations that have participated in *Hatch Two* to share their own work over the course of a long weekend. Any work the company leading *Hatch Two* wishes to show will also be given the opportunity to be seen. In addition, other companies who wish to engage with Hatch in the future will be invited to showcase their approach and processes to the assembled audience. This means that teachers, young people and other stake holders will be given the opportunity to become part of the decision making process as to which companies would be most appropriate to work with us on Hatch in future.



## EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE - 23 SEPTEMBER  
2014

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REPORT BY EXECUTIVE MEMBER FOR HEALTH, HOUSING AND  
COMMUNITY SUPPORT

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UPDATE ON AGEING WELL INITIATIVE

WARD(S) AFFECTED:ALL

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

- To provide an update on East Herts Local Strategic Partnership's (LSP) initiative on the district wide Ageing Well programme

### **RECOMMENDATIONS FOR COMMUNITY SCRUTINY COMMITTEE:**

**That:**

<b>(A)</b>	<b>the Committee notes and supports the progress being made by the multi-agency Ageing Well steering group; and</b>
<b>(B)</b>	<b>the Committee supports the Sport England bid and recommends that the Executive Member for Health, Housing and Community Support should be invited to join the Project Steering Group to provide necessary strategic input (ref. paragraph 2.19)</b>

#### 1.0 Background

- 1.1 On 28 February 2012 Community Scrutiny Committee resolved that:

(A) Corporate Management Team and Senior Officers be asked to look at best practice around the "ageing well" agenda and to report back to Community Scrutiny Committee on 28 August 2012 on what action the Council might take and the financial implications of such action;

(B) An informal Member Group of six be established to look at Members' role within respective wards; and

(C) The Council continue to work with its partners to establish where it can be of mutual help to one another.

1.2 At the Community Scrutiny meeting on 28 August 2012 a report was presented to Members updating them on one (Recommendation A) of the three original recommendations as resolved by the Committee on 28 February 2012 meeting. Subsequently, at the Community Scrutiny meeting on 20 November 2012, Recommendations B and C were presented to Members. Recommendation C was at its conceptual stage at the time of reporting.

## 2.0 Report

2.1 This report updates Members on the final recommendation as resolved by the Community Scrutiny meeting on 28 February 2012

2.2 As the demographic profile of the population ages, there is growing concern across all agencies about the spiralling costs that will be required to meet the needs of older people. A useful approach for the Local Strategic Partnership (LSP) is one which has an emphasis on prevention rather than treatment or specialist care.

2.3 The LSP Board agreed that this was an important issue that the agencies within the LSP could work together on to meet at least some of those needs of older people in East Herts. It was agreed that a half day interagency workshop would take place followed by setting up a project steering group which would agree an action plan. Progress would then be presented to the LSP Board in the autumn 2013. The LSP recognised that while some older people are able to remain well, independent and active into late old age there will be others who as they become increasingly older are more likely experience social isolation and some complex health conditions.

2.4 The workshop was held in June 2013 to explore how agencies can better work together to promote the wellbeing and independence of older people so that they live healthier lives free from disability and pain for longer.

The list of agencies represented at the workshop is presented at **Essential Reference Paper “B”**.

- 2.5 The workshop considered three areas:
1. What are the overarching needs of older people in East Herts?
  2. Gaps in service provision
  3. Working together now that the gaps in service provision have been identified and knowing that there are no new resources

2.6 The needs that emerged can be summarised as:

- appropriate quality housing in the right locations including lifetime homes,
- transport – better public transport both availability and access, lack of awareness of local car schemes
- access to information ( not just web based for this age group)
- support to live independently
- maintaining health and wellbeing
- social isolation (GPs often see older people who aren't ill but are very lonely)
- carers support

2.7 What are the Gaps in Services?

In summary:

- Housing: sheltered housing, bungalows, adaptations to current properties
- A lack of quality care services coming into older people's homes
- Creative transport solutions
- Volunteers to 'work' with older people
- Intergenerational Projects, Befriending services, Advocacy, range of social activities, mechanisms for GPs to signpost older people to services
- Learning opportunities for older people e.g. IT provision and skills
- Mechanism for sharing information about individuals across agencies ( data sharing challenge)
- Reaching currently unknown isolated/vulnerable individuals
- Supporting older people with learning disabilities
- Addictions/Drug/Alcohol dependencies

Other Emerging Themes:

- As organisations we need to be more “joined up”
- Prevention’ rather than ‘reactive’

## 2.8 Suggested Priorities going forward:

- To explore through the LSP how to influence wider strategic approaches on housing and transport
- Improve partnership working locally
- Physical Activity opportunities for older people
- Early identification of dementia and support for those with existing dementia plus support for carers
- Improved access to information (e.g. through community meals, mobile libraries, refuse collection)
- Pilot an Age UK volunteer project in one GP practice
- Personal health plans for those who need them
- Digital Inclusion
- Address data sharing issues - local solutions

2.9 The multi-agency steering group has been meeting since March 2013 and working through an action plan incorporating the suggested priorities going forward as highlighted in paragraph 2.8 above. The group is led and chaired by Councillor Linda Haysey, East Herts Executive Member for Health, Housing and Community Support. The list of partners is attached in **Essential Reference Paper “C”**.

2.10 Current activities and achievements:

## 2.11 Fitsteps

2.12 “Fitsteps” is a fitness class delivered through dance helping people towards fitness and developed by former Strictly Come Dancing stars. Consultation was undertaken by attending two Crucial Crew events in 2014, (Bishop’s Stortford in January and Ware in April). ‘Crucial Crew’ is a model based on youth programme to educate and assist people to overcome some of the difficulties they face in modern society. It aims to give them information and help with things such as home safety and crime prevention whilst at the same time giving them an opportunity to hear how some local and national groups, agencies and organisations that may help and support them.

2.13 Two eight week pilots of “Fitsteps” were commissioned to take place in the Methodist Church in Bishop’s Stortford and Ware Drill Hall commencing in April and May 2014 respectively. These

sessions were subsidised by the Council's sports development fund. The objective is to recruit volunteers from within the group to carry on without an instructor once the volunteers are trained. This initiative forms part of a new Sport England bid currently under preparation.

2.14 The Bishop's Stortford pilot achieved weekly numbers between 2 and 8 with a total of 25 attendances overall and 50% of the women attending almost every session. The Ware pilot started with a bang with over 25 women and 2 men with excellent attendance numbers continuing ranging from 20-40 in a weekly session.

2.15 The Ware pilot ended in July 2014 and has now been extended until September 2014 due to the demand. This also enables the activities to continue until the outcome of the Sport England bid is known.

#### 2.16 Development of Sport Activate Bid to Sport England

2.17 A partnership has been developed to bid to Sport England for £250k over 3 years with match funding from Public Health District offer money and the Council's sports development budget. If successful, the funding will enable the partnership to run a district wide rural programme aimed at increasing participation in sport and physical activity by the over 60s. The programme will not only draw on a number of sports and leisure providers, both public and private but also the skills of volunteers as physical activity champions, supported by a local Sports activator and Council Officers.

2.18 The additional funding which would come from Sport England if successful, will be key to developing a sustainable Fitsteps model across the district.

2.19 Initial feedback from Sport England advises that the bid from East Herts will be stronger if there is clear strategic context and Executive support. To this end, Members are asked to endorse Recommendation B of this report.

#### 2.20 Dementia awareness

2.21 There have been two awareness raising sessions run by Alzheimers society in July 2014 for both Members and Staff. The sessions were very useful and well attended. Another session is scheduled to be in October 2014. The group is also exploring the possibility of setting up Dementia Cafes in the district. Sport

England bid also incorporates specific projects for people suffering from Dementia.

### 3.0 Implications/Consultations

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

Background Papers - none

Contact Member: Councillor Linda Haysey, Executive Member for Health, Housing and Community support  
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Report Author: Mekhola Ray, Engagement and partnerships team Leader  
[mekhola.ray@eastherts.gov.uk](mailto:mekhola.ray@eastherts.gov.uk)

## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<p><b><i>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</i></b></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><b><i>Place – Safe and Clean</i></b></p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p><b><i>Prosperity – Improving the economic and social opportunities available to our communities</i></b></p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
Consultation:	<i>Addressed in 2.10</i>
Legal:	<i>None</i>
Financial:	<i>Addressed in 2.10</i>
Human Resource:	None
Risk Management:	None
Health and wellbeing – issues and impacts:	<i>Addressed throughout the report</i>

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## ESSENTIAL REFERENCE PAPER B

### Ageing Well Workshop 10<sup>th</sup> June 2013

No	Name	Organisation
1.	Linda Haysey	East Herts Council
2.	Jan Wing	Chair of CVS
3.	Mark Hanna	Age UK
4.	Jenny Good Year	Health Watch Herts
5.	Tracy Pooley	NHS- E&N Herts Clinical Commissioning Group
6.	Felicity Sandell	U3A
7.	Jackie Trundell	Riversmead Housing Association
8.	Liz Panter	Circle Support
9.	Patricia Moore	East Herts Council
10.	Joan Howes	Hertfordshire Fire Station
11.	Laura Hyde	CAB
12.	Murray Foster	South Anglia Housing
13.	Heather Stephenson	Herts Community NHS Trust
14.	Sarah Wren	Herts Community Meals
15.	Robin Southgate	U3A
16.	Gerry Sheldrick	Herts Mind Network
17.	Debra Field	Circle Support
18.	Norma Symonds	East Herts Council
19.	Cathy Baker	HCC Adult Care
20.	Jan Stock	Wodson Park
21.	Hayley Telford	NHS- E&N Herts Clinical Commissioning Group
22.	Karen Crowley Farahmand	South Anglia Housing
23.	Ian Sharrat	EHDC Environmental Services
24.	Angela Alder	Age Concern & Haley Day Centre
25.	Claire Counsel	Riversmead Housing Association
26.	Lyn Gwinn	Herts County Council
27.	Sue Beck (facilitator)	Public Health, Herts County Council
28.	Mekhola Ray (facilitator)	East Herts Council
29.	Simon Barfoot (facilitator)	East Herts Council

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## ESSENTIAL REFERENCE PAPER C

### Ageing Well Steering Group

No	Name	Organisation
1.	Linda Haysey	East Herts Council
2.	Jan Wing	Chair of CVS
3.	Jenny Good Year	Health Watch Herts
4.	Liz Panter	Circle Support
5.	Sarah Wren	Herts Community Meals
6.	Debra Field	Circle Support
7.	Cathy Baker	HCC Adult Care
8.	Karen Crowley Farahmand	South Anglia Housing
9.	Mark Woodward	Fire Service
10.	Angela Alder	Age Concern & Haley Day Centre
11.	Claire Counsel	Riversmead Housing Association
12.	Jane Brown	Health Watch
13.	Carolyn Gale	HCC
14.	Jan Stock	Active East Herts
15.	Jacquie Brown	South Anglia Housing
16.	Mekhola Ray	East Herts Council

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## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY COMMITTEE – 23 SEPTEMBER 2014

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

#### ANNUAL PERFORMANCE REPORT FOR RIVERSMEAD AND CIRCLE HOUSING SOUTH ANGLIA HOUSING ASSOCIATIONS 2013/14

WARD(S) AFFECTED: ALL

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

- The report advises the committee on the progress made by the two large scale voluntary transfer housing associations on the three undertakings that remain following the end of the Delivery of Promises Programme in 2007.

<b><u>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</u></b>	
<b>That:</b>	
<b>(A)</b>	The Committee review performance by both Riversmead and Circle Housing South Anglia Housing Associations on the three remaining stock transfer undertakings for the year 2013/14 and pass any recommendations onto the Executive Member for health, housing and community support for consideration.

#### 1.0 Background

1.1 In March 2002 the Council sold its stock of some 6,500 dwellings to Riversmead and Stort Valley (now Circle Housing South Anglia) housing associations in return for a capital receipt, 75% nomination rights and a five year programme of improvements to the stock, which has been termed the 'Delivery of Promises'.

- 1.2 The undertakings were of two types. The majority concerned improvements to the housing stock transferred and had targets for either minimum spend or number of improvements. The five year Delivery of Promises programme came to an end in March 2007 and a report was presented to the Performance Scrutiny Committee in July 2007. Additionally there were other conditions attached to the sale of the stock which had a much longer timeframe for example nomination rights to their empty properties.
- 1.3 At the Community Scrutiny Committee meeting in July 2008 it was agreed that officers should report annually on the remaining stock transfer undertakings.

## 2.0 Report

- 2.1 The majority of the promises following stock transfer ended after five years but three of the promises have a much longer life span. These remaining promises are monitored by the Housing Service.
- 2.2 **Nomination percentages.** The Stock Transfer Nomination Agreement states that the two housing associations give the Council 3 out of every 4 of their vacant homes (of the homes that were transferred) for the Council to nominate to households on its Housing Register. This agreement is in perpetuity.
- 2.3 **Aids and Adaptations.** The agreement states the amount that each housing association is expected to spend on aids and adaptations for their own tenants before the Council can be requested to financially contribute to adaptations to their own stock. The figure set for the first year, £185,000 per annum, is subject to an agreed annual increase based on RPI (Retail Price Index). This agreement lasts for 30 years from the sale of the stock.
- 2.4 **Right to Buy Clawback agreement.** The agreement entitles the Council to a financial settlement or clawback, from the housing associations, from the sale of each home where the tenant had a 'preserved' right to buy entitlement. The percentage clawback reduces over time to zero percent after 20 years from date of the sale of the stock.
- 2.5 The performance of the two housing associations is shown in the table below.

<b>2013/14</b>	<b>Target</b>	<b>Riversmead Housing Association</b>	<b>Circle Housing South Anglia</b>
Percentage nominations to vacant homes	75%	100%	100%
Spend on aids and adaptations	£262,991	£277,055	£326,000
Homes sold under the preserved Right to Buy	40 per annum each	7	4

- 2.6 There are three points to note from the figures presented.
- 2.7 Riversmead and Circle Housing South Anglia Housing Associations both belong to the Council's Common Housing Register. Therefore the Council's Housing Register contains all of Riversmead and Circle Housing South Anglia Housing Association tenants, in East Herts, needing to transfer to an alternative home in East Herts. In return for this the Council has nomination rights to all of their vacant homes. Therefore the target percentage nomination to vacant homes under this agreement is 100%.
- 2.8 The type of aids and adaptations works varies from small scale hand rails and grab rails (for which tenants can self-refer through the repairs service for both housing associations) to major works recommended by Herts County Council (following a full assessment).
- 2.9 The preserved Right to Buy (RTB) claw back agreement was based on a target of the housing associations selling 40 properties each per year, based on the previous ten years performance. However sales have experienced a significant down turn since the stock transfer agreement with a total of 258 properties having been sold in the twelve years since stock transfer; an average of 21.5 per annum. This is significantly less than the target of 40 per annum. This is in the main due to significant capping of the eligible discount and high valuations of the properties therefore making them generally unaffordable. In addition, the number of tenants eligible for the preserved Right to Buy is reducing each year.

2.10 The low level of sales through the RTB is a national trend and prompted the government to double the discount levels in 2012 to try to promote an increase in sales nationally. This brought the maximum discount cap to £75,000 in East Herts. This may have prompted the small increase in RTB sales since 2012.

### 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

Stock Transfer Agreements 2002

Contact Member: Councillor Linda Haysey, Executive Member for Health Housing and Community Support  
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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<p><b>People</b> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p><b>Prosperity</b> This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities and delivering cost effective services..</p>
<p>Consultation:</p>	<p><i>Both Riversmead and Circle Housing South Anglia Housing Associations.</i></p>
<p>Legal:</p>	<p><i>There is a contractual duty for both housing associations to meet the delivery of promises targets.</i></p>
<p>Financial:</p>	<p><i>If the Housing Associations had met the annual target of 40 sales each this would have resulted in the Council receiving substantially more funds in clawback receipts since the transfer.</i></p>
<p>Human Resource:</p>	<p><i>None</i></p>
<p>Risk Management:</p>	<p><i>None</i></p>
<p>Health and wellbeing – issues and impacts:</p>	<p>A decent, suitable and settled home has a positive impact on every part of a person's life, including their health and wellbeing. Access to aids and adaptations to make someone's home more suitable for their needs will have a positive impact on their health and wellbeing.</p>

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## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY COMMITTEE – 23 SEPTEMBER 2014

#### REPORT BY THE EXECUTIVE MEMBER FOR HEALTH HOUSING AND COMMUNITY SUPPORT

#### MONITORING AND REVIEW OF THE HOUSING STRATEGY ACTION PLAN 2013-2016

WARD(S) AFFECTED: All

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

- To report on the progress on the delivery of the Housing Strategy Action Plan 2013-2016 for consideration and comment.

<b><u>RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:</u></b>	
<b>That:</b>	
(A)	Members consider and comment on the progress made on the Housing Strategy Action Plan 2013-2016.

### 1.0 Background

1.1 The Housing Strategy 2013-2016 was published in 2013 and since then the Council and its partners have been working to deliver the associated Action Plan.

1.2 The Housing Strategy 2013-2016 is a high level strategy and the action plan looks to aid the Strategic Objectives to:

- Maximise the delivery of new affordable homes, whilst ensuring the best use of existing housing
- Meeting the needs of a growing elderly population.
- Meeting the needs of vulnerable people and stronger communities.

## 2.0 Report

2.1 This report highlights progress for each of the Strategic Objectives. So, firstly, progress on Strategic Objective 1: Maximise the delivery of new affordable homes, whilst ensuring the best use of existing housing.

2.2 The Housing and Planning teams have worked closely on ensuring that new affordable housing is delivered effectively in the District. Successes include:

- Updated Affordable Housing Policy in the draft District Plan.
- Publication of the Strategic Land Availability Assessment (SLAA), Strategic Housing Market Assessment (SHMA) and Annual Monitoring Report.
- Supporting the Rural Housing Enabler based at the Community Development Agency (CDA) for Hertfordshire.
- Delivering a strong pipeline of new affordable housing units.
- Empty Homes target achieved.

2.3 Strategic Objective 2: Meeting the needs of a growing elderly population.

- Good liaison with Hertfordshire County Council to discuss older persons needs.
- The opening of Calton Court flexicare scheme.
- Swifter joint working on delivery of adaptations through the Disabled Facilities Grant.

2.4 Strategic Objective 3: Meeting the needs for vulnerable people and stronger communities.

- Equality Impact Assessments have been carried out on the Housing Register and Allocations Policy and the Housing

Strategy.

- The Baker Street Young Persons Project, now known as Rose Court opened in September 2013.

**2.5** The full Action Plan is attached for information as **Essential Reference Paper “B”**.

**2.6** The Housing Strategy 2013-2016 will be revised and updated throughout next year for endorsement in 2016.

**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’**.

**4.0** Conclusion

**4.1** Members are asked to consider and comment on the progress made to date.

Background Papers - None

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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p><b>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</b></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><b>Place – Safe and Clean</b></p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p><b>Prosperity – Improving the economic and social opportunities available to our communities</b></p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
Consultation:	<i>Internal only.</i>
Legal:	<i>None for the Council</i>
Financial:	<i>None for the Council</i>
Human Resource:	<i>None for the Council</i>
Risk Management:	<i>None</i>
Health and wellbeing – issues and impacts:	<i>None.</i>

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# Housing Strategy

## Action Plan 2013-2016

### Action Plan 2013-16

#### **1. Introduction**

This high level strategy has highlighted a number of the key challenges and housing issues in East Herts. Our three year action plan has been developed around the Strategic Objectives of:

- Maximise the delivery of new affordable homes, whilst ensuring the best use of existing housing
- Meeting the needs of a growing elderly population
- Meeting the needs of vulnerable people and stronger communities

The three Strategic objectives and subsequent priorities and actions, reflect the challenges highlighted in the Housing Strategy.

#### **2. Detailed Action Plans**

The actions contained in the Housing Strategy Action Plan are relatively high level. Detailed action plans around specific issues such as homelessness and empty properties can be found in the relevant sub strategies and work plans.

#### **3. Monitoring and communications**

The Strategy Action Plan will be updated every six months by officers to monitor progress and monitored by the Council's Community Scrutiny Committee by an annual report. We recognise that it is important to report on progress with East Herts' residents and partners. Progress on the Housing Strategy will be made available to all residents and partners through the strategic housing section of the council's website and the Council's Housing Forum.

June 2012

Priorities	Outputs and Targets	Lead	Target date	Key Partners	Progress
<b>Strategic Objective 1: – Maximise the delivery of new affordable homes, whilst ensuring the best use of existing housing</b>					
1. Optimise opportunities for increasing new affordable housing supply, particularly family sized homes and the range of affordable housing options through effective partnership working	Investigate and undertake, if considered necessary, work to refresh the SHMA.	East Herts Housing Services and Planning Policy		Broxbourne Borough Council, Brentwood Borough Council, Epping Forest District Council, Harlow District Council, Uttlesford District Council	Report to December District Planning Executive Panel.
	- Aim to deliver up to 40% affordable housing on eligible housing sites	East Herts Housing Service and Planning	Annual monitoring	East Herts Housing Service, Planning, Developers and Registered Providers	The Annual Monitoring Report 2012/13 reported that there was 196 affordable housing units delivered.
	Achieve the right mix, tenure and proportion of affordable housing based on need.	East Herts Housing Service and Planning	Annual monitoring	East Herts Housing Service, Planning, Developers and Registered Providers	The Housing Development Team provide clear guidance on need and mix and tenure requirements. The advice was updated in the Housing Strategy 2013-16.
	Maximise funding opportunities for the delivery of new affordable housing	Housing Service	Annual monitoring	Housing Service	The Housing Team is preparing funding criteria for grants and to work with providers to secure a pipeline.
	Promote and assist our register provider partners to release larger homes that are under occupied	Housing Service and Registered Providers	Annual monitoring	Housing Service and Registered Providers	Closely worked with RP's on under occupation particularly in light of the impact of Welfare Reform. Targeted work has been undertaken by the RPs.
2. Monitor the impact of the Council's Local Plan Policies on the delivery of new affordable housing and take action as appropriate	- Relevant Core Indicators and key information monitored in the East Herts Annual Monitoring Report, with appropriate action guided by Strategic Housing Market Assessment and Strategic Housing Land Availability Assessment	East Herts Planning Policy	Annual monitoring	Herts County Council, East Herts Housing Services and Planning Policy	The Annual Monitoring Report 2012/13 was published in February 2014.

3. Generate new affordable housing planning policies for inclusion within the East Herts District Plan to replace current policies in the Local Plan.	<p>~ Affordable housing requirement</p> <p>~ Affordable housing site size thresholds</p> <p>~ Affordable housing tenure split</p> <p>~ Affordable housing dwelling sizes</p>	<p>Planning Policy</p> <p>Planning Policy</p> <p>Planning Policy</p> <p>Planning Policy</p>		East Herts Housing services and Planning Policy	The Housing and Planning Policy Team worked closely on developing new affordable housing policies as part of the new District Plan.
4. Work with partners to meet identified rural affordable housing needs	Appropriate rural housing developed	Housing Service	Annual monitoring	Housing Service, Parish Council's and Registered Providers	The Council is supporting the new role of the Rural Housing Enabler who works across the county based at the Community Development Agency.
5. Run a Housing Forum at least 3 times a year and consult on proposed housing reforms	Consult, inform and let influence our external stakeholders on the Council's future housing policies.	Housing Service	Annual monitoring	Housing Service and external housing stakeholders	Forums have been run in March, July, Nov 2012 and April and August 2013.
6. Launch the East Herts Council backed Local Authority Mortgage indemnity Scheme (LAMS).	First time buyers are more likely to be able to access private housing. Monitor the take-up of the scheme.	Housing Service	Quarterly Monitoring	Housing Service, residents and mortgage lender	Service has been launched but with limited take-up.
7. Review and update Affordable Warmth Strategy and action plan 2007-12, to ensure strategy is fit for purpose for Green Deal and HECA.	Enable and encourage the provision of affordable warmth in private sector homes through advice, grants, discounted measures and partnership initiatives	Private Sector Housing	2013-14	Private sector Housing , residents and landlords	HEEP finished. Green Deal slow take-up. East Herts Strategy to be reviewed when Government's new Fuel Poverty Framework published, which is expected late 2014. Current national and local Fuel Poverty issues reported to Environmental Scrutiny Sept 2014.
8. Implement the actions in the Empty Homes Strategy	Bring Private sector empty homes back into use through encouragement and using appropriate legislation.	Private Sector Housing	Annual monitoring	Private sector Housing, home owners.	Target achieved. 10 brought back into use each year, including some particularly long term or problematic.
9. Regulate private rented sector housing via advice, inspection, enforcement and House in Multiple Occupation (HMO) licensing	Ensure HMO accommodation is suitable and of a good standard	Private Sector Housing	Annual monitoring	Private Sector Housing, Landlords	High profile successful prosecution of landlord of 3 HMOs in 2013. Continuing successful work in 2013/14 to bring those properties up to acceptable standard. One landlord received a Caution for failure to license a licensable HMO. Proactive HMO inspections and action, and reactive inspections and advice about private rented housing carried out.

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Priorities	Outputs and targets	Lead	Target date	Key Partners	Progress
<b>Strategic Objective 2: Meeting the needs of a growing elderly population</b>					
10. Continue to work with our Registered Providers to either regenerate their existing older persons housing, or re-commission for alternative client group, or re-develop.	Monitor number of units of older persons accommodation made fit for purpose or re-developed.	Registered Providers	Annual monitoring	Housing Service and Registered Providers	The County Council is restructuring this team and we will work closely with them once established.
11. To work with the County Council and Registered Providers to identify future opportunities within the district for flexi-care.	New flexicare accommodation provided in appropriate locations.	County Council and Registered Providers	Annual monitoring	County Council, Housing Service and Registered Providers	Calton Court Flexicare scheme has opened. The Housing Team regularly meet with HCC to discuss older persons needs.
12. To introduce and monitor a fixed price tendering scheme for certain adaptation works through Papworth Trust Home Solutions.	Aim for swifter joint process with Home Improvement Agency for completion of level access shower works through Disabled Facilities Grant.	Private Sector Housing	Annual monitoring	Private Sector Housing	Achieved. Developed in-house technical service with Building Control.
13. Continue with the Ageing Well Initiative and monitor the outcomes		East Herts Council	Annual monitoring		A number of initiatives and approaches have been carried out by the Ageing Well Steering group and Council Public Health work aimed at increasing independence and social interaction, reducing isolation and promoting physical activity.

Priorities	Outputs and targets	Lead	Target date	Key Partners	Progress
<b>Strategic Objective 3: Meeting the needs of vulnerable people and stronger communities</b>					
14. Promote community cohesion and support the local economy by providing housing that is affordable for local people.	~ Monitor the mix of market and affordable housing in terms of type and tenure in sustainable locations	Planning policy and Housing service	Annual Monitoring	Planning Policy, Housing, Developers and Registered Providers	The Annual Monitoring Report provides data on affordable housing.
15. Ensure that housing policies and practices promote equalities and diversity	- Carry out Equality Impact Assessments on: revised Housing register and Allocations policy and Housing Strategy	Housing Service	Apr-13	Housing Service	Equality Impact Assessments have been carried out on the Housing Register and Allocations Policy.
	Through the District Plan, seek to deliver Gypsy & Traveller pitches and Travelling Showperson plots.	Planning policy		Planning Policy	Work is in progress in the Planning Policy team.
16. Continue to prevent homelessness through the provision of good quality advice and developing new solutions to housing need	Develop and publish Homeless and Homeless Prevention Strategy.	Housing Service	Sep-13	Housing Service	An updated Homeless and Homeless Prevention Strategy was published in December 2013.
17. Work with supported accommodation Providers to provide and make effective use of supported accommodation and appropriate access to move on accommodation in the district	Monitor existing and new supply of supported accommodation. Develop new and monitoring existing re-housing protocol with supported accommodation Providers.	Housing Service	Annual Monitoring	Housing Service, Registered Providers and Herts County Council	The Baker Street Young Persons Project (known as Rose Court) opened at the end of September 2013.
18. Monitor effect of changes introduced in April 2012 in the way Herts County Council deal with Disabled Facilities Grants, and liaise as appropriate to ensure effective joint service.	Monitor trends in number of grants approved	Private Sector Housing	Annual Monitoring	Essential Reference Paper B	Monitored. Liased. Number of referrals from HCC have not returned to previous (increasing) trend. Participating in Countywide review of adaptations processes. Disabled Facilities Grants promoted locally in 2013/14.

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19. Review the council's allocations policy in response to legislation changes.	Develop and publish a revised Housing Register and allocations Policy for the Council.	Housing Service	Mar-13	Housing Service, range of housing stakeholders including Registered Providers	A new Allocations Policy was adopted on the 1 May 2013.
20. Produce a Tenancy Strategy for the District	Develop and publish a Tenancy Strategy for East Herts	Housing Service	Apr-13	Housing Service, range of housing stakeholders including Registered Providers	A new Tenancy Strategy was published in December 2012.
21. Maximise the opportunities to enhance and develop services to vulnerable residents of East Herts	- Ensure adequate representation by East Herts Council at the County Council's various working groups for vulnerable residents and maintain regular liaison with providers of supported accommodation.	Housing Service	Annual Monitoring	Housing Service, Herts County Council and Registered Providers	2014 - 'dementia friend' training provided to 50 EHDC councillors and officers. Officers exploring options with Alzheimers Society for potential new services.
22. Review future Home Improvement Agency Services and funding levels in conjunction with the HIA in the light of changing County Council services and reduced core funding.	Seek to identify opportunities for continued support for East Herts residents with reduced core funding	Private Sector Housing		Private Sector Housing, Papworth, Herts County Council	Reviewed. HIA funding and service reduced, but still provided. Gardening service for vulnerable residents secured for 2013/14 through Groundwork as result of successful joint bid to Police and Crime Commissioner.
23. Provide guidance and advice to residents, tenants and landlords on their rights and responsibilities through a variety of media	- Review and expand information on Council's website, provide articles for the Council's resident magazine, press releases.	Housing Service, Private Sector Housing	Annual Monitoring	Housing Service, Private Sector Housing	A new Tenancy Strategy was published. Information on website updated. Landlords consulted on review of Private Sector Housing Enforcement policy, adopted Oct 2013.

## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY COMMITTEE: 23 SEPTEMBER 2014

#### REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY

#### SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

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

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

<b><u>RECOMMENDATION FOR DECISION:</u></b>	
<b>(A)</b>	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 The new powers arising from the Anti-Social Behaviour, Crime and Policing Act 2014 come into play on 20 October 2014 and will significantly change how agencies can address ASB.
- 2.4 Members have been informed of four multi-agency briefings taking place to outline these new powers. These were made available to all agencies in the local Community Safety Partnership and the Joint Action Group.
- 2.5 Members are asked if they will accept a new agenda item on this committee’s 10 March 2015 meeting:
- Implementation of ASB, Crime and Policing Act (outline of new powers and a report on their use since 20 Oct 2014).
- 2.6 This will give four months of data to scrutinise and meet the requirements set out in paragraph 2.2 above.
- 2.7 Members are asked whether there is any additional topic they wish to put forward for inclusion on any future agenda.
- 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)

Contact Member: Cllr Diane Hollebon – Chairman Community Scrutiny Committee



[diane.hollebon@eastherts.gov.uk](mailto:diane.hollebon@eastherts.gov.uk)

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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><b>People – Fair and accessible services for those that use them and opportunities for everyone to contribute.</b> 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><b>Place – Safe and Clean.</b> This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p><b>Prosperity – Improving the economic and social opportunities available to our communities</b> 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 (10 March).**

meeting	date	topic	Contact officer/lead	Next Exec
<b>2014/15</b>	<b>CIVIC YEAR</b>			
Meeting 3/4 in 2014/15	18 Nov 2014  Report deadline 5 Nov	<ul style="list-style-type: none"> <li>• Report from Health and Well B Panel</li> <li>• <b>vacancy</b></li> <li>• <b>vacancy</b></li> <li>• Work programme</li> <li>• Service Plans monitoring Apr 2014 – Sept 2014 (Community only)</li> <li>• Healthcheck through to Sept 2014</li> </ul>	<ul style="list-style-type: none"> <li>• Chairman of the Panel</li> <li>• ?</li> <li>• ?</li> <li>• Scrutiny Officer</li> <li>• Lead Officer - Performance</li> <li>• Lead Officer - Performance</li> </ul>	2 Dec 2014 6 Jan 2015 3 Feb 2015 3 Mar 2015
<b>JOINT SCRUTINY</b>	20 Jan 2015	<ul style="list-style-type: none"> <li>• <b>2015/16 Budget items</b></li> </ul>		
<b>JOINT SCRUTINY</b>	10 Feb 2015	<ul style="list-style-type: none"> <li>• <b>2015/16 Service Plans</b></li> <li>• <b>2014/15 Estimates and 2015/16 Future targets</b></li> </ul>		
Meeting 4/4 in 2014/15	10 Mar 2015  Report deadline 25 Feb	<ul style="list-style-type: none"> <li>• Report from Health and Well B Panel</li> <li>• Leisure Contract – year 6</li> <li>• <b>NEW REQUEST:</b> Implementation of the ASB, Crime and Policing Act (outline of new powers and a report on their use since 20 Oct 2014)</li> <li>• Healthcheck through to Dec 2014</li> <li>• Work programme – planning for 2015/16</li> </ul>	<ul style="list-style-type: none"> <li>• Chairman of the Panel</li> <li>• HoS (+ invite SLM)</li> <li>• Head of Service, Lead Officer (and reps from partner agencies if required)</li> <li>• Lead Officer - Performance</li> <li>• Scrutiny Officer</li> </ul>	2 Jun 2015 TBC

## The four principles of good public scrutiny:

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

Community  
Scrutiny

1. To develop policy options and to review performance and scrutinise the policies of the Council relating to Licensing, Environmental Health, Crime and Disorder Reduction, Emergency Planning, Community Development, young people, Leisure, sport, arts, markets, diversity, grants, frontline Councillor engagement, valuing people, housing strategy, private sector housing, disabled facility grants, houses in multiple occupation, housing options, community meals, citizens’ advice, benefits, Local Strategic Partnership and health scrutiny.
2. To make recommendations to the Executive on matters within the remit of the Committee.
3. To take evidence from interested groups and individuals and make recommendations to the Executive and Council for policy change and review the performance of outside bodies on matters within the remit of the Committee.
4. To consider issues referred by the Executive, or members of the Committee and where the views of outsiders may contribute, take evidence and report to the Executive and Council on matters within the remit of the Committee.
5. To consider any item referred to the Committee by any Member of the Council who is not a member of this Committee and decide whether that item should be pursued on matters within the remit of the Committee.
6. To appoint annually Standing Panels as may be determined which shall be given a brief to consider a specified service area relating to matters within the remit of the Committee and report back to the Committee on a regular basis as determined by the Committee.

**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	



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) <b>(no longer used)</b>	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 – 23 SEPTEMBER 2014

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

#### COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – MAY 2014 TO JULY 2014

WARD (S) AFFECTED: All

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

- To report on the performance of the key indicators that relate to Community Scrutiny for the period May 2014 to July 2014.

<b><u>RECOMMENDATION FOR COMMUNITY SCRUTINY:</u></b>	
<b>That</b>	
<b>(A)</b>	<b>the reported performance for the period April 2014 to July 2014 be noted.</b>
<b>(B)</b>	<b>the Executive be advised of any further recommendations.</b>

---

#### 1.0 Background

1.1 This is a performance report relevant to Community Scrutiny's terms of reference covering the period May 2014 to July 2014.

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

- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should members want more detailed information on a specific month, they should refer to that month's Executive Corporate Healthcheck report available on the council website.
- The indicators where data is collected monthly, with performance for July 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 1 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.




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



1.4 **Essential Reference Paper 'B'** Shows a summary analysis of the performance indicators that are reported to Community Scrutiny. Please note when reviewing the summary where a performance indicator is showing a deteriorating trend compared to the previous period, it does not mean it is necessarily 'Red' or 'Amber'.

**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'** Provides guidance notes and definitions for the performance indicators relating to Community Scrutiny Committee.

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

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

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

## 2.0 Report

### People

#### **Performance analysis**

2.1 **EHPI 3b – Usage: number of swims (16 – under 60 year olds).** Performance was 'Red' for Quarter 1. Performance is below target this quarter. There is a downturn in adult swimming. This is believed

to be in part due to increasing gym membership (as gym members can have a swim without this being recorded). Everyone Active has been seeking to stem the decline by adding additional early morning swims at Grange Paddocks and are looking at other promotional activities.

2.2 **EHPI 10.1 – Council tax support caseload and EHPI 10.3 – housing benefit caseload.** Performance trend for these two indicators from April to July indicates a very small decline in caseload numbers.

2.3 The following indicators were 'Green', meaning that the targets were either met or exceeded for July 2014/Quarter 1. 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 Although meeting the targets for July 2014 the following indicators showed a declining trend when performance was compared to the previous month/quarter:

- 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 181 – Time taken to process housing benefit new claims and change events.

## **Prosperity**

### **Performance analysis**

2.5 **EHPI 11.1 – Rental income from traders.** The total retail market income for this period is £24,000. This figure includes individual pitch hires on non-market days but excludes fees charged for other commercial markets like Car Boot sales and Jackson Square. The

figure also excludes income from Farmers Markets. This approach will enable the council to accurately track trends with our town based retail markets.

## 2.6 **EHPI 11.2 – Number of producers at Hertford farmers market.**

During the first quarter there was a total of 61 producer stalls present at the monthly Hertford Farmers Market. This breaks down as follows April 20 stalls, May 20 stalls and June 21 stalls. Broadly speaking it is the same group of producers attending each market - in other words between 20-21 individual producers attending the monthly event.

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

## 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:

- 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](mailto:linda.haysey@eastherts.gov.uk)

Councillor Malcolm Alexander – Executive member for Community Safety and Environment  
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ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p><b>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</b></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><b>Prosperity – Improving the economic and social opportunities available to our communities</b></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 Summary - Essential Reference Paper B

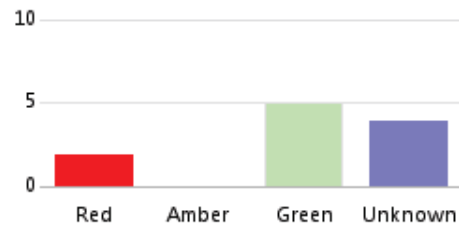
**2** PIs at Red

**0** PIs at Amber

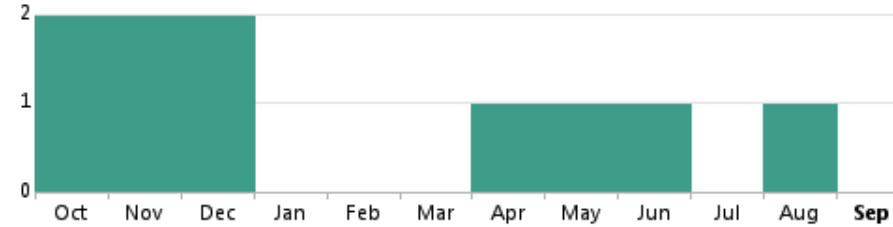
**5** PIs at Green

**11** Total number of PIs

Current PI statuses



PIs at Red



Best Performing (PIs)	Value	Target	Gauge
EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING IN...	5,094	3,800	
EHPI 3a Usage: number of swims (under 16). (MAXIMI...	13,880	12,000	
EHPI 3c Usage: number of swims (60 year old +). (MA...	6,745	6,500	
EHPI 4a Usage: Gym (16 – under 60 year olds). (MAXI...	50,499	49,000	
EHPI 129 Response time to ASB complaints made to ...	100.00 %	100.00 %	
EHPI 3b Usage: number of swims (16 – under 60 year ...	24,968	27,000	
EHPI 181 Time taken to process Housing Benefit new...	11.1 da...	10 days	
EHPI 10.1 Council Tax Support caseload (MAXIMISING...	6,804		
EHPI 10.3 Housing benefit caseload (MAXIMISING IN...	6,309		
EHPI 11.1 Rental income from traders. (MAXIMISING I...	£24,00...		
EHPI 11.2 Number of producers at Hertford farmers ...	61		

Deteriorating (PIs)	Value	Target	History
EHPI 181 Time taken to process Housing Benefit new...	11.1 da...	10 days	
EHPI 4a Usage: Gym (16 – under 60 year olds). (MAXI...	50,499	49,000	
EHPI 3a Usage: number of swims (under 16). (MAXIMI...	13,880	12,000	
EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING IN...	5,094	3,800	
EHPI 3c Usage: number of swims (60 year old +). (MA...	6,745	6,500	
EHPI 3b Usage: number of swims (16 – under 60 year ...	24,968	27,000	
EHPI 10.1 Council Tax Support caseload (MAXIMISING...	6,804		
EHPI 10.3 Housing benefit caseload (MAXIMISING IN...	6,309		

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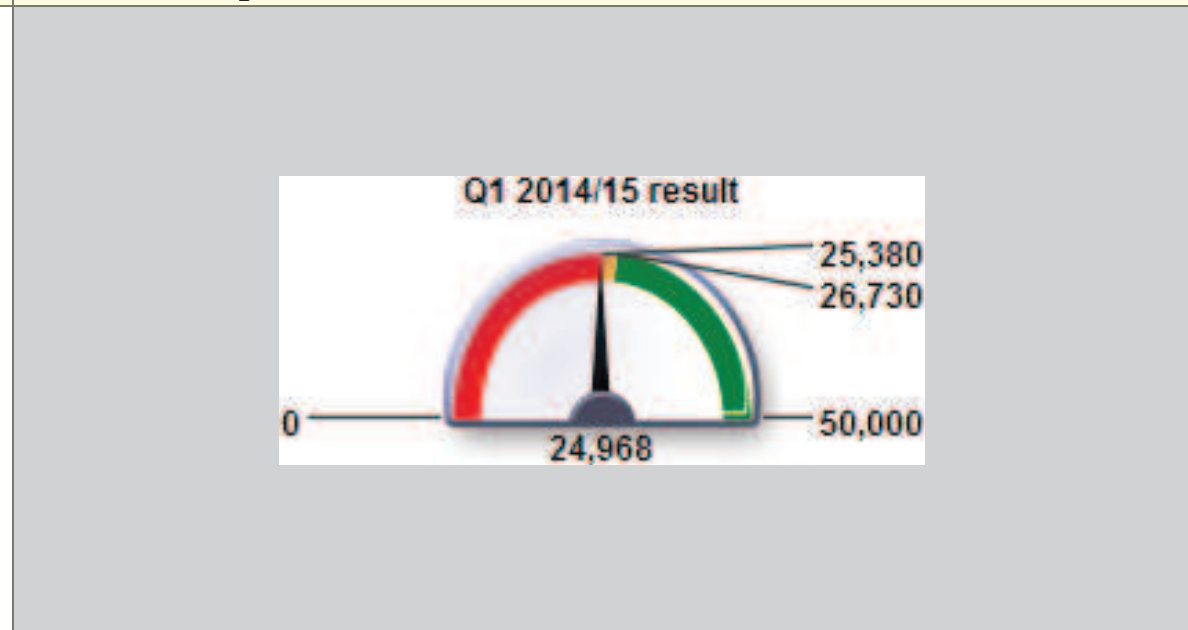
## May to July Community Scrutiny Healthcheck 2014/15

**Traffic Light Red**  
**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 24 June 2014.
EHPI 3b	Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)		24,968	27,000		Performance is below target this quarter. There is a downturn in adult swimming. This is believed to be in part due to increasing gym membership (as gym members can have a swim without this being recorded). Everyone Active has been seeking to stem the decline by adding additional early morning swims at Grange Paddocks and are looking at other promotional activities.	None

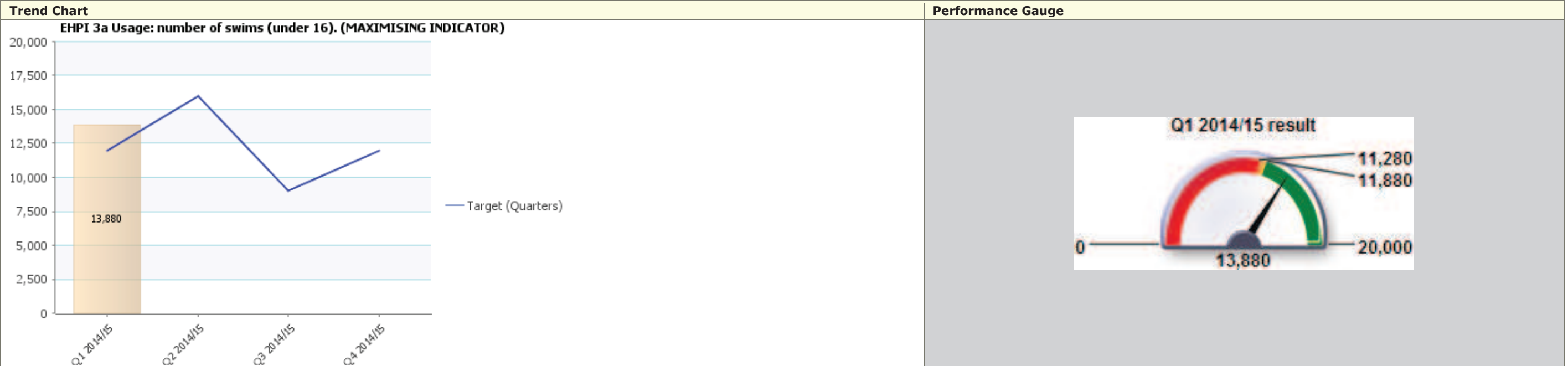
**Trend Chart** **Performance Gauge**



**Traffic Light Green**  
**Corporate Priority: People**

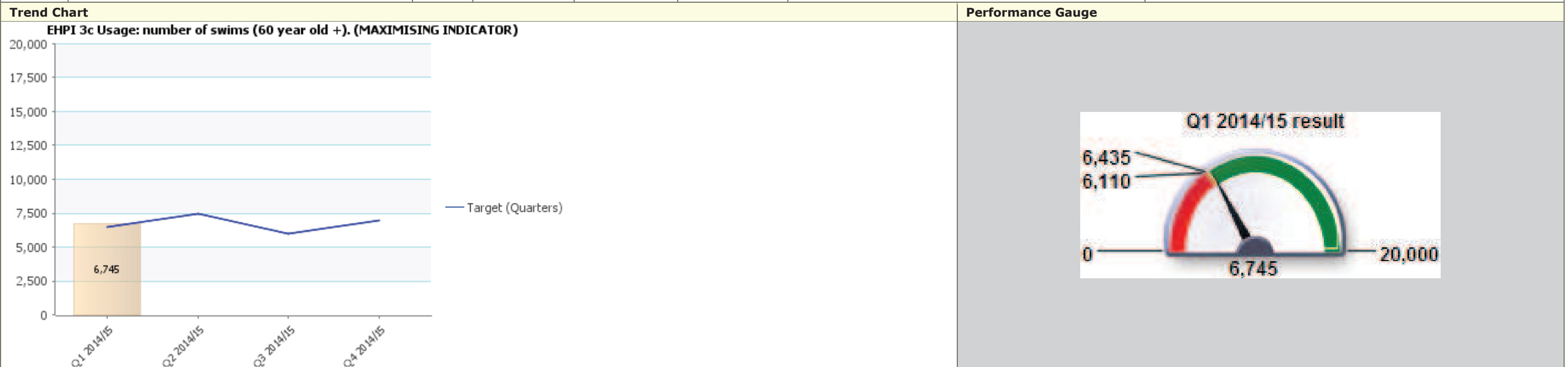
**Environment Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 3a	Usage: number of swims (under 16). (MAXIMISING INDICATOR)		13,880	12,000		Performance exceeding target. Figures for 2014/15 Quarter 1 show that although there is a decrease in throughput compared to the previous period this 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 24 June 2014.
EHPI 3c	Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)		6,745	6,500		Performance is above target and is in line with normal trend patterns.	None



Environment Services																														
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.																							
EHPI 4a	Usage: Gym (16 – under 60 year olds). (MAXIMISING INDICATOR)		50,499	49,000		Performance exceeding target. Figures for 2014/15 Quarter 1 show that throughput is in line with normal trends for this period and performance shows a favourable position against target.	None																							
<b>Trend Chart</b>						<b>Performance Gauge</b>																								
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Environment Services																														
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EHPI 4b	Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)		5,094	3,800		Performance exceeding target. Figures for 2014/15 Quarter 1 show that throughput is in line with normal trends for this period and performance shows a very favourable position against target.	None																							
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**Licensing and Community Safety**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 129	Response time to Anti-social Behaviour (ASB) complaints made to East Herts Council (EHC). (MAXIMISING INDICATOR)		100.00 %	100.00 %		There were 10 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><b>EHPI 129 Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)</b></p> <table border="1"> <caption>EHPI 129 Response Rate Data</caption> <thead> <tr> <th>Month</th> <th>Response Rate</th> </tr> </thead> <tbody> <tr> <td>April 2014</td> <td>100.00 %</td> </tr> <tr> <td>May 2014</td> <td>100.00 %</td> </tr> <tr> <td>June 2014</td> <td>100.00 %</td> </tr> <tr> <td>July 2014</td> <td>100.00 %</td> </tr> </tbody> </table>	Month	Response Rate	April 2014	100.00 %	May 2014	100.00 %	June 2014	100.00 %	July 2014	100.00 %	<p><b>July 2014 result</b></p> <table border="1"> <caption>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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99.00 %																
100.00 %																

**Revenues and Benefits Services**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)		8.6 days	10 days		Data extraction period from 10 June 2014 to 8 July 2014 is 18.91 days, moving cumulative to 8.56 days.	None

Trend Chart	Performance Gauge																
<p><b>EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING INDICATOR)</b></p> <table border="1"> <caption>EHPI 181 Time Taken Data</caption> <thead> <tr> <th>Month</th> <th>Time Taken (days)</th> </tr> </thead> <tbody> <tr> <td>April 2014</td> <td>5.9 days</td> </tr> <tr> <td>May 2014</td> <td>7.4 days</td> </tr> <tr> <td>June 2014</td> <td>6.4 days</td> </tr> <tr> <td>July 2014</td> <td>8.6 days</td> </tr> </tbody> </table>	Month	Time Taken (days)	April 2014	5.9 days	May 2014	7.4 days	June 2014	6.4 days	July 2014	8.6 days	<p><b>July 2014 result</b></p> <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value</th> </tr> </thead> <tbody> <tr> <td>0 days</td> </tr> <tr> <td>8.6 days</td> </tr> <tr> <td>10.1 days</td> </tr> <tr> <td>10.6 days</td> </tr> <tr> <td>20 days</td> </tr> </tbody> </table>	Value	0 days	8.6 days	10.1 days	10.6 days	20 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 24 June 2014.
EHPI 10.1	Council Tax Support caseload (MAXIMISING INDICATOR)	N/A	6,857	N/A	↓	Performance has shown a very small decline from the previous month.	None



**Revenues and Benefits**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 10.3	Housing benefit caseload (MAXIMISING INDICATOR)	N/A	6,327	N/A	↓	Performance has shown a very small decline from the previous month.	None

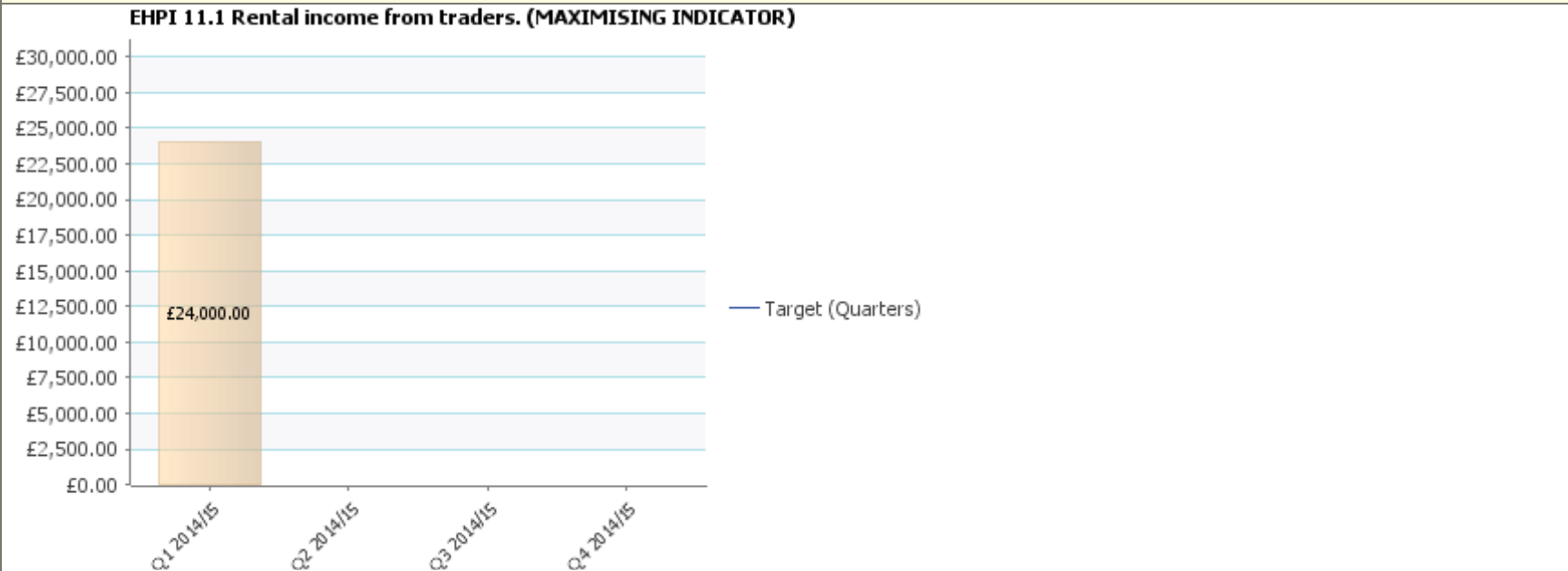


**Traffic Light** Unknown  
**Corporate Priority:** Prosperity

**Economic Development**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 11.1	Rental income from traders. (MAXIMISING INDICATOR)	N/A	£24,000.00	N/A	N/A	The total retail market income for this period is £24,000. This figure includes individual pitch hires on non market days but excludes fees charged for other commercial markets like Car Boot sales and Jackson Square. The figure also excludes income from Farmers Market's. This approach will enable the Council to accurately track trends with our town based retail markets.	None

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

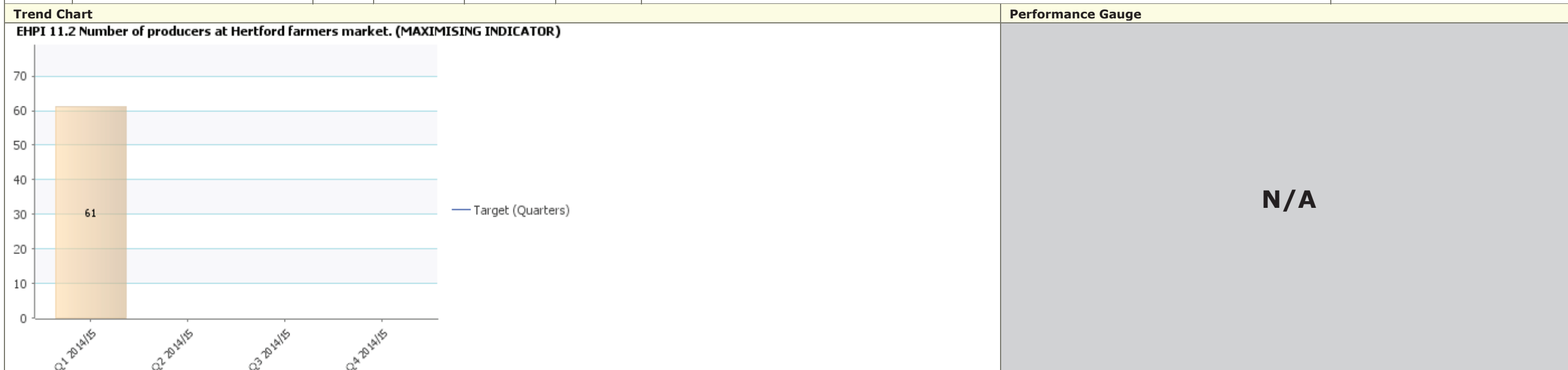


N/A



**Economic Development**

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 24 June 2014.
EHPI 11.2	Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	N/A	61	N/A	N/A	During this quarter there was a total of 61 producer stalls present at the monthly Hertford Farmers Market. This breaks down as follows April 20 stalls, May 20 stalls, June 21 stalls. Broadly speaking it is the same group of producers attending each market - in other words between 20-21 individual producers attending the monthly event.	None



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

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**For information only: Performance Indicator Guidance**

Sorted by PI code.

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

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

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

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

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

<b>EHPI 129</b> - Response time to Anti Social Behaviour (ASB) complaints made to East Herts Council (EHC).
<b>PI Definition</b>
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



<ul style="list-style-type: none"> <li>• Ware Tuesday</li> <li>• Plus individual pitch hires in the towns on non-market days</li> </ul>
Data Source
Economic Development
<b>Other Guidance</b>
None

<b>EHPI 11.2</b> – 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
<b>Other Guidance</b>
None

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