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Jeff Hughes
*Head of Democratic and Legal
Support Services*

MEETING : COMMUNITY SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 16 JUNE, 2015
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillor Mrs D Hollebon (Chairman)
Councillors G Cutting, J Goodeve, R Henson, J Jones, A McNeece,
D Oldridge, M Pope, R Standley and K Warnell

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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. Appointment of Vice Chairman

2. Apologies

To receive apologies for absence

3. Minutes (Pages 7 - 16)

To receive the Minutes of the meeting held on 10 March 2015

4. Chairman's Announcements

5. Declarations of Interest

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

6. Community Scrutiny Work Programme (Pages 17 - 28)

7. Community Voluntary Service for Broxbourne and East Herts - Annual Report (Pages 29 - 36)

8. Annual Report on Discretionary Community Grants (Pages 37 - 68)

9. Updating the Shared Ownership Local Priorities Cascade (Pages 69 - 74)

10. 2014/15, 2013/14 and 2012/13 End of Year Service Plan Monitoring Report (Pages 75 - 102)

11. Community Scrutiny Healthcheck Report February to March 2015 (Pages 103 - 140)

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
10 MARCH 2015, AT 7.00 PM

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

ALSO PRESENT:

Councillors D Andrews, L Haysey, P Phillips,
P Ruffles

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Cliff Cardoza	- Head of Environmental Services
Mark Kingsland	- Leisure Services Manager
Marian Langley	- Scrutiny Officer
Julie Pomfrett	- Anti-Social Behaviour and Projects Officer
George A Robertson	- Chief Executive and Director of Customer and Community Services

ALSO IN ATTENDANCE:

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

575 APOLOGIES

Apologies for absence were submitted from Councillors J Mayes and K Warnell.

576 MINUTES

RESOLVED – that the Minutes of the meeting held on 18 November 2014 be confirmed as a correct record and signed by the Chairman.

577 CHAIRMAN'S ANNOUNCEMENTS

The Chairman referred to last week's Members' Information Bulletin and drew attention to the update in relation to the Council's Empty Homes Policy.

The Chairman welcomed Chief Inspector Gerry McDonald to the meeting who was in attendance to provide a perspective on the part of the Police, on the Implementation of the Anti-Social Behaviour Crime and Policing Act and its new powers. The Chairman also welcomed representatives from SLM Limited.

The Chairman stated that this was the last meeting of the civic year which, she said, had been interesting and informative. To those Members retiring she wished them a long and happy retirement.

The Chairman also stated that this was the Chief Executive and Director of Customer and Community Services' last meeting and wished him a long and happy retirement having done a splendid job and thanked him personally for his continuing support. On behalf of Members, the Chairman thanked Officers for their continuing hard work and support.

578 IMPLEMENTATION OF THE ASB, CRIME AND POLICING ACT - NEW POWERS

The Head of Community Safety and Licensing submitted a report on the Use and Implementation of the Anti-Social Behaviour Crime and Policing Act 2014 and the new powers

available to the Council.

The Anti-Social Behaviour (ASB) Projects Officer gave a presentation which outlined what the new Act sought to achieve and summarised the six new powers available to the Council in relation to:

- Civic injunction
- Criminal Behaviour Order
- Community Protection Notice
- Public Spaces Protection Order
- Closure Notice /Order
- Dispersal Powers

The ASB Projects Officer explained that the Council, together with the Police, were joint lead agencies for the East Herts Community Safety Partnership (CSP) required by statute, to work together to reduce crime and disorder.

Chief Inspector Gerry McDonald summarised his concerns in relation to Closure Orders and Closure Notices, the limited resources of the Police and the need to work closely with the Council.

Councillor N Symonds referred to inaccurate information contained in leaflets and on the website about "Community Triggers". Officers confirmed that this information had been amended. In response to a query from Councillor M Wood, Officers confirmed that the "Community Trigger" had been used on three occasions.

Councillor J Jones was pleased to see a reduced number of powers and queried whether any powers were or could be devolved to Towns or Parishes particularly in relation to Public Space Protection Orders. Officers confirmed that the powers were vested in the District or Borough Councils, as appropriate but that Towns or parishes would be closely consulted.

In response to a query from Councillor P Moore regarding how closely the Police worked with families and schools particularly in relation to truancy issues, Chief Inspector

McDonald confirmed that the Police did work closely with agencies on such matters and referred to the use of “Safety Net”, a web based application which was important in flagging up community and family issues with agencies. He stated that the East Herts Community Safety Partnership was the only CSP to reduce crime by 10%.

The Chairman, on behalf of Members, thanked the Chief Inspector for attending and for the presentation.

The Committee supported the recommendations as now detailed:

RESOLVED – that the Executive be advised that the Committee supports (A) authority for setting Fixed Penalty Notice (FPN) fee rates being delegated to the Director of Neighbourhood Services in consultation with the Executive Member for Community Safety and Environment;

(B) Fixed Penalty Notice income and costs awarded to East Herts District Council at Court being reinvested back into and ring-fenced to the ASB Service;

(C) records of the use of these powers being kept by the ASB Officer, to avoid duplication; and

(D) East Herts District Council leading on Closure Notices and Orders for Housing Association properties.

579 SLM LEISURE CONTRACT - YEAR 6

The Head of Environmental Services submitted a report on the sixth annual review of the Council’s leisure contract with Sport and Leisure Management Limited (SLM). The Leisure Services Manager provided a summary of the contract in terms of performance in relation to the contract specification and qualitative successes and improvements, the detail of which was set out in the report now submitted.

The Leisure Services Manager outlined future opportunities to ensure that the Council’s leisure centre assets were

maintained effectively, improvements to environmental performance secured and carbon emissions reduced.

Councillor S Bull referred to the low satisfaction figures in relation to Ward Freman swimming pool in Buntingford, and of parents' dissatisfaction with the viewing area. He referred to the substantial increases in planning development now and planned for the next 10 years and the impact this would have on leisure demand.

The Head of Environmental Services referred to an extensive debate at a recent joint meeting of Scrutiny Committees during which, a number of Members had expressed a need to improve leisure provision, particularly in relation to football pitches and swimming. The Executive had subsequently agreed to a 2015/16 Service Plan Action to develop a strategy to improve leisure services in the context of sustainability. The Head of Environmental Services stated that there had been a national decline in swimming and that provision in East Herts was over-supplied when compared to most other Councils.

Councillor J Jones echoed Councillor Bull's concerns adding that Ward Freman had been neglected and needed financial investment. He supported the development of a proper strategy.

Councillor N Symonds was pleased to see that steps had been added to the Grange Paddocks swimming pool. She expressed concern at the increase in the price of private swimming lessons. Councillor N Symonds also referred to the fact that swimming teachers wore T-shirts in the pool and stated that people with poor body image and those from different cultural backgrounds be allowed to wear clothing in the pool. Mathew Nicholson explained that specific body costumes were available for particular groups of people and that the 1:1 swimming sessions had increased from £19.00 to £21.00. Mr Nicholson undertook to provide Members with a written explanation regarding the use of body suits.

In response to a query from Councillor G Cutting regarding the unhealthy snacks in vending machines at leisure centres,

Mr Nicholson undertook to review this and provide an update on what could be done to produce a healthy alternative.

Councillor M Wood stated that during the budget process, it had been suggested that Hartham Leisure Centre might be getting a 3G Football Pitch and queried whether this might be possible for Bishop's Stortford. The Head of Environmental Services confirmed that a pitch was planned for Hartham but that this had been delayed. It was hoped that one would also be provided at Grange Paddocks once the pitch at Hartham had been fully evaluated.

The Chairman, on behalf of Members, thanked representatives of SLM Leisure for attending the meeting.

The Committee received the report.

RESOLVED – that the annual review of its sixth year's performance by the Council's leisure contactor Sport and Leisure Management, be received.

580 COMMUNITY SCRUTINY COMMITTEE - HEALTHCHECK
OCTOBER 2014 - JANUARY 2015

The Chief Executive and Director of Customer and Community Services submitted a report on the performance of key indicators relating to Community Scrutiny Committee for the period October 2014 to January 2015.

The Chief Executive and Director of Customer and Community Services stated that (EHPI 181 – Time taken to process housing benefit new claims and change events) was still "red". He hoped that the recruitment drive and advertising would secure more benefits staff.

The Committee received the report.

RESOLVED – that performance figures for October 2014 to January 2015 as detailed in the report now submitted, be received.

581 REPORT FROM THE HEALTH AND WELLBEING PANEL

Councillor N Symonds, Chairman of the Health and Wellbeing Panel stated that she had attended health meetings at Hertfordshire County Council and had played an active part in the health process. She referred to a new urgent care centre at the Lister Hospital and had had first hand experience of how 111 calls were handled.

Councillor Symonds referred to the full programme which the Health and Wellbeing Panel had experienced during the civic year, adding that the pinnacle of its success was, she thought, in relation to a review of Doctor's surgeries.

Councillor Symonds was pleased to see that health issues had been integrated within the Council's policies and services and thanked Claire Pullen, the Scrutiny Officer for her support in the process.

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

(B) the Minutes of the Health and Wellbeing Panel meeting held on 24 February 2015 be received.

582 EVALUATION OF SCRUTINY AND WORK PROGRAMME FOR 2015/16

The Chairman submitted a report evaluating the work programme for 2014/15 and sought suggestions on which to develop a work programme for 2015/16 to be agreed at the next meeting of the civic year.

The Scrutiny Officer provided Members with an "Evaluating Scrutiny" form on which they could comment on last year's scrutiny process and identify areas of scrutiny for improvement by a deadline of 23 March 2015. It was noted that, subject to confirmation, there would be a new Health and Wellbeing Scrutiny Committee.

The Scrutiny Officer stated that as a result of comments to the Executive raised at the joint meeting of Scrutiny Committees in February 2015, Community Scrutiny Committee would be given the opportunity of reviewing its Fees and Charges. It

was suggested that this be considered at the meeting on 22 September 2015. This was supported.

The Scrutiny Officer referred to the need for a Crime and Disorder item for consideration but a subject for discussion had yet to be identified.

The Scrutiny Officer stated that there would be “twilight training” at the start of the civic year on the Choice Based Lettings system to help new Members.

Councillor J Wyllie expressed concern that there had not been an item on the agenda in relation to the outcome of the Market Tendering process. The Executive Member for Economic Development explained that as the contract had not yet been signed there was no work to scrutinise. He suggested that this might be added to the Committee’s work programme. Members supported a suggestion that the work programme should be amended to include the outcome of the Market Tendering process.

Councillor J Wyllie referred to the need to review markets as a whole. The Scrutiny Officer stated that markets had been looked internally and externally, as part of a Task and Finish Group. She undertook to review the outcomes agreed by the Task and Finish Group to see if all the work had been undertaken. The Scrutiny Officer undertook to speak to the Executive Member for Economic Development on this issue and would focus on a date for the markets to be added to the work programme.

Councillor N Symonds stated that Members had visited Riversmead and Circle Anglia Housing Associations but had yet to meet with Aldwych. She asked that a report arising from those meetings should come to Scrutiny during 2015/16.

The Committee approved the report, as now amended.

RESOLVED – that (A) Members’ comments to be submitted separately as part of the evaluation exercise be used to frame the draft 2014/15 Overview and Scrutiny Annual Report; and

(B) the work programme, as amended, be approved.

The meeting closed at 8.20 pm

Chairman
Date

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE: 16 JUNE 2015

REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY

COMMUNITY SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

Purpose/Summary of Report

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

<u>RECOMMENDATION FOR DECISION:</u>	
That:	
(A)	the work programme shown in this report be agreed

1.0 Background

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

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

2.0 Report

2.1 The draft work plan for 2015/16 meetings of Community Scrutiny Committee is shown in **Essential Reference Paper B**. The timing

of some items shown may have to change depending on availability of essential data (eg from central government).

- 2.2 The work plan indicates where agenda items have been removed or re-assigned in line with the change of status/remit of the Health and Wellbeing Panel to that of a full Scrutiny Committee.
 - 2.3 Members are asked whether there is any additional topic they wish to put forward for inclusion on any future agenda.
 - 2.4 Members are also 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.
 - 2.5 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”*.
 - 2.6 No qualifying item is scheduled as yet for 2015/16.
- 3.0 Implications/Consultations
 - 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**.

Background Papers: none

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives</p> <p>(2015/16 wording)</p>	<p>People – Fair and accessible services for those that use them and opportunities for everyone to contribute. This priority focuses on enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place – Safe and Clean. This priority focuses on the standards of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity – Improving the economic and social opportunities available to our communities This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities.</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 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 Scrutiny Committee is set up to specifically focus in on issues and topics which have a direct and</p>

	immediate impact on the health and wellbeing of all those who live, work or study in the district.
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Community Scrutiny Committee work programme 2015/16 (DRAFT)

2015/16	CIVIC YEAR	<i>Report from Health and Well B Panel removed as HWP changed status</i>		
meeting	date	topic	Contact officer/lead	Next Exec
Meeting 1/4 in 2015/16 Choice based lettings – how does the points system work Induction training to be held pre-Community Scrutiny	16 June 2015 TBC Report deadline 3 June	<i>Report from Health and Well B Panel</i>	<i>Chairman of the Panel</i>	7 July 2015 4 Aug 2015 1 Sept 2015 TBC
		Work programme 2015/16 – discussion with new committee	Scrutiny Officer	
		Community Grants review of 2014/15 applications and allocation (annual)	Community Engagement Manager + Grants officer	
		CVS report on projects commissioned or funded by EH	Confirmed at Nov 2014 meeting	
		NEW : Shared Ownership	Housing Dev and Strategy Manager (going Exec 4 Aug)	
		Service Plan monitoring – Oct 2014 to March 2015 (Community only)	Lead Officer - Corporate Planning	
		Healthcheck through to Mar 2015 (which includes relevant 2014/15 Out-turns and Targets)	Lead Officer - Performance	
Meeting 2/4 in 2015/16	22 Sept 2015 TBC Report deadline 9 Sept	<i>Report from Health and Well B Panel</i>	<i>Chairman of the Panel</i>	6 Oct 2015 3 Nov 2015 TBC
		Hertford Theatre (end of financial year report)	Head of Service with Theatre team	
		Review of fees and charges relevant to COMM remit: calculations and levels	As agreed at JOINT Scrutiny	
		Housing stock transfer – residual undertakings annual statement	Housing Services Manager	
		<i>Update on actions under Ageing Well agenda</i>	<i>Moved to new HW Scrutiny – on their 13 Nov 2015 meeting</i>	
		Work programme	Scrutiny Officer	
		Healthcheck through to July 2015	Lead Officer - Performance	

Meeting 3/4 in 2015/16	17 Nov 2015 TBC	<i>Report from Health and Well B Panel</i>	<i>Chairman of the Panel</i>	1 Dec 2015 5 Jan 2016 2 Feb 2016 8 Mar 2016 TBC
	Report deadline 4 Nov	NEW – report back from the member/officer group re meetings with all RSLs with properties in EH	Lead = Simon Drinkwater	
		Housing Strategy action plan – annual progress report AND draft new strategy before it goes out for consultation (inc Empty Homes)	Housing Strategy and Development Manager	
		Work programme	Scrutiny Officer	
		Service Plans monitoring Apr 2015 – Sept 2015 (Community only)	Lead Officer Corporate Planning	
		Healthcheck through to Sept 2015	Lead Officer - Performance	
JOINT SCRUTINY	19 Jan 2016 TBC	BUDGET Report(s)		
JOINT SCRUTINY	09 Feb 2016 TBC	2016/17 Service Plans 2015/16 Performance Indicator Estimates and 2016/17 Future targets		
Meeting 4/4 in 2015/16	15 Mar 2016 TBC	<i>Report from Health and Well B Panel</i>	<i>Chairman of the Panel</i>	5 April 2016 TBC
	Report deadline 2 Mar	Leisure Contract – year 7	Head of Service and lead officer + SLM	
		A 'crime and disorder' item needs to go in here (if one has not been presented earlier in the year)	Head of Service	
		?		
		Healthcheck through to Jan 2016	Lead Officer - Performance	
	Work programme – planning for 2016/17	Scrutiny Officer		

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*

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

Version 3		Revised April 2015
Acronym	Meaning	Explanation
ACS	Adult Care Services (Herts CC) (no longer used) Now Health and Community services	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 (DCLG)	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 – now replaced by Personal Independence Payments (PIP) for adults over 16 years	
DV	Domestic Violence	
EHCAS	East Herts Citizens Advice Service	Local CAB 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	List of applicants asking for social housing, usually prioritised by housing need.
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

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

NTQ	Notice to Quit	Issued by a private landlord when the landlord requires the property back from the tenants. Gives two months notice.
NOSP	Notice of Seeking Possession	Issued by a housing association/local authority when the landlord requires the property back.
PIP	Personal Independence Payments	Replaces DLA for adults over 16 years
PPO	Persistent & Prolific Offender	
RDS	Rent Deposit Scheme	'Housing Options' fund for helping homeless clients into private rented properties generally in the form of a loan.
RP(s)	Registered Provider(s)	Replaces RSL (below)
RSL(s)	Registered Social Landlord(s) (no longer used)	Housing Association
SCS	Sustainable Community Strategy	Prepared on behalf of LSP to set out vision & priorities for the area and mechanisms for delivery
SHLAA	Strategic Housing Land Availability Assessment	Identification of deliverable sites available, suitable and achievable for housing
SHMA	Strategic Housing Market Assessment	Technical study that assesses future housing demand across all tenures.
SP	Supporting People	Funding for providing support by housing providers for elderly and vulnerable tenants
TA	Temporary Accommodation	Generally provided by local authorities for households that are homeless.
WA	Women's Aid	Organisation providing advice and refuges for women escaping domestic violence .
WTC	Working Tax Credit	

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 16 JUNE 2015

REPORT BY HEAD OF COMMUNICATIONS, ENGAGEMENT AND CULTURE

COMMUNITY VOLUNTARY SERVICES FOR BROXBOURNE AND EAST HERTS (CVSBEH) – ANNUAL REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To present the services delivered by the Community Voluntary Services (CVSBEH) and to propose an annual Service Level Agreement.

RECOMMENDATIONS FOR COMMUNITY SCRUTINY COMMITTEE:

That:

- | | |
|------------|--|
| (A) | the report and presentation by the CVSBEH be received and |
| (B) | the Service Level Agreement (SLA) presented at Essential Reference Paper “B” be approved. |

1.0 Background

1.1 East Herts Council has worked closely with the CVSBEH for many years providing core funding for services delivered to the voluntary sector in East Herts and commissioning one-off and special projects.

1.2 The Chairman of the Community Scrutiny Committee has requested that an annual report of the work of the CVSBEH should be presented to Community Scrutiny and that the council's commissioning relationship with the CVSBEH be represented more formally through the adoption of an annual Service Level Agreement (SLA).

1.3 More information on the CVSBEH can be found on their website:

2.0 Report

2.1 In each of the years 2012/13, 2013/14 and 2014/15, East Herts Council has provided core funding of £15,000 for the delivery of core services which include:

- Support, advice and training for voluntary sector organisations
- Promotional events
- Community development initiatives
- Support to East Herts' Strategic Partnership

2.2 In addition to these core services the CVSBEH has undertaken project work for East Herts Council and East Herts' Strategic Partnership, those funded by East Herts Council in the past two years include:

- Community transport initiatives (£12,000 in 2013/14 and £11,000 for 2014/15)
- Childrens' Summer activities (£25,000)
- Dragons' Apprentice (£1,500)

2.3 It is proposed that, in relation to core services and the option to commission project work, the SLA presented at **Essential Reference Paper "B"** is approved.

2.4 The CVSBEH will make a presentation on their work to the Scrutiny Committee of 16 June 2015 followed by questions from the committee and discussion.

2.5 The SLA requires (paragraph 11) the CVSBEH to submit a written report annually to Scrutiny Committee. Scrutiny Committee may take the option to invite CVSBEH officers to attend as a complement to the written report.

3.0 Implications/Consultations

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

Background Papers

None

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<i>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</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.
Consultation:	<i>CVSBEH and EHC Executive Member .</i>
Legal:	<i>None.</i>
Financial:	<i>EHC funding is presented in the report.</i>
Human Resource:	<i>None.</i>
Risk Management:	<i>None.</i>
Health and wellbeing – issues and impacts:	<i>It is anticipated that the work of the CVSBEH will contribute to health and well-being.</i>

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Essential Reference Paper “B”

DRAFT **SERVICE LEVEL AGREEMENT**

BETWEEN

EAST HERTS COUNCIL AND BROXBOURNE AND EAST HERTS COMMUNITY VOLUNTARY SERVICE (CVSBEH)

1. THE LENGTH OF THE AGREEMENT AND THE DATE OF COMMENCEMENT: The service level agreement is for one year commencing 1 April 2015.
2. EAST HERTS COUNCIL has approved a grant of £15,000 to CVSBEH as a contribution to core services.
3. CVSBEH will undertake a diverse range of activities to develop, enhance and empower voluntary and community groups to effectively serve their communities, covering the whole of the East Herts Council geographical area.
4. These activities will include:
 - Monthly free E-Bulletins
 - Training workshops for volunteers and paid staff
 - Funding and Governance Support service
 - Networking and Consultation events
 - Management of local Resources
 - Representation of local groups on cross sector partnerships and Community Project Development
5. The CVSBEH will also support volunteers in the development and sustainability of small groups, ethnic minority associations and will deliver various projects, for example: a furniture re-use service, community transport initiatives and children summer activities programmes and other support services for which additional project funding may, from time to time, be requested and agreed.
6. The CVSBEH services will be open to all regardless of age, race, gender, sexuality or disability and in accordance with legislation and the council’s equalities policies.
7. The CVSBEH will invite the council to nominate an officer or member to sit on its management board (nomination to be agreed with the council’s head of communication, engagement and culture).

8. For operational purposes the council and the CVSBEH will both identify a lead liaison officer who will meet at least once a quarter.

9. The CVSBEH will be an active member of the East Herts Partnership at both Board and Operation group level.

10. The CVSBEH will submit a written annual report to the council's scrutiny committee, which include the following:

- Number and nature of organisations supported by type and location
- Number and nature of training sessions delivered and nature of recipients
- Number and type of other events
- Details of campaigns
- Summary of organisational make-up, staff and accounts
- Summary of key projects

11. Representative(s) from the CVSBEH may be invited to attend the relevant scrutiny committee meeting to discuss the submitted report.

AGREED BY: EAST HERTS COUNCIL

DATE:

AGREED BY: CVSBEH

DATE:

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 16 JUNE 2015

REPORT BY EXECUTIVE MEMBER FOR HEALTH AND WELLBEING

ANNUAL REPORT ON DISCRETIONARY COMMUNITY GRANTS PROGRAMME 2014/2015

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This is an update and review of grants allocated between 1 April 2014 and 31 March 2015

RECOMMENDATIONS FOR COMMUNITY SCRUTINY:

That:

(A)	the allocation of grants according to agreed policy be scrutinised and any areas for specific discussion be identified; and
(B)	the following administrative changes be agreed: i) to relax Community Activities and Small Community Capital so that applicants' no longer have to contact their town or parish council for a grant. (Para 2.5) ii) to open the Community Activities pot to village halls and parish councils throughout the year with the condition that they can only apply for a grant to organise special events, and not used to support running costs (Para 2.15); and iii) to reduce the time period for claiming small capital grants from a year to 6 months (Para 2.33)

1.0 Background

- 1.1 In June 2014, Community Scrutiny agreed it would receive an annual grants report to coincide with the grant giving cycle rather than a twice-yearly report, as had been previously agreed in 2012.

- 1.2 The committee requested that a mid-year update be included in the Member's Information Bulletin and this was included in the 28 November edition.
- 1.3 The purpose of community grants is to help take forward the council's aims in people, place and prosperity. This is typically for non-statutory activities such as improved community facilities and increased economic and social activities in the community. A copy of the current policy can be found in **Essential Reference Paper 'B.'**
- 1.4 Managed by the Engagement and Partnerships team, the discretionary grants programme not only takes forward service priorities of enabling sports, arts and community providers to improve their cultural and leisure offer but also supports priorities in the East Herts Together Sustainable Community Strategy (2009 – 2024) and East Herts Health and Wellbeing Strategy (2013-2018).
- 1.5 Members are asked to note that the total community capital budget available for allocation in 2014/2015 was £80,000, a decrease of £10,000 from the previous year. An additional £8,989 became available for reallocation when a project funded in 13/14 could not go ahead.
- 1.6 The revenue budget available for allocation in 2014/2015 year was £58,390.
- 1.7 The Community Grants Programme was audited in 2014, as part of the Annual Audit Plan 14/15 for the council. Internal Audit provides the Council with an independent and objective opinion on the organisation's governance arrangements, encompassing internal control and risk management, by completing an annual risk-based audit plan. The audit confirmed full assurance for the programme and that there are effective controls in operation for those elements of the risk management processes covered by this review. A report was circulated to Members on 2 December 2014.
- 1.8 The Engagement and Partnership Team followed up this endorsement by conducting an external Service-Led review (19 and 22 May) to obtain feedback from the voluntary sector on their experience of the grants programme. In general, these 33 "critical friends" were happy with the application process, though it was felt that first-time applicants might find the paper work daunting.

The main areas for improvement included: website pages and more involvement from Members and parish councillors to promote grants to the wider community. A further focus group was held with officers and key partners on 5 June.

1.9 Members are invited to attend a focus group on 25 June from 12:30 to 2 pm. Officers intend to arrange a focus group for town/parish councillors and parish clerks later in the year.

2.0 Report

2.1 During 2014/15 financial year, 131 capital and revenue grants were awarded (105 to organisations and 26 to individuals). The table below provides a breakdown of awards

Theme	No. of requests	No. of grants awarded	Budget allocated
Summer Activities Fund	16	16	£25,000
Community Activities	78	63	£28,140
Performance for Excellence	26	26	£5,250
Community Capital 1 st round – rural projects only	13	10	£33,384
Community Capital 2 nd round – rural and town projects	19	16	£55,605
Total	152	131	£147,379

2.3 Both the capital and revenue grants budgets were fully spent. There was an overall applicant success rate of 87%.

2.4 The Council's preference in grant giving is to areas that have received little or no New Homes Bonus (NHB) money. As all five towns have been passed a significant amount of funds through the building of new houses, the Council's policy is to first fund projects in the rural areas. Projects in the towns may be considered later in the year if the capital budget is unspent.

2.5 Due to the NHB scheme, all grant applicants requesting more than £500 are required to contact their parish or town council for a grant. It was considered, at the time, that this would facilitate extra grant giving at a local level and aid sustainability – ensuring that applicants were not reliant on one grant source.

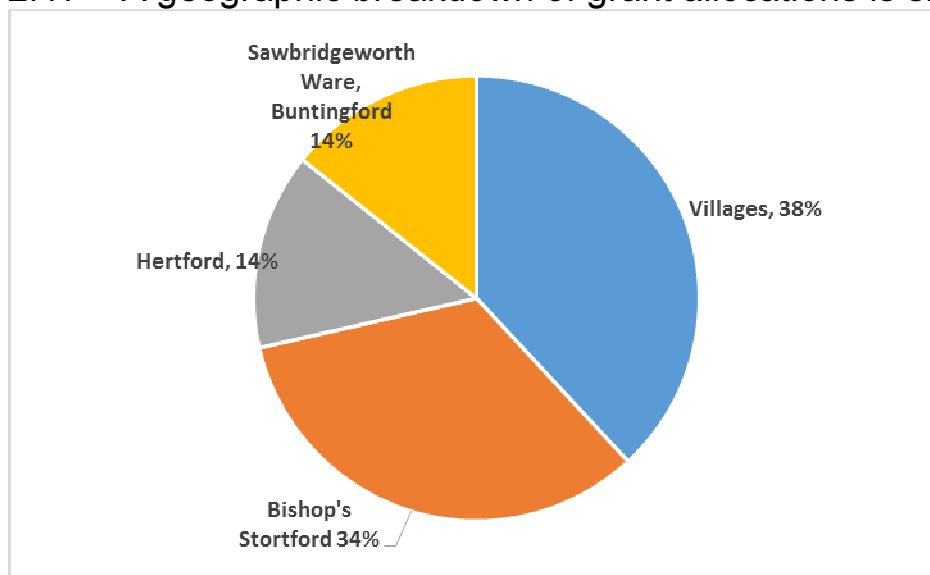
However, this process is not working as well as expected due to different grant deadlines and priorities. Members are asked to agree an administrative change so that this criteria is relaxed and applicants are instead signposted and strongly encouraged to make contact. At the same time, parish/town councillors will be encouraged to promote and publicise East Herts grants to all eligible organisations in their communities, ensuring that the information is included on their agenda and on their website, and parish clerks encouraged to offer applicants support to complete applications.

- 2.6 Applicants also must obtain an endorsement for their project from the Member representing the area being served. Generally, feedback on this process from applications has been positive with applicants stating that they received a prompt reply, helpful response, referrals to other grant funds, that the councillor was easy to speak to, resulting in an excellent experience. Members are asked to be proactive and identify eligible organisations from the wider community and sign post them to the grants programme.
- 2.7 Moving into 2015/16, officers have introduced a mini-grants Community Activities application (£50 to £200 grants) which was open to organisations run informally with no constitution. Applicants are still expected to have their own bank account and appropriate governance. It is hoped that this four-page application will encourage more applications from first-time applicants and older persons' groups.
- 2.8 The next section of the report addresses each area of funding in more detail.
- 2.9 **Summer Activities** – The intent of the fund is to provide fun and exciting activities for children and young people over the summer holidays that support their personal, emotional and adolescent development (Every Child Matters). The most common use of the grant was bringing in extra “specialised” staff with the added value of helping organisations build their reputation and increase membership.
- 2.10 Sixteen grants were awarded to registered charities, sports club, faith groups and school partnerships.
- 2.11 Participation figures fluctuate from year to year and are dependent on a combination of factors such as level of interest by

parents/children, weather, effectiveness of individual marketing and accuracy of reporting by project organisers. However overall attendance figures (new and repeat participants) have increased: 7,607 total attendances over all activities were reported in 2014 compared to 5,664 in 2013.

- 2.12 A mid-year report, which has more details of this funding area, was included in the 28 November Members Bulletin. A list of the grant-funded summer programme is available on <http://www.eastherts.gov.uk/index.jsp?articleid=29696>
- 2.13 **Community Activities Grants** – The intent of this fund is to support voluntary and community groups whose work enhances the quality of life for residents in East Herts, especially those who are vulnerable or who need more support than others.
- 2.14 The total number of grants awarded in 2014/15 was 63. Awards ranged from £75 to £500. Forty-nine percent of successful applicants were voluntary/community groups; 32% registered charities. Notably, 37% of grants were to organisations that had never applied to the Council before. A full list of grants can be found on www.eastherts.gov.uk/grants and includes such groups as: Friends of Southern Country Park, Alzheimer’s Society, Home Start East Herts, and Bishop’s Stortford Visually Impaired Club.
- 2.15 Normally, this fund is only open to voluntary/community groups that have little capacity to generate income and are reliant on volunteers to raise funds and deliver activities. This year, however, with funds still remaining to be allocated late in the financial year, it was decided to relax the criteria and invite parish councils and village halls to apply. Members are asked to agree that parish councils and village halls be eligible throughout the year with the condition that they can only apply for a grant to put on a community event.
- 2.16 From information provided by applicants, it is estimated that more than 16,929 individuals benefitted from the Community Activities Grants pot.

2.17 A geographic breakdown of grant allocations is shown below:



2.18 Numbers of applications vary across the district. Measures will be put in place to address this. Members representing Sawbridgeworth, Ware and Buntingford are asked to promote the scheme to eligible groups and offer support to those applying. Officers will provide extra advice sessions in these areas.

2.19 Seventy-eight applications were submitted to this scheme and 63 were awarded a grant resulting in an 81% success rate.

2.20 The reasons funding was not approved varied but ranged from: the application was incomplete, the organisation had already received a revenue grant from the council or the activity/organisation was not a priority or not in financial need.

2.21 Of the activities funded, 17 supported older or vulnerable people/families by supporting community networks, enabling friendships or providing access to local sports and leisure opportunities.

2.22 Eight grants were awarded to groups delivering projects that improved sports or physical activity provision. In addition, £1,150 was used to support applicants to the Performance to Excellence Scheme which was oversubscribed. The two programmes are complementary in their purpose and process.

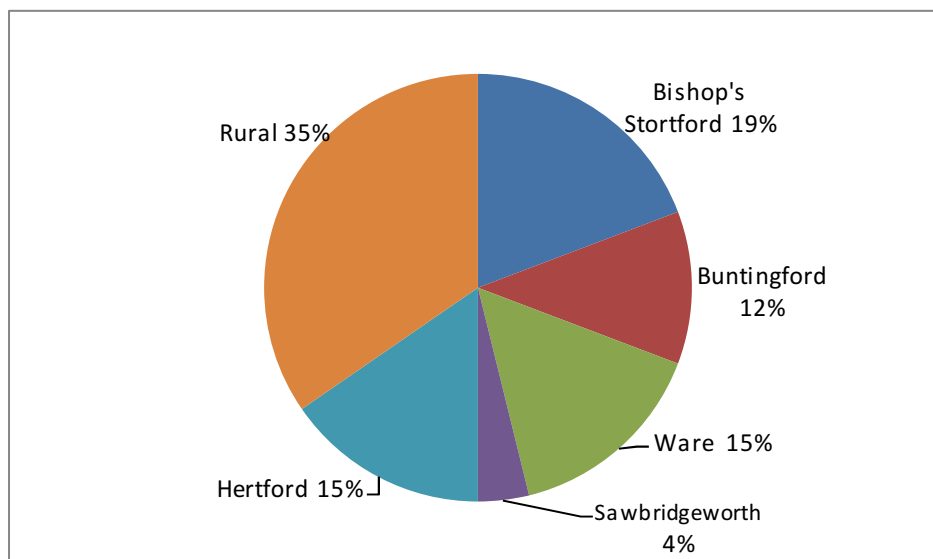
2.23 Grant giving in this area also contributes to the task of building resilient communities where the local authority works in partnerships with local communities and other agencies to

encourage volunteering (social capital) and building on communities' own strengths and assets.

2.24 **Performance to Excellence Grants (Sports and Arts)** - In total, 26 grants were awarded to young people aged 11 to 18 achieving excellence in their chosen area for such sports as athletics, canoeing, fencing, martial arts, triathlon and snowboarding and the entire budget of £4,100 allocated. The pot was oversubscribed and £1,150 from Community Activities and £500 from an Olympic Legacy pot was used to ensure all applicants who were eligible received funding. The total of 26 is the highest number of grants ever awarded. 57% were first-time applicants.

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

2.26 A geographic breakdown of grant allocations is shown below:



2.27 In line with other schemes, all applicants are now expected to contact the local EHC Member for an endorsement of their application.

2.28 **Community Capital (Large and Small)** - The intent of this rolling grant scheme is to support renovation/refurbishment of existing and well-used community facilities or the purchase of large items of equipment to improve these facilities. In 2014/15, the Council awarded 26 grants to projects benefitting residents in East Herts. Since this pot was oversubscribed, applications were assessed to

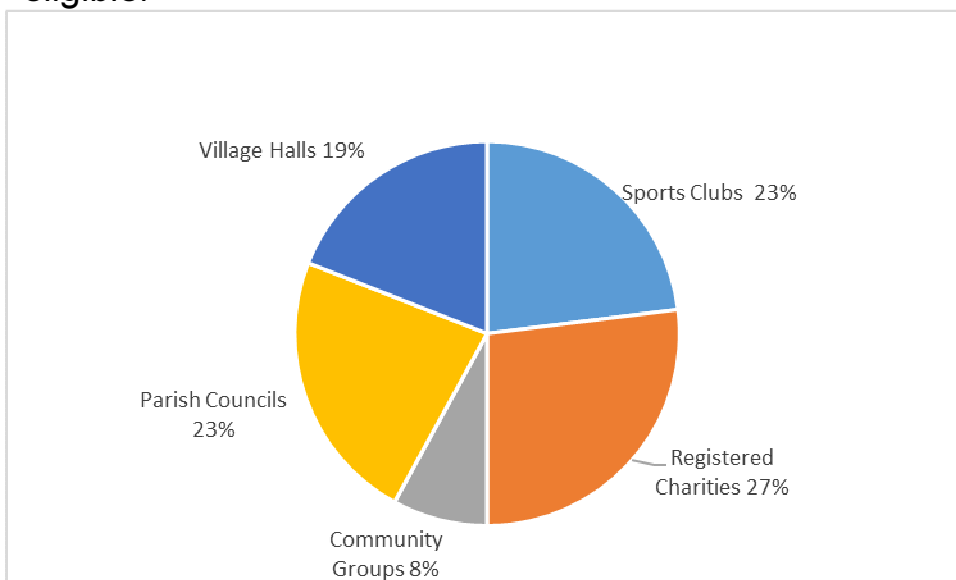
identify those that most closely met the council's strategic objectives, would make the most difference to participants or the community and could be achieved in the one year time frame. Organisations that had not applied before were a priority.

2.29 As per policy, applications for projects in the towns were deferred until after consideration of rural applications. This year seven grants were awarded to projects in the towns.

2.30 A full list of awards is on www.eastherts.gov.uk/grants and includes such groups as Stocking Pelham Cricket Club, Thundridge Parish Council, The Hailey Centre and Hertford District Scouts. Notably, 20% of grants were to organisations that had never applied to the council before.

2.31 Thirty-two applications were submitted to the Council under this scheme and 26 were awarded a grant resulting in an 82% success rate. Requests for grants were turned down either because applications were incomplete, the amount of money still to raise within the time frame was unrealistic, the project was not a priority for the Council, there was not enough evidence of need or the organisation had already received a capital grant from the council in the financial year.

2.32 The chart below shows the types of organisations that were awarded a grant. Members are asked to note that schools are not eligible.



2.33 Several years ago, the Council introduced the opportunity for small projects estimated to cost up to £2,000 to be fully funded. This was in response to feedback that some organisations found it difficult to find match funding and thus were not applying. This

year, 11 of the 26 successful applicants were awarded a small grant. Members are asked to agree an administrative change to reduce the time period for claiming small capital grants from a year to 6 months. This will ensure that applicants are more focussed and start things off sooner, resulting in claims being submitted earlier in the financial year.

In 16/17, officers also plan to introduce an earlier funding deadline (spring 2016) for capital grant applications so that the grant giving process ties in with the financial year.

- 2.34 Council policy states that applicants putting forward a bid for a project costing more than £2,000 must have at least one-third of the cost in the bank at the time of application. This financial commitment from the applicant is vital as the Council must be confident that the project will be completed one year from the time of the grants offer. This means that applicants providing a higher proportion of match funding and with less funds still to raise are more likely to be successful. Maximum of £8,000 can be awarded, no more than 50% of the cost.
- 2.35 Members might like to know that seven grants (£24,106) were awarded to sports organisations. The council's grants helped ensure easier access to a building or purchased new sports equipment. Six grants (£17,952) were awarded to organisations providing services for vulnerable adults (including those that need more support than others) and young children.
- 2.36 From information provided in applications, it is estimated that more than 9,000 residents of East Herts benefitted from these grant-funded projects.
- 2.37 **Monitoring and Feedback**
- 2.38 Since 2010, applicants have been required to submit a monitoring form detailing the outcomes of grant award. The following is a selection of feedback received.

"The archive now has a secure, dry home....work has begun on scanning the archives....this will protect fragile papers and will allow access via the village website." Friends of Widford School for village archive project 13/14 Community Capital

"The grant has particularly helped us to clear Thorley Parish footpaths allowing walkers to enjoy the area and to broaden the amount of different walks. We have kept at least 5 footpath sections clear during the summer."

Friends of Southern Country Park, £500 from Community Activities

*“SPCC is primarily funded by match fees from the players. It is very difficult to save for capital expenditureAfter 12 years our old mower had given up, and it was no longer possible to obtain spare parts. The Council’s very generous grant part-funded a replacement mower which is now in use. Without the grant it is entirely feasible that SPCC would have closed. It is unlikely that any other body would have had the ability to continue maintaining the ground and the village would have lost the use of this facility as well as the cricket club.” Stocking Pelham Cricket Club for mower 14/15
Community Capital*

“Our thriving Internet Café, started in 2012, provides a friendly and non-threatening service for residents of High Wych and the wider community..... The majority of people attending are aged between 60 and 93! Several have mobility difficulties and at least 2 had never used a typewriter before let alone a computer keyboard.Graded activities that introduce the Internet have enabled these capable people to widen their experience and reduced the anxiety of feeling ‘left behind’ in this technologically dependent age..... Having this service based in the centre of our village has proved both popular and worthwhile. We would be unable to continue without the active support of EHDC and their grant award.” High Wych Memorial Hall for new laptop for IT Café, £500 from Community Activities 14/15

“The grant made a big difference to our group. We host an annual lunch in Tewin Memorial Hall and we invite every resident aged 60 or over. On the day [in February] we had approximately 90 people in the Hall and we delivered 10 meals to the homes of people who were unable to attend. The additional money meant that we did not use as much of our funds as we usually do and has allowed us to host an extra event, an afternoon tea, for our senior citizens in July.” Friends of Tewin £500 from Community Activities 14/15

“I would like to thank East Herts Council for providing us with much needed funds to replace our windows and heating system. We are now nice and snugly warm and the children have already noticed the lack of condensation dripping from the windows. We will be saving financially too.” Hunsdon Ducklings Preschool Charity £2,604 from Community Capital 14/15

“The grant enabled Carers in Hertfordshire to choose the right venue for the event in a central location which in turn made attending the event easy ... We were able to invite 2,284 unpaid family and friend carers (many of whom have their own health issues). On launch day there were over 200 people in attendance including both carers and cared for; a number of the people attending the launch event had mobility issues, physical disabilities, mental health problems, chronic and long term illness. There was a complete cross section of age groups and a complete cross section of different nationalities and caring circumstances. 135 cards discount Carers Passports were produced on the day with over 150 being applied for in the following weeks.” Carers in Hertfordshire £500 from Community Activities 14/15

3.0 Fundraising Online

3.1 This scheme, set up two years ago, provided 29 free subscriptions to online fundraising charity www.Localgiving.com.

3.2 The purpose of this initiative was to encourage voluntary and community groups to explore other ways to raise money, awareness and support online, thus helping reduce their dependence on grants. All groups requesting a grant from the council and awarded a grant are informed about this opportunity.

3.3 To date, the total raised by groups in East Herts is £10,596.

4.0 East Herts Community Chest (formerly East Herts Fund for the Future)

4.1 In May 2014, the Executive agreed a recommendation proposing that a new operating partnership between East Herts Council and the Hertfordshire Community Foundation (HCF) be established to make this Fund more effective. This partnership ensures a closer involvement of the chairman and vice chairman of the council to aid in fundraising and assessment of grants.

4.2 Over the past year, the chairman of the council and others raised £1,362 for the Fund. As per policy agreed with a Member Steering Group, 25% went toward building up the endowment and the remaining 75% was made available for grant giving.

4.3 On 11 March 2015, an assessment panel of Members awarded £2,471 to five grassroots organisations that most closely met the fund's priorities. Funding guidelines and allocations can be found on HCF's website: <http://www.hertscf.org.uk/grants/funds-available/>

5.0 Communications

5.1 In the last half of 14/15 financial year, uptake from the media in regards to local grants was positive. In the period September 2014 to March 2015, seven press releases relating to grants were sent out and picked up online as well as on social media, with four of them being used in the relevant papers, giving a publication rate of 57%."

5.2 Information about the availability of grants was posted on the council's website and other partners' websites. Members were

informed about the various funding rounds via Members Information Bulletin and dedicated emails as well as to subscribers of the Network newsletter and subscribers to Grants/Press releases and Community News bulletins via Gov.Delivery. Two paid advertisements were also placed in local newspapers.

- 5.3 Link Magazine featured grant -funded WW2 commemorative events and various capital grants for play equipment in Autumn 2014. Grants provided for sports and summer activities were featured in the spring 2015 edition of Link magazine.
- 5.4 The Openness of Local Government Bodies Regulations 2014 came into effect on 6 August 2014 and, as per this legislation, information on grant decisions is made available on the website. This also meets requirements for the new Local Government Transparency Code

6.0 Implications/Consultations

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

Background Papers

None.

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

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

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Policy on Discretionary Community Grant Giving East Herts Council

1.0 Introduction

- 1.1 The purpose of giving grants is to support community and voluntary groups, clubs and registered charities whose work enhances the quality of life for residents in East Herts, especially those who are vulnerable and senior citizens and helps the Council take forward its corporate priorities in people, place and prosperity at the very local level.
- 1.2 Grant giving also supports many ambitions in the East Herts Together Sustainable Community Strategy (2009-2024) and objectives in the new East Herts Health and Wellbeing Strategy (2013-2018). (See Appendix 1 for outcomes expected.)
- 1.3 Grants are provided so that the Council can actively improve opportunities for communities and bring about positive change. Communities are defined as a geographical community such as a village or a community of interest such as older people with transport difficulties. Communities are defined by the common needs and circumstances of people within them, not just their common location.
- 1.4 Grant giving also contributes to the new “Here to Help” philosophy of the Council as well as facilitating its role as a community leader.
- 1.5 Current areas of funding are:
 - Support for volunteers who are delivering services/activities for the benefit of people (Community Activities Grants)
 - Community-led projects that improve well-used public facilities/community assets. (Community Capital Grants)
 - Sporting and artistic excellence for young people aged 11 to 18 (Performance to Excellence)
 - Online giving - free subscription to Localgiving.com, a not-for-profit fundraising website

- Activities for children and young people over the summer holiday (Summer Activities Fund)
- Community-led projects that protect and improve the green environment (Local Environmental Action Fund - LEAF)
- Health and Wellbeing Small Community Grants Fund - projects which help people make sustained lifestyle behaviour change

1.6 Note: LEAF grants are administered by Environmental Coordinator and not through Engagement and Partnerships Team.

1.7 For up-to-date information on active funding areas, go to www.eastherts.gov.uk/grants

2.0 Eligibility criteria

2.1.1 Council grants are available to voluntary and community organisations in East Hertfordshire or those serving a significant number of residents in the East Herts district council area, which is defined as Buntingford, Hertford, Bishop’s Stortford, Ware, Sawbridgeworth and the surrounding villages.

2.1.2 Eligible organisations includes parish councils, voluntary/community groups, sports clubs, societies, charities, youth organisations, environmental trusts and community interest companies, social enterprises. Statutory organisations are not eligible.

2.3 Small businesses or commercial organisations are not eligible to apply to the community grants programme. These organisations may want to approach the Council’s economic development team.

2.4 To be eligible for a grant, organisations must meet agreed minimum criteria. They must:

- Have a voluntary management committee in place (at least 3 unrelated individuals)
- Have a constitution/set of governing rules in place

- Be financially viable and show evidence of properly managed accounts.
- Have a bank account in their own name.
- Have an open-door membership policy with services that are accessible to people from all backgrounds (Equal Opportunities).
- Not already be in receipt of a grant from the same type of Council scheme. Organisations are only eligible to apply for one grant in each financial year (i.e. if you get a £500 Community Activities grant then that excludes another grant of the same type until the following year)
- Be affiliated with Active East Herts Community Sports Network (Sports Clubs).
- Have an endorsement for the project/activity from the appropriate local ward Councillor.
- Have approached their Parish/Town Council for alternative funding.
- Have one-third the cost of the project in hand at the time of application (capital projects only).
- Have permission by the owner to improve the building or outdoor space.
- Have already applied for planning permission (if required)

2.5 Applications from church halls may only be made where the halls are used for physical recreation, cultural, social and community benefit.

2.6 Applications from pre-schools that are registered charities may be accepted as these are not considered to be part of the educational establishment. Schools, as statutory organisations, are not eligible to apply.

2.7 Organisations applying for a **Summer Activities Grant** must be properly insured with appropriate Health and Safety policies, Risk Assessment and Child Protection Policies in place. These must be submitted with the application.

2.8 Registered charities are encouraged to be members of a relevant advice and infrastructure bodies such as the Community Voluntary Services for Broxbourne and East Herts (CVSBEH) or the East Herts Village Hall and Community Buildings Network. This ensures that groups

are aware of best practice and know where to get the necessary support and guidance.

2.10 All applications must be submitted by the advertised deadline and include all the required paperwork. Incomplete applications will not be processed and will be returned. The paperwork required depends on the amount of grant being requested and type of programme being applied to. A full list of required documents is listed here:

- A copy of the local group’s own constitution (set of rules) or link to it on the group’s website. It is sufficient for registered charities to provide their Charity Commission number. Organisations requesting £200 or less are exempt.
- Endorsement from East Herts Ward Councillor who represents the ward where the project is to take place
- Copy of organisation’s bank statements – current and savings (a budget spreadsheet is not sufficient)
- Copies of appropriate Health and Safety policies and Child Protection Policy (currently Summer Activities only)
- Detailed breakdown of estimated income and expenditure for current financial year 1 April to 31 March (Large Community Capital only.)
- A copy of your organisation’s latest income and expenditure accounts. The Council requires applicants to provide accounts that have been assessed by an independent person not connected to your organisation. This person does not have to be an accountant. (Large Community Capital only.)
- Evidence of your consultation process and feedback. (Small and large Community Capital only.)
- Two quotes or estimates of the proposed work. (Large Community Capital only.)

2.11 Organisations applying for a **Community Activities Grant** must be proposing activities that are properly insured with appropriate Health and Safety polices, Risk Assessment and Child Protection Policies in place. Organisations that work with children must submit a copy of their child protection policy.

2.12 East Herts Councilors can apply for a Community Activities grant to organise community engagement events. These are events that involve people and inspire them to get involved and volunteer in East Hertfordshire such as:

- Promoting and building support for a proposed capital project
- Bringing people together to discuss key issues affecting the local area

2.13 The Community Activities pot normally prioritises grass roots community /voluntary groups and charities that have little capacity to generate income or fund raise.

2.14 It is recommended that organisations apply well before they plan to spend the money. The Council will not fund projects that have already started (Para 4.0)

2.15 Service organisations continue to be eligible to apply to hold social events for Senior Citizens from November to January as long as they apply in partnership with the beneficiary organisation, if reasonably possible. The Council’s priority is: parties that would not happen without Council support, parties where an informational talk is happening, and parties that take place on days where most people are with families.

3.0 Priorities for funding

3.1 The Council has limited funds so it will only grant-aid projects that take contribute to objectives within its corporate priorities of people, place and prosperity and whether the proposed project will have a real benefit (bring about a positive change) and/or make a real difference to people living or working in East Herts.

3.2 Council priorities for grant giving are:

- Small, local voluntary groups in the East Herts district area.
- Groups that have little capacity to generate income or raise funds (financial need).
- Groups where Council support would have significant impact

- Projects that are targeted at vulnerable children or adults and will specifically help improve opportunities for this community. Note: projects that are more general may still receive funding if they show that people in this situation will benefit alongside the general population.
- Projects in identified disadvantaged areas of East Herts. Note: projects that are more general may still receive funding if they show that vulnerable groups will benefit alongside the general population.
- Applications from groups that have not applied for a Council grant before
- Projects in rural areas where there is little or no New Homes Bonus (capital only).

3.3 As all five towns and some of the larger villages have been passed significant funds through the building of new houses, the Council’s policy is to first fund capital projects in the rural areas. Projects in the towns may be considered later in the year if the budget is unspent.

3.4 Community Activity Grants can be awarded to projects in both towns and parishes.

4.0 What the Council will not fund under this programme

- Fundraising activities that are about redistributing the grant to any other group or persons
- Projects promoting religious or political beliefs
- Projects that are not value for money
- VAT that can be claimed back
- Public engagement events where there is a fee to attend
- Negative campaigns
- Projects/activities that have already happened before the Council has assessed the application and made a decision
- Annual General Meetings or regular committee meetings
- Projects that the Council consider to be the responsibility of another statutory body such as activities delivered during the school day as part of the curriculum.
- Projects that would go ahead without Council funding

- Projects submitted by organisations that appear to have an excess or surplus of capital or revenue monies.
- Medical equipment
- Commercial organisations or any group that exists to make a profit
- Projects involving the repair and restoration of churches
- Any on-going revenue costs
- Recoverable VAT
- Projects that are routine/annual maintenance (capital application)
- Projects that the Council considers to be the responsibility of another statutory body (e.g. projects on school grounds that are part of the curriculum)
- Projects submitted by organisations that appear to have an excess or surplus of capital or revenue monies

5.0 Assessment process

- 5.1 All community applications are first verified to ensure they meet eligibility criteria (paragraph 2.0 – 2.4) and have submitted all the required paperwork (paragraph 2.10). Applications submitted to the **Summer Activities Fund** are verified by Community Voluntary Services (CVS) for Broxbourne and East Herts which administers this fund.
- 5.2 Applications for **capital** projects costing under £2,000 are subjected to a “light touch” assessment. This means Officers consider whether basic eligibility criteria (Para 2.0, Para 4.0) are met, whether the proposed project is a priority (Para 3.0) and whether the project will have a real benefit (bring about positive change) and /or make a difference to people living and working in East Herts.
- 5.3 Applications to the **Summer Activities Fund** are assessed by a Panel that includes the Executive Member for Health Housing and Community Services. The Panel considers the degree to which applications meet agreed fund criteria stated in the Terms and Conditions. This panel has delegated authority and applications are not sent to the Director for sign off.

- 5.4 Applications for **capital** projects costing more than £2,000 are assessed by Finance Officer who considers: financial viability and whether the application has provided evidence of properly managed accounts.
- 5.4 An officer panel including the finance officer, contract services and engagement and partnership officers, assess applications on secondary criteria listed below and the degree to which the project:
- Helps the council achieve one of its corporate aims in people, place and prosperity and the outcomes listed in Appendix 1. Is it a good fit?
 - Targets or supports those experiencing rural or other geographic disadvantage, providing benefits to people in this situation
 - Is a new application by an organisation that has not received Council funding in the recent past
 - Has the support of the wider community and is a solution to an identified problem (consultation)
 - Is led by volunteers
 - Targets or supports vulnerable people and provides benefits to people in this situation. Vulnerable people include: frail elderly, unemployed, people with learning or physical disabilities, children/young people, people that are under-represented in East Herts.
 - Is realistic and achievable within one year of the grant being offered.
 - Reduces carbon emissions by installation of energy efficiency measures (Applicants that own buildings only)
 - Is in an area with significant amount of New Homes Bonus money
- 5.5 The Officer grant panel submits its recommendations to the Executive Member with responsibility for Health and Wellbeing. Once this support has been obtained, applications are passed to the Director of Customer and Community Services. The exception to this is the Summer Activities Fund where the Executive Member has been involved in the assessment process.
- 5.5 Decisions and an conditional award is usually made within six to eight weeks of the closing date.

6.0 Award and payment of grants

6.1 Capital awards are made conditionally and require that successful applicants agree to certain responsibilities, stated in the Terms and Conditions.

6.2 For smaller revenue grants (maximum grant £500), the minimum criterion is that groups:

- Acknowledge the financial support of East Herts Council in any publicity and report back to the Council after a year on outcomes.
- Submit photos of the grant-funded project (with appropriate consent) and information on achievements.

6.3 For larger capital projects, successful applicants are required to sign and return a Grant Acceptance Form – agreeing to the conditions in 6.2 plus the following:

- Agreeing to have the name of their group and contact included in the Council’s consultation database and participating in any public consultation.
- Providing information on their project to be included in any publicity that the Council produces (as and when requested)
- Monitoring and evaluating the project and submitting an Evaluation Form after the project has been completed, detailing whether the activity met its original aims, what difference was made and outcomes (expected or unexpected).
- Notifying us immediately if the project can not go ahead

6.4 Payment for Community Activity Grants (revenue) will be made immediately, prior to the activity taking place.

6.4 Payment for capital building projects or items of equipment, is not released in advance of the project being completed.

6.5 Currently, both small and large capital projects must be completed and requests for the grant must be made within **one** year of the grant award letter.

- 6.6 Successful applicants are required to provide evidence of actual spend on the project (such as invoices/receipts) when requesting payment as well as submitting a Grant Claim. Payment of a grant will not be made based on submission of a purchase order.
- 6.7 For projects costing up to £16,000, the Council may fund up to 50% of project costs. The maximum grant is £8,000. This means if the actual project expenditure is less than the estimated cost, the grant will be reduced accordingly.

For example :

If the **estimated** project cost on the application is £18,000 and we offer a grant of up to £8,000, we are offering funding for up to 50% of your **estimate**.

Once your project is complete and the total cost is **actually** lower ie £16,000, then our funding would be reduced by the same percentage, 50% of the **actual** cost, ie £8,000.

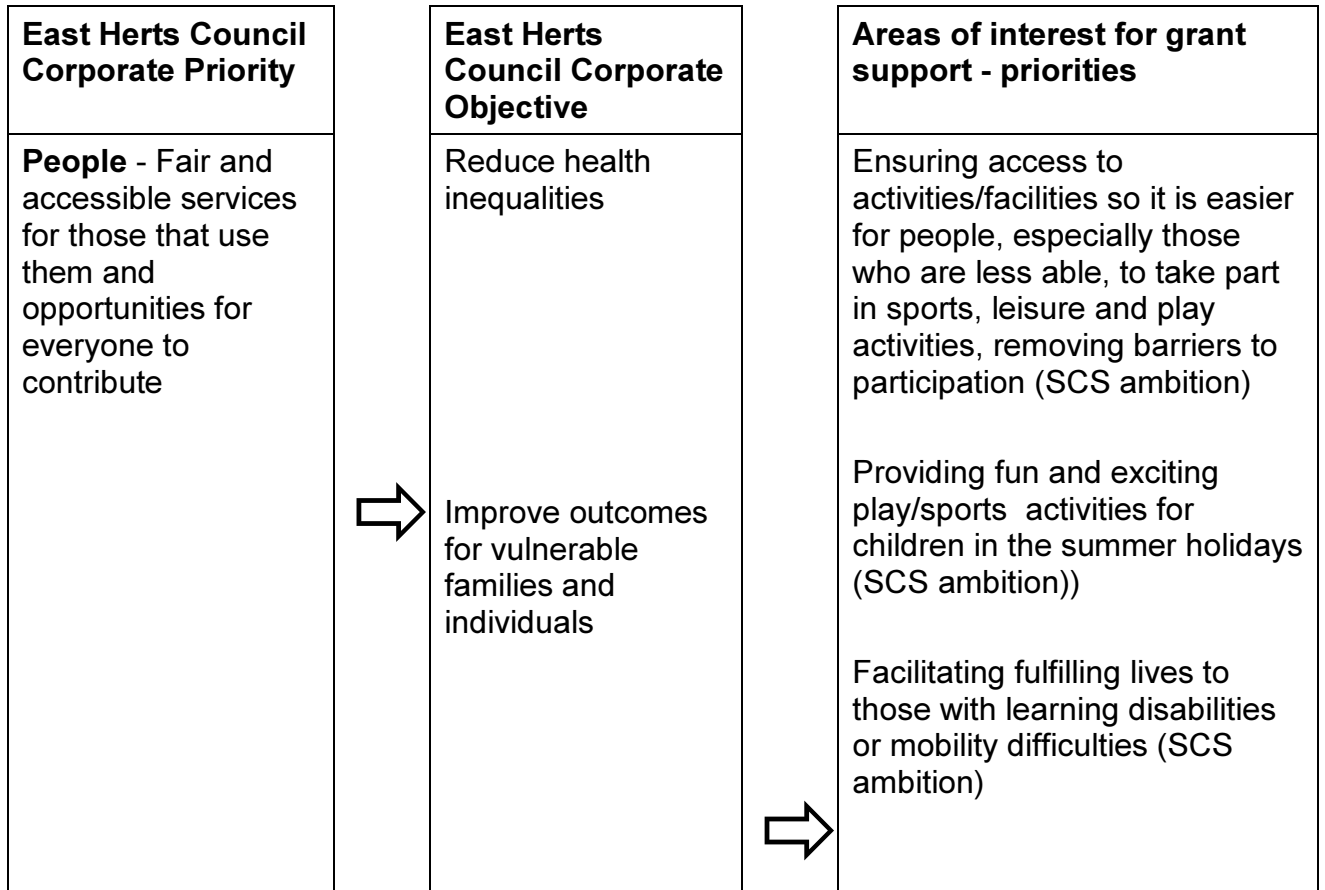
- 6.8 For projects costing over £2,000, payment of the grant will be made following a site visit to confirm the satisfactory completion of the work (or purchase of equipment) in accordance with the specifications submitted.
- 6.9 Payment will be made by bank automated transfer (BACS).
- 6.10 The Council acknowledges that sometimes projects do not always go to plan and that things change. Groups wishing to dispose of buildings or equipment that are the recipient of a capital grant will be required to seek the consent of District Council to the disposal. The Council reserves the right to require repayment of the grant, in full, immediately following the disposal of the building or facility.
- 7.0 Monitoring and publicity
- 7.1 Since 2010, successful applicants have been required to submit a monitoring form detailing the outcomes of a capital grants project.

- 7.2 Monitoring forms are distributed at time of the capital Grant Claim and are expected back within 3 months. Due to limited resources, there is no formal monitoring of small revenue grants or follow up on the long-term outcomes of the grant.
- 7.3 Monitoring of Summer Activities is conducted by the CVSBEH and all applicants are expected to complete a formal monitoring form. A report is submitted to the Council in October and discussed with the Executive Member for Health Housing and Community Services.
- 7.4 Monitoring information is reported to the Council’s Community Scrutiny Committee (previously twice yearly now once year) and regularly in the Members Information Bulletin.
- 7.5 Availability of community grants is promoted through the Council’s website, social media services, articles in LINK magazine and stakeholder partners such as the CVSBEH, Active East Herts Community Sports Network, Hertfordshire County Council and Herts Community Foundation. A presentation on grants is made annually to the Rural Parish Conference and at the Village Hall and Community Buildings Network.
- 7.6 Announcements are also sent via email to Parish Council Chairmen and Parish Clerks and groups on the Engagement and Partnerships’ database. East Herts Members are notified of grant deadlines and allocations through the Members’ Information Bulletin.
- 7.7 We aim to operate an open, equitable and transparent grants system. We consider grants on an individual basis and promise to give appropriate feedback. Please note, the Council has limited funds available so regrettably we will not be able to fund all the bids we receive. If you are unsuccessful this time and require additional information on other sources of funding, visit www.eastherts.gov.uk/grants and visit the External Funding page.

Last updated 2015

Appendix 1: EAST HERTS COUNCIL AND COMMUNITY GRANT PRIORITIES

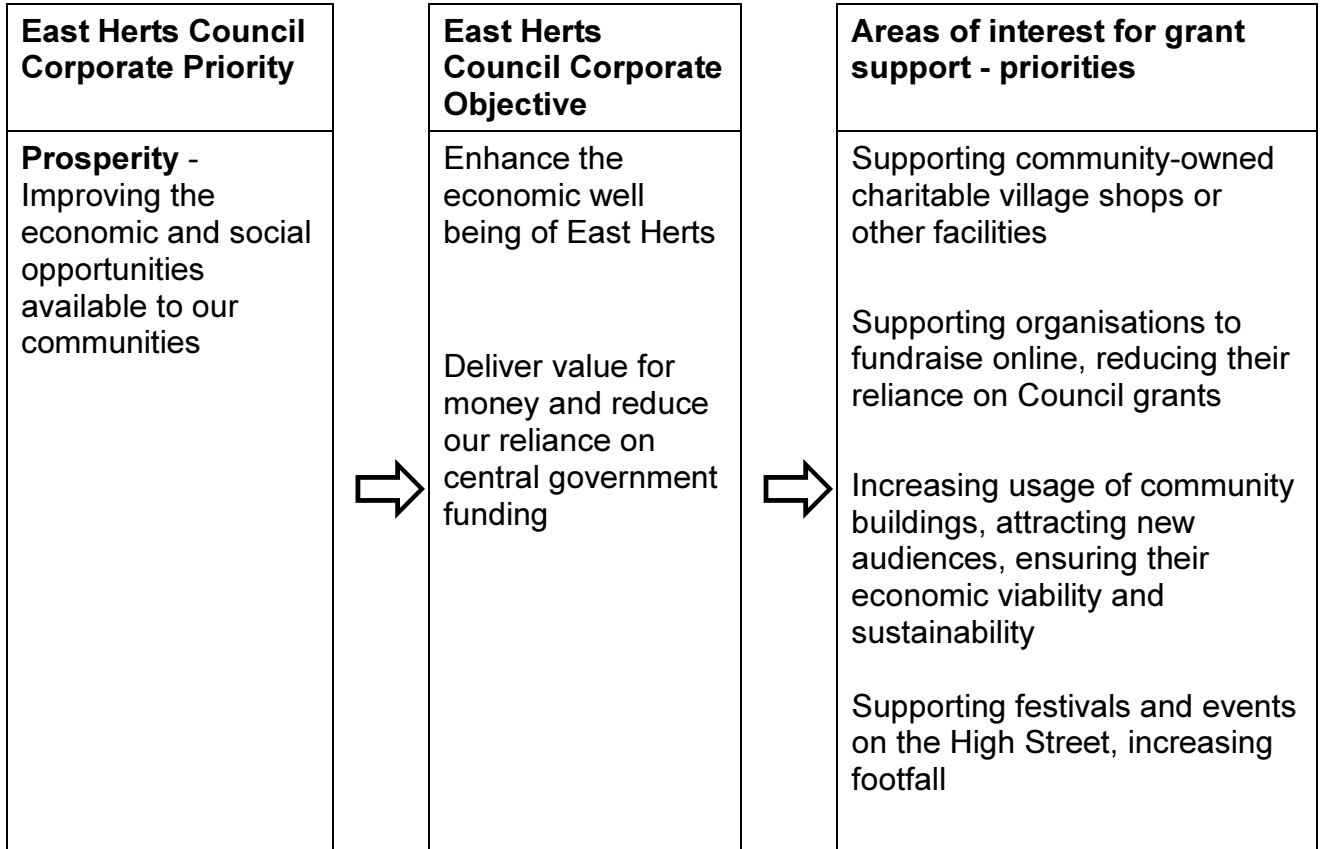
Including ambitions from Everyone Matters – A sustainable community strategy for East Herts 2009-2014.



Essential Reference Paper “B”

East Herts Council Corporate Priority	East Herts Council Corporate Objective	Areas of interest for grant support - priorities
	Increase community engagement	Supporting talented young athletes and artists Encouraging projects where people take responsibility/interest for the area around them, voicing their concerns and seeking to solve local problems by collaborating with partners, working together for a common purpose, social connectedness Supporting Members to hold public meetings that engage their constituents (SCS ambition)

Essential Reference Paper “B”



**APPENDIX 2: GRANTS ASSESSMENT SCORE SHEET
Community Capital Scheme LARGE 2014/2015 (Note this is in
the process of being revised)**

Applicant:

Scores out of **26** if a building or **22** if an open space or equipment

Verification conducted and passed Eligibility criteria. Any comments or concerns?
Waiver agreed re 1/3 required at application. If yes, please explain?

Assessors are asked to evaluate to what degree the applicant meets the following secondary criteria. Guidance notes for assessors are on the back of this sheet.

Secondary Criteria	Score
Does the applicant’s project address at least one Council or SCS priority (Q 1 & 2)	
Does the Project benefit local East Herts residents, making a difference to their lives (Q 3 & 4). (Q21 if a building)	
Does the project have the support and backing of its members or the wider community (Q 5)	
Is the project directed at vulnerable people – ie groups experiencing some type of deprivation, unemployment, income poverty, lack of housing, access to services (Q 6)	
Is the project directed at people living in an area of rural disadvantage (Q7)	
Are volunteers involved in the organisation. If so will this reduce costs. (Q 8)	

Essential Reference Paper "B"

Is the balance to be raised realistic to achieve within 1 year? (Q14g & Q16)	Yes / No
Is the applicant applying for the first time (Q 17)	
Has any NHB been awarded. If yes, how much ?	£
Is the applicant installing energy efficient measures (Q 22)	
TOTAL	

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 16 JUNE 2015

EXECUTIVE – 4 AUGUST 2015

REPORT BY EXECUTIVE MEMBER FOR HEALTH AND WELLBEING

UPDATING THE SHARED OWNERSHIP LOCAL PRIORITIES
CASCADE

WARD(S) AFFECTED: All

Purpose/Summary of Report

- To report to Members proposed amendments to the Council's Shared Ownership Local Priorities Cascade.

RECOMMENDATIONS FOR COMMUNITY SCRUTINY COMMITTEE

That:

(A)	the revised Shared Ownership Local Priorities Cascade be scrutinised ; and
(B)	the Executive be advised of any comments or recommendations

RECOMMENDATION FOR EXECUTIVE

That:

(A)	any comments and recommendations from Community Scrutiny are considered
(B)	the revised Shared Ownership Local Priorities Cascade be agreed

1.0 Background

1.1 Affordable Housing in the District consists of rental and shared ownership properties.

1.2 The rental properties are owned by Registered Providers and the Council holds the Housing Needs Register from which

nominations to the properties are given. The rental properties are only available to persons registered on the Housing Needs Register.

- 1.3 The Shared Ownership properties are owned partly by the Registered Provider and partly by the occupant. They are part buy/part rent properties. To be eligible for a property you do not need to be registered with the Council on the Housing Needs Register.
- 1.4 Shared Ownership properties are allocated by the Registered Provider through a financial eligibility test, a housing needs aspect and the Council's Local Priorities Cascade.
- 1.5 The current Local Priorities Cascade for the Council for Shared Ownership is as follows:
 1. Joint 1st Priority – Social housing tenant living in East Herts. MOD personnel living in East Herts or had lived in East Herts before being posted elsewhere.
 2. Applicant currently resident in East Herts; 1st priority non home owner, 2nd shared owners needing to move to larger accommodation; 3rd relationship breakdown where a person cannot afford to buy on the open market.
 3. Applicant with a local connection, for example with past residence or close family association, to East Herts but not currently living or working in the district.
 4. Applicant permanently employed in East Herts, but resident outside of East Herts.

2.0 Report

- 2.1 The report will highlight proposed amendments to this cascade. The changes are proposed to align the Shared Ownership Local Priorities with the Allocations Policy of the Council to ensure that those with a local connection and housing need are prioritised at point of sale.
- 2.2 The first priority is set by Government regarding a current social housing tenant and Ministry of Defence personnel receiving priority. The suggested change in bold italics is to add in a timescale of 1 year to provide alignment with the Council's

Housing Allocations Policy which gives priority through points to residents who have been in the district for one year continuous residency.

- 2.21 Joint 1st Priority – Social housing tenant living in East Herts **continuously for 12 months preceding**. MOD personnel living in East Herts or had lived in East Herts before being posted elsewhere.
- 2.3 The second priority identifies those currently resident in East Herts and seeking home ownership or due to family circumstances more suitable accommodation. In bold italics the amendment includes for current private market home owners who need to move to larger accommodation as they can not afford to achieve this in the private market but may be financially eligible for shared ownership once their property has been sold.
- 2.31 Applicant currently resident **and has done so continuously for 12 months preceding** in East Herts; 1st priority non home owner, 2nd shared owners needing to move to larger accommodation; ***home owners needing to move to larger accommodation***; 3rd relationship breakdown where a person cannot afford to buy on the open market.
- 2.4 The third priority is for applicants with a local connection to East Herts. Again, the bold italic amendments is to make the wording align with the Councils Housing Register and Allocations Policy and therefore be more specific and tangible by providing timescales for this priority.
- 2.41 Applicant with a local connection, for example with past residence ***(have lived in the district for 5 years)*** or close family association ***(parent/siblings/adult children who have lived continuously in the district for the last 5 years)*** , to East Herts but not currently living or working in the district.
- 2.5 The final priority relates to applicants employed in the District and is aligned to the Council's Housing Register and Allocations Policy. The proposed amendments are in bold italic.

- 2.51 Applicant permanently **and currently** employed **for at least 1 year preceding for over 16 hours per week** in East Herts, but resident outside of East Herts
- 2.6 Local Authorities in Hertfordshire have set their own local cascades for Shared Ownership and by way of example below is the St Albans local cascade:
1. Existing social housing tenants living in the district
 2. First time buyers who live or work in the district
 3. Other people who live or work in the district which includes people who may already be owner occupiers / shared owners but who cannot afford to move to an open market home suitable for their needs
- 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 agree the amended wording of the Shared Ownership Local Priorities Cascade.

Contact Member: Cllr Eric Buckmaster, Executive Member for Health and Wellbeing
eric.buckmaster@eastherts.gov.uk

Contact Officer: Simon Drinkwater, Director of Neighbourhood Services.
Simon.Drinkwater@eastherts.gov.uk

Report Author: Louise Harris, Housing Strategy and Development Manager
Louise.Harris@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</p> <p>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p>Place – Safe and Clean</p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity – Improving the economic and social opportunities available to our communities</p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
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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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 16 JUNE 2015

REPORT BY THE DIRECTOR OF FINANCE AND SUPPORT SERVICES

2014/15, 2013/14 AND 2012/13 SERVICE PLANS – END OF YEAR MONITORING REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This is the end of year monitoring report which explains how the council has performed in 2014/15 against the actions and objectives it set out to achieve at the start of the financial year. The report also monitors the status of all outstanding actions from 2013/14 and 2012/13.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY:</u>	
That:	
(A)	the progress against the council's priorities and the revised completion dates, suspensions and deletions against 2014/15 Service Plan actions and 2012/13 Service Plan actions be received; and
(B)	the Executive be advised of any recommendations.

1.0 Background

1.1 In 2011/12 the Council agreed its overall priorities for improving the district around the themes of:

- People – Fair and accessible services for those who use them and opportunities for everyone to contribute
- Place – Safe and clean
- Prosperity – Improving the economic and social opportunities available to our communities

1.2 These priorities form the basis of the Council's Corporate Plan. Departments within the Council produce annual service plans which demonstrate what actions will be delivered to help meet

those priorities. These are agreed by the Executive at the start of the financial year and progress is reported to the relevant Scrutiny Committees.

1.3 This report covers the period 1 October 2014 to 31 March 2015 for the following services:

- Communication, Engagement and Culture
- Community Safety and Health
- Economic Development
- Environmental Services (in relation to leisure only)
- Housing
- Revenues and Benefits Shared Service

1.4 Please note the formation of a new Council following district elections in May 2015 could lead to new priorities for the organisation. This may impact upon what actions are delivered in future and how they are monitored.

2.0 Report

2014/15 Analysis

2.1 In total, there are 29 actions in the 2014/15 Service Plans listed in paragraph 1.3:

	Status at the twelve month stage – end of year report
Have already been achieved	75.8% (22)
Are on target	3.4% (1)
Have had their completion dates revised	-
Are off target	3.4% (1)
Have been deleted	6.9% (2)

Have been suspended	10.3% (3)
Total	100% (29)

- 2.2 Three actions have been suspended due to uncertainty over funding arrangements and staff resources being re-prioritised to other key areas of activity.
- 2.3 Two actions have been deleted due to the lack of funding and that an action no longer requires input from the Council.
- 2.4 One action is off target as the number of affordable homes delivered was below target. The number of homes developed depends on the number of residential sites given planning permission that are eligible for affordable housing. This year there have been a number of Section 106 schemes that have achieved less than 40% affordable homes because of viability. In addition some of the housing association sites anticipated for completion by April 2015 did not achieve planning permission.
- 2.5 One action is on target and the remaining actions have been achieved.

2013/14 Analysis

- 2.6 The three outstanding actions from the 2013/14 Community Safety and Health Service Plan and the Environmental Services Service Plan have been achieved.

2012/13 Analysis

- 2.7 The one outstanding action from the 2012/13 Community Safety and Health Service Plan – **12-CSH06 – Review Private Sector Housing Assistance Policy and complete an EIA** has been suspended following a service restructure.
- 2.8 An overview of all Council achievements by Corporate Priority for 2014/15 are detailed in **Essential Reference Paper “B”**.
- 2.9 **Essential Reference Paper “C”** details 2012/13 and the 2014/15 Service Plan actions that are either on target, off target or have been suspended/deleted. For ease of reference these have been categorised by Corporate Priority. Full progress

comments on all service plan actions can be accessed by referring to the council's performance management system, Covalent (www.covalentcpm.com/eastherts).

3.0 Implications/Consultations

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

Background Papers

2014/15 Service Plans report to Executive on 4 March 2014.

Contact Member: Cllr G Williamson – Executive Member for Finance and Support Services
Geoff.williamson@eastherts.gov.uk

Contact Officer: Benjamin Wood – Head of Business Development
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Report Author: Ceri Pettit – Corporate Planning and Performance Manager
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ceri.pettit@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	There are no specific consultation implications arising directly from this report.
Legal:	There are no specific legal implications arising directly from this report.
Financial:	There are no specific financial implications arising directly from this report.
Human Resource:	There are no specific human resource implications arising directly from this report.
Risk Management:	There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.
Health and wellbeing – issues and impacts:	A number of the council's service plan actions do support/contribute to the health and wellbeing agenda. Any relevant actions that are either 'off target', 'have a revised completion date' or are proposed for 'deletion or suspension' are highlighted in the report along with a current service update.

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Telling the Story – An overview of achievements by Corporate Priority up to 31 March 2015:

Please note only the objectives where there are achievements to report have been listed and where an achievement relates to a specific service plan action this has been referenced. Text in blue shows the new achievements that have been added since the last monitoring report.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Improve the health and well-being of our residents</p>	<ul style="list-style-type: none"> Published our Health and Wellbeing Strategy which sets out our plans for combining our resources and skills to promote healthier lifestyles in partnership with Hertfordshire County Council, the Clinical Commissioning Groups (CCGs), NHS Trusts, volunteer organisations and others. Been recognised by The Royal Society for Public Health (RSPH) for our strong commitment to public health and achievements in health promotion strategy and initiatives designed to maximise public health opportunities. Welcomed the first UK Womens International cycling tour through East Herts. The race made its way through the district on the fourth stage of the tour, which started in Cheshunt and finished in Welwyn Garden City. Cyclists passed through Hertford Heath, Hertford town centre before continuing through Wadesmill, Standon, Buntingford and Cottered.

		<ul style="list-style-type: none"> Implemented '3G' all weather football pitches at Hartham Common as part of a hybrid solution implemented. There is a strong demand for football pitches in the Hertford area and proposals were developed to convert the little used tennis courts to three all weather 'astro turf' five-a-side pitches. These can be used all year round and when weather conditions prevent the use of traditional pitches. Following consultation with residents it was decided to install two pitches and retain one tennis court to allow the continuation of a 'pay and play' facility at Hartham. The scheme will also generate additional income for the council which helps to keep the cost of leisure services down. (14-ES02).
	<p>Objective: Reduce fuel poverty</p>	<ul style="list-style-type: none"> Launched a revised Home Insulation Grant scheme, offering 50% contributions towards certain insulation measures. However some free schemes became available and were therefore promoted instead. As a result just 5 East Herts funded grants were required, at a budget cost of £665. The measures they funded represent a total annual saving of 4 tonnes CO2 per year, and estimated total energy savings of £974 per year. Such initiatives offer a real help to the estimated 7.5% of households in East Herts estimated to be in fuel poverty. Insulation schemes were widely promoted through our website and other publicity, such as a "bin hanger" card to all East Herts households on the wheeled bin collection. This promoted assistance through East Herts and Herts Healthy Homes schemes. The council is currently exploring the potential for expanding the East Herts Home Energy grants scheme to encompass a wider range of home energy efficiency measures, which are excluded from the nationally available schemes. (14-CSH04)

Objective: Increase community engagement

- As at 31 March 2015 we had awarded £147,379 in both revenue and capital grants to 126 different voluntary/community groups and young people, including charities and parish councils. This included:
 - **Summer Activities** – Our summer activities grants programme for 2014 was very well received and more than 2,004 children and young people attended the various activities, compared to 2,886 last year. 68% came from the 5 to 11 age category and events included Summer Archery, Flying Circus at Courtyard Arts, Tennis coaching, community picnic and Pop School. Participation figures fluctuate from year to year and is dependent on a combination of factors such as level of interest by parents/children, weather, effectiveness of individual marketing and accuracy of reporting by project organisers. However overall attendance figures (new and repeat participants) have increased. 7,607 total attendances over all activities were reported in 2014 compared to 5,664 in 2013.
 - **Community Activity Grants** – Held 6 funding rounds and awarded 63 grants to health and social care charities, older peoples' groups, youth, sports and other leisure clubs. Later in the year, the criteria was relaxed, and the funding was opened to village halls, parish councils and young athletes. This grant fund has been used to support, among others, a Parkinson's support group, a WWI Remembrance event, community events organised by a new residents association, a canal boat trip for senior citizens and to support Carer's in Herts with their launch of discount passports for unpaid carers. Grants were also awarded

to support grass root community and voluntary groups with their running costs. One of the highlights of the year was supporting the local Alzheimer's Society, an Ageing Well partner, to set up a new Dementia Café in Bishop's Stortford to meet unmet demand.

- **Community Capital Grants** – In the 2014/15 financial year, a total of 26 capital grants were awarded for community-led projects to improve well used facilities or services. A total allocation of £88,989. For example, we helped Bishop's Stortford Rugby Club replace its roof in anticipation of the many extra visitors around the Rugby World Cup this summer; provided Buntingford Cougars with portable goals to support their coaching sessions and Hailey Day Centre with a kitchen upgrade to they could continue to provide hot, healthy meals to frail elderly.
- **Performance to Excellence Grants** – Awarded 21 grants to young people (11 to 18 years old resident in the district) who were achieving excellence in their chosen sport. This fund was oversubscribed and we used some of the Community Activities Grants Budget to cover these requests.
- Held the fourth annual Community Sports Awards. This annual event, funded by East Herts Council aims to celebrate achievements and contributions to sport as well as inspiring our local sporting talent to go on and reach their full potential. 19 awards were presented in total across 9 categories.
- Held our annual rural parish conference where up to 46 parish councils attended. The event provides a popular forum for engaging with parish

		<p>councils on rural issues with particular interest this year on the information that the CVS presented on the community car scheme.</p> <ul style="list-style-type: none"> • Jointly organised with Community Development Action (CDA) for Hertfordshire with support from various voluntary and community groups, a conference for more than 50 volunteers who give up their time to run village halls and community buildings. The event gave attendees the opportunity to discuss common problems, learn from each other and share their experience so that they can maximize the potential of halls for the benefit of their local communities. • Successfully delivered a member training and development programme for all elected members to help them in fulfilling their community engagement role. (14-DLSS02) • Successfully implemented Individual Electoral Registration (IER). IER has been rolled out across the country to help modernise the way people register to vote and to help tackle electoral fraud. (14-DLSS01) • Supported National Voter Registration Day by encouraging residents across the district to register to vote tomorrow by getting their names on the voting register. Young people in particular were encouraged to get involved and vote for who they want to represent them.
	<p>Objective: Deliver strong and relevant services</p>	<ul style="list-style-type: none"> • As part of the Ageing Well project helped older residents in the district to stay fit, active and independent by: <ul style="list-style-type: none"> ➤ Launching concessionary Fitsteps dance classes in Bishop's Stortford and Ware. The classes are aimed at older residents (60 years plus) so that they can reap the many health benefits that regular physical activity brings. Fitsteps is a national fitness

programme which was created following the popularity of the TV programme, Strictly Come Dancing. The Bishop's Stortford class varied in numbers between two to eight residents at each session. The number of residents attending the Ware class varied from 20 to as high as 40 at each session. Due to its success the initial pilot was extended with reduced funding and will run independently from January 2015.

- Supporting a grant from the LSP Health and Wellbeing Group to the Herts Sport Partnership to provide 'Fellas Fitness'. The initiative is aimed at older men to help build and maintain their fitness levels, whilst at the same time providing an opportunity to meet and interact with other members of their local community.
- Working in partnership with Active East Herts, Riversmead Housing Association and Wodson Park Sports Centre to run chair based exercise classes for residents aged between 68-89 years of age at Carlton Court in Hertford. The pilot scheme works on posture, balance and strength with a variety of movements including foot pumping, gentle stretching and squats all designed to help improve flexibility and circulation. Weekly sessions began in May 2014 and will continue monthly until the end of the year. (14-CEC03)

- Became a partner in a Shared Anti-Fraud Service for non-benefit and corporate fraud with Broxbourne Borough Council, Hertfordshire County Council, Hertsmere Borough Council, North Herts District Council and Stevenage Borough Council. The shared service will provide a fraud prevention, detection and investigation service and will

		<p>enable the council to meet its duties in relation to safeguarding of public funds, minimising the loss to fraud so that councils can spend the maximum possible on delivering local services. The new venture brings many benefits to all Hertfordshire's residents not least of all using shared intelligence between the partners to target fraudulent activity across the whole county. It is anticipated that the new service will go live on 4 April 2015. (14-CRP01).</p> <ul style="list-style-type: none"> • Agreed a new Customer Services Strategy for 2015 – 2020 at full Council on 4 March 2015. The purpose of the strategy is to deliver customer focused services, by understanding their preferences now and what the demands will be in the future across all services. The Council may then need to reshape services. During 2015/16 an action plan supporting the delivery of the strategy will be delivered and started.
	<p>Objective: Improve outcomes for vulnerable families and individuals</p>	<ul style="list-style-type: none"> • Under took a housing survey consultation so we can have a clear understanding of the housing requirements in the district. All councils are required by central government to carry out a housing survey every few years. The results of the survey help us develop our housing strategy and planning policies. 25% of residents (from a sample of 9,000) took part in the survey and the results are due to be published in June 2015. (14-H04). • Maintained the average time taken to process new housing benefit claims or change of events at 10 days, by continuing to invest more resources in the service in response to increasing complexity of cases. The increasing complexity comes from on-going changes by the Department of Work and Pensions (DWP) to the benefits framework

and their increasing use of real time information e.g. in respect of earnings, private pensions etc. These all impact on entitlement to Housing Benefit and can be complex for our customers to understand and track. Cases often require increased interventions and reassessments during the year as a consequence. The overall volume of work has increased by in excess of 3% when compared to last year.

Priority: Place	What we want to achieve	What we have done
	<p>Objective: Reduce residual waste and increase our recycling rate</p>	<ul style="list-style-type: none"> Introduced the use of compostable caddy liners in kitchen caddies that can be disposed of in the brown bin. Residents told us that composting food waste was messy without them, and therefore made it more difficult. Nearly a third of waste put in the black bin for landfill is food, and we wanted to make it easier and encourage residents to put it in their brown bin for composting. Currently the recycling rate is 51% as at February 2015 which is 2% higher than the same period last year and more than 16% higher than in 2008/09.
	<p>Objective: Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of</p>	<ul style="list-style-type: none"> Agreed carbon reduction target of 25% by 2020, from the baseline year of 2009. Up to 2013/14 there has been a reduction of 17% in total CO₂ emissions, from the council's operations. This was a 2% improvement in 2013/14 when compared with the previous year. The waste collection contract had delivered considerable ongoing CO₂ savings and the total reduction in carbon emissions achieved since

	households and businesses	2008/09 to date is 27%.
	Objective: Maintain our clean streets and reduce litter	<ul style="list-style-type: none"> An effective stray dog services is essential to ensuring dog fouling is kept to a minimum through education and responsible dog ownership. Therefore the council was pleased to win the RSPCA Gold Footprint award. This certification is given for the quality of stray dog services, housing, contingency planning and animal welfare principles. Last year the council achieved a silver footprint and the year before that, a bronze. The council also scored top marks for its consistent promotion of responsible dog ownership, including micro-chipping, which becomes compulsory for all dogs in Britain from June 2016. In 2014/15 the council picked up 117 stray dogs compared with 114 in the previous year.
	Objective: Maintain our parks, play areas and open spaces in good order	<ul style="list-style-type: none"> Celebrated Love Parks Week, buy holding two free fun activities at Southern Country Park in Bishop's Stortford and Pishiobury Park in Sawbridgeworth. Activities at Southern County Park ranged from the popular annual dog show to a fitness activity trail, orienteering and making wooden medallions with the Friends group. At Pishiobury Park visitors could meet the Longhorn cattle and join a guided bug hunt. The council also teamed up with the Dogs Trust to offer free dog micro-chipping on the day. Retained our two Green Flags for The Ridgeway in Hertford (for the sixth year running) and Southern Country Park in Bishop's Stortford (for the seventh year running).

	<p>Objective: Reduce anti-social behaviour and the fear of crime</p>	<ul style="list-style-type: none"> Contributed, as part of the East Herts Community Safety Partnership to the reduction of recorded crime and anti-social behaviour across the district. Anti-social behaviour has reduced by 26% from 3,280 incidences in 2012/13 to 2,423 incidences in 2014/15.
	<p>Objective: Ensure future development best meets the need of the district and its residents</p>	<ul style="list-style-type: none"> Consultation responses on the District Plan have been reported back to District Plan Panel along with supporting and technical evidence. This will inform the production of the next stage in the District Plan. (14-PBC02) Brought forward the development at Bishop's Stortford North (permission now granted) whilst seeking to resist what we consider are unsustainable development proposals coming forward in advance of the District Plan (Buntingford). (14-PBC01) Approved a small development of sustainable homes in an East Herts village. The homes are expected to become the biggest group of naturally ventilated homes in the UK, serving as a working model for buildings elsewhere in the country. They will also exceed the highest ranking in the Code for Sustainable Homes, which measures new homes performance in categories such as energy efficiency, water use and health and well-being.

Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Deliver value for money and reduce our reliance on central government funding</p>	<ul style="list-style-type: none"> • Installed a new seating and auditorium floor at Hertford Theatre to provide a better customer experience. (14-CEC04) • Implemented remote working procedures in the Area Environmental Inspection Team. This allows inspectors to receive service requests and customer enquiries remotely in the district enabling jobs to be visited more quickly and some actions to be undertaken while on site. (14-ES20) • East Herts has considered how to make best use of its resources and through Audit Committee agreed a framework that allows wider options in terms of investing its money. This includes being able to make use of Property Funds. It is anticipated that the increased income from these investments will be able to close gaps in the financial model in future years as an alternative to having to look to make further savings. <i>Two property funds have been identified and agreed and the Council is currently on the waiting list to be able to place our money with them. This is anticipated to happen during the 2nd quarter of 2015/16.</i> • Corporate Management Team (CMT) considered and agreed a new senior management structure that focussed resources in a different way. This included the investment in a new Head of Business Development, the remit of which includes considering improved ways of working, a more commercial approach to delivering Council

Services and working alongside service areas to consider future efficiency savings. Further investment has also been made in other areas including Procurement resource to enable wider working with our suppliers to encourage greater competition in the market.

- Continued to implement our 'Here to Help' organisational development programme. Following on from the success of staff workshops in 2014 where ideas and suggestions were put forward to help improve what we do and how we do it. A number of projects were rolled out from June 2014, for example, to help improve the telephone system and review the council's performance development review scheme. In addition staff were involved in developing behaviours for our three core organisational values:
 - Here to Help
 - We work together to support each other
 - We aim high to make a difference

In February 2015, all employees attended bite size training sessions to share the success of the programme a year on; to look at what tools are available to support change, share our service successes and what 'we achieved together' and build on our successes to encourage the development of improvement ideas.

- For the second year running, the council has undertaken a "Budget Challenge" to consider our allocation of resources, and in particular highlight those areas where there have been underspends in prior years, to free up resource to reallocate to other priority areas.
- Undertaken very detailed income modelling against all of our major sources of income, and used the implications of this work to assist our

		<p>medium term financial decision making. By doing more detailed and robust modelling, we were able to close the expected budget gap within our financial plan in future years. (14-FSSP04)</p> <ul style="list-style-type: none"> • Agreed to work with North Herts District Council (NHDC) on producing an outline business case to evaluate the possibility of a joint Waste Collection and Street Cleansing contract and assess the implications to both authorities in improving the cost effectiveness of these services. The outline business case is due to be presented to members in Spring 2015. • Taken robust action against fraud and during 2014/15 have prosecuted 5 people, issued 5 administration penalties and 2 cautions. This means that the council is recovering a combined total of Housing Benefit/Council Tax Benefit/Support overpayments £425,340.81 against these 12 sanctions and other overpayments determined as fraudulent. A further £6,109.54 in overpayments of Department for Work & Pensions benefits was also identified.
	<p>Objective: Enhance the economic well-being of East Herts</p>	<ul style="list-style-type: none"> • Celebrated 'Love Your Local Market' week by holding a special market where locally made ice-cream, meats and games, cheeses, pickles, sausages alongside the weekly fishmonger and greengrocer could be enjoyed. The council also provided spaces free of the usual rental charge, to encourage and support as many small businesses to take part. • Following extensive public consultation agreed to implement free short stay parking (30 minutes) for visitors to East Herts Council car parks in Bishop's Stortford, Hertford and Ware. As part of the council's ambition to increase the vibrancy of the district's town centres, 30 minutes free

		<p>parking has been introduced in most car parks, adding to the free bays on street and increasing availability and convenience. Visitors needing to park for more than half an hour will receive more parking time for the same price.</p> <ul style="list-style-type: none"> • Supported ‘Small Business Saturday’ – a national day held annually on the first Saturday of December – by allowing free parking all day in East Herts car parks in Bishop’s Stortford and Hertford to encourage shoppers. Market traders in the two towns also received a reduced rent. • Held our first urban conference. The event brought together town, district and county councillors, town clerks and chief officers to discuss how best to tackle issues in our urban areas. Discussion topics included the best ways to communicate with town residents, night time economy, sustainable community transport and leisure and cultural provision. • Contributed to an East Herts Local Strategic Partnership project called “Get East Herts Working” to help people between the ages of 25 – 49 who were looking for work. Led by Jobcentreplus participants were able to take part in activities such as facilitated work clubs in Bishop’s Stortford, Hertford and Ware, recruitment events and work placements. The project was a success and supported 2,471 participants, against an original target of 500. Of those that participated 44% of attendees were recorded as coming off active benefits at the end of the project.
	<p>Objective: Deliver sustainable rural</p>	<ul style="list-style-type: none"> • Successful in securing an offer of £1.8m from the Rural Payments Agency for a further RDP programme across East Herts, Uttlesford,





	business growth	Epping Forest and North Herts. It will support the development of rural businesses and East Herts Council are the lead agency.
	Objective: Protect the environment	<ul style="list-style-type: none"> Produced a new Buildings at Risk register. Farm buildings, thatched cottages and traditional stone walls whose future is at risk are among the historic structures that have been listed, along with milestones, bridges, churches and many other distinctive features of the built landscape. To compile the register, the council carried out a survey using Historic England's checklist of criteria. Buildings are usually at risk of loss due to neglect, decay and inappropriate development. In addition to the register owners of such building could qualify for a special grant towards repairs and maintenance.




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





2014/15 Service Planning Report - January - March 2015

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	October - December 2014 Status	January - March 2015 Status	Notes
Corporate Priority: People							
Objective: Improve outcomes for vulnerable families and individuals							
14-H01	Facilitate, support and maximise the provision of additional, appropriate affordable housing in association with developers and registered providers.	<p>Target: 200 new affordable homes. Outcome: Additional 200 new affordable homes for East Herts housing register applicants. Maintain current or reduce the level of homelessness as can house more households from the register earlier rather than in crisis. Critical Success Factors: Number of new private homes being developed that have affordable homes obligations, the council's Planning Policies that specify the obligation requirements, development of the new District Plan, the Economy, the willingness of Registered Providers (housing associations) to wish to develop their own asset sites as well as work with developers on S106 sites.</p> <p>Environmental Impacts: Increased CO2 emissions from building works but mitigated by Code for Sustainable Homes Requirements.</p>	31-Mar-15	Action Off Target	Action Off Target	Action Off Target	January 2015 - March 2015. The outturn for 2014/15 is 124 new affordable homes completed. The target of 200 is an ambitious one that is dependant on private developments being built and the obligation under the S106 agreement to provide affordable homes. A number of S106 sites did not achieve 40% affordable homes on sites due to viability in 2014-15. In addition the two LSVT Registered Providers had a programme with the Homes and Communities Agency to develop more affordable homes on their own asset sites but did not obtain planning permission on 2 larger sites and withdrew 2 others due to technical issues with the sites. The number is fewer than the December estimate because 18 new affordable housing association homes are unable to complete as they are awaiting connection to utilities. These properties will now be completed in April 2015. The current target is based on the Housing Needs Survey undertaken by the Council in 2004. The Council is in the process of undertaking a new Housing Needs Survey which will enable the Housing Service to develop a target for future years based on up to date survey data.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		October - December 2014 Status		January - March 2015 Status		Notes
14-H03	Procurement of Housing Register and Choice Based Lettings software and support provider	<p>Target: June 2015.</p> <p>Outcome: New contract in place for the provision of a Housing Register database and Choice Based Letting system to go live from June 2015. System in place, and tested and staff trained in preparation for when current contract expires in June 2015.</p> <p>Critical Success Factors: Drafting specification and agreement between LA consortium partners. Contract procurement process managed well. Suitable contractors place bids. Cost of contract comes within current budgets. If new provider the current hardware provision is suitable. Possible training of staff on new and migration of data onto new system. Agreement from all partners in Consortium. Staff time as will have to run the procurement process as an additional work. Staff knowledge on current system and impact of potential new system.</p> <p>Environmental Impacts: Limited. Most work will be done on line. But there will be travelling between LA consortium members offices.</p>	30-Jun-15		Action On Target		Action On Target		Action On Target	January 2015 - March 2015. Action on target to have a contract in place for a Choice Based Letting system in June 2015. Short list of suitable applicants to tender identified through Pre-Qualification Questionnaire process completed. Draft specification updated following dialogue sessions with shortlisted contractors. Invitation to submit final bids to be issued by 31 March 2015 and to be returned end of April 2015. Still on track to select preferred bidder and award contract in June 2015. The 2015/2016 Housing Service Plan details the implementation timetable for new Choice Based Letting Contract.
Objective: Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity										
14-ES03	Develop business case for the Council funding replacement gym equipment at Hartham and Grange Paddocks	<p>Target: Business case submitted to Corporate Management Team / Members.</p> <p>Outcome: Negotiate with contractors to establish whether replacement gym equipment should be funded by the Council with an associated reduction in the leisure contract management fee, on an invest to save basis.</p> <p>Critical Success Factors: Staff resources; co-operation of contractor.</p> <p>Environmental Impacts: None</p>	30-Jun-14		Action To Be Deleted	Deleted				Action agreed for deletion by CMT on 28 October 2014 and Community Scrutiny Committee on 18 November 2014. Reason for deletion - SLM have funded replacement of gym equipment at both Grange Paddocks and Hartham Leisure Centres independently and do not require East Herts Council's assistance in this project.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		October - December 2014 Status	January - March 2015 Status	Notes	
14-ES04	Work with schools and Hertfordshire County Council to ensure long term financial sustainability of Joint Use pools	<p>Target: Review of financial sustainability complete; Ongoing funding mechanisms agreed with schools / County Council.</p> <p>Outcome: Options for financial sustainability considered and agreed with partners.</p> <p>Critical Success Factors: Staff resources; support from partners.</p> <p>Environmental Impacts: None</p>	31-Mar-15		Action To Be Suspended		Suspended	Action agreed for suspension by CMT on 28 October 2014 and Community Scrutiny Committee on 18 November 2014. Reason for suspension - Ongoing discussions with schools. Uncertainty remains about future Government funding regime for school swimming.	
Corporate Priority: Place									
Objective: Maintain our clean streets and reduce litter									
14-CSH06	Air pollution - Develop an outline business case to provide resources to deliver an air pollution warning system in association with our Herts and Beds partners	<p>Target: A credible proposal to put to the Local Clinical Commissioning group for funding to delivery this proposal.</p> <p>Outcome: Delivery of project and improved health outcomes as a result of this project.</p> <p>Critical Success Factors: Staff resources to collate sufficient empirical data.</p> <p>Environmental Impacts: Profile of air quality raised, improved health outcomes for those with COPD, Asthma and similar conditions.</p>	31-Mar-15		Action On Target		Action to be deleted	Deleted	October - December 2014. Following in depth discussions with Partners we were unable to generate sufficient support and funding to take this forward. Therefore is proposed that the action be deleted.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status		October - December 2014 Status		January - March 2015 Status	Notes
14-CSH07	Flood Alleviation - Carry out Surface Water Management Plans (SWMPs) in high risk flood locations in liaison with Herts Highways	<p>Target: Feasibility & Site work - October 2013 Modelling and final reports with Action Plan - March 2014.</p> <p>Outcome: Action plan produced and agreed in liaison with Herts highways should minimise the risk of flooding in existing locations & in future development areas. Flood risk management data readily available for specific locations. Responses & subsequent resource reduced.</p> <p>Critical Success Factors: Dependent on budget & available resource.</p> <p>Environmental Impacts: Reduction in flood risk and damage to natural environments.</p>	31-Mar-15		Action On Target		Action to be suspended	Suspended	October - December 2014. Action to be suspended. Still unable to deliver this due to the need to deal with flood grants. Work on this will be resumed in April 2015.
Corporate Priority: Prosperity									
Objective: Enhance the economic well being of East Herts									
14-ED03	Test the viability of running a small business grant programme in East Herts, to include internal consultation with local business and a methodology	<p>Target: Resources identified and programme designed in 2014.</p> <p>Outcome: Small Business growth and support. This outcome will be quantified by an output related to numbers of businesses proposed to receive support and profiled across the five towns.</p> <p>Critical Success Factors: Resources and effective programme management.</p> <p>Environmental Impacts: None</p>	31-Oct-14		Action On Target		Action to be suspended	Suspended	October - December 2014. This action needs to be suspended until such time as a grant funding resource becomes available through the European Union funding. In the meantime the East Herts Economic Development Manager is leading the development of a Hertfordshire outline proposal to explore the potential of the European Regional Development Fund (ERDF) to deliver a business support including business grant programme.

Action Code	Action Title	Action Description	Original Due Date	April - September 2014 Status	October - December 2014 Status	January - March 2015 Status	Notes
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2014/15 Service Planning Report - Outstanding 2012/13 Service Plan Actions (January - March 2015)

Corporate Priority: People

Objective: Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to.

12- CSHS06	Review Private Sector Housing Assistance Policy and complete an EIA	<p>Target: Continue to provide an efficient and effective service to users in the light of current financial pressures.</p> <p>Outcome: maintain good service provision.</p> <p>Critical Success Factors: Staff resources. Partner and Member collaboration.</p> <p>Environmental Impacts: None known</p>	31-Dec-12	<p>There has been a history of delay on this action that has been reported in detail in previous service plan updates, which members have already seen. The current 2014/15 position is detailed to the right.</p>		Revised Completion Date (to 30 September 2015)	Action to be suspended	Suspended	October - December 2014. This action was suspended during the service restructure.
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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 16 JUNE 2015

REPORT BY THE DIRECTOR OF FINANCE AND SUPPORT SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – FEBRUARY 2015 TO MARCH 2015

WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To report on the performance of the key indicators that relate to Community Scrutiny for the period February 2015 to March 2015 and the 2014/15 performance indicator outturns.
- Overall 7 out of the 11 Community Scrutiny committee's basket of performance indicators are either on target or exceeding their targets as at March 2015/Quarter 4 for 2015. Of the remaining four performance indicators two are trend only and therefore will never have a target. The other two are new measures for 2014/15 and targets have been set going forward for 2015/16.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY:</u>	
That:	
(A)	the reported performance for the period February 2015 to March 2015 and the 2014/15 performance indicator outturns be noted.
(B)	the Executive be advised of any further recommendations.

1.0 Background

- 1.1 The Council uses performance indicators and targets to help monitor progress against key objectives, understand how it is impacting upon the lives of residents and help inform decisions about directing resources to areas of need. East Herts Council's performance management framework was reviewed by Members in 2013 to make it more streamlined and more closely aligned with the objectives and

priorities set out in the Corporate Plan. In 2014/15 there were 63 performance indicators, of which 11 were monitored by Community Scrutiny Committee.

- 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 March 2015 presented in detail (the most up to date available) with previous months summarised in a trend chart.
 - The indicators where data is collected quarterly, with performance for Quarter 4 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.
 - The indicators where data is collected annually, with performance for 2014/15 detailed in **Essential Reference Paper 'C'**.
- 1.1 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.
- 1.2 **Essential Reference Paper 'B'** Shows the full set of performance indicators that are reported on a monthly or quarterly 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 'C' Shows the 2014/15 performance indicator outturns for performance indicators specific to Community Scrutiny.
Essential Reference Paper 'D' Provides guidance notes and definitions for the performance indicators relating to Community Scrutiny Committee.

2.0 Performance analysis

2.1 SHORT TERM TREND ANALYSIS

Table one shows movement in performance when compared to the last reporting period for the measures where there is a RAG status. Six indicators are showing an improvement/increase. One indicator has maintained the same level of performance.

Table One:

Indicator and Current Performance (RAG)	Movement since last month
EHPI 3a – Usage: number of swims (under 16).	Improved
EHPI 3b – Usage: number of swims (16 – under 60 year olds).	Improved
EHPI 3c – Usage: number of swims (60 year old +).	Improved
EHPI 4a – Usage: Gym (16 – under 60 year olds).	Improved
EHPI 4b – Usage: Gym (60 + year olds).	Improved
EHPI 181 – Time taken to process Housing Benefit new claims and change events.	Improved
EHPI 129 – Response time to ASB complaints made to EHC.	Stayed the same

2.2 TREND ONLY PERFORMANCE INDICATORS

Table two shows movement in performance when compared to the last reporting period for the measures where no targets have been set, e.g. only trend data is analysed. There are two indicators that have declined and these measures relate to markets. During 2014/15 baseline information has been collated so that realistic targets can be set for 2015/16.

Table Two:

Indicator and Current Performance (Trend only)	Movement since last month
EHPI 10.1 – Council Tax Support caseload	Improved
EHPI 10.3 – Housing benefit caseload	Improved
EHPI 11.1 – Rental income from market traders.	Declined
EHPI 11.2 – Number of producers at Hertford farmers market.	Declined

2.3 LONG TERM TREND ANALYSIS

Service and Indicator	Commentary
Business Development	
EHPI 11.1 – Rental income from market traders.	Total rental income for quarter 4 was £22,513.35 which is lower than the previous quarter and lower than the same period last year. This is broadly due to a national trend of decline for these kinds of markets, although for East Herts this is not a particularly marked decline. Quarter four is also the post-Christmas period when markets always take a lower income than at other times during the year.
EHPI 11.2 – Number of	During quarter 4 a total of 53 producers attended Hertford Farmers Market. Whilst this is slightly

producers at Hertford farmers market.	less than the previous quarter the figure is encouraging as markets tend to underperform immediately after the Christmas period.
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2.4 POTENTIAL ISSUES IN FUTURE

Further analysis shows that the following measure is at risk of moving to a 'Red' or 'Amber' status in the future if performance continues to decline based on its current long term trend:

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

Please refer to **Essential Reference Paper 'B'** for the full performance indicator analysis.

3. 2014/15 PERFORMANCE INDICATOR OUTTURN POSITION

3.1 There are a total of **22** performance indicators in the Community Scrutiny basket of indicators for 2014/15. Of these:

- 9 are showing as "green" (i.e. met their target)
- 1 is showing as "amber" (i.e. 1-5% off target)
- 1 is showing as "red" (i.e. 6% or more are off target)
- 1 is still awaiting for their RAG status to be determined as the outturn position is not available yet (see **Essential Reference Paper C** for more information)
- 6 will not have an outturn for 2014/15 (see **Essential Reference Paper C** for more information)
- 4 do not have targets because they were either new indicators for 2014/15 or are trend only measures

Full details of each indicator in terms of performance and commentary can be found in **Essential Reference Paper C**. For reference, performance against the 2013/14 targets is also included.

CONCLUSION

3.2 In conclusion Members are asked to:

- Note the performance indicator analysis for the period February 2015 to March 2015 in **Essential Reference Paper 'B'**
- Note the 2014/15 performance indicator outturns in **Essential Reference Paper 'C'**
- Advise the Executive of any further recommendations.

4.0 Implications/Consultation

4.1 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

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ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</p> <p><i>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</i></p> <p>Prosperity – Improving the economic and social opportunities available to our communities</p> <p><i>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications arising from the report.</p>
<p>Financial:</p>	<p>Financial discussions have taken place between Directors and Heads of Service and any implications have been highlighted in the report.</p>
<p>Human Resource:</p>	<p>There are no human resource implications arising from the report.</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. Effective performance management arrangements help to support transparency and increase local accountability.</p>
<p>Health and wellbeing – issues and impacts:</p>	<p>A number of the council's performance indicators do support/contribute to the health and wellbeing agenda. Any relevant indicators that are 'Red' rated are highlighted in the report and mitigating actions will be taken.</p>

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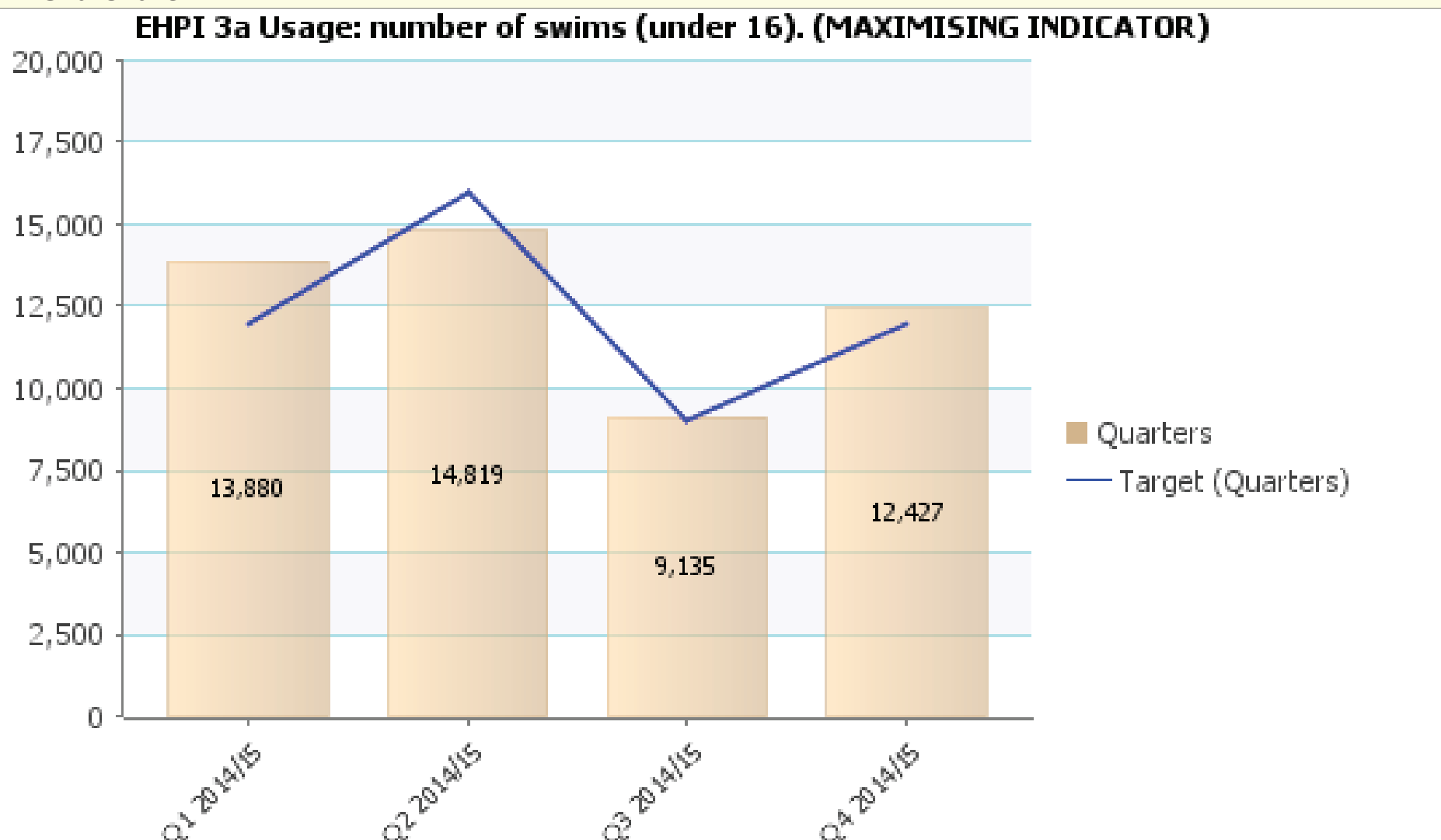
February to March Community Scrutiny Healthcheck 2014/15

Traffic Light Green
Description People

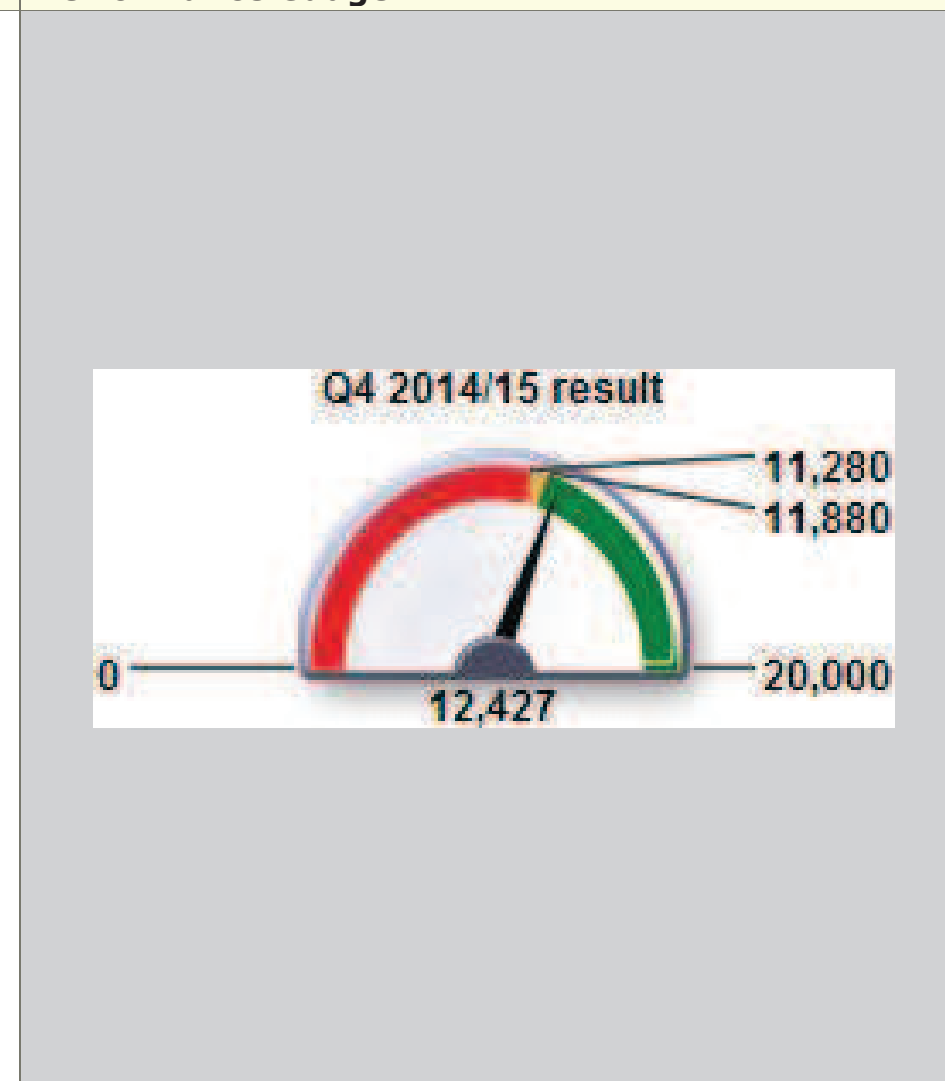
Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 3a	Usage: number of swims (under 16). (MAXIMISING INDICATOR)		12,427	12,000		Figures for 2014/15 Quarter 4 show a favourable position against target.	None

Trend Chart

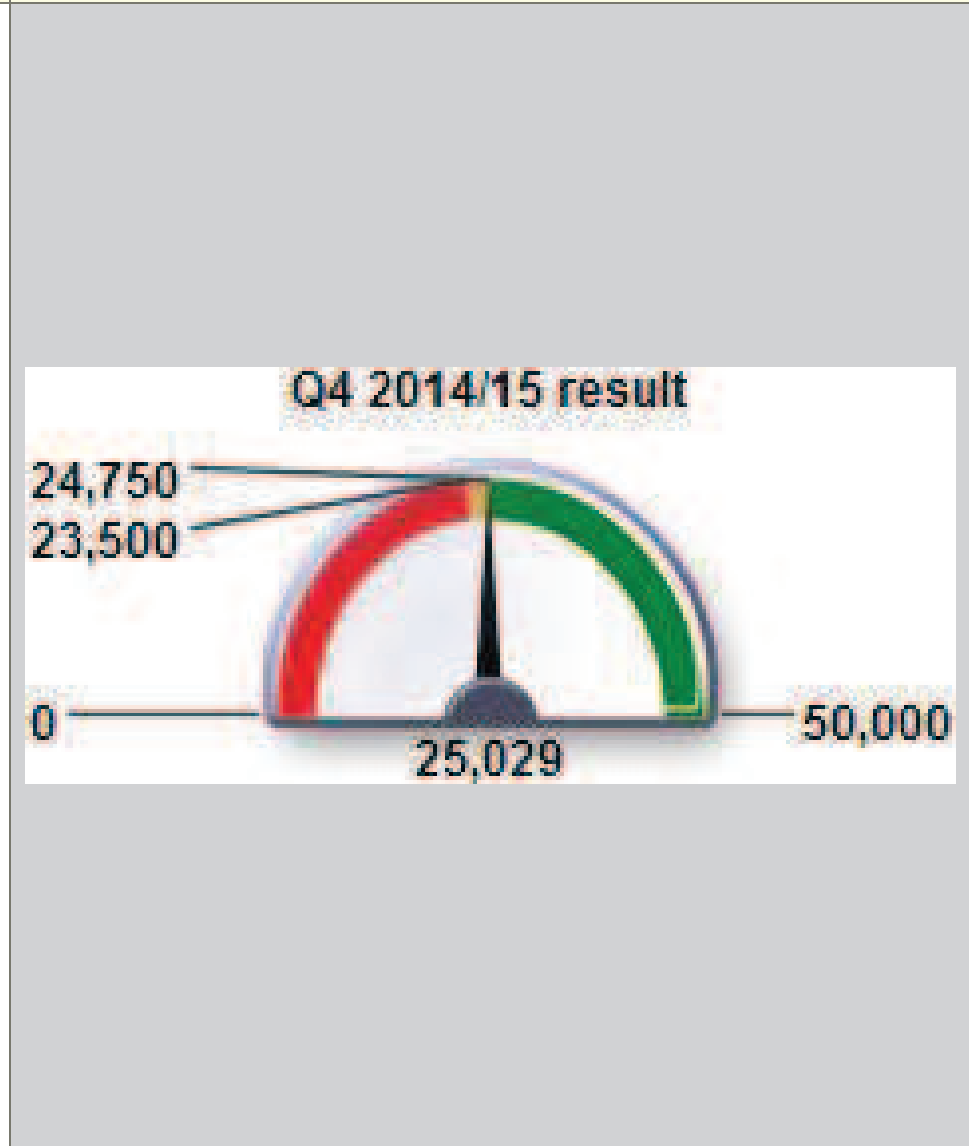
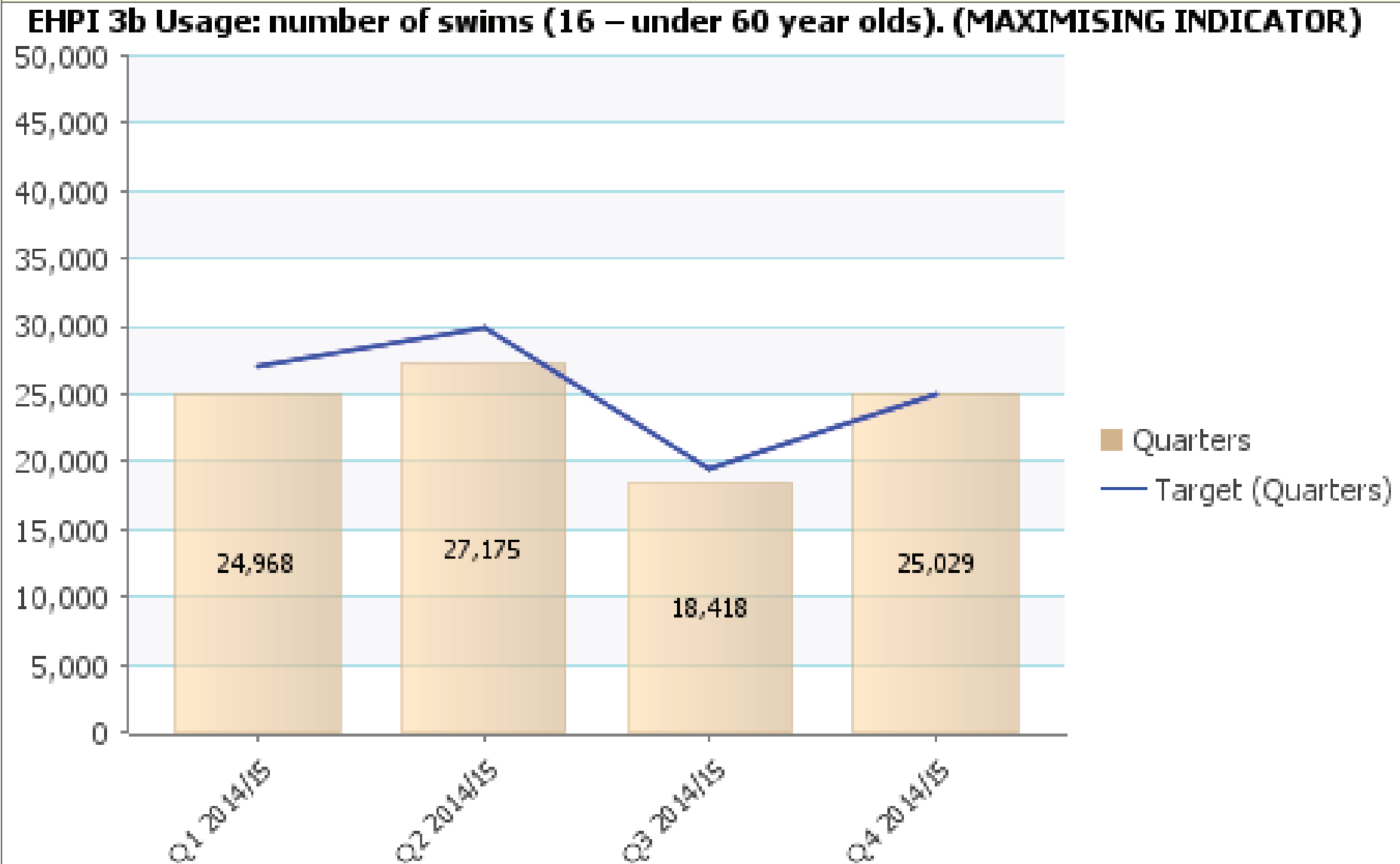


Performance Gauge



Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 3b	Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)		25,029	25,000		Performance is in line with target and normal trend patterns.	None

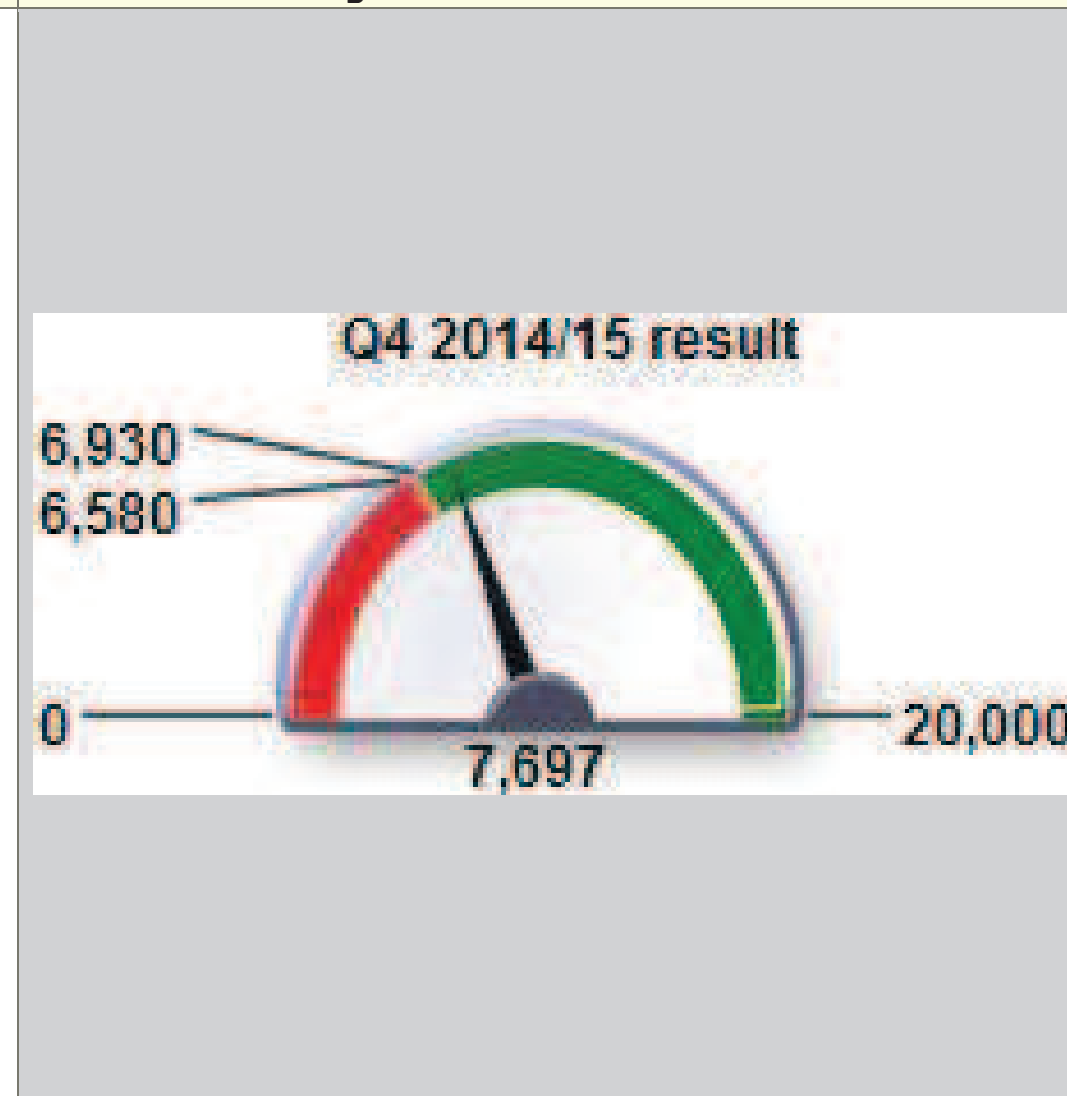
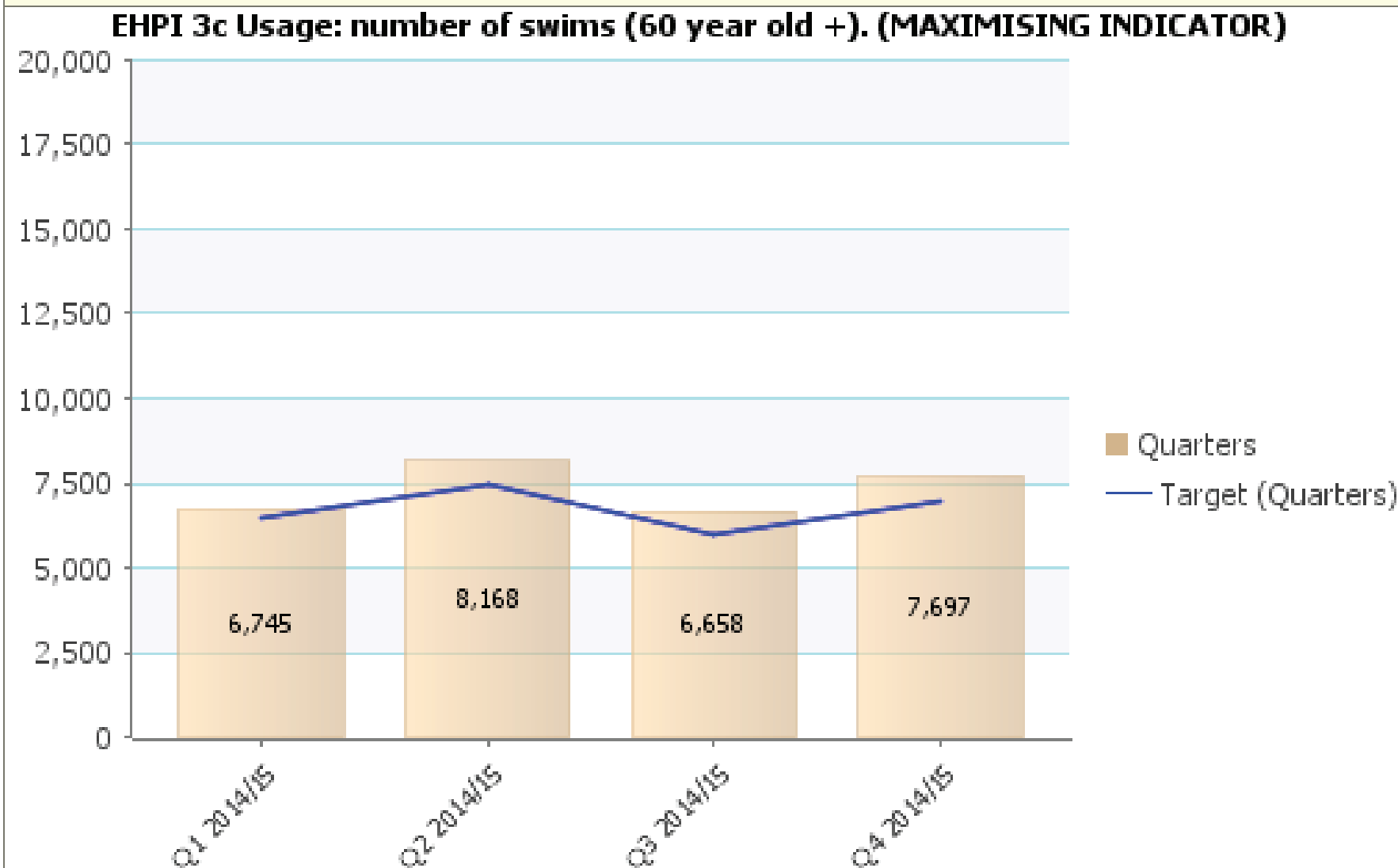
Trend Chart	Performance Gauge
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Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 3c	Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)	✔	7,697	7,000	↑	Performance is above target and is in line with normal trend patterns.	None

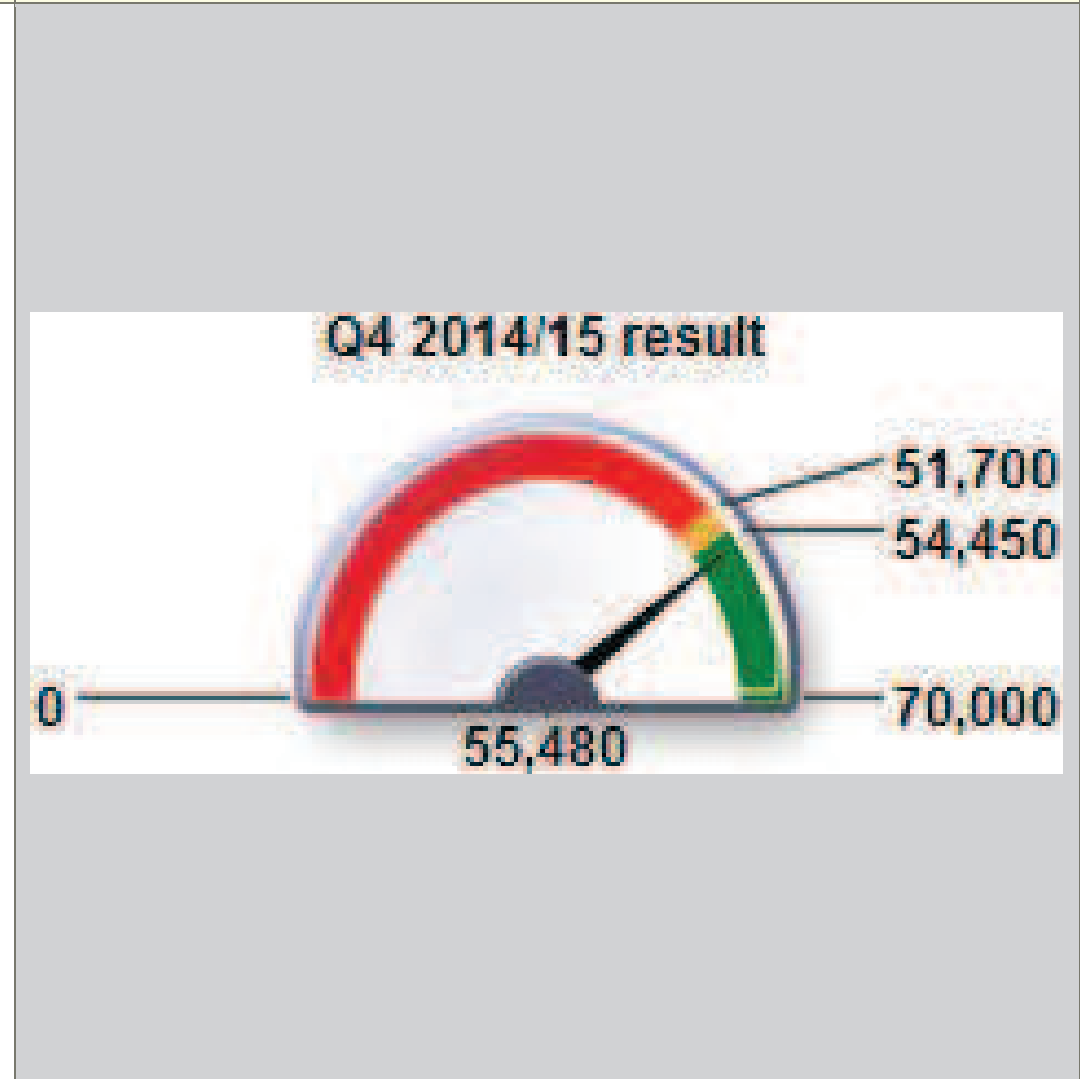
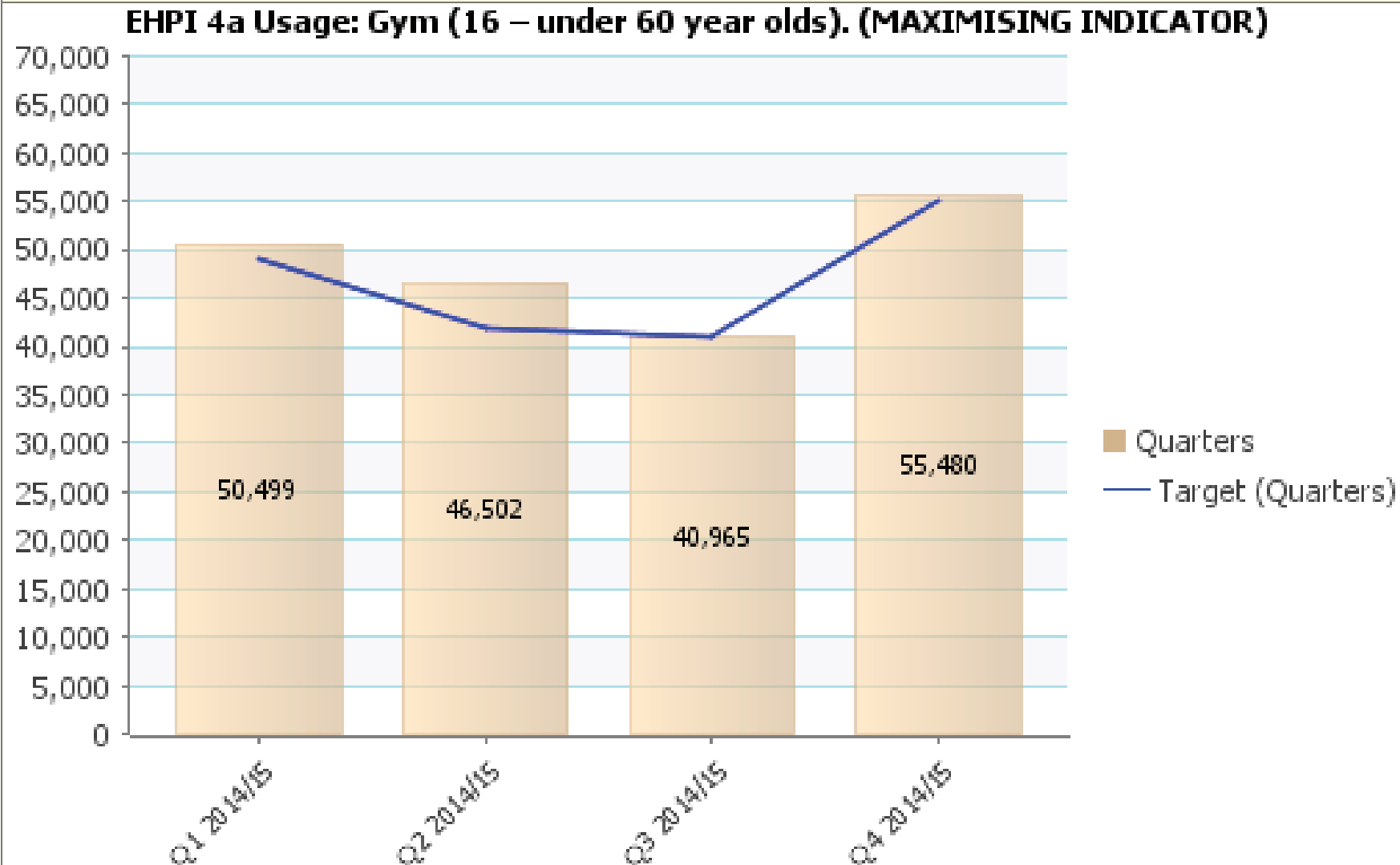
Trend Chart **Performance Gauge**



Environment Services

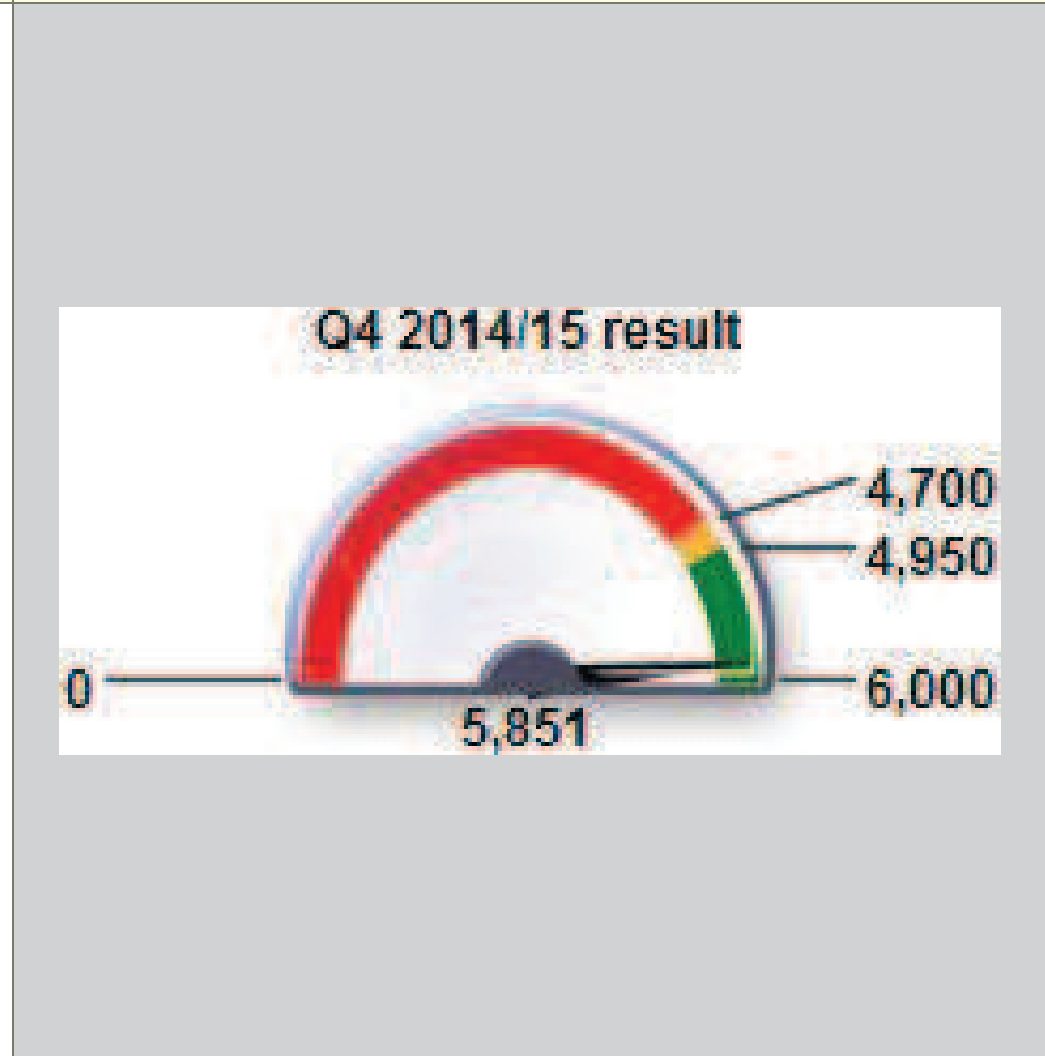
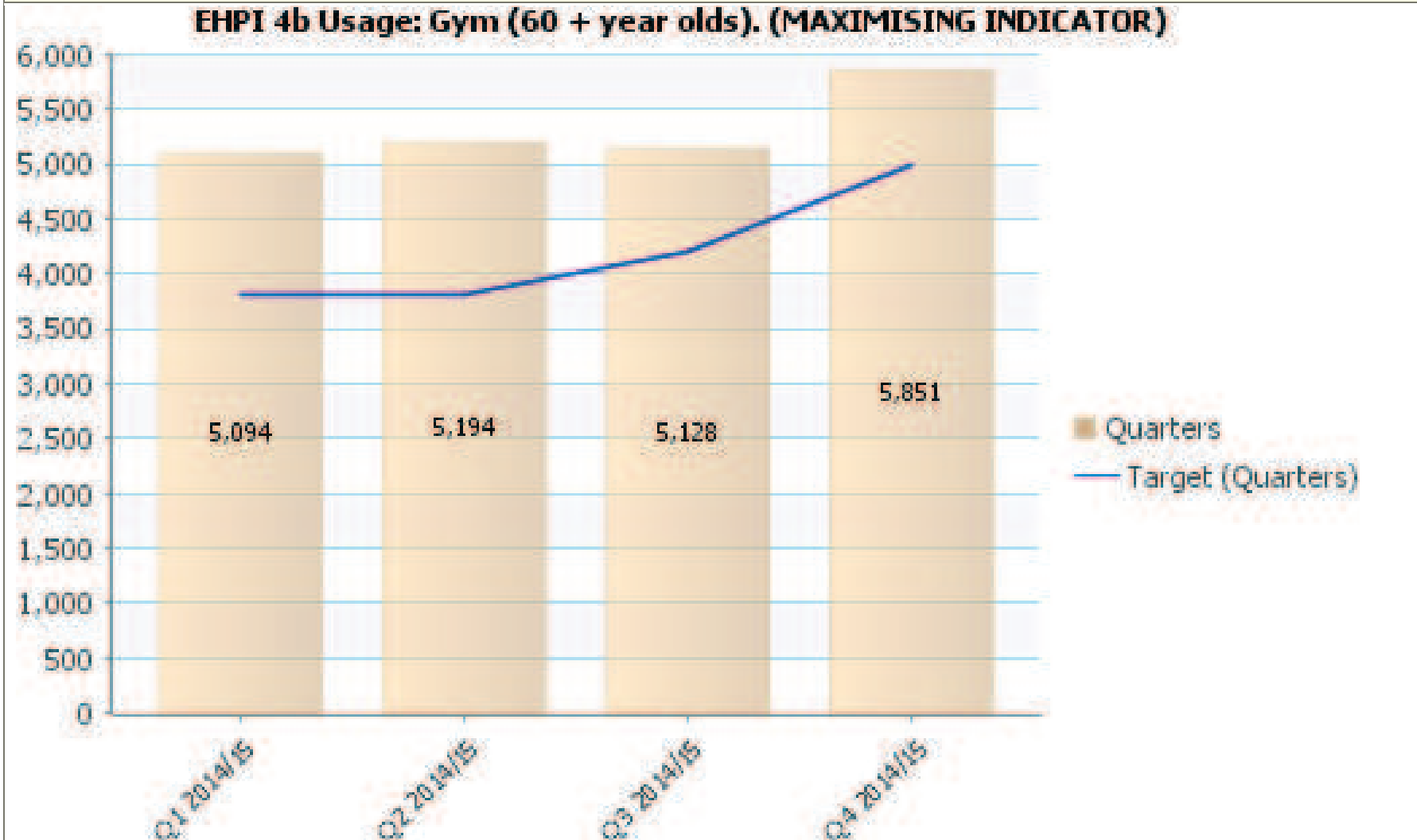
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 4a	Usage: Gym (16 – under 60 year olds). (MAXIMISING INDICATOR)		55,480	55,000		Performance is above target and is in line with normal trend patterns.	None

Trend Chart **Performance Gauge**



Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 4b	Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)	✓	5,851	5,000	↑	Performance is above target and is in line with normal trend patterns.	None

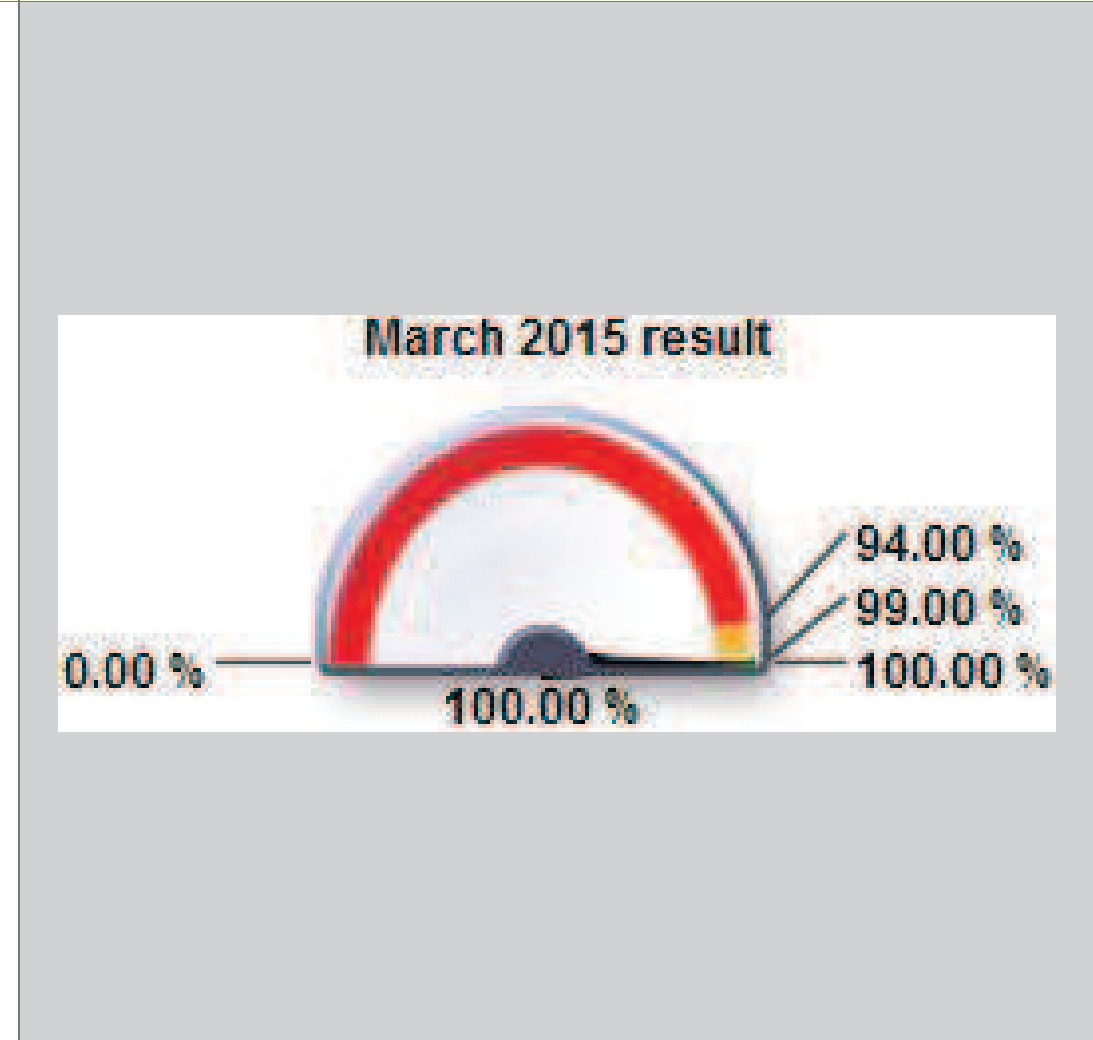
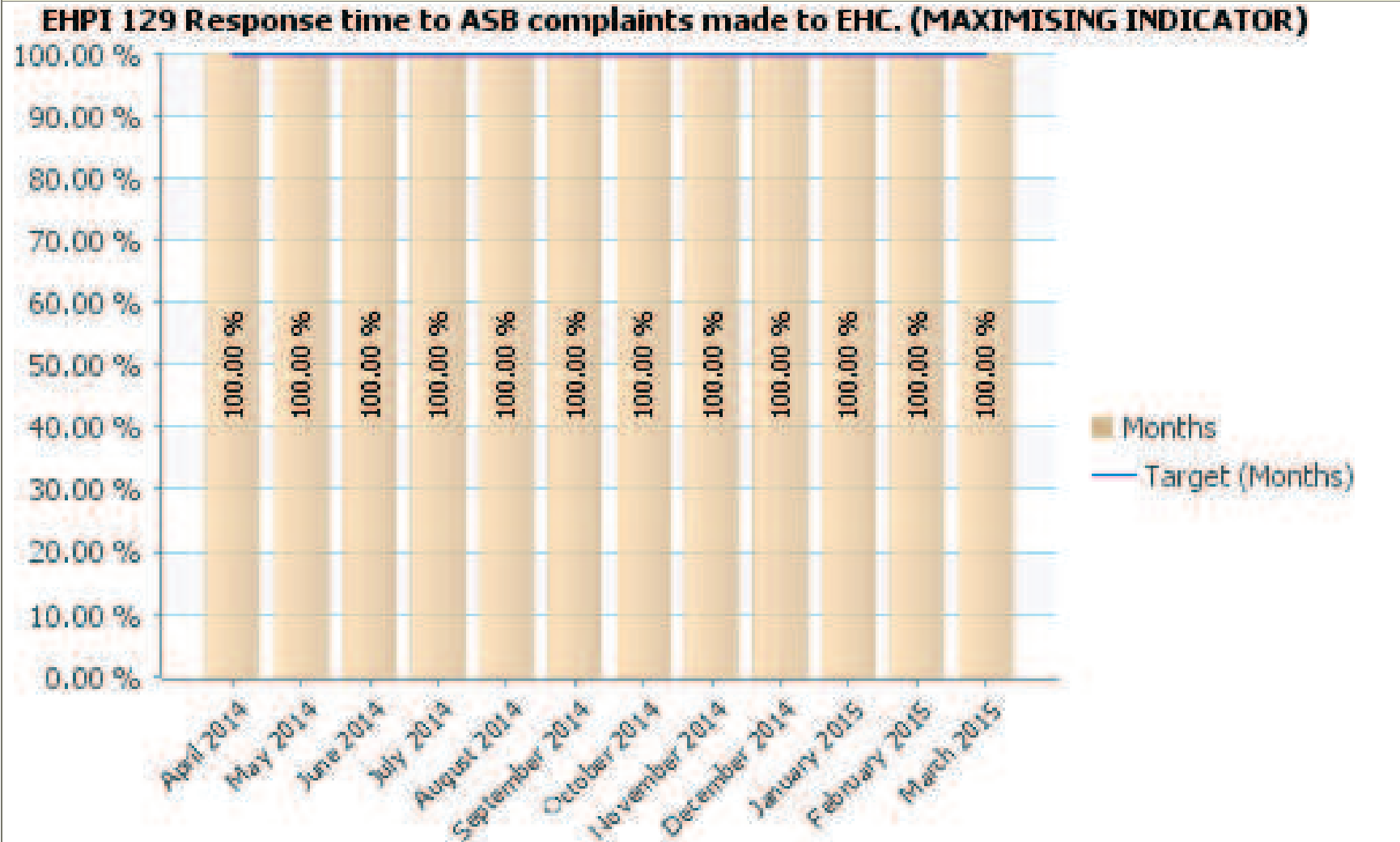
Trend Chart	Performance Gauge
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Licensing and Community Safety

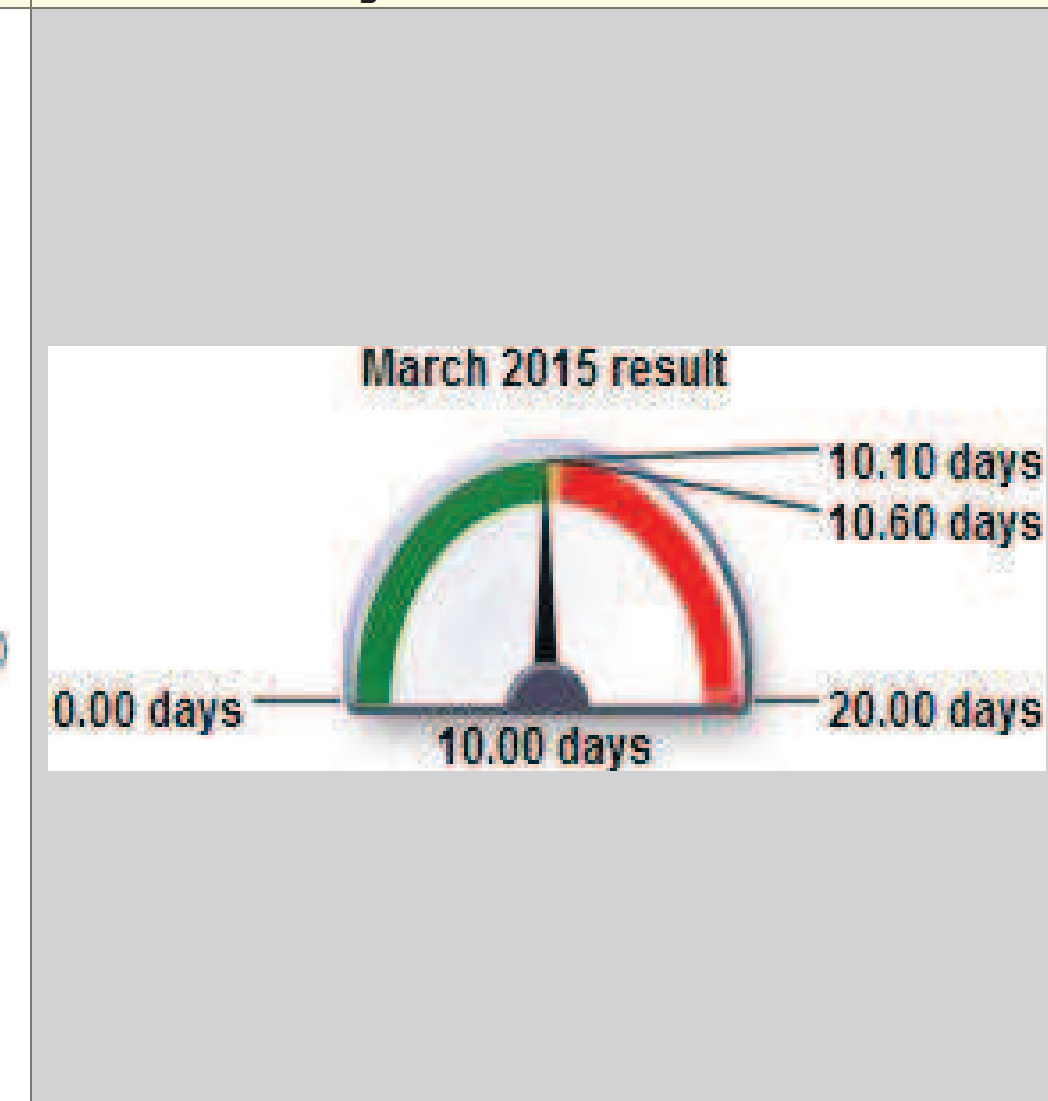
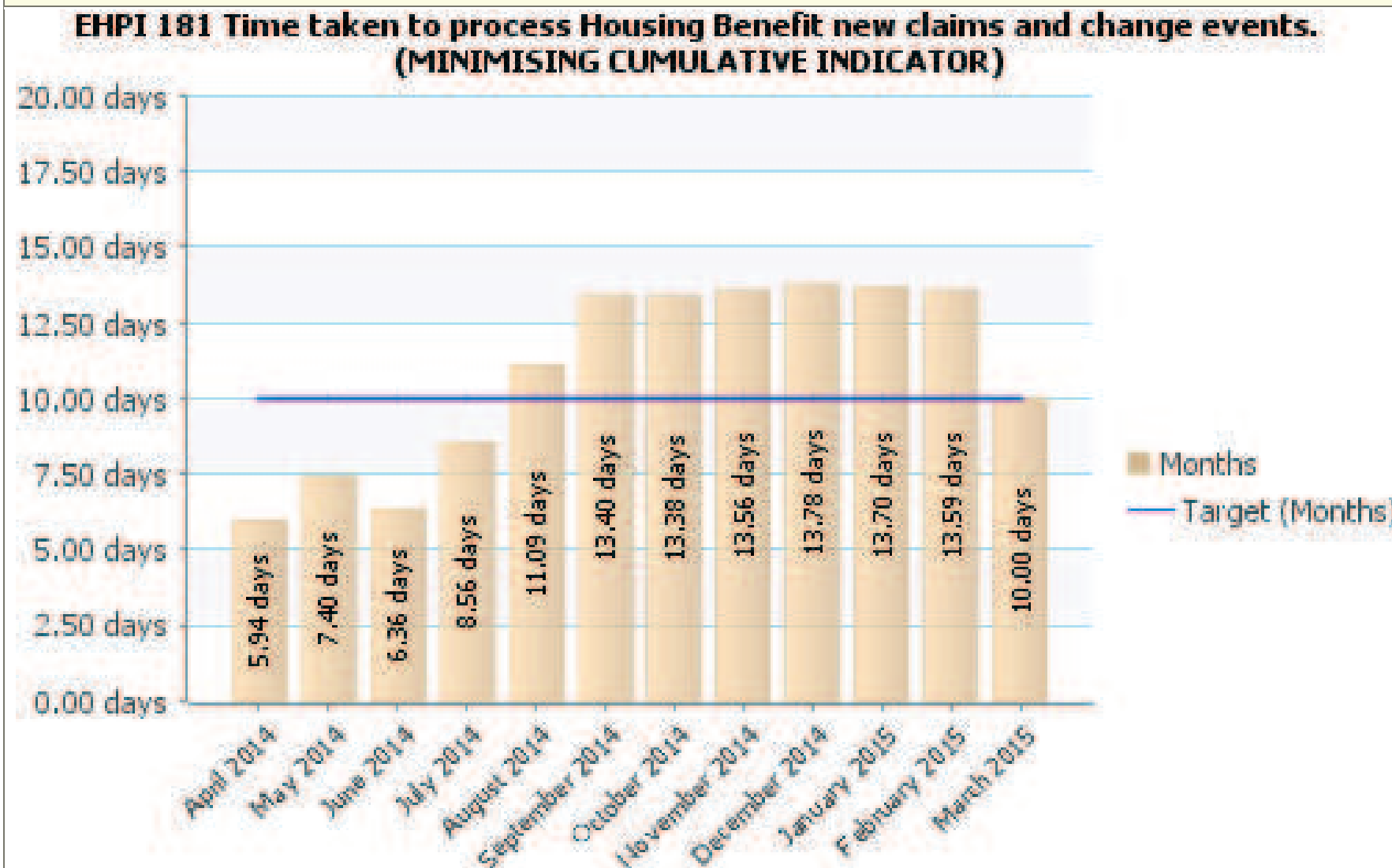
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 129	Response time to ASB complaints made to EHC. (MAXIMISING INDICATOR)		100.00 %	100.00 %		Performance on target. There were five complaints made to the Anti-Social Behaviour Officer at East Herts Council all of which were responded to within the minimum of two working days, therefore meeting the 100% target.	None

Trend Chart **Performance Gauge**



Revenues and Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 181	Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)		10 days	10 days		Performance on target. Data extraction period is from 10 February 2015 to 10 March 2015 is at 2 days moving the cumulative to 10 days, just on target.	None

Trend Chart	Performance Gauge
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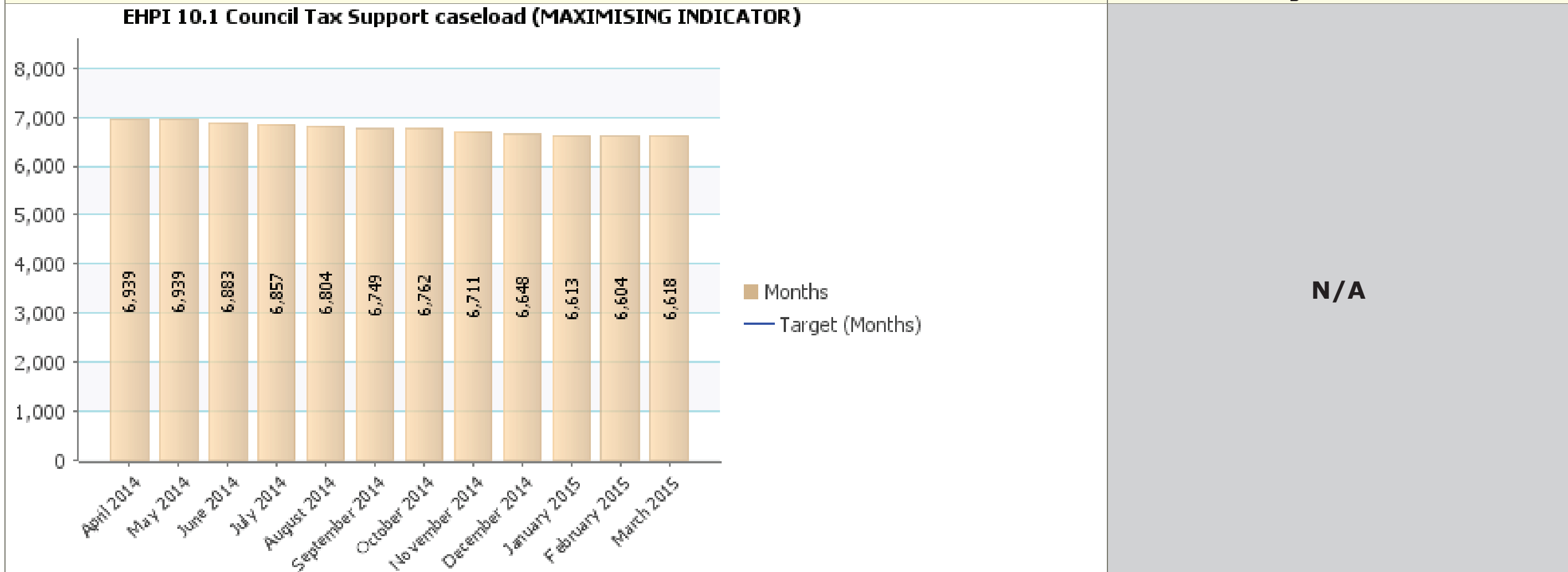


Traffic Light Unknown
Description People

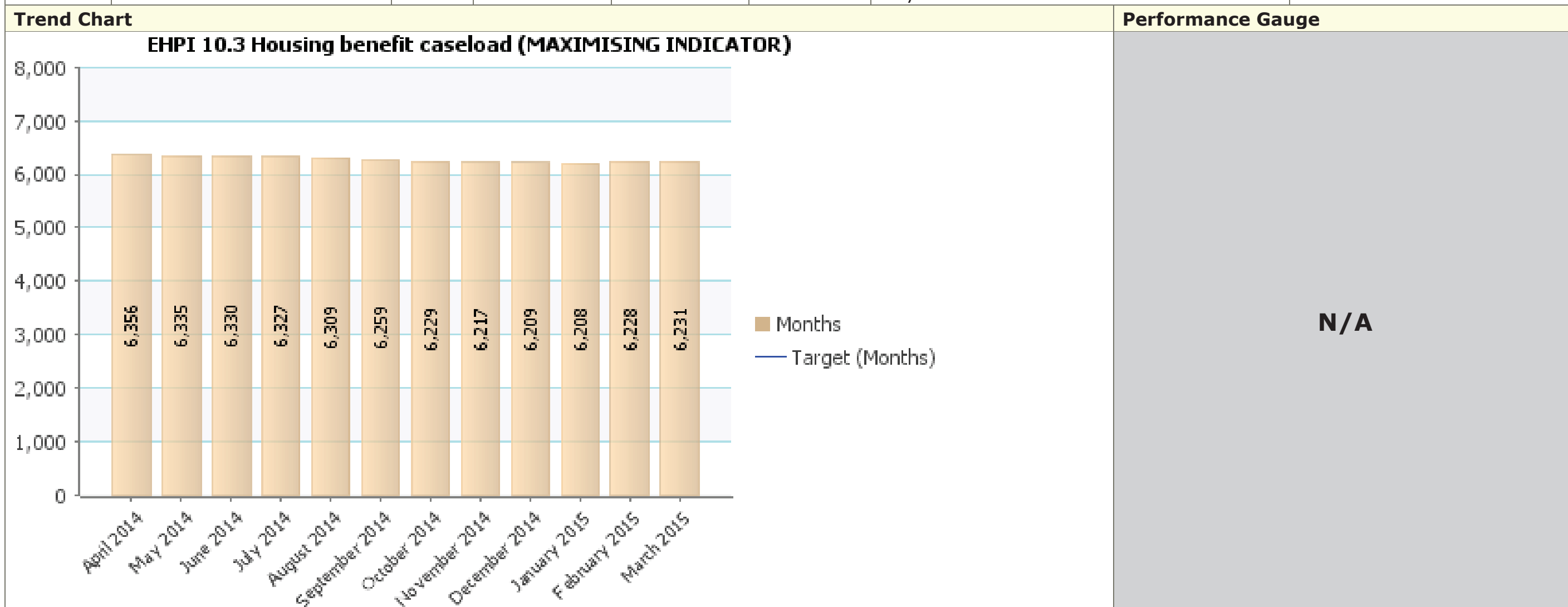
Revenues and Benefits

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 10.1	Council Tax Support caseload (MAXIMISING INDICATOR)	N/A	6,618	N/A	↑	Council tax support caseload in March 2015 shows a slight increase when compared to February 2015. In the longer term caseload numbers have been reducing since June 2014.	None

Trend Chart **Performance Gauge**



Revenues and Benefits							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 10.3	Housing benefit caseload (MAXIMISING INDICATOR)	N/A	6,231	N/A	↑	Housing benefit caseload for March 2015 shows a slight increase when compared to February 2015. However, in the longer term caseload numbers have been reducing since May 2014.	None

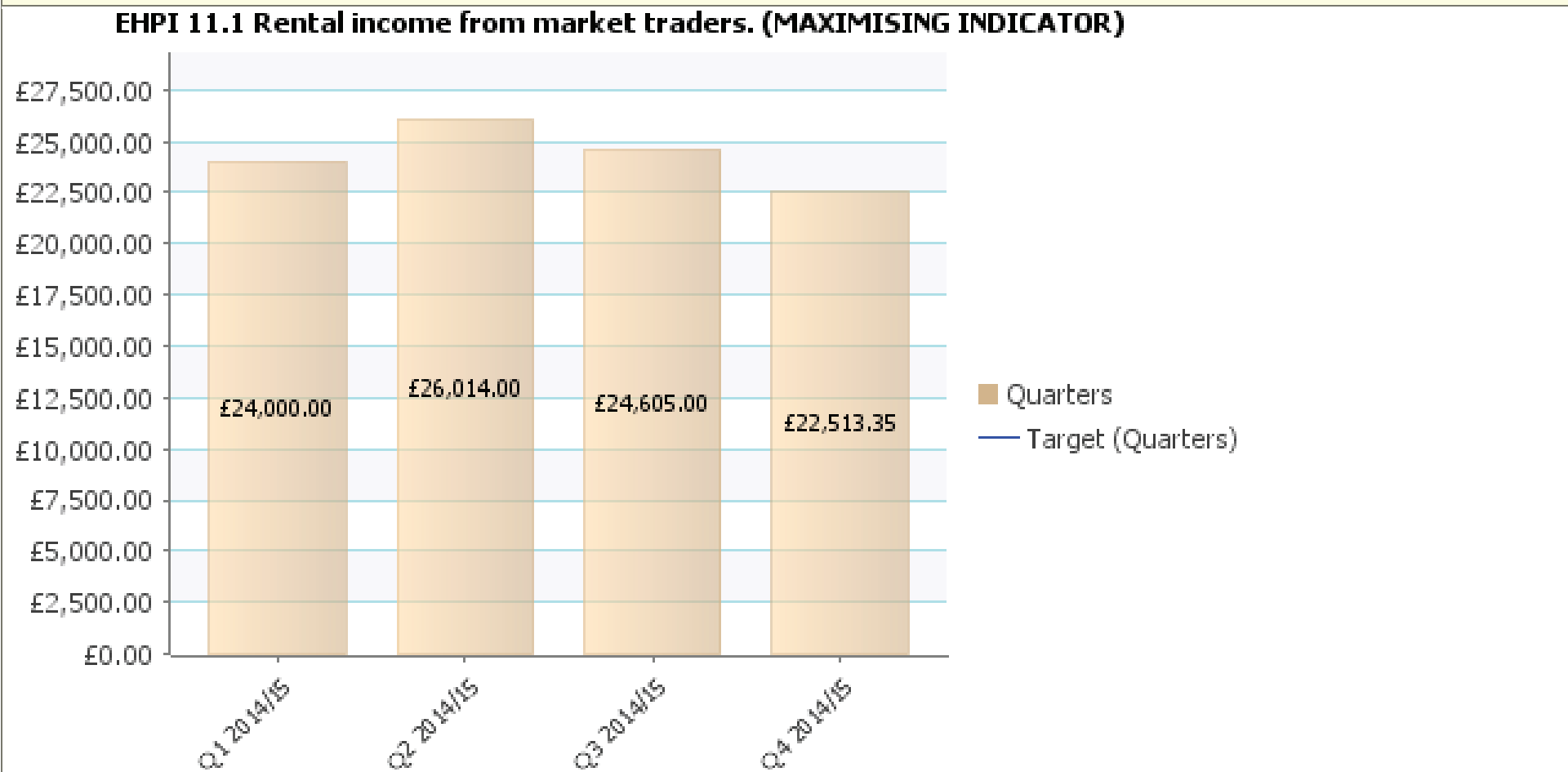


Traffic Light Unknown
Description Prosperity

Economic Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 11.1	Rental income from market traders. (MAXIMISING INDICATOR)	N/A	£22,513.35	N/A	↓	This figure breaks down as follows - Bishop's Stortford Thursday £4151.80, Bishop's Stortford Saturday £5188, Hertford £10,224.85, Ware £2,948.70. Quarter 4 performance is lower for market income than that achieved for quarter 4 last year. This is broadly due to a national trend of decline for these kinds of market, although in our case this is not a particularly marked decline. Quarter 4 is also the post- Christmas period when markets always take a lower income than at other times during the year.	None

Trend Chart **Performance Gauge**

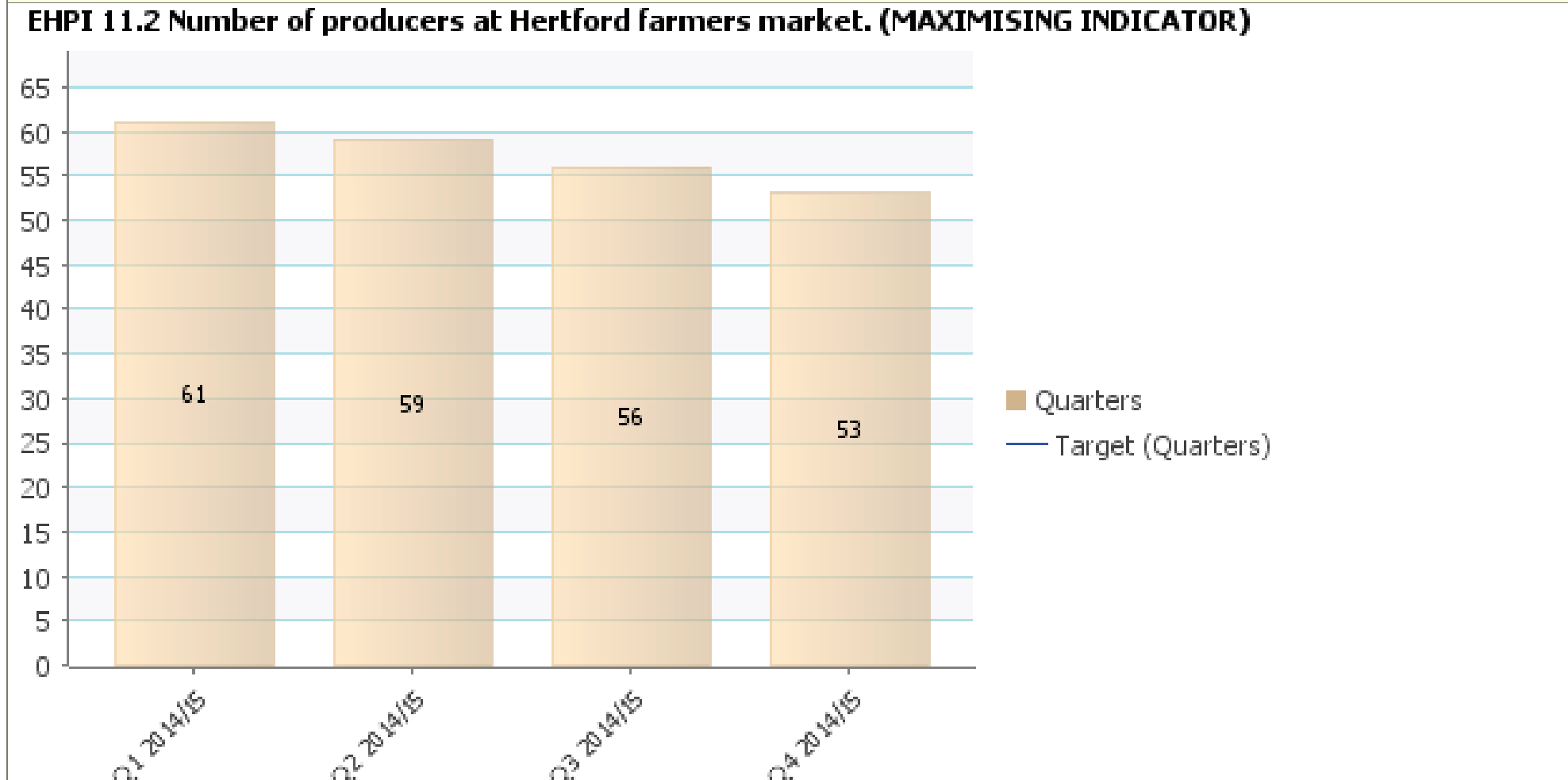


N/A

Economic Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 10 March 2015.
EHPI 11.2	Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	N/A	53	N/A	↓	The total number of producers at Hertford Farmers Market was 53 for this quarter. Whilst this is slightly less than the previous quarter the figure is encouraging as markets tend to underperform immediately after the Christmas period.	None

Trend Chart **Performance Gauge**



















N/A





PI Status	
	Alert
	Warning
	OK



Short Term Trends	
	Improving
	No Change
	Getting Worse







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Code	Indicator	Past Performance	Current Performance					Lead Service
		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance		Notes	
				Short term trend	Status			
Corporate Priority: People								
EHPI 1a	% of customers satisfied with leisure services - All	N/A (Data could not be provided)	65%	N/A (Data can not be provided)	N/A	N/A	There will not be a 2014/15 outturn due to data quality issues with the data collection methods used previously. A new survey was sent out at the end of January 2015 to collect data. First outturn data will be available for 2015/16. The service will need to collect at least 2 years of data to establish a base line for setting future targets.	Environmental Services
EHPI 1b	% of customers satisfied with leisure services - Leventhorpe	N/A (Data could not be provided)	65%	N/A (Data can not be provided)	N/A	N/A		Environmental Services
EHPI 1c	% of customers satisfied with leisure services - Hartham	N/A (Data could not be provided)	65%	N/A (Data can not be provided)	N/A	N/A		Environmental Services
EHPI 1d	% of customers satisfied with leisure services - Fanshawe	N/A (Data could not be provided)	65%	N/A (Data can not be provided)	N/A	N/A		Environmental Services
EHPI 1e	% of customers satisfied with leisure services - Buntingford	N/A (Data could not be provided)	65%	N/A (Data can not be provided)	N/A	N/A		Environmental Services
EHPI 1f	% of customers satisfied with leisure services - Grange Paddocks	N/A (Data could not be provided)	65%	N/A (Data can not be provided)	N/A	N/A		Environmental Services
EHPI 3a	Usage: number of swims (under 16)	53,396	49,000	50,261				Performance exceeded target.

Code	Indicator	Past Performance	Current Performance					Lead Service
		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance		Notes	
			Short term trend	Status				
EHPI 3b	Usage: number of swims (16 - 60)	101,583	101,500	95,590			Performance off target. The 2014/15 target was not achieved as expected due to performance in Quarter 1 through to Quarter 3 being below expectations caused by increasing gym membership (gym members can swim without this being recorded). Therefore this has had a knock on affect on the annual total. Everyone Active had sought to stem the decline by adding additional early morning swims at Grange Paddocks and looked into other promotional activities.	Environmental Services
EHPI 3c	Usage: number of swims (60 +)	27,395	27,000	29,268			Performance exceeded target and is in line with normal trend patterns.	Environmental Services
EHPI 4a	Usage: Gym (16 - 60)	187,830	187,000	193,446			Performance exceeded target and is in line with normal trend patterns.	Environmental Services
EHPI 4b	Usage: Gym (60 +)	17,365	16,800	21,267			Performance exceeded target. Future targets have been revised to 17,500 to reflect the rise in usage.	Environmental Services
EHPI 129	Response time to Anti Social Behaviour complaints made to East Herts Council	100.00%	100.00%	100.00%			Performance on target.	Community Safety and Health
EHPI 2.15	Health & safety inspections (proactive project based on health and safety interventions)	100%	80%	100.00%			Target exceeded for health & safety interventions. Achieved 100%. Indicator agreed for deletion on 3 March 2015 by the Executive and a new indicator agreed for implementation in 2015/16.	Community Safety and Health
EHPI 184	Food establishments in the area which are broadly compliant with food hygiene law	90%	85%	94%			Performance exceeding target. 94% of food businesses within East Herts are classed as broadly compliant.	Community Safety and Health

Code	Indicator	Past Performance	Current Performance					Lead Service
		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance		Notes	
				Short term trend	Status			
EHPI 10.1	Council Tax Support caseload	N/A (New measure for 14/15)	N/A (Trend only)	6,623	N/A	N/A	This was a new indicator for 2014/15 so no previous data is available and no target was set for 2014/15. Going forward this measure will be reported for trend analysis only.	Revenues and Benefits Shared Service
EHPI 10.3	Housing benefit caseload	N/A (New measure for 14/15)	N/A (Trend only)	6,173	N/A	N/A	This was a new indicator for 2014/15 so no previous data is available and no target was set for 2014/15. Going forward this measure will be reported for trend analysis only.	Revenues and Benefits Shared Service
EHPI 181	Time taken to process Housing Benefit new claims and change events (Calendar days)	9.2 days	10 days	10 days			Performance on target.	Revenues and Benefits Shared Service
Corporate Priority: Place								
EHPI 154	Net additional homes provided	366	467	TBA (due June/July 2015)	TBA	TBA	The data is compiled by Hertfordshire County Council on behalf of East Herts. Count data will not be available until June/July 2015 and therefore the outturn figure is not currently available.	Planning and Building Control
EHPI 155	Number of affordable homes delivered (gross)	76	200	124			Performance off target. The number of new affordable homes delivered has been less than the estimate for a number of reasons. The number of affordable homes developed depends on the number of residential sites given planning permission that are eligible for affordable housing and the percentage of affordable homes approved as part of the planning process. There have been a number of Section 106 schemes that have achieved less than 40% affordable homes because of viability. In addition some of the housing association sites anticipated for completion by April 2015 did not achieve planning permission. The outturn is less than the January 2015 estimate as 23 new affordable housing association homes have had their completion delayed whilst awaiting for connection to utilities. These properties are now due for completion in April 2015.	Housing Services

Code	Indicator	Past Performance	Current Performance					Lead Service
		2013/14	2014/15					
		Outturn	Target 2014/15	Outturn	Performance		Notes	
			Short term trend	Status				
EHPI 64	Vacant dwellings returned to occupation or demolished	10	10	13			Performance exceeding target as the total is now 13. 13 brought back into use, all had been empty for over 2 years. 8 of which for 4+ years, several with complaints. This exceeds the target of 10 brought back into use of which at least 2 being particularly long term or problematic.	Community Safety and Health
Corporate Priority: Prosperity								
EHPI 11.1	Rental income from market traders.	N/A (New measure for 14/15)	N/A	£97,132.35	N/A	N/A	This is the first year where a complete set of annual data has become available. Data will continue to be collected, targets will be set when sufficient benchmarking data is available.	Economic Development
EHPI 11.2	Number of producers at Hertford farmers market.	N/A (New measure for 14/15)	N/A	57	N/A	N/A	This is the first year where a complete set of annual data has become available. Data will continue to be collected, targets will be set when sufficient benchmarking data is available.	Economic Development

Status	
The 'smiley faces' reflect performance against target	
	indicator is 6% or more off target
	indicator is 1-5% off target
	indicator is on or above target
The 'arrows' reflect performance against 2013/14	
	performance is improving
	performance is the same
	performance is worsening



For information only: Performance Indicator Guidance

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

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

Community and Cultural Services

Other Guidance

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

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

PI Definition

Total number at all pools

Data Source

Community and Cultural Services

Other Guidance

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

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

PI Definition

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

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

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

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

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

Data Source

Licensing and Community Safety

Other Guidance

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

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

PI Definition

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

New Claims: Any new claim to HB/CTB

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

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

Decision: As defined in HB and CTB regulations

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

Good performance

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

Data Source

Revenues and Benefits Services

Other Guidance

None.

EHPI 10.1 – Council Tax Support caseload.

PI Definition

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

Data Source

Revenues and Benefits

Other Guidance

Data extracted from Capita System

EHPI 10.3 – Housing Benefit caseload.

PI Definition

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

Data Source

Revenues and Benefits

Other Guidance

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

EHPI 11.1 – Rental Income from Traders.

PI Definition

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

- Hertford Saturday
- Bishops Stortford Saturday
- Bishops Stortford Thursday

- Ware Tuesday
- Plus individual pitch hires in the towns on non-market days

Data Source

Economic Development

Other Guidance

None

EHPI 11.2 – Number of Producers at Hertford Farmers Market.

PI Definition

This indicator monitors the total number of producers at Hertford Farmers Market.

Data Source

Economic Development

Other Guidance

None

Formula Guidance
PI code and description
EHPI 154 Net additional homes provided
PI Definition
<p>This indicator measures the net increase in dwelling stock over one year.</p> <p>Formula The net increase in dwelling stock over one year is calculated as the sum of new build completions, minus demolitions, plus any gains or losses through change of use and conversions: $a - b + c + d$ Where: a = new build completions; b = demolitions; c = change of use (net change) d = conversions (net change)</p> <p>Good performance Good performance is typified by an increase in numbers of net additional homes.</p>
Data Source
Planning and Building Control

Formula Guidance
PI code and description
EHPI 155 Number of affordable homes delivered (gross)
PI Definition
Total supply of social rent housing and intermediate housing.
<p>Formula</p> <p>Figure represents the simple count of affordable housing units provided (newly built, including gains from conversions such as subdivision, or acquired). Total supply is the sum of social rent housing and intermediate housing (low cost home ownership and intermediate rent):</p> $a + b$ <p>Where:</p> <p>a = sum of social rented housing; b = sum of intermediate housing.</p> <p>Good performance</p> <p>Good performance is typified by high numbers, in relation to targets and objectives set out in local strategies and assessments of need.</p>
Data Source
Housing Services

Formula Guidance
PI code and description
EHPI 184 Percentage of food premises in the area which are broadly compliant with food hygiene law
PI Definition
<p>The percentage of food establishments within the local authority area which are 'broadly compliant' with food law.</p> <p>Formula</p> <p>The numerator, X, is the number of food establishments within the local authority area deemed to be 'Broadly Compliant'.</p> <p>The denominator, Y, is the total number of food establishments</p> <p>NB. for both the numerator and denominator, the total number of food establishments refers to the total number of food establishments for which the Authority is responsible, not just those which received an intervention in the year.</p> <p>Calculate the percentage which are broadly compliant:</p> $(x/y) * 100$ <p>Good performance</p> <p>Good performance will be demonstrated by higher percentages of food establishments deemed to be "Broadly Compliant".</p>
Data Source
Housing Services

Formula Guidance
PI code and description
EHPI 1a % of customers satisfied with the service (leisure facilities) - All
PI Definition
Data is collected twice yearly via GovMetric survey analysis. This indicator is monitoring customer experience levels in 5 key areas which are: Swimming lessons, group exercise classes, fitness (Gym), Reception and Cleanliness.
Data Source
Environment Services

Formula Guidance
PI code and description
EHPI 1b % of customers satisfied with the service (leisure facilities) - Leventhorpe
PI Definition
Data is collected twice yearly via GovMetric survey analysis. This indicator is monitoring customer experience levels in 5 key areas which are: Swimming lessons, group exercise classes, fitness (Gym), Reception and Cleanliness.
Data Source
Environment Services

Formula Guidance
PI code and description
EHPI 1c % of customers satisfied with the service (leisure facilities) - Hartham
PI Definition
Data is collected twice yearly via GovMetric survey analysis. This indicator is monitoring customer experience levels in 5 key areas which are: Swimming lessons, group exercise classes, fitness (Gym), Reception and Cleanliness.
Data Source
Environment Services

Formula Guidance
PI code and description
EHPI 1d % of customers satisfied with the service (leisure facilities) - Fanshawe
PI Definition
Data is collected twice yearly via GovMetric survey analysis. This indicator is monitoring customer experience levels in 5 key areas which are: Swimming lessons, group exercise classes, fitness (Gym), Reception and Cleanliness.
Data Source
Environment Services

Formula Guidance
PI code and description
EHPI 1e % of customers satisfied with the service (leisure facilities) - Ward Freman
PI Definition
Data is collected twice yearly via GovMetric survey analysis. This indicator is monitoring customer experience levels in 5 key areas which are: Swimming lessons, group exercise classes, fitness (Gym), Reception and Cleanliness.
Data Source
Environment Services

Formula Guidance
PI code and description
EHPI 1f % of customers satisfied with the service (leisure facilities) - Grange Paddocks
PI Definition
Data is collected twice yearly via GovMetric survey analysis. This indicator is monitoring customer experience levels in 5 key areas which are: Swimming lessons, group exercise classes, fitness (Gym), Reception and Cleanliness.
Data Source
Environment Services

Formula Guidance
PI code and description
EHPI 64 No of private sector vacant dwellings that are returned into occupation or demolished
PI Definition
Number of private sector vacant dwellings that are returned into occupation or demolished
Data Source
Housing Services