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MEETING : COMMUNITY SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 22 SEPTEMBER, 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. Apologies

To receive apologies for absence

2. Minutes (Pages 5 - 14)

To receive the Minutes of the meeting held on 16 June 2015

3. Chairman's Announcements

4. Declarations of Interest

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

5. Annual Performance Report for Riversmead and Circle and South Anglia Housing Associations 2014/15 (Pages 15 - 20)

6. Hertford Theatre Annual Report for the year financial year 2014/15 (Pages 21 - 44)

7. Review of Fees and Charges Calculations and Levels (Pages 45 - 66)

8. Community Scrutiny Work Programme (September 2015) (Pages 67 - 76)

9. Community Scrutiny Corporate Healthcheck Report - April to July 2015 (Pages 77 - 126)

10. Urgent Business

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

MINUTES OF A MEETING OF THE
COMMUNITY SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
16 JUNE 2015, AT 7.00 PM

PRESENT: 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

ALSO PRESENT:

Councillors A Alder, E Buckmaster,
J Cartwright, L Haysey, P Moore, P Ruffles,
C Woodward and I Richardson

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Karl Chui	- Performance Monitoring Officer
Simon Drinkwater	- Director of Neighbourhood Services
Louise Harris	- Housing Strategy and Development Manager
Marian Langley	- Scrutiny Officer
Will O'Neill	- Head of Communications, Engagement and Cultural Services
Claire Pullen	- Engagement and Partnerships Officer (Grants)
Ben Wood	- Head of Business Development

ALSO IN ATTENDANCE:

Ian Richardson - CVSBEH

83 APPOINTMENT OF VICE CHAIRMAN

It was proposed by Councillor K Warnell and seconded by Councillor J Jones that Councillor G Cutting be appointed Vice-Chairman of Community Scrutiny Committee for the 2015/16 civic year.

After being put to the meeting, Councillor G Cutting was appointed Vice-Chairman of the Community Scrutiny Committee for the 2015/16 civic year.

RESOLVED – that Councillor G Cutting be appointed Vice-Chairman of Community Scrutiny Committee for the 2015/16 civic year.

84 MINUTES

RESOLVED - that the Minutes of the meeting held on 10 March 20 be confirmed as a correct record and signed by the Chairman.

85 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed newly elected Members to the Committee. She asked that those present introduce themselves and reminded Members to sign the attendance sheet.

The Chairman referred to a page 125 which had been omitted from the Agenda but which had been circulated separately by email. The Chairman reminded Members that those who were not a Member of Community Scrutiny Committee should first ask the Chairman's permission to speak.

86 COMMUNITY SCRUTINY WORK PROGRAMME

The Chairman submitted a report setting out the proposed

work programme for the 2015-16 civic year. The Scrutiny Officer explained that some of the work programme had been suggested by the previous administration. She sought feedback on any items Members might want to include for scrutiny. She reminded Members that with the creation of the new Health and Wellbeing Scrutiny Committee, health related matters had been removed from the Community Scrutiny agenda.

The Scrutiny Officer advised that a Member Officer Group which had been meeting with the Registered Housing providers would report back to the November meeting.

It was noted that Community Scrutiny Committee was the designated committee to consider crime and disorder issues but that so far, no topic had yet been identified for scrutiny and that this would need to be considered towards the end of the year.

The Committee approved the report.

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

87 COMMUNITY VOLUNTARY SERVICE FOR BROXBOURNE AND EAST HERTS - ANNUAL REPORT

The Head of Communications, Engagement and Culture submitted a report providing the first annual overview of the work of the Community Voluntary Services for Broxbourne and East Herts (CVSBEH). He stated that the CVSBEH had provided a very good service to many voluntary organisations and had undertaken specialist projects on the Council's behalf.

Ian Richardson, Chief Officer for the CVSBEH explained that a lot had been achieved over the last 10 years and gave a presentation which provided an insight into the work of the organisation, its previous achievements and the day to day delivery of its core services and funding sources. He explained that the CVSBEH's Vice Chairman was Councillor A Alder. Mr Richardson gave a summary of the voluntary

organisations, (approximately 300) which worked with the CVSBEH and of the growing number of sports related groups.

In response to a query by Councillor D Oldridge regarding funding, Mr Richardson explained the various sources of funding and income for projects including how non-voluntary staff were paid.

In response to a query from Councillor R Standley regarding advice sessions, Mr Richardson explained that providing advice was a core service. A “drop in” advice service was also available once a week.

In response to a query from Councillor J Jones regarding the furniture scheme, Mr Richardson explained how the scheme, based on suitable donations worked, i.e. fire retardant labels needed to be attached to soft furnishings. He stated that sufficient space to house donated furniture was a constraint.

In response to a query from Councillor G Cutting regarding electrical equipment, Mr Richardson explained that all equipment, including washing machines were tested before being sold on to those in need.

In response to a query from Councillor M Pope regarding the Bishop’s Stortford Food Bank, Mr Richardson explained how the food bank was established and of the difficulties which needed to be overcome. He encouraged Members to speak with Officers should there be a need to set up other food banks in the District.

The Head of Communications, Engagement and Culture referred Members to Essential Reference Paper “B” (Service Level Agreement) of the report submitted and the fact that the organisation would invite the Council to nominate an Officer and a Member to sit on its management board.

Mr Richardson explained that Councillor A Alder already held the role of Trustee and Director of the CVSBEH. The Leader of the Council referred to possible conflicts of interest should Councillor A Alder remain in that role. The Leader suggested that any Member expressing an interest to sit on the

Management Board should contact the Chairman of Community Scrutiny Committee and the Leader of the Council.

The Committee received the report and recommended to the Executive Member for Health and Wellbeing that the Service Level Agreement as detailed in Essential Reference Paper "B" of the report submitted be approved.

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

(B) the Service Level Agreement be supported; and

(C) Members' expression of interest in taking up the role of Board Member to the CVSBEH be forwarded to the Chairman of Community Scrutiny Committee and the Leader of the Council.

88 ANNUAL REPORT ON DISCRETIONARY COMMUNITY GRANTS

The Executive Member for Health and Wellbeing submitted a report which provided an update of grants allocated between 1 April 2014 and 31 March 2015.

The Engagement and Partnerships Officer (Grants) provided a summary of the report as now submitted.

In response to a query from Councillor M Pope regarding applications from church based organisations for community activity grants, the Engagement and Partnerships Officer (Grants) stated that faith groups could apply for grants as long as the grant was for a community based activity and not for worship.

In response to a query from Councillor J Goodeve regarding consultation on the proposed changes, the Engagement and Partnerships Officer (Grants) provided a detailed account of the consultation process currently being undertaken through focus groups of interested parties.

In response to a query from Councillor D Oldridge regarding proposed limitations on the Community Activities Pot, the Engagement and Partnerships Officer (Grants) explained that smaller organisations did not have the ability to generate income whereas Parish and Town Councils did. She explained that many applications for grants were made towards the end of the year.

Councillor J Jones stated that many small organisations did not apply for grants because of the paper work involved, i.e. the need to have a constitution in place. He suggested that Members should provide help to these groups. The Engagement and Partnerships Officer (Grants) explained how “mini-grants” worked particularly in relation to those organisations without constitutions. Councillor R Standley stated that she had been able to source a template for a constitution from the CVSBEH.

The Executive Member for Health and Wellbeing emphasised the importance of networking to help groups and to be proactive in making groups aware.

Councillor K Warnell referred to “casual” grants which Members formerly had discretionary use of. The Engagement and Partnerships Officer (Grants) encouraged Members to attend the Focus Group meeting in June for further information on how Members could help the grant allocation process.

Councillor C Woodward welcomed the relaxation of the process. He queried whether priority was being given to rural areas because Town Councils were benefitting from the new Homes Bonus (NHB). The Engagement and Partnerships Officer (Grants) explained that priority was given to capital grants but that in relation to all other grants, there was no priority for rural groups.

The Leader referred to health and wellbeing in terms of the importance of the “public health district offer” of £10,000 and how this would positively impact on the grant making process.

The Committee received the report and supported the

changes as now proposed.

RESOLVED – that (A) the allocation of grants in accordance with agreed policy be supported agreed and the future inclusion of the “district offer” in the grant making process be noted;

(B) the process for Community Activities and Small Community Capital grants be relaxed by the exclusion of the need to involve Town or Parish Councils in the process;

(C) the Community Activities pot be extended to village halls and Parish Councils and used to support special events only; and

(D) the time period for claiming small capital grants be reduced from a year to six months.

89 UPDATING THE SHARED OWNERSHIP LOCAL PRIORITIES CASCADE

The Executive Member for Health and Wellbeing submitted a report on proposed amendments to the Council’s Shared Ownership Local Priorities Cascade process. The Housing Strategy and Development Manager provided a summary of the process and the revisions proposed and how this would bring the process in line with the priority cascade within the Choice Based Lettings rental scheme.

Councillor K Warnell expressed concern about the lack of shared ownership properties on the market. The Housing Strategy and Development Manager explained how the proportionality worked and described what other shared ownership schemes and options were available to those who could not access the property market in the normal way.

The Committee received the report and recommended to the Executive that the minor changes highlighted in this report be supported.

RESOLVED - that (A) the changes to the Shared

Ownership Local Priorities Cascade be noted; and

(B) the Executive be requested to approve the minor changes in (A) above.

90 2014/15, 2013/14 AND 2012/13 END OF YEAR SERVICE PLAN MONITORING REPORT

The Director of Finance and Support Services submitted a report which explained how the Council had performed in 2014/15 against the actions and objectives it set out to achieve and reported on the status of all outstanding actions from 2013/14 and 2012/13.

The Head of Business Development explained that this was a retrospective look at the actions agreed by the previous administration and that Members might wish to agree a new set of priorities. The Head of Business Development stated that, in the main, the message was positive with most of the actions having been delivered. The report, as now submitted, provided an explanation for those which had been suspended or deleted.

Councillor R Henson referred to the Fuel Poverty objective and commented that the percentage was very high. He queried what could be done to bring this down. The Scrutiny Officer explained that many of the properties in East Herts were difficult to insulate because of their construction or age. She undertook to provide the Member with a link to a report which had been considered by Environment Scrutiny Committee on this matter.

Councillor K Warnell referred to the 3G all-weather football pitches implemented at Hartham Common and queried whether there were any plans to do the same at Grange Paddocks, Bishop's Stortford. The Head of Communications, Engagement and Culture explained that the Council was actively looking for solutions and ways to make use of £3M of section 106 monies for sports facilities.

In response to a query by Councillor M Pope and the recent Housing Survey Consultation, the Acting Chief Executive

advised that a report would be presented to the Executive in August 2015. In response to a further query from Councillor Pope about property funding investment, the Acting Chief Executive confirmed that the Council was on track.

The Head of Communications, Engagement and Culture confirmed that the "Get East Herts Working" would be reported to the East Herts Partnership Group in July 2015.

The Committee received the report.

RESOLVED – that progress against the Council's priorities, including revised completion dates, suspensions and deletions against 2014/15 Service Plan actions and 2013/14 and 2012/13 Service Plan actions be received.

91 COMMUNITY SCRUTINY HEALTHCHECK REPORT
FEBRUARY TO MARCH 2015

The Director of Finance and Support Services submitted a report on the performance of key indicators for Community Scrutiny Committee for the period February to March 2015. The Head of Business Development referred to missing data which had been emailed to Members and had been tabled at the meeting. He explained that the report looked retrospectively at the performance of 11 performance indicators covering the period of the previous administration and stated that new Members might want to set new objectives and priorities.

In response to a query from Councillor D Oldridge regarding the timescale of the trends, the Performance Monitoring Officer provided an update.

In response to a query from Councillor K Warnell regarding the establishment of targets, the Acting Chief Executive explained that these were considered by the joint meeting of Scrutiny Committees and then approved by the Executive. He stated that it was the intention of corporate management team to review how the Council used performance indicators with a view to establishing whether they were productive and

whether more useful trends could be identified. He referred to homelessness which was not measured as a key indicator but that statistics on this issue could provide invaluable information to both Officers and Members.

The Committee received the report.

RESOLVED – that the reported performance for the period February to March 2015 be received.

The meeting closed at 8.55 pm

Chairman
Date

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 22 SEPTEMBER 2015

REPORT BY EXECUTIVE MEMBER FOR HEALTH AND WELLBEING

ANNUAL PERFORMANCE REPORT FOR RIVERSMEAD AND CIRCLE HOUSING SOUTH ANGLIA HOUSING ASSOCIATIONS 2014/15

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

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

RECOMMENDATIONS FOR Community Scrutiny:

That:

- | | |
|------------|---|
| (A) | the Committee review performance by both Riversmead and Circle South Anglia Housing Associations on the three remaining stock transfer undertakings for the year 2014/15 and pass any recommendations onto the Executive Member for Health and Wellbeing for consideration. |
|------------|---|

1.0 Background

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

1.2 The five year Delivery of Promises programme came to an end in March 2007 and a report was presented to the Performance Scrutiny Committee in July 2007. Additionally there were other conditions attached to the sale of the stock which had a much longer timeframe for example nomination rights to their empty properties.

1.3 At the Community Scrutiny Committee meeting in July 2008 it was agreed that officers should report annually on the remaining stock transfer undertakings.

2.0 Report

2.1 The majority of the promises following stock transfer ended after five years but three of the promises have a much longer life span. These remaining promises are monitored by the Housing Service.

2.2 **Nomination percentages.** The Stock Transfer Nomination Agreement states that the two housing associations give the Council 3 out of every 4 of their vacant homes (of the homes that were transferred) for the Council to nominate to households on its Housing Register. This agreement is in perpetuity.

2.3 **Aids and Adaptations.** The agreement states the amount that each housing association is expected to spend on aids and adaptations for their own tenants before the Council can be requested to financially contribute to adaptations to their own stock. The figure set for the first year, £185,000 per annum, is subject to an agreed annual increase based on RPI (Retail Price Index). This agreement lasts for 30 years from the sale of the stock. Based on this agreed calculation the target figure for 2014/15 was £269,513.

2.4 **Right to Buy Clawback agreement.** The agreement entitles the Council to a financial settlement or clawback, from the housing associations, from the sale of each home where the tenant had a 'preserved' right to buy entitlement. The value of the claw back amount reduces over time to zero after 30 years from date of the sale of the stock.

2.5 **The performance of the two housing associations is shown in the table below.**

2014/15	Target	Riversmead Housing Association	Circle South Anglia
Percentage nominations to vacant homes	75%	100%	100%
Spend on aids and	£269,513	£195,938	£306,000

adaptations			
Homes sold under the preserved Right to Buy	40 per annum each	9	3

- 2.6 There are three points to note from the figures presented.
- 2.7 Riversmead and Circle South Anglia Housing Associations both belong to the Council's Common Housing Register. Therefore the Council's Housing Register contains all of Riversmead and Circle South Anglia Housing Association tenants, in East Herts, needing to transfer to an alternative home in East Herts. In return for this the Council has nominations rights to all of their vacant homes. Therefore the target percentage nomination to vacant homes under this agreement is 100%.
- 2.8 The type of aids and adaptations works varies from small scale hand rails and grab rails (for which tenants can self-refer through the repairs service for both housing associations) to major works recommended by Herts County Council (following an Occupation Health I assessment).
- 2.9 Riversmead Housing Association did not meet the target spend for 2014/15. This is the first year that they were under target spend. They have investigated and commented that the primary reason is due to a re-structure at Riversmead Housing Association in April 2014. They have advised that; *'The restructure led to the Asset Management Team function being centralised and loss of key personnel with local knowledge, therefore, the budget was not monitored to track spend against target. This is disappointing particularly as since 2005 our spend has exceeded target. Riversmead want to assure the council that no Riversmead tenant was refused an adaptation last year unless it was because their property wasn't able to be adapted'* To ensure that this is monitored closely and to mitigate the risk of it happening again they have decided that their Head of Repairs will provide a detailed monthly spend for disabled adaptations to Riversmead's Senior Management Team which will be regularly scrutinised by them to ensure that they are on track to deliver the target spend for future years.
- 2.10 The preserved Right to Buy (RTB) claw back agreement was based on a target of the housing associations selling 40 properties each per year, based on the previous ten years performance as at

2002. However sales have experienced a significant down turn since the stock transfer agreement with a total of 270 properties having been sold in the thirteen years since stock transfer; an average of 20.8 per annum. This is significantly less than the target of 40 per annum. This is in the main due to significant capping of the eligible discount and high valuations of the properties therefore making them generally unaffordable. In addition, the number of tenants eligible for the preserved Right to Buy is reducing each year and will continue to reduce.

2.11 The low level of sales through the RTB is a national trend and prompted the government to double the discount levels in 2012 to try to promote an increase in sales nationally. The discount for 2014/15 in East Herts was set by the government at £77,000. This was increased from April 2015 to £77,900. However as an example a 3 bedroom property in Ware was valued at £242,000 in June 2014 and following the discount the purchase price, under the preserved RTB, was £165,000. This would require a household income of approximately £55,000 based on obtaining a mortgage at three times household income.

3.0 Implications/Consultations

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

Background Papers - Stock Transfer Agreements 2002

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

Contact Officer: Simon Drinkwater, Director of Neighbourhood Services - Ext No 1405
simon.drinkwater@eastherts.gov.uk

Report Author: Claire Bennett, Manager Housing Services – Ext No 1603
claire.bennett@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

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

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 22 SEPTEMBER 2015

REPORT BY EXECUTIVE MEMBER FOR HEALTH AND WELLBEING

HERTFORD THEATRE ANNUAL REPORT FOR FINANCIAL YEAR 2014/15

WARD(S) AFFECTED:

_____ all _____

Purpose/Summary of Report

- To present the annual report for 2014/15.

RECOMMENDATIONS FOR COMMUNITY SCRUTINY COMMITTEE:

That:

(A)	the annual report for Hertford Theatre for the year 2014/15 be reviewed.
(B)	the cohort of volunteers be congratulated and thanked for their contribution to the success of the venue.

1.0 Background

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

1.2 The Community Scrutiny Committee has previously received and approved four annual reports covering the financial years 2010/11 (committee 14/5/11), 2011/12 (committee 28/8/12), 2012/13 (committee 24/9/13) and 2013/14 (committee 23/9/14).

2.0 Report

2.1 This is the fifth annual report, covering the financial year 2014/15, and as with the previous year's report, it is structured around the

following main elements of the theatre's business, with the addition this year of a new item on Hertford Book Festival:

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

3.0 Footfall

3.1 The footfall in 2011/12 was 111,104, in 2012/13 it was 127,250, in 2013/14 it was 156,245 and in 2014/15 it was 172,757. The footfall is made up of, the following:

Box Office*	77,084 (up from 66,500 in 2013/14)
Regular Classes**	26,695 (up from 24,050 in 2013/14)
Non-ticketed events***	17,578 (up from 15,695 in 2013/14)
Café Bar****	51,600 (up from 50,000 in 2013/14)
Total Footfall:	172,757 (up from 156,245 in 2013/14)

*Number of tickets sold.

**Space hired for classes including : Six Week Social, Mamababybliss, Hertford School of Dance, Expressions Dance, Graham School of Dance, Zumba, Yoga Shala, Hartbeeps, Busybees, Dinky Dancers, Bootcamp – calculated on average number of attendees over 37 weeks (average number of weeks per year hirers are in attendance). Some organisations run more than one class per week.

***Non-ticketed events. Calculated on the events held over the year including Big Drawer Exhibition, HRC, Sports Awards, HCC, Dance Festival, Harlow College, Private Business Meetings, Auditions, U3A, National Trust, Christenings, Birthday parties, Wedding Anniversaries, Serco, Unison, Bonhams Auction House, Job Centre –Business Start, East Herts Council Meetings, HACO,Health & Well Being Seminars, Conferences,NHS Health Checks, Carers in Hertford, Hertford Town

Centre Urban Design Consultation, Mind – Mental Health Week Play Readings, Children’s Party, Art Previews, Hertford Library.

****calculated on an average of 172 customers per day/night over 6 days per week, 50 weeks per year.

4.0 Feedback, complaints, compliments and action taken in response

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

4.2 Whilst celebrating the substantial influx of compliments we take any negative feedback very seriously and seek to learn and improve the service as a result. Examples of negative feedback in 2014/15 include concerns over the effectiveness of the auditorium cooling system, the condition of some technical equipment and availability of spaces for hire.

5.0 Theatre shows

5.1 The Theatre’s mission as a community based venue is to create a balanced programme of arts and entertainment. As a still relatively new venue, this means trying out new products for new audiences, a development process that inevitably results in a range of responses from sell-outs to shows that fall short of the desired box office return.

5.2 There were 58 different live shows (excluding Panto) in 2014/15 compared with 54 in 2013/14, 45 in 2012/13 and 65 in 2011/12.

5.3 16,668 tickets were sold in 2014/15 compared with 12,060 tickets in 2013/14, 11,966 in 2012/13 and 12,936 in 2011/12. There was an average attendance of 287 in 2014/15 compared with 223 per event in 2013/14, 265 per event in 2012/13 and 199 in 2011/12.

5.4 Best selling shows in 2014/15 included: Michael McIntyre, Monty Don, The Gruffalo, Rich Hall, Magic Porridge Pot, Tic Toc Time Machine, Martin Freeman and Miles Jupp compared with Andy Parsons, Adam Hills, Billy Goats Gruff, Simon Pegg, Stickman, Reduced Shakespeare Company, Omid Djalili, Ed Byrne in 2013/14.

5.5 Less well performing shows included: United We Stand, Lonnie Donnegan Jnr, The Pearl.

5.6 Income from live shows in 2014/15 was £198,775, compared with £154,320 in 2013/14 and £144,339 in 2012/13.

5.7 Theatre shows summary:

Live shows	11/12	12/13	13/14	14/15
Number of shows	65	45	54	58
tickets sold	12,936	11,966	12,060	16,668
average	199	265	223	287
sales	£173,464	£144,339	£154,320	£198,775

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

6.0 Cinema

6.1 Cinema continues to be a very popular part of Hertford Theatre’s offer. There were 190 screenings in 2014/15 (a reduced number due to six week closure for seating and floor refurbishment) compared with 283 in 2013/14 and 250 screenings in 2012/13. 20,560 tickets were sold in 2014/15 compared with 22,051 tickets in 2013/14 , 20,073 in 2012/13 and 12,711 tickets in 2011/12.

6.2 There were sell-out screenings of: Mr Turner, The Imitation Game, Paddington, My Old Lady and The Theory of Everything

6.3 Screenings of live and recorded live broadcasts continued to be popular with 11 events in 2014/15 compared with 9 in 2013/14, 8 in 2012/13 and 4 in 2011/12. *Love’s Labour’s Lost* live from Royal Shakespeare Company proved to be a highlight. The average attendance for live and recorded screenings was 133.

6.4 Income from the cinema in 14/15 was £101,514 compared with £102,945 in 2013/14, compared with £92,670 in 2012/13 and £65,654 in 2011/12.

6.5 Cinema summary table:

cinema	11/12	12/13	13/14	14/15
screenings	223	250	283	190
tickets sold	12,711	20,073	22,051	20,560
average	57	80	78	108
sales	£25,795	£92,670	£102,945	£101,514

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

7.0 Pantomime

7.1 The audience for our pantomime has been steadily increasing. Cinderella was Hertford Theatre’s very first pantomime in December/January 2010/11 and it sold 5,000 tickets. Sales for Aladdin in 2011/12 increased to 7,500. Dick Wittington sold 8,500 in 2012/13. Beauty and The Beast sold 9,047 in 2013/14. Cinderella and the Glass Slipper in 2014/15 continued the upward trend with 11,866 tickets sold. The pantomime for 2015/16 will be Hansel and Gretel with advance bookings primarily to the schools going very well; at the time of writing the report six performances have already sold out.

7.2 Income from the Pantomime in 2014/15 was £128,920 up from £107,278 in 2013/14 , £81,111 in 2012/13 and £68,777 in 2011/12.

7.3 Panto summary:

Panto	10/11	11/12	12/13	13/14	14/15
shows	36	36	36	36	36
tickets sold	5,000	7,500	8,500	9,047	11,866
sales	£31,862	£68,777	£81,111	£107,268	£128,920

8.0 Hire

Main auditorium

8.1 The main auditorium was hired for 111 days in 2014/15 compared with 108 days in 2013/14, 113 days in 2012/13 and 108 days in

2011/12. Hirers included key users such as Hertford Dramatic and Operatic Society (HDOS), Ware Operatic Society, Dance Design Theatre, Hertford Symphony Orchestra, CVS, Top Hat, Mayhem and Rare; as well as regional and national organisations such as U3A, National Trust, Army Engagement and NHS.

Studio

- 8.2 The studio was hired for 2,150 hours in 2014/15 compared with 1,726 hours in 2013/14, 1,082 hours in 2012/13 and 949 hours in 2011/12. This represents an average of 9.6 hours per day compared with previous years 7.7 hours per day over 37 weeks and 4.8 hours per day over 37 weeks (average number of weeks per year hirers are in attendance). Regular hirers include: Hertford Regional College, Hertbeeps, Hertford Yoga, Mamababyliss, Little Bees, Graham School of Dance, Hertford School of Dance and Expressions.

River Room

- 8.3 The River Room was hired for 1,048 hours in 2014/15 compared with 864 hours in 2013/14, 450 hours in 2012/13 and 570 hours in 2011/12. This represents an average of 4.7 hours per day over 37 weeks (average number of weeks per year hirers are in attendance). The River Room is a popular hire during the day with regular music sessions for the under 5's with Fun with Drum/Dance and Lazy Daisy, Tigercheer and Expressions Dance. It is also a meeting place for local and regional businesses including: SERCO, Unison, HCC, East Herts Council, Tesco and there have been a number of hires for private functions.

Combined hire

- 8.4 The combined hire income for 2014/15 was £163,178 compared with £142,383 in 2013/14, £112,655 in 2012/13 and £120,507 in 2011/12.

Hire income	11/12	12/13	13/14	14/15
Auditorium	£106,167,	£73,288	£87,671	£93,163
River Room	£6,435	£15,285	£19,283	£26,783
Studio	£7,905	£24,083	£35,428	£43,232
totals	£120,507	£112,655	£142,383	£163,178

9.0 Hertford Theatre Book Festival

9.1 Hertford Theatre is a key partner in the creation and delivery of Hertford Children's Book Festival. The festival takes place around the first weekend in October with new and established authors visiting a range of schools in the district and a range of book-based arts activities and theatre productions based on writing for children taking place at Hertford Theatre. With an ambition to introduce children from across the East Herts district to books, the theatre and the arts, 2014/15 saw visits to Hertford Theatre from (amongst many others) Simon Pegg, Martin Freeman, Amanda Abbington, David Baddiel and John Hegley with performances by Widdershins, Scamp and Wizard Theatre of Billy Goats Gruff, Private Peaceful and I Believe in Unicorns. In addition Hertford Theatre played host to a pop up children's book shop from local business Leaf Café and Books. A highlight at this year's forthcoming festival will be Michael Morpurgo starring in his own work The Mozart Question.

10.0 Café/bar

10.1 The café/bar continued to be run in house throughout 2014/15 building on the success of the operation in 2013/14 and 2012/13. The total income for 2014/15 was £148,999 compared with £128,313 in 2013/14.

10.2 The volume of trade and the products sold vary greatly depending on the time of day and the type of activity, event or show. During the daytime the trade is often light with a feature being popularity with mothers with babies and toddlers who enjoy the space and the relaxed atmosphere. By contrast, and as would be expected, the largest volumes of bar trade occur for live evening shows, with the highest selling show being Counterfeit Stones with sales of £3900. Another encouraging result was seen on a two day show of the Children's show of The Tiger that came to tea, which saw sales of £2,200.

10.3 Since in-house operation started in November 2011, there has been a process of trial and error to identify the optimum operational model and the best products. Innovations in 2014/15 include:

- The introduction of a new wine list
- The introduction of healthy children's snacks
- Branded mugs and cups
- Development of the coffee menu and specialist coffee training

- The development of a Children’s birthday party package to be introduced in September 2015

10.4 Café/bar summary:

Café/bar	11/12	12/13	13/14	14/15
income	£70,695	£141,651	£128,314	£148,999
Vat adjustment for 11/12 and 12/13			(£13,800) (£20,508)	

11.0 Gallery

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

11.2 The commission received from sales in 2014/15 was £3,721 compared with £3,391 in 2013/14, £1,545 in 2012/13 and £2,070 for 2011/12.

12.0 Staffing and volunteers

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

12.2 The total salary cost for 2014/15 including casuals was £347,023 compared with £321,015 (plus £2,111 for casuals) in 2013/14, £273,421 in 2012/13 and £318,778 in 2011/12. The increase in costs last year reflects the need to develop capacity to maintain a growing business.

13.0 Marketing

13.1 Hertford Theatre has 2,066 Facebook friends an increase from 850 in 2013/14 year. Activity takes place every day including competitions, promotions and photos. The number of Twitter

followers is continuing to grow and we now have over 2,823 followers, an increase from 700 in 2013/14.

- 13.2 In 2014/15, the e-marketing list that enables customers to sign up to regular updates about forthcoming shows, films and events grew to 3,207 up from 1,720 in 2012/13. We have also created bespoke e-lists for different art forms including a comedy priority list which now has 324 members and a family e list of 144 names.
- 13.3 Hertford Theatre now attends a number of events including Hertford and Ware carnivals, Christmas light 'switch ons' and a number of village fetes. The Theatre has had a bespoke marquee made which is eye catching and is used to promote the activity of the venue, encouraging people to sign up to mailing lists and participate in competitions and face painting. This is a great way of attracting hundreds of people at a low cost.
- 13.4 A number of added value activities have been included in the film schedule to create 'Event Cinema' within the theatre. Activities include free craft workshops, dressing up sessions and meet and greet characters. These provide opportunities for additional publicity through social media, additional secondary spend from the bar and café and the opportunity to up sell other shows and films.
- 13.5 The press database has been increased from 39 to 45 organisations receiving regular press updates. The Hertfordshire Mercury and the Welwyn and Hatfield Times feature articles relating to shows and films at Hertford Theatre on a weekly basis. Magazines including Primary Times, Axis and Families in Herts all feature shows and screenings from Hertford Theatre on a monthly basis. All coverage is free and equates to approximately £25,000 of free advertising per year.
- 13.6 There has been much development work with secondary and primary schools:
- All three Hertford secondary schools came to see a performance in 2014/2105, a 1st for the theatre.
 - seven schools came to the Hertford Children's Book Festival Event in 2014/15 compared to five in 2013/14
 - 31 schools came to the pantomime in 2014/15 compared to 29 schools in 2013/14, up from 23 schools in 2012/13, 11 in 2011/12 and three in 2010/11.

- 13.7 In 2014/15 the Pantomime Press Launch was held at the wedding dress shop in Hertford 'Dresses in Love' to tie in with the romantic theme of the show. The response from the press was very supportive with six members of the press attending and editorial from eight publications.
- 13.8 Hertford Theatre now has their own You Tube 'channel' which gives people the opportunity to view clips from past shows, promotions and activities. The Theatre also has a promotional video linked to the website so that new comers to the theatre are able to have a 'taster' of what they can expect when they come into the building.
- 13.9 Trip Advisor (the travel website) has ranked Hertford Theatre 'excellent' by 13 travellers, the theatre is also ranked the top attraction to visit in Hertford. Reviews included positive comments about the helpfulness of the staff and volunteers, the wide ranging programme of shows and films and the newly refurbished auditorium.
- 13.10 Hertford Theatre won the Muddy Stilettoes Award for Best Local Theatre beating all other venues in Hertfordshire including the Palace Theatre in Watford, Barn Theatre Welwyn Garden and The Abbey Theatre in St Albans, Hertford Theatre received 52% of the votes. Muddy Stilettoes is a blog aimed at families promoting activities and events in Hertfordshire.
- 14.0 Financial and overall business summary including performance against business plan
- 14.1 Business is increasing year on year with increases in both incomes and customer numbers achieved across the range of business activities: live shows, cinema, hires, Panto, bar/café and gallery (as set out in paragraphs 5 to 10 above). However, expenditure has increased in the following areas:
- a) Staff costs arising from the need to increase capacity in line with the demands of increasing business levels (ref. paragraph 11).
 - b) Property maintenance and equipment costs continued as with last year to exceed the budget due to unforeseen requirements amounting to an additional £13,000.
- 14.2 The annual final net expenditure position for 2014/15 was £384,851 compared with £446,168 in 2013/14 an improvement of

£61,317. The net expenditure in the original estimate budget for 2014/15 was £433,150 representing a favourable variance against the budget estimate of £48,299.

14.3 The overall cumulative performance of net expenditure, measured against the original invest-to-save ten year business plan targets, show a cumulative favourable variance of £25,772 at the end of 2014/15 financial year, which marks the mid-term of the original plan.

15.0 Mid-term business plan review and governance

15.1 Following an appraisal of potential alternative governance options, which identified no clear preferred alternative model, a pragmatic approach to improving and growing the business has been adopted. This is considered to be an appropriate mid-term point in the original ten year plan to take stock and assess how the business can be modelled to maximise the potential for continued growth. The various strands of this review are presented as follows:

- One of the most substantial reviews undertaken in 2014/15 and concluded in June 2015 has been that of Sunday opening. At the moment Hertford Theatre only opens for pre-booked hires on a Sunday (on approximately 25 Sundays a year), with the box office and bar/café closed. From April 2016 the theatre will run a programme of events, as well as hires, with bar/café and box open. Initially the programme will feature mainly cinema for family audiences in the morning and afternoons. Monday will then become the quiet day with the venue open just for pre-booked hires.
- As the theatre matures and its brand and reputation continues to grow and demand for its studio space starts to outstrip capacity, opportunities are being sought to expand into other venues. Draft business cases are being modelled that could be applied in the event of new premises being secured.
- An internal service level agreement is to be considered between various support services and the theatre, so that both parties will know what to expect in terms of service delivery.

- Currently the theatre does not have an IT support service outside of normal council working hours (i.e. evenings and weekends), other than an informal special service to cover the pantomime programme period. IT is currently working up a project that would deliver this much needed service.
- A review of the box office ticketing system and software is underway with the objective of achieving an upgrade in performance, flexibility and resilience.
- Ticket prices and associated administrative charges are being reviewed, partly as a complement to the box office ticketing system review and partly in terms of standard price sensitivity modelling.
- The Theatre currently shows trailers of forthcoming films. However, there are plans to show paid for advertising for up to 10 minutes before the films from January 2016.
- Hertford Theatre recently won the coveted Arts Council England/House Greenhouse Fellowship Award to work in conjunction with Jolie Booth and Harlow Playhouse exploring mechanisms whereby the facilities and the programme could be opened up to support the development of marginalised audiences.
- We are working with CHIPS, Carers in Herts and special needs schools in the area as well as individuals to promote 'relaxed screenings' of shows for this audience.
- Benchmarking with similar venues in the area is ongoing with a view to seeking additional collaboration opportunities.
- A refresh of café/bar furniture is to be undertaken together with review of the café/bar product lines on offer.
- The River Room is to be re-marketed with a focus on business and corporate use for meetings and functions.

16.0 Implications/Consultations

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

Background Papers

Executive 11/5/10 Castle Hall investment proposals.

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

Executive 23/7/13 Investment Proposals

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

Contact Member: Councillor Eric Buckmaster – executive member for health and wellbeing
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Contact Officer: Will O'Neill – head of communications, engagement and cultural services
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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>Portfolio holder, accountancy, acting chief executive.</i>
Legal:	<i>None</i>
Financial:	As contained in the report
Human Resource:	None
Risk Management:	None
Health and wellbeing – issues and impacts:	<i>Growing numbers of local people enjoy engaging in social and cultural activities at the venue, contributing to wellbeing objectives.</i>

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Essential Reference Paper "B"

Hertford Theatre Feedback 2014/15

Positive

"It's great to have a theatre like this in my home town showing up to date films which we go to a lot. There is always entertainment going on with many shows, pantomimes & plays etc. The raked seating is excellent as you can see where ever you sit. Well done Hertford Theatre."

"Went with mum grandchild sister and friend the theatre is clean and cosy and friendly staff."

"Architecturally a bit of a Marmite building both inside and out. However since its refurbishment it now hosts excellent films and shows every month, also good Art exhibitions. Excellent cafe."

"The Hertford theatre is a lovely place for a night out. We have seen non mainstream comedians here and have never been disappointed - Miles Jupp, Ruby Wax and Virginia Ironside. The seats are comfortable and the theatre not too big. There is plenty of room and lots of comfortable seating in the bar area where you can have a drink and watch the world go by. There are plenty of nice restaurants nearby where you can enjoy a meal before the show."

"We use the Theatre regularly having rediscovered it after we retired. The management have worked hard after the refurb to make it an attractive, comfortable venue with a great variety of entertainment. The seats are comfortable, the acoustics good and for films, the cinema screen as big as many at Stevenage Ciniworld. Where it scores, however, is the price which is almost 1/3rd of a multi-screen cinema and for many films you just don't need 3D and surround-sound."

"What a breath of fresh air it was to witness the wonderful Cinderella and the glass slipper. No need for celebrity names who can't act or sing. This was a fully professional and well constructed theatrical extravaganza. The set, costumes and choreography were first class. The cast were vocally on point and the comedy was exceptionally delivered by Ugly sisters Geri Allen and Haley-Jo Whitney. Kudos to writer and director Rhys Thomas for yet another fantastic pantomime. I will certainly be booking for next years."

"Just to let you know that Olivia and her friend Molly had a brilliant time at the panto on Saturday, it was fantastic! The girls loved singing and dancing along to the songs and Olivia in particular was in awe of the perfect princesses! My friend and I thought Olga and Polga were hilarious and should be on TV!"

"Just returned from an excellent morning at your Panto. It was the best panto I have ever seen and everyone enjoyed themselves thoroughly (including our member of staff who was encouraged to go on stage). We all had a marvelous time and will definitely be returning next year. Please thank all the staff including Emma and Ben we feel very well catered for at your theatre."

Negative

"The auditorium is too hot. It is supposed to be Air Conditioned. Why is this not effective?"

"There is no wheelchair access to the stage and backstage areas. We cannot bring our events to your theatre because of this. We would like to host a large scale accessible event - such a shame."

"We are regular bookers but cannot always get studio space because it is booked for bigger events."

"We want to hire the studio but it is always booked."

“Some of the technical equipment is not repaired. It would be goods to have all the equipment accessible to users.”

note: a number of shows had more than one performance and some where in the studio

APR

Mitch Benn	Comedy	60	100%
Gruffalo	Childrens	2349	100%
Lee Hurst	Comedy	235	60%
Vienna Festival ballet	Dance	301	76%
Tolpuddle Martyrs	Drama	202	67%

MAY

Drummers	Music	202	51%
Concert Theatre	Music	55	14%
Postman Pat	Childrens	288	40%
Rich Hall	Comedy	395	100%

JUNE

Ernest and the Pale Moon	Drama	24	6%
Josh Widdecombe	Comedy	398	100%
Ballet Theatre UK	Dance	158	40%
Blowers	Event	189	48%
Miles Jupp	Comedy	394	100%
Blunderbus	Childrens	230	52%

JULY

Ultimate Elton John	Music	99	25%
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SEPT

Ruby Wax	Event	403	100%
Tic Toc Time Machine	Childrens	390	100%
Lonnie Donnegan JNr	Music	128	32%
Virginia Ironside	Drama	179	44%

OCT

Gala	Event	251	62%
Private Peaceful	Drama	733	60%
Emma CC	Author	54	100%
Magic Porridge Pot	Childrens	215	100%
Charlie Higson	Author	102	25%
Simon Pegg	Childrens	60	100%
David Baddiel	Author	86	21%
Unicorns	Family	81	100%
Martin Freeman	Family	406	100%
Amanda Abbington	Family	60	100%
Andrew Lawrence	Comedy	86	21%
Nutcracker	Dance	321	79%
Fairport Convention	Music	376	94%
Queens Knickers	Childrens	347	47%
LIVE at HT	Comedy	294	73%

NOV

The Pearl	Drama	50	13%
Counterfeit Stones	Music	467	100%
Cbeebies Sid Sloane	Children	168	42%
Marcus Brigstocke	Comedy	408	100%

JAN

Arthurs Dreamboat	Childrens	277	68%
Stephen K Amos	Comedy	353	99%

FEB

Henning Vehn	Comedy	398	100%
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MAR

Seann Walsh	Comedy	408	100%
The Tiger Who Came to Tea	Childrens	2020	100%
Live at Hertford Theatre	Comedy	279	68%
Circus of Horrors	Circus	306	75%
Monty Don	Celebrity	408	100%
Michael McIntyre	Comedy	408	100%
RSC History of Comedy	Drama	260	64%
John Shuttleworth	Comedy	180	44%
United we Stand	Drama	127	31%

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Hertford Thearte annual report ERP D
FILM REPORT 14/15

Month	Title	Tickets	%
APRIL			
	The Invisible Woman	164	21%
	The Invisible Woman	163	20%
	Mr. Peabody & Sherman 2D	275	34%
	Her	63	16%
	Tinker Bell & the Pirate Fairy 2D	458	57%
	Her	29	7%
	The Great Beauty	59	15%
	The Lego Movie 2D	300	75%
	The Lego Movie 2D	276	69%
	Mr. Peabody & Sherman 2D	207	26%
	The Monuments Men	261	65%
	Despicable Me 2 2D	89	22%
	The Book Thief	156	39%
	The Monuments Men	142	36%
	Frozen	239	60%
	The Book Thief	322	40%
	The Book Thief	57	14%
	The Lego Movie 2D	286	72%
	Dallas Buyers Club	21	5%
	The Book Thief	8	2%
	The Grand Budapest Hotel	319	80%
	Dallas Buyers Club	161	40%
	The Grand Budapest Hotel	150	38%
MAY			
	12 Years a Slave	58	15%
	The Grand Budapest Hotel	73	9%
	12 Years a Slave	27	7%
	Yves Saint Laurent	38	10%
	A Long Way Down	43	5%
	Yves Saint Laurent	10	3%
	A Long Way Down	7	2%
	Mandela: Long Walk to Freedom	106	13%
	Yves Saint Laurent	48	12%
	Labor Day	49	6%
	Muppets Most Wanted	14	4%
	Muppets Most Wanted	121	30%
	The African Queen	12	3%
	Escape from Planet Earth 2D	121	30%
	Rio 2 2D	190	48%
	Muppets Most Wanted	111	28%
	Rio 2 2D	226	57%
	The Double	36	9%
	Noah	121	15%
	Rio 2 2D	185	46%

	Calvary	87	22%
JUNE			
	Half of a Yellow Sun	68	17%
	The Double	7	2%
	Half of a Yellow Sun	18	5%
	Calvary	101	13%
	Rio 2 2D	85	21%
	The Love Punch	76	19%
	Calvary	78	20%
	The Love Punch	161	20%
	A Thousand Times Good Night	16	4%
	A Thousand Times Good Night	62	16%
JULY			
	Calvary	4	1%
	The Wind Rises	36	5%
	The Two Faces of January	10	3%
	The Two Faces of January	62	8%
	Tarzan 2D	30	8%
	Locke	12	3%
	Fading Gigolo	16	4%
	Fading Gigolo	5	1%
	Maleficent 2D	27	7%
	Postman Pat 2D	17	4%
	Tarzan 2D	5	1%
SEPT			
	Belle	185	15%
	Jimmy's Hall	7	2%
	Jimmy's Hall	9	2%
	Jersey Boys	59	15%
	Jimmy's Hall	68	17%
	Chef	30	8%
	Chef	15	4%
	Jersey Boys	123	31%
	Last Love	26	3%
	Last Love	10	3%
	The 100-Year-Old Man	21	5%
	Begin Again	40	10%
	How to Train Your Dragon 2 2D	122	31%
	Begin Again	21	3%
	The 100-Year-Old Man	93	23%
	Bright Days Ahead	21	5%
	The 100-Year-Old Man	16	4%
	Boyhood	160	20%
	Joe	16	2%
	Lilting	38	5%
	A Promise	11	3%
	Planes 2: Fire and Rescue 2D	112	28%
	A Promise	28	4%
OCT			

	The Rover	6	2%
	The Rover	7	2%
	Hector and the Search for Happiness	38	11%
	The Nut Job 2D	87	24%
	Hector and the Search for Happiness	22	6%
	Before I Go To Sleep	405	37%
	A Most Wanted Man	36	10%
NOV			
	A Most Wanted Man	141	13%
	Pride	194	27%
	Pride	224	31%
	20,000 Days on Earth	58	16%
	Magic In The Moonlight	70	19%
	Pride	13	4%
	Magic In The Moonlight	218	30%
JAN			
	Mr Turner	295	82%
	My Old Lady	112	31%
	Mr Turner	226	63%
	The Imitation Game	219	61%
	Mr Turner	360	100%
	Unbroken	44	12%
	Unbroken	76	21%
	My Old Lady	240	66%
	Unbroken	45	12%
	The Imitation Game	289	80%
	Unbroken	78	22%
	Unbroken	46	13%
	Mr Turner	148	41%
	The Imitation Game	358	99%
	Interstellar	137	38%
	My Old Lady	231	64%
	Interstellar	35	10%
	The Imitation Game	357	99%
	The Imitation Game	345	96%
	Paddington	355	98%
	Penguins of Madagascar 2D	150	42%
	The Hobbit: The Battle of the Five Armies 2D	140	39%
FEB			
	The Hobbit: The Battle of the Five Armies 2D	50	14%
	Mr Turner	226	63%
	Testament Of Youth	287	80%
	The Theory of Everything	356	99%
	Frozen Singalong	360	100%
	Paddington	361	100%
	The Theory of Everything	361	100%
	Testament Of Youth	351	97%
	The Theory of Everything	356	99%
	Tinker Bell and the Legend of the Neverbeast 2D	360	100%
	Frozen Singalong	354	98%

Paddington	361	100%
The Theory of Everything	356	99%
NT Encore: Treasure Island	49	14%
Penguins of Madagascar 2D	331	92%
Testament Of Youth	334	93%

MAR

Birdman	53	15%
Into the Woods	81	22%
Into the Woods	27	7%
Birdman	178	49%
The Imitation Game	98	27%
Foxcatcher	3	1%
Wild	167	46%
Paddington	94	26%
Wild	167	46%
Boyhood	116	32%
Foxcatcher	28	8%
Wild	12	3%
The Theory of Everything	305	84%
Into the Woods	31	9%
Mr Turner	78	22%
Trash	51	14%
Trash	9	2%
The Imitation Game	202	56%
Shaun the Sheep Movie	125	35%
Selma	62	17%

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Broadcasts

MAY	RSC Encore: Henry IV Part 1	139	35%
JUNE	RSC Live: Henry IV Part 2	133	33%
SEPT	RSC Live: The Two Gentlemen of Verona	39	10%
SEPT	NT Live: Medea	133	33%
OCT	Stephen Fry Live: More Fool Me	153	38%
JAN	NT Live: Treasure Island	91	25%
FEB	RSC Live: Love's Labour's Lost	192	53%
MAR	RSC Live: Love's Labour's Won	199	55%
MAR	English National Opera: La Traviata (Live)	167	46%
MAR	Maxine Peake as Hamlet	58	16%
MAR	NT Encore: A View From the Bridge	157	43%

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EAST HERTS COUNCIL

COMMUNITY SCRUTINY – 22 SEPTEMBER 2015

REPORT BY EXECUTIVE_MEMBER FOR FINANCE & SUPPORT SERVICES

REVIEW OF FEES AND CHARGES CALCULATIONS AND LEVELS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To provide Community Scrutiny with an opportunity to review the current structure of fees and charges within the Community service areas.

RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:

That:

(A)	Community Scrutiny consider the need for any further research by officers with regards to revising the fees and charges structure for 2016/17, for services under the remit of Community Scrutiny; and
(B)	Officers be advised of any areas of fees and charges (under the Community Scrutiny remit), that should be considered for change as part of the budget setting process for 2016/17.

1.0 Background

1.1 The Council has a set of key principles on which fees and charges should be set.

1.2 These include:

- Any subsidy from Council Tax payers should be a deliberate decision by members.
- Discretionary fees should generate income to help deliver improvements in priority services.
- Discretionary fees and charges should support the MTFP.

- A measure of consistency in setting charges for similar services should be applied.
 - The level of fees and charges should be set to avoid unnecessary subsidies from the council taxpayer to commercial operations.
 - If the impact of any increase is likely to be high then consideration be given to the phasing of changes over a period of time.
- 1.3 When setting the budget for 2015/16, Members reviewed the fees and charges as part of the budget setting process.
- 1.4 Members requested a more detailed review take place for 2016/17 onwards and therefore each Scrutiny committee will receive a report on the current fees and charges relating to its remit.
- 1.5 This report gives an indication of the current fees and the level of discretion the Council has in setting the fee level.
- 1.6 There are 3 types of charges:
1. Those that are set statutorily, over which the Council has no control to change
 2. Those that are set for full cost recovery i.e. set according to the cost of the service
 3. Those that the Council has full discretion over setting the level of fees and charges.
- 1.7 The reasons for setting certain levels of fees may be determined by the following factors:
- Understanding the wider market of a service and therefore the price that can be reasonably demanded for a particular service.
 - Setting the level of the fee to manage demand - either to encourage or discourage behaviour.
 - Consideration of the impact of changes in fees on particular groups or individuals.
 - Wider financial implications for the Council or its partners.
- 2.0 Report
- 2.1 **Essential Reference Paper “B”** contains a list of the fees and charges that relate to Community Scrutiny. The table shows the fee for 2014/15 and for 2015/16 and other information including the

basis for charge, the setting of the charge and more detail on the service provision.

2.2 For those charges where the Council has discretion over the level of fee set, there is an opportunity to consider the introduction of any changes to the fee levels as detailed in **Essential Reference Paper “B”** as part of the Council’s new overall Finance and Business Planning process that is currently in progress.

2.3 In terms of reviewing the Councils fees and charges, there is an opportunity to consider the following:

- Whether there are any services that are not currently charged for, but could be in the future
- Whether there are further discretions or concessions that Members would like to be considered
- Whether there are other changes to the fees and charges structure that Members would like Officers to research for consideration

2.4 Should Community Scrutiny decide that areas of the fees and charges merit attention for further work; officers will research and prepare options based on Community Scrutiny’s requests. These will then be presented as options to be considered as part of the budget setting process for 2016/17 – 2019/20.

3.0 Implications/Consultations

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

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</p> <p>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p>Place – Safe and Clean</p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity – Improving the economic and social opportunities available to our communities</p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
<p>Consultation:</p>	<p>By bringing this initial report to be considered by Community Scrutiny, the consultation process for setting fees and charges for future years will commence.</p>
<p>Legal:</p>	<p>Fees and Charges which are subject to statutory requirements are outlined in ERP B.</p>
<p>Financial:</p>	<p>Future financial implications are subject to the outcome of any revisions that are made. These will be considered through the budget setting process</p>
<p>Human Resource:</p>	<p>No specific implications arise from this report</p>
<p>Risk Management:</p>	<p>No specific implications arise from this report</p>
<p>Health and wellbeing – issues and impacts:</p>	<p>No specific implications arise from this report</p>

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Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
Environmental Health Licences					
406.00 + vet fees	n/a + VAT	Riding Establishments	per annum	406.00 + vet fees	n/a + VAT
1,957.00	n/a + VAT	Zoos - New Licence	per 4 year registration	1,957.00	n/a + VAT
1,513.00 + vet fees	n/a + VAT	Zoos - Year 6 renewal licence inspection	per 6 years	1,513.00 + vet fees	n/a + VAT
660.00 + vet fees	n/a + VAT	Zoos - Transfer of Licence	per transfer	660.00 + vet fees	n/a + VAT
880.00 + vet fees	n/a + VAT	Zoos - Year 3 interim licence inspection inspection		880.00 + vet fees	n/a + VAT
555.00 + vet fees	n/a + VAT	Dangerous Wild Animals	per annum	555.00 + vet fees	n/a + VAT
240.00 + vet fees	n/a + VAT	Dog breeding establishments	per annum	240.00 + vet fees	n/a + VAT
240.00 + vet fees	n/a + VAT	Animal boarding establishments	per annum	240.00 + vet fees	n/a + VAT
113.00 + vet fees	n/a + VAT	Home boarding establishments	per annum	113.00 + vet fees	n/a + VAT
196.00 + vet fees	n/a + VAT	Pet Shops	per annum	196.00 + vet fees	n/a + VAT
192.00	n/a	Registration for Skin Piercing (Static / Home Business)	per business	192.00	n/a
121.00	n/a	Registration for Skin Piercing (Person)	per person or premises change	121.00	n/a
192.00	n/a	Registration for Peripatetic Skin Piercing (includes one operator)	per business	192.00	n/a
121.00	n/a	Update to an existing skin piercing registration (Business)	per update	121.00	n/a
57.00	n/a	Street trading Occasional Registered Charity (up to one month)	per month	57.00	n/a
111.00	n/a	Street trading Occasional (up to one month)	per month	111.00	n/a

Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
Environmental Health Licences (contd)					
321.00	n/a	Street trading Peripatatic (eg ice cream van)	per annum	321.00	n/a
326.00	n/a	Street trading Static (eg burger van)	per annum	326.00	n/a
22.00	n/a	Additional Licence fee for second reminder letter	per letter	22.00	n/a
49.00	n/a	Additional Licence fee for chasing applications after the expiry of current licence	per licence	49.00	n/a
Training Courses					
65.00	n/a	Level 2 Food Safety Training	per person,per course	65.00	n/a
65.00	n/a	Level 2 Health & Safety Training	per person,per course	65.00	n/a
41.00	n/a	Level 2 Food Safety Refresher Training	per person,per course	41.00	n/a
41.00	n/a	Level 2 Health & Safety Refresher Training	per person,per course	41.00	n/a
620.00	n/a	Level 2 Food Hygiene Training (up to 14 places at customer's premises)	per course	620.00	n/a
380.00	n/a	Level 2 Food Hygiene Refresher Training (up to 14 places at customer's premises)	per course	380.00	n/a
100% of fee paid		Cancellation Fee (less than 10 working days before course)	per person,per course	100% of fee paid	

Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
Miscellaneous Fees & Charges					
13.00	n/a	Food register	per single entry	13.00	n/a
26.00	n/a	Food register	per category	26.00	n/a
77.00	n/a	Food register	per full copy	77.00	n/a
62.00	n/a	Air quality data enquiries	per hour or part	62.00	n/a
62.00	n/a	Additional Land charge enquiries	per hour or part	62.00	n/a
49.00 + disposal costs	n/a + VAT	Issue of certificate following surrender of food	per hour or part	49.00 + disposal costs	n/a + VAT
49.00	n/a	Food export health certificate	per hour or part	49.00	n/a
37.00	44.40	Replacement 'Scores on Doors' certificate	each	37.00	44.40
49.00	58.80	Replacement of any environmental health licence or registration documents	each	49.00	58.80
49.00	58.80	Statement of fact for civil cases	per hour	49.00	58.80
110.00	132.00	Standards inspection for immigration	per inspection	110.00	132.00
330.00	396.00	Housing Notices	fixed charge	330.00	396.00
-	-	Fixed penalty for failure to belong to an approved redress scheme		5,000.00	n/a
37.00	44.40	Letter confirming food premises registration	per letter	37.00	44.40
49.00	58.80	Attendance at Exhumations	per hour (or part)	49.00	58.80

Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
Private Water Supplies					
331.00	n/a	Risk Assessment (smaller supplies - Regulation 10)	per assessment	331.00	n/a
432.00	n/a	Risk Assessment (larger supplies - Regulation 9)	per assessment	432.00	n/a
111.00	n/a	Risk Assessment (Desktop)	per assessment	111.00	n/a
83.33	100.00	Sampling Visit	per visit	83.33	100.00
+ analysis costs 83.33	100.00	Investigation	per investigation	+ analysis costs 83.33	100.00
+ analysis costs 100.00	n/a	Granting of Authorisation	per authorisation	+ analysis costs 100.00	n/a
up to £25	n/a	Analysis Costs (Regulation 10)	per set of samples	up to £25	n/a
up to £100	n/a	Analysis Costs (Check Monitoring)	per set of samples	up to £100	n/a
up to £500	n/a	Analysis Costs (Audit Monitoring)	per set of samples	up to £500	n/a
HMO Licensing Fees					
785.00	n/a	Licence for a HMO with no more than 5 bedrooms (initiated by applicant without LA intervention)		785.00	n/a
1,064.00	n/a	Licence for a HMO with no more than 5 bedrooms (initiated by applicant with LA intervention)		1,064.00	n/a
14.00	n/a	Additional bedrooms	each	14.00	n/a
49.00	n/a	Production of drawings		49.00	n/a
100.00	n/a	BACS refund on full licence fee for receipt of complete valid application within 21 days without further Council intervention		100.00	n/a
118.00	n/a	Variation of licence		118.00	n/a

Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
HMO Licensing Fees					
55.00	n/a	Fee reduction for additional HMO's with same applicant / landlord		55.00	n/a
653.00	n/a	Renewal of HMO Licence		653.00	n/a
100.00	n/a	BACS refund for receipt of complete valid renewal applications at least 3 months before current licence expires		100.00	n/a
77.00	n/a	Confirmation of empty home status		77.00	n/a
Miscellaneous Engineering Fees					
free		Street parties (non-commercial)		free	
27.00	n/a	Sewer Records/Plans	per item	27.00	n/a
OTHER LICENCES					
4,950.00	n/a	Sex Establishments	per annum	4,950.00	n/a
4,950.00	n/a		per renewal	4,950.00	n/a
910.00	n/a		transfer	910.00	n/a
Hypnotism Act 1952:-					
140.00	n/a	Occasional licensed premises		140.00	n/a
540.00	n/a	Occasional unlicensed premises		540.00	n/a
Scrap Metal Site Licence -					
246.00	n/a	Grant	per licence	246.00	n/a
182.70	n/a	Renewal	per licence	182.70	n/a
43.50	n/a	Variation, Name Change, Change of Site	per change	43.50	n/a
Scrap Metal Collectors Licence					
222.50	n/a	Grant	per licence	222.50	n/a
159.20	n/a	Renewal	per licence	159.20	n/a
43.50	n/a	Variation, Name Change	per change	43.50	n/a

Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
TAXI LICENSING					
TAXI LICENSING					
274.00	n/a	Hackney Carriage Vehicle/Proprietor (renewal)	per licence	274.00	n/a
308.00	n/a	Hackney Carriage Vehicle/Proprietor (new vehicle)	per licence	308.00	n/a
274.00	n/a	Private Hire Vehicle / Proprietor Licence (renewal)	per licence	274.00	n/a
308.00	n/a	Private Hire Vehicle / Proprietor Licence (grant)	per licence	308.00	n/a
106.00	n/a	Private Hire drivers licence (renewal)	per licence	106.00	n/a
211.00	n/a	Private Hire drivers licence (grant)		211.00	n/a
-	-	Hackney Carriage Vehicle/Proprietor (renewal) where able to transport a person whilst remaining in a wheelchair	first year	100% discount	
-	-		Subsequent	50% discount	
218.00	n/a	Private Hire Business Operator - up to 6 vehicles	per licence	218.00	n/a
30.00	n/a	- additional vehicles	per vehicle	30.00	n/a
106.00	n/a	Dual Driver (Hackney/Private Hire) (renewal)	-	106.00	n/a
211.00	n/a	Dual Driver (Hackney/Private Hire) (Grant)		211.00	n/a
78.00	n/a	Change of vehicle	-	78.00	n/a
211.00	n/a	Initial Application for a drivers licence (reimbursed on grant of application)		211.00	n/a
Change of Licence Details					
45.00	n/a	Change of Vehicle DVLA registration number		45.00	n/a
45.00	n/a	Change of Vehicle licence designation - Hackney to Private		45.00	n/a
85.00	n/a	- Private to Hackney		85.00	n/a
45.00	n/a	Change of vehicle proprietor with unexpired licence		45.00	n/a
45.00	n/a	Convert drivers licence to dual driver		45.00	n/a
Ancillary Charges					
91.00	n/a	Knowledge Test	per test	91.00	n/a
Ancillary Items					
68.33	82.00	Roof light (complete)		68.33	82.00
36.67	44.00	Roof light (cover or base plate separate)		36.67	44.00
15.83	19.00	Charge for unusable/damaged returned roof light to be discounted from any refund		15.83	19.00
22.50	27.00	Replacement badge		22.50	27.00
36.67	44.00	Replacement plate/trailer plate		36.67	44.00

Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
TAXI LICENSING (cont.)					
Ancillary Items					
2.08	2.50	Roof light bulb		2.08	2.50
6.67	8.00	Magnets (sold as pair)		6.67	8.00
10.83	13.00	Executive Private Hire Disc		10.83	13.00
Free		Table of fares/windscreen badge		Free	
28.33	34.00	Distribution of free literature		28.33	34.00
PREMISES LICENCES					
Application for premises, club premises certificate, variations (excluding change of name and address or designated premises supervisor) conversion/variation					
100.00	n/a	Band A - rateable value £0-£4,300	Statutory Fee	100.00	n/a
190.00	n/a	Band B - rateable value £4,301-33,000	Statutory Fee	190.00	n/a
315.00	n/a	Band C - rateable value £33,001-£87,000	Statutory Fee	315.00	n/a
450.00	n/a	Band D - rateable value £87,001-£125,000	Statutory Fee	450.00	n/a
635.00	n/a	Band E - rateable value £125,000 and over	Statutory Fee	635.00	n/a
PREMISES LICENCES (Annual charge)					
(Holders of premises licences and club premises certificate)					
70.00	n/a	Band A - rateable value £0-£4,300	Statutory Fee	70.00	n/a
180.00	n/a	Band B - rateable value £4,301-33,000	Statutory Fee	180.00	n/a
295.00	n/a	Band C - rateable value £33,001-£87,000	Statutory Fee	295.00	n/a
320.00	n/a	Band D - rateable value £87,001-£125,000	Statutory Fee	320.00	n/a
350.00	n/a	Band E - rateable value £125,000 and over	Statutory Fee	350.00	n/a
37.00	n/a	PERSONAL LICENCE		37.00	n/a

Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
OTHER FEES AND CHARGES					
Supply of copies of information contained in register:-					
0.10	0.12	Photocopying (black & white)	A4 sheet	0.10	0.12
0.20	0.24		A3 sheet	0.20	0.24
1.10	1.32		A0 sheet	1.10	1.32
0.20	0.24	Photocopying (colour)	A4 sheet	0.20	0.24
0.50	0.60		A3 sheet	0.50	0.60
1.70	2.04		A0 sheet	1.70	2.04
10.50	n/a	Application for copy of licence or summary on theft, loss etc of premises licence or summary	Statutory Fee	10.50	n/a
10.50	n/a	Notification of change of name or address (holder of premises licence)	Statutory Fee	10.50	n/a
23.00	n/a	Application to vary or to specify individual as premises supervisor	Statutory Fee	23.00	n/a
23.00	n/a	Application to transfer premises licence	Statutory Fee	23.00	n/a
23.00	n/a	Interim authority notice	Statutory Fee	23.00	n/a
315.00	n/a	Application for making of a provisional statement	Statutory Fee	315.00	n/a
10.50	n/a	Application for copy of certificate or summary on theft, loss etc of certificate or summary	Statutory Fee	10.50	n/a
10.50	n/a	Notification of change of name or alteration of club rules	Statutory Fee	10.50	n/a
10.50	n/a	Change of relevant registration address of club	Statutory Fee	10.50	n/a
21.00	n/a	Temporary event notice	Statutory Fee	21.00	n/a
10.50	n/a	Application of copy of notice on theft, loss etc of temporary event notice	Statutory Fee	10.50	n/a
10.50	n/a	Application of copy of licence on theft, loss etc of personal licence	Statutory Fee	10.50	n/a
10.50	n/a	Notification of change of name or address (personal licence)	Statutory Fee	10.50	n/a
21.00	n/a	Notice of interest in any premises	Statutory Fee	21.00	n/a

Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
Gambling Act 2005					
2,677.50	n/a	Bingo Premises	Licence	2,677.50	n/a
1,339.00	n/a		Variation	1,339.00	n/a
918.00	n/a		Transfer	918.00	n/a
765.00	n/a		Annual Fee	765.00	n/a
1,530.00	n/a	Adult Gaming Centre Premises	Licence	1,530.00	n/a
765.00	n/a		Variation	765.00	n/a
918.00	n/a		Transfer	918.00	n/a
765.00	n/a		Annual Fee	765.00	n/a
1,913.00	n/a	Betting Premises (Track)	Licence	1,913.00	n/a
957.00	n/a		Variation	957.00	n/a
727.00	n/a		Transfer	727.00	n/a
765.00	n/a		Annual Fee	765.00	n/a
2,300.00	n/a	Betting Premises (Other)	Licence	2,300.00	n/a
1,148.00	n/a		Variation	1,148.00	n/a
918.00	n/a		Transfer	918.00	n/a
300.00	n/a		Annual Fee	300.00	n/a
1,530.00	n/a	Family Entertainment Centre Premises	Licence	1,530.00	n/a
765.00	n/a		Variation	765.00	n/a
727.00	n/a		Transfer	727.00	n/a
574.00	n/a		Annual Fee	574.00	n/a
500.00	n/a	Temporary Use Notices	Fee	500.00	n/a
25.00	n/a		Copy	25.00	n/a
50.00	n/a	Gaming Machine Permit (Up to 2 machines)	# 10 years	50.00	n/a
100.00	n/a	Club Gaming Machine Permit (Up to 3 machines)	# 5 Years	100.00	n/a
50.00	n/a	Club Gaming Machine Permit	# Annual Fee	50.00	n/a
40.00	n/a	Small Lotteries	Initial Fee	40.00	n/a
20.00	n/a		# Renewal	20.00	n/a

Fixed by Statute

NEIGHBOURHOOD SERVICES

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
PRE-APPLICATION ADVICE					
Any development where affordable housing is required by virtue of the Councils planning policies and is to be provided					
87.50	105.00		Initial fee	87.50	105.00
Other Development					
87.50	105.00		Initial fee	87.50	105.00
43.75	52.50		Secondary fee	43.75	52.50
Advertisement proposals					
41.67	50.00		Initial fee	41.67	50.00
20.83	25.00		Secondary fee	20.83	25.00
Heritage advice					
41.67	50.00		Initial fee	41.67	50.00
20.83	25.00		Secondary fee	20.83	25.00

Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
HOSTELS					
Hillcrest					
195.00	n/a	Single Room	per week	195.00	n/a
+ service charges				+ service charges	
220.00	n/a	Double Room	per week	220.00	n/a
+ service charges				+ service charges	
230.00	n/a	Family Room	per week	230.00	n/a
+ service charges				+ service charges	
Bed & Breakfast					
97.65	n/a	Single person	per week	97.65	n/a
13.95	n/a		per day	13.95	n/a
129.50	n/a	Single person and one child	per week	129.50	n/a
18.50	n/a		per day	18.50	n/a
140.70	n/a	Single person and two children	per week	140.70	n/a
20.10	n/a		per day	20.10	n/a
129.50	n/a	Couple	per week	129.50	n/a
18.50	n/a		per day	18.50	n/a
151.90	n/a	Couple and one child	per week	151.90	n/a
21.70	n/a		per day	21.70	n/a
164.15	n/a	Couple and two children	per week	164.15	n/a
23.45	n/a		per day	23.45	n/a
13.30	n/a	Additional children up to 16	per week	13.30	n/a
1.90	n/a		per day	1.90	n/a

Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
HIRE CHARGES FOR HERTFORD THEATRE					
WEEKDAYS					
Auditorium					
256.00	n/a		am (9am to 1pm)	256.00	n/a
64.00	n/a		am per hour	64.00	n/a
395.00	n/a		pm (1pm to 6pm)	395.00	n/a
79.00	n/a		pm per hour	79.00	n/a
534.00	n/a		Evening (6pm to midnight)	534.00	n/a
89.00	n/a		Evening per hour	89.00	n/a
551.00	n/a		9am-6pm (discounted rate)	551.00	n/a
779.00	n/a		1pm-midnight (discounted rate)	779.00	n/a
985.00	n/a		9am-midnight (discounted rate)	985.00	n/a
Studio					
88.00	n/a		am (9am to 1pm)	88.00	n/a
22.00	n/a		am per hour	22.00	n/a
135.00	n/a		pm (1pm to 6pm)	135.00	n/a
27.00	n/a		pm per hour	27.00	n/a
162.00	n/a		Evening (6pm to midnight)	162.00	n/a
37.00	n/a		Evening per hour	37.00	n/a
193.00	n/a		9am-6pm (discounted rate)	193.00	n/a
307.00	n/a		1pm-midnight (discounted rate)	307.00	n/a
375.00	n/a		9am-midnight (discounted rate)	375.00	n/a
River Room					
88.00	n/a		am (9am to 1pm)	88.00	n/a
22.00	n/a		am per hour	22.00	n/a
135.00	n/a		pm (1pm to 6pm)	135.00	n/a
27.00	n/a		pm per hour	27.00	n/a
162.00	n/a		Evening (6pm to midnight)	162.00	n/a
37.00	n/a		Evening per hour	37.00	n/a
193.00	n/a		9am-6pm (discounted rate)	193.00	n/a
307.00	n/a		1pm-midnight (discounted rate)	307.00	n/a
375.00	n/a		9am-midnight (discounted rate)	375.00	n/a
Foyer					
88.00	n/a		am (9am to 1pm)	88.00	n/a
22.00	n/a		am per hour	22.00	n/a
135.00	n/a		pm (1pm to 6pm)	135.00	n/a
27.00	n/a		pm per hour	27.00	n/a
162.00	n/a		Evening (6pm to midnight)	162.00	n/a
37.00	n/a		Evening per hour	37.00	n/a

Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
HIRE CHARGES FOR HERTFORD THEATRE					
WEEKENDS AND BANK HOLIDAYS					
		Auditorium	am (9am to 1pm)		
316.00	n/a		am per hour	316.00	n/a
79.00	n/a		pm (1pm to 6pm)	79.00	n/a
445.00	n/a		pm per hour	445.00	n/a
89.00	n/a		Evening (6pm to midnight)	89.00	n/a
750.00	n/a		Evening per hour	750.00	n/a
125.00	n/a		9am-6pm (discounted rate)	125.00	n/a
661.00	n/a		1pm-midnight (discounted rate)	661.00	n/a
1,072.00	n/a		9am-midnight (discounted rate)	1,072.00	n/a
1,311.00	n/a			1,311.00	n/a
		Studio	am (9am to 1pm)		
136.00	n/a		am per hour	136.00	n/a
34.00	n/a		pm (1pm to 6pm)	34.00	n/a
185.00	n/a		pm per hour	185.00	n/a
37.00	n/a		Evening (6pm to midnight)	37.00	n/a
282.00	n/a		Evening per hour	282.00	n/a
47.00	n/a		9am-6pm (discounted rate)	47.00	n/a
291.00	n/a		1pm-midnight (discounted rate)	291.00	n/a
417.00	n/a		9am-midnight (discounted rate)	417.00	n/a
533.00	n/a			533.00	n/a
		River Room	am (9am to 1pm)		
136.00	n/a		am per hour	136.00	n/a
34.00	n/a		pm (1pm to 6pm)	34.00	n/a
185.00	n/a		pm per hour	185.00	n/a
37.00	n/a		Evening (6pm to midnight)	37.00	n/a
282.00	n/a		Evening per hour	282.00	n/a
47.00	n/a		9am-6pm (discounted rate)	47.00	n/a
291.00	n/a		1pm-midnight (discounted rate)	291.00	n/a
417.00	n/a		9am-midnight (discounted rate)	417.00	n/a
533.00	n/a			533.00	n/a
		Foyer	am (9am to 1pm)		
136.00	n/a		am per hour	136.00	n/a
34.00	n/a		pm (1pm to 6pm)	34.00	n/a
185.00	n/a		pm per hour	185.00	n/a
37.00	n/a		Evening (6pm to midnight)	37.00	n/a
282.00	n/a		Evening per hour	282.00	n/a
47.00	n/a			47.00	n/a
WEEKLY					
		Auditorium	Mon - Sunday (amateur)		
5,275.00	n/a		Mon - Sunday (professional)	5,275.00	n/a
6,600.00	n/a			6,600.00	n/a
2,100.00	n/a	Studio	Mon - Sunday	2,100.00	n/a
2,600.00	n/a	River Room	Mon - Sunday	2,600.00	n/a

Fees and Charges

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
HIRE CHARGES FOR HERTFORD THEATRE					
EQUIPMENT HIRE PRICES					
Pianos					
130.00	156.00	Concert Grand Piano	per 3 hours	130.00	156.00
64.50	77.40	Piano Tuning		64.50	77.40
38.50	46.20	Electric Piano		38.50	46.20
Projection					
29.17	35.00	LCD Projector & Screen		29.17	35.00
Public Address System					
75.00	90.00	Portable PA Unit		75.00	90.00
13.33	16.00	Lapel Mic		13.33	16.00
15.83	19.00	Hand Radio Mic		15.83	19.00
Cinema Prices					
5.83	7.00	Adults		5.83	7.00
4.17	5.00	Concessions		4.17	5.00

CUSTOMER & COMMUNITY SERVICES

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
		Outdoor Exercise Group Activities *			
1,200.00	n/a	Organisations - per site	1,200.00	n/a	
450.00	n/a	Personal Trainers - per trainer	450.00	n/a	

- * Charges for personal trainers and organisations are levied to commercial organisations and individuals using EHC owned land for organised group activities where a charge is levied to participants either directly or through a membership scheme. These are ceiling prices and may be reduced at the discretion of the Head of Environmental Services for shorter time periods or where activities are undertaken in partnership with the Council in pursuit of corporate objectives relating to health and well being. These charges do not apply to the Council's own Leisure Services contractor.

CUSTOMER & COMMUNITY SERVICES

2014/15		DETAILS	UNIT OF CHARGE	2015/16	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
Markets - Hertford & Bishop's Stortford					
21.80	n/a	Standard pitch 3m x 2.1m (10' x 7')	per pitch	21.80	n/a
		Incentive for above (Bishop's Stortford only)	5 consecutive weeks - 5th week free		
26.00	n/a	Casual Trader pitch 3m x 2.1m (10' x 7')	per pitch	26.00	n/a
1.20	n/a	Additional space	per 0.3m (per sq ft)	1.20	n/a
Markets - Ware					
14.00	n/a	Standard pitch 3m x 2.1m (10' x 7')	per pitch	14.00	n/a
		Incentive for above	5 consecutive weeks - 5th week free		
15.60	n/a	Casual Trader pitch 3m x 2.1m (10' x 7')	per pitch	15.60	n/a
1.20	n/a	Additional space	per 0.3m (per sq ft)	1.20	n/a
10.90	n/a	Charity Stall - Any Market		10.90	n/a
3.00	n/a	Electricity Fee Charges	per stall per day	3.00	n/a
Market Licence					
32.10	n/a	Commercial - up to 10 stalls		32.10	n/a
53.55	n/a	Commercial - up to 11 - 30 stalls		53.55	n/a
111.45	n/a	Commercial - up to 31plus stalls		111.45	n/a
22.10	n/a	Charity		22.10	n/a
Farmers Markets					
23.00	n/a	Hertford (own stall)		23.00	n/a
27.00	n/a	Hertford (East Herts stall)		27.00	n/a
1,475.06	n/a	Jackson Square	per quarter	1,475.06	n/a

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE: 22 SEPTEMBER 2015

REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY

SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: *none*

Purpose/Summary of Report

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

RECOMMENDATION FOR DECISION:

That:

(A)	the work programme shown in this report be agreed
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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 Members are asked whether there is any additional topic they wish to put forward for inclusion on any future agenda.
- 2.3 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.
- 2.4 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”*.
- 2.5 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</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</p>

impacts:	specifically focus in on issues and topics which have a direct and immediate impact on the health and wellbeing of all those who live, work or study in the district.
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Community Scrutiny Committee work programme 2015/16 (DRAFT)

2015/16 meeting	CIVIC YEAR date	topic	Contact officer/lead	Next Exec
Meeting 3/4 in 2015/16	17 Nov 2015 TBC Report deadline 4 Nov	Report back from the member/officer group re meetings with all Registered Providers with properties in EH	Lead = Simon Drinkwater	1 Dec 2015 5 Jan 2016 2 Feb 2016 8 Mar 2016
		East Herts Housing Strategy 2016 – 2019	Housing Strategy and Development Manager + Manager of Housing Services	
		Review of Empty Homes Strategy and action plan	Empty Homes Officer + Environmental Health Manager (Residential)	
		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	BUDGET Report(s)		
JOINT SCRUTINY	09 Feb 2016	2016/17 Service Plans 2015/16 Performance Indicator Estimates and 2016/17 Future targets		
Meeting 4/4 in 2015/16	15 Mar 2016 Report deadline 2 Mar	Leisure Contract – year 7	Head of Service and lead officer + SLM	5 April 2016
		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 – 22 SEPTEMBER 2015

REPORT BY THE DIRECTOR OF FINANCE AND SUPPORT SERVICES

COMMUNITY SCRUTINY CORPORATE HEALTHCHECK – APRIL 2015 TO JULY 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 April 2015 to July 2015.
- Community Scrutiny has 22 indicators in its performance monitoring basket. Three of these are either on target or exceeding their targets and two performance indicators are off target. The remaining 17 performance indicators are trend only.

<u>RECOMMENDATION FOR COMMUNITY SCRUTINY:</u>	
That the Executive be advised that Community Scrutiny Committee has considered:	
(A)	the reported performance for the period April 2015 to July 2015 be noted.
(B)	and supports the approval of (A).

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 2015/16 there are 73 performance indicators, of which 22 are monitored within the year by Community Scrutiny Committee.

- 1.2 The report contains a breakdown of the following information by each service area:
- An overview of performance, in particular where there have been issues and remedial actions taken during the period.
 - The indicators where data is collected monthly, with performance for July 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 1 presented in detail (the most up to date available) with previous quarters summarised in a trend chart.
- 1.3 All councillors have access to Covalent (the council's performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team are able to provide support and training on using the Covalent system if required.
- 1.4 **Essential Reference Paper 'B'** Shows the full set of performance indicators that are reported on a monthly or quarterly basis to this committee.
Essential Reference Paper 'C' Provides guidance notes and definitions for the performance indicators relating to Community Scrutiny Committee.

2.0 Performance analysis

Performance against targets

- 2.1 Table one shows current performance for measures where there is a target together with movement since the last reported period. Two indicators are showing an improvement/increase. Two indicators have maintained the same level of performance and one indicator shows a decline. Please note some of these measures are reported quarterly and therefore are compared to the last quarter of 2014/15.

Table One:

Performance Indicator Short Name	Performance Status (RAG)	Movement since last reported
EHPI 11.2 – Number of producers at Hertford farmers market	Green	Improved
EHPI 129 – Response time to Anti-Social Behaviour (ASB) complaints made to EHC	Green	Stayed the same
EHPI 11.1 – Rental income from market traders.	Green	Declined
EHPI 2.12 – Service requests: environmental health	Amber	Stayed the same
EHPI 181 – Time taken to process Housing Benefit new claims and change events.	Red	Improved

ONLY PERFORMANCE INDICATORS

2.2 Table two contains a summary of movement since each measure was last reported. Again, please note some of these measures are reported quarterly and therefore are compared to the last quarter of 2014/15.

Table Two:

Indicator (Trend only)
There has been a gradual decrease in EHPI 10.1 (Council tax support caseload) between April to July.
There has been a gradual decrease in EHPI 10.3 (Housing benefit caseload) between May to July.
There has been a slight increase in EHPI 151 (Number of homeless households living in temporary accommodation) at the end of Quarter 1.
There has been an increase in EHPI 152 (The number of applicants accepted as owed the main homelessness duty to secure accommodation) for Quarter 1.

There has been an increase in EHPI 153 (Number of applicants that presented to the council as homeless) for Quarter 1.
There have been no formal warnings issued to drivers and operators by the Licensing team between April to July for EHPI 3.1 . This includes matters like - failure to produce documents, parking issues and driver conduct.
There has been no taxi licensing matters taken forward to the Licensing Sub Committee between April to July for EHPI 3.2 .
There has been a gradual increase in EHPI 3.3 (Number of events notified to the Safety Advisory Group by event organisers) between May to July.
There has been a gradual increase in EHPI 3.4 (The number of visits by Licensing Enforcement officers to Licensed premises) between April to July.
There has been a decrease in EHPI 3.5 (The number of applications received by the Licensing team in respect of Licensed premises) in July compared to the previous period June.
There has been a decrease in EHPI 3.6 (The number of these applications that have received representations against them) in July compared to the previous period June.
There have been no licensing applications taken forward to Licensing Sub Committee for EHPI 3.7 .
There has been a slight decrease in EHPI 3a (Usage: number of swims (under 16)) for Quarter 1.
There has been an increase in EHPI 3b (Usage: number of swims (16 – under 60 year olds)) for Quarter 1.
There has been a decrease in EHPI 3c (Usage: number of swims (60 year old +)) for Quarter 1.
There has been a decrease in EHPI 4a (Usage: Gym (16 – under 60 year olds)) for Quarter 1.
There has been a decrease in EHPI 4b (Usage: Gym (60 + year olds)) for Quarter 1.

2.3 Long term trend analysis (current value compared to the average performance for the last 12 months or last 4 quarters)

Table three:

Service and Indicator	Commentary
Business Development	
EHPI 11.1 – Rental income from market traders.	Performance for the quarter is exceeding target however both the short and long term trend show a decline. There has been a general trend of income from market traders decreasing nationally and East Herts is consistent with that pattern.
Environment Services	
EHPI 3a – Usage: number of swims (under 16)	Swim usage is following normal trend patterns and is in line with service expectations. The drop of 209 users between the two quarters is a significant improvement on the difference between quarter 4 and quarter 1 last year. Most throughput in quarter one tends to show around 12,000 – 12,500 users, so performance is in line with service expectations. The long term trend compares current performance against the average over the last four quarters and therefore takes account of the good performance that occurred in that period. The long term trend should improve during the coming quarters, particularly if performance continues to remain in line with service expectations.
EHPI 4a – Usage: Gym (16 – under 60 year olds)	Gym usage tends to be better in the last quarter of the financial year (due to new year resolutions to increase fitness) and drops off in quarter one at the start of the new financial year. Performance in May 2015 did drop slightly but throughput in June 2015 has increased (the second best June performance over the contract period). 2014/15 was a particularly good year which explains why the long term trend (which compares current performance against the average over the last four quarters) shows a decline. However throughput performs well against the 6 year average. SLMs membership

	<p>sales are performing well currently so it is expected that this will have a positive effect on throughput over the next quarter.</p>
<p>EHPI 4b – Usage: Gym (60 + year olds)</p>	<p>Gym usage tends to be better in the last quarter of the financial year (due to new year resolutions to increase fitness) and drops off in quarter one at the start of the new financial year. Quarter one performance is lower than the same period last year but 2014/15 was a particularly good year which explains why the long term trend (which compares current performance against the average over the last four quarters) shows a decline. However throughput performs well against the 6 year average.</p>
<p>Shared Revenue and Benefits Services</p>	
<p>EHPI 10.1 – Council Tax Support caseload and EHPI 10.3 – Housing benefit caseload</p>	<p>When compared to the average number of cases for the last 12 months both indicators show a decreasing long term trend i.e. cases have reduced. However, the complexity of individual cases has also increased and therefore the overall workload for the service has not diminished.</p> <p>A review was undertaken in late 2014/15 looking at caseload volume with a view to see if caseload trend could be projected. Overall the review concluded that a number of factors affect housing benefits and council tax support caseloads which are difficult to predict e.g. fluctuations in the local employment economy, variations in peoples working patterns and availability of temporary employment, as well as improvements in peoples financial circumstances removing them from eligibility for Benefit etc. Looking at the national trend and aligning that to East Herts caseload the review observed that there would be a decrease in both Housing Benefit and Council Tax Support caseloads from April 2013 and thereafter the council should expect very little change each year. This is a change from the rising caseloads observed up to 2013.</p>

Potential issues in future

2.4 Five new indicators for 2015/16 show a decline in July/Quarter One when compared to the average performance for the past period where data is available. Although it is too early to draw conclusions further analysis will be undertaken in the coming months to understand what patterns and trends exist and the reasons behind them. The indicators are:

- EHPI 3.3 – Number of events notified to the Safety Advisory Group by event organisers.
- EHPI 3.5 – Number of applications received by the licensing team in respect of licensed premises.
- EHPI 151 – Number of homeless households living in temporary accommodation at the end of the quarter
- EHPI 152 – The number of applicants accepted as owed the main homelessness duty to secure accommodation
- EHPI 153 – Number of applicants that presented to the council as homeless

Changes to Performance Indicators

2.5 Consideration will be given as part of the financial and business planning process, to the relevancy of the following performance indicators based on the small detail they have provided to date:

- EHPI 3.4 – The number of visits by Licensing Enforcement officers to licensed premises’.
- EHPI 3.6 – The number of these applications that have received representations against them.
- EHPI 3.7 – Number of these applications that are taken forward to Licensing Sub Committee.

Further work will be undertaken in the coming months to look at possible options.

2.6 The monthly targets for ‘**EHPI 181** – Time taken to process Housing Benefit new claims and change events’ have been changed (see table four). The profiled targets recognises the heaviest workload in the quarter one period (generated by the changes in benefits, rents and council tax etc. in April) and then for the rest of the year reflects how the service pulls the cumulative figure back down allowing for any unforeseen changes or unexpected increase in service demand. The

target for March accounts for the huge volumes of assessments being undertaken in very short 'days' as the service prepares accounts for the annual uprating. The target for March also reflects the **annual** cumulative target of 10 days.

Table Four:

Reporting period	Original Target	Revised target (based on profiling the peaks in service demand)
April	10 days	13 days
May	10 days	13 days
June	10 days	13 days
July	10 days	13 days
August	10 days	12 days
September	10 days	12 days
October	10 days	12 days
November	10 days	12 days
December	10 days	12 days
January	10 days	12 days
February	10 days	12 days
March	10 days	10 days

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

3.0 Implications/Consultation

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

Background Papers:

2014/15 Performance Indicators Estimates and Future Targets Report –
Executive 3 March 2015

Contact Members: Councillor G Williamson – Executive Member for
Finance and Support Services

Councillor G McAndrew – Executive Member for
Environment and the Public Space

Councillor G Jones – Executive Member for Economic
Development

Councillor E Buckmaster – Executive Member for
Health and Wellbeing

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

Report Author: Karl Chui – Performance Monitoring Officer
Contact Tel Ext No 2243
karl.chui@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

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


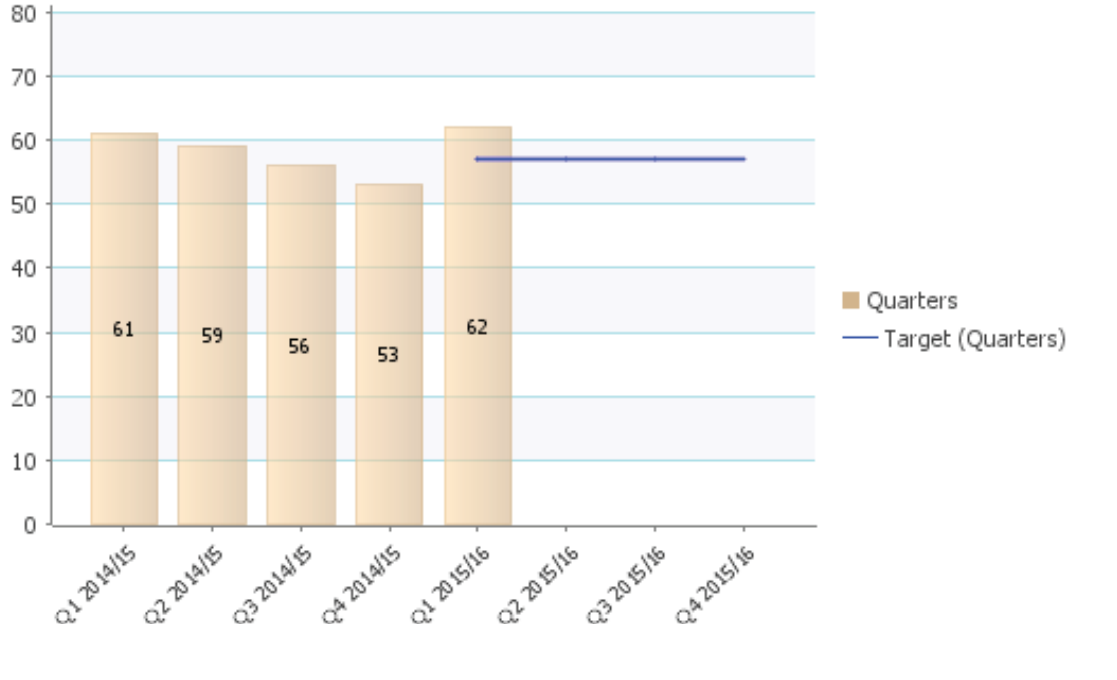


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April to June Community Scrutiny Healthcheck 2015/16

Directorate Customer and Community Services
Service Area Economic Development

PI Code & Short Name	EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)	Managed By	Paul Pullin;												
<p>EHPI 11.1 Rental income from market traders. (MAXIMISING INDICATOR)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Rental Income (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>£24,000.00</td> </tr> <tr> <td>Q2 2014/15</td> <td>£26,014.00</td> </tr> <tr> <td>Q3 2014/15</td> <td>£24,605.00</td> </tr> <tr> <td>Q4 2014/15</td> <td>£22,513.00</td> </tr> <tr> <td>Q1 2015/16</td> <td>£22,234.00</td> </tr> </tbody> </table>		Quarter	Rental Income (£)	Q1 2014/15	£24,000.00	Q2 2014/15	£26,014.00	Q3 2014/15	£24,605.00	Q4 2014/15	£22,513.00	Q1 2015/16	£22,234.00	Short Term Trend Arrow	
		Quarter	Rental Income (£)												
		Q1 2014/15	£24,000.00												
		Q2 2014/15	£26,014.00												
Q3 2014/15	£24,605.00														
Q4 2014/15	£22,513.00														
Q1 2015/16	£22,234.00														
Long Term Trend Arrow															
Traffic Light Icon															
Current Value	£22,234.00	Current Target	£13,000.00												
Notes & History Latest Note		The quarter one figure breaks down as follows - Bishop's Stortford Saturday £4,178, Bishop's Stortford Thursday £3,868, Hertford £11,475, Ware £2,713. This figure is above profile because the handover of Bishop's Stortford market to the Town Council was delayed. This means that the income figure for the quarter has been counted as East Herts income. Future income from the Bishop's Stortford market will not be included in this indicator. The long term trend compares current performance against the average over the last four quarters and therefore takes account of the income we received for Bishop's Stortford in 2014/15. The long term trend will continue to show a decline for several quarters until we move to a period whereby past data does not include Bishop's Stortford. The short term trend shows a marginal decline income compared to the last quarter.													
Management Response / Action		No further management response required at this stage.													


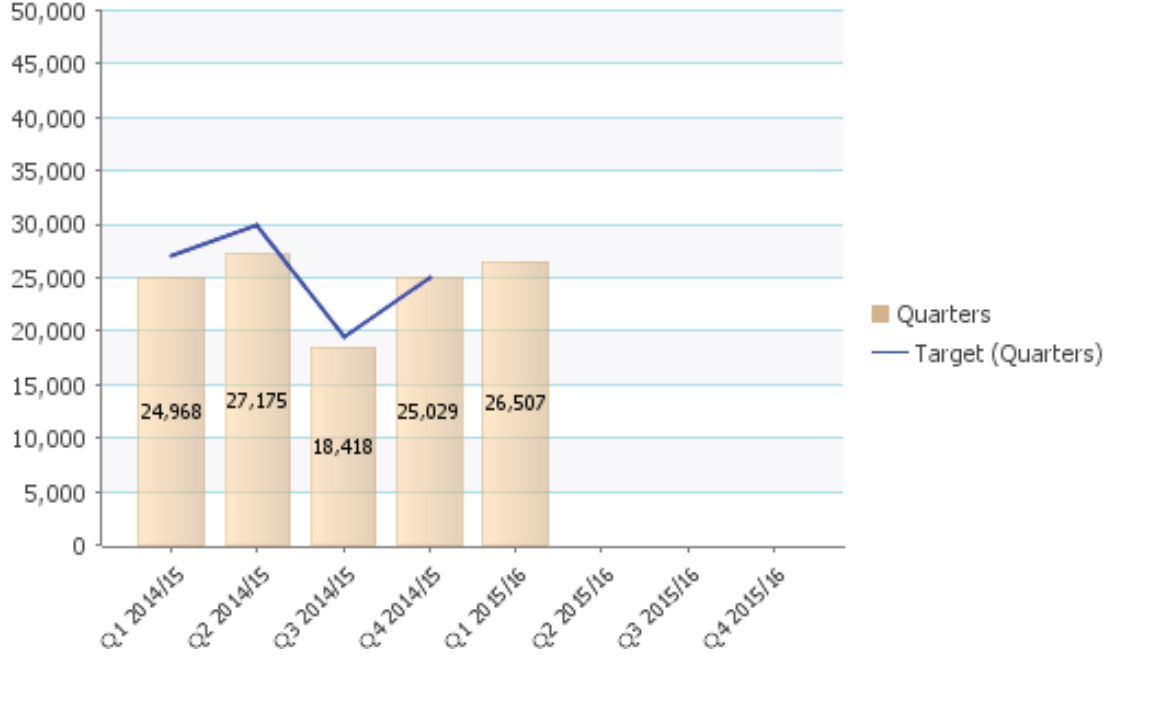

PI Code & Short Name	EHPI 11.2 Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)	Managed By	Paul Pullin;
EHPI 11.2 Number of producers at Hertford farmers market. (MAXIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	62
		Current Target	57
		Notes & History Latest Note	Performance exceeding target. 62 stalls were present at the farmers market in this quarter. This is close to the stall capacity for the market area and therefore a satisfactory outcome.
		Management Response / Action	No further management response required at this stage.

Directorate Customer and Community Services
Service Area Environment Services

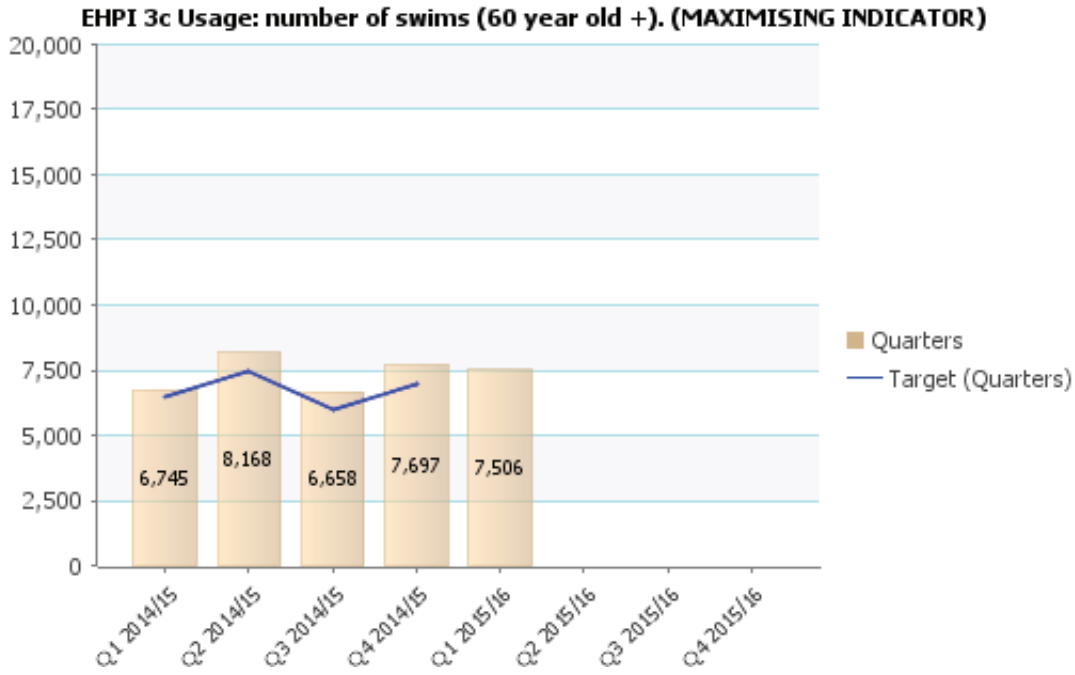
PI Code & Short Name	EHPI 3a Usage: number of swims (under 16). (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza;																		
<table border="1"> <caption>EHPI 3a Usage: number of swims (under 16). (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Usage (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>13,880</td> <td>~12,000</td> </tr> <tr> <td>Q2 2014/15</td> <td>14,819</td> <td>~16,000</td> </tr> <tr> <td>Q3 2014/15</td> <td>9,135</td> <td>~9,000</td> </tr> <tr> <td>Q4 2014/15</td> <td>12,427</td> <td>~12,000</td> </tr> <tr> <td>Q1 2015/16</td> <td>12,218</td> <td>~12,000</td> </tr> </tbody> </table>		Quarter	Actual Usage (Quarters)	Target (Quarters)	Q1 2014/15	13,880	~12,000	Q2 2014/15	14,819	~16,000	Q3 2014/15	9,135	~9,000	Q4 2014/15	12,427	~12,000	Q1 2015/16	12,218	~12,000	Short Term Trend Arrow	↓
		Quarter	Actual Usage (Quarters)	Target (Quarters)																	
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Q1 2015/16	12,218	~12,000																			
Long Term Trend Arrow	↓																				
Traffic Light Icon	N/A – Trend only from 1 April 2015																				
Current Value	12,218																				
Current Target	N/A – Trend only from 1 April 2015																				
Notes & History Latest Note	Swim usage is following normal trend patterns and in line with service expectations. The drop of 209 users between the two quarters is a significant improvement on the difference between quarter 4 and quarter 1 last year. Most throughput in quarter one tend to show around 12,000 – 12,500 users, so performance is in line with service expectations. The long term trend compares current performance against the average over the last four quarters and therefore takes account of the good performance that occurred in that period. The long term trend should improve during the coming quarters, particularly if performance continues to remain in line with service expectations.																				
Management Response / Action	No further management action required at this stage.																				

PI Code & Short Name	EHPI 4a Usage: Gym (16 – under 60 year olds). (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza;												
<table border="1"> <caption>EHPI 4a Usage: Gym (16 – under 60 year olds). (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Quarter</th> <th>Usage</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>50,499</td> </tr> <tr> <td>Q2 2014/15</td> <td>46,502</td> </tr> <tr> <td>Q3 2014/15</td> <td>40,965</td> </tr> <tr> <td>Q4 2014/15</td> <td>55,480</td> </tr> <tr> <td>Q1 2015/16</td> <td>43,584</td> </tr> </tbody> </table>		Quarter	Usage	Q1 2014/15	50,499	Q2 2014/15	46,502	Q3 2014/15	40,965	Q4 2014/15	55,480	Q1 2015/16	43,584	Short Term Trend Arrow	↓
		Quarter	Usage												
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		Q2 2014/15	46,502												
		Q3 2014/15	40,965												
Q4 2014/15	55,480														
Q1 2015/16	43,584														
Long Term Trend Arrow	↓														
Traffic Light Icon	N/A – Trend only from 1 April 2015														
Current Value	43,584														
Current Target	N/A – Trend only from 1 April 2015														
Notes & History Latest Note	<p>Gym usage tends to be better in the last quarter of the financial year (due to new year resolutions to increase fitness) and drops off in quarter one at the start of the new financial year. Performance in May 2015 did drop slightly but throughput in June 2015 has increased (the second best June performance over the contract period). 2014/15 was a particularly good year which explains why the long term trend (which compares current performance against the average over the last four quarters) shows a decline. However throughput performs well against the 6 year average. SLMs membership sales are performing well currently so it is expected that this will have a positive effect on throughput over the next quarter.</p>														
Management Response / Action	No further action required at this stage. Performance will be reviewed again at quarter two.														

PI Code & Short Name	EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza;																											
<p>EHPI 4b Usage: Gym (60 + year olds). (MAXIMISING INDICATOR)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Usage (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>5,094</td> <td>~3,800</td> </tr> <tr> <td>Q2 2014/15</td> <td>5,194</td> <td>~3,800</td> </tr> <tr> <td>Q3 2014/15</td> <td>5,128</td> <td>~4,200</td> </tr> <tr> <td>Q4 2014/15</td> <td>5,851</td> <td>5,000</td> </tr> <tr> <td>Q1 2015/16</td> <td>4,717</td> <td>N/A</td> </tr> <tr> <td>Q2 2015/16</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Q3 2015/16</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Q4 2015/16</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>		Quarter	Usage (Quarters)	Target (Quarters)	Q1 2014/15	5,094	~3,800	Q2 2014/15	5,194	~3,800	Q3 2014/15	5,128	~4,200	Q4 2014/15	5,851	5,000	Q1 2015/16	4,717	N/A	Q2 2015/16	N/A	N/A	Q3 2015/16	N/A	N/A	Q4 2015/16	N/A	N/A	Short Term Trend Arrow	↓
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Long Term Trend Arrow	↓																													
Traffic Light Icon	N/A – Trend only from 1 April 2015																													
Current Value	4,717																													
Current Target	N/A – Trend only from 1 April 2015																													
Notes & History Latest Note	Gym usage tends to be better in the last quarter of the financial year (due to new year resolutions to increase fitness) and drops off in quarter one at the start of the new financial year. Quarter one performance is lower than the same period last year but 2014/15 was a particularly good year which explains why the long term trend (which compares current performance against the average over the last four quarters) shows a decline. However throughput performs well against the 6 year average.																													
Management Response / Action	No further action required at this stage. Performance will be reviewed again at quarter two.																													

PI Code & Short Name	EHPI 3b Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza;																		
EHPI 3b Usage: number of swims (16 – under 60 year olds). (MAXIMISING INDICATOR)		Short Term Trend Arrow																			
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Q1 2015/16	26,507	~26,500																			
		Traffic Light Icon	N/A – Trend only from 1 April 2015																		
		Current Value	26,507																		
		Current Target	N/A – Trend only from 1 April 2015																		
		Notes & History Latest Note	Swim usage is following normal trend patterns and in line with service expectations.																		
		Management Response / Action	No further management action required at this stage.																		

PI Code & Short Name EHPI 3c Usage: number of swims (60 year old +). (MAXIMISING INDICATOR)



Managed By	Cliff Cardoza;
Short Term Trend Arrow	↓
Long Term Trend Arrow	↑
Traffic Light Icon	N/A – Trend only from 1 April 2015
Current Value	7,506
Current Target	N/A – Trend only from 1 April 2015
Notes & History Latest Note	Swim usage is following normal trend patterns and in line with service expectations.
Management Response / Action	No further management action required at this stage.

Directorate Finance and Support Services
Service Area Revenues and Benefits

PI Code & Short Name	EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)	Managed By	Su Tarran; Adele Taylor
<p>EHPI 181 Time taken to process Housing Benefit new claims and change events. (MINIMISING CUMULATIVE INDICATOR)</p>		Short Term Trend Arrow	↑
		Long Term Trend Arrow	↑
		Traffic Light Icon	🛑
		Current Value	11.77 days
		Current Target	10.00 days
Notes & History Latest Note		Period from 9 June 2015 to 7 July 2015 performance was 11.74 days, moving the cumulative position to 11.77days. This is the second consecutive month that the extract period has shown an improvement.	
Management Response / Action		No further management action required at this stage.	

PI Code & Short Name	EHPI 10.1 Council Tax Support caseload (MAXIMISING INDICATOR)	Managed By	Su Tarran; Adele Taylor																																																		
		Short Term Trend Arrow	↓																																																		
		Long Term Trend Arrow	↓																																																		
		Traffic Light Icon	N/A Trend PI only																																																		
		Current Value	6,441																																																		
		Current Target	N/A Trend PI only																																																		
<p style="text-align: center;">EHPI 10.1 Council Tax Support caseload (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 10.1 Council Tax Support caseload (MAXIMISING INDICATOR) - Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Caseload</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>6,939</td></tr> <tr><td>May 2014</td><td>6,939</td></tr> <tr><td>June 2014</td><td>6,883</td></tr> <tr><td>July 2014</td><td>6,857</td></tr> <tr><td>August 2014</td><td>6,804</td></tr> <tr><td>September 2014</td><td>6,749</td></tr> <tr><td>October 2014</td><td>6,762</td></tr> <tr><td>November 2014</td><td>6,711</td></tr> <tr><td>December 2014</td><td>6,648</td></tr> <tr><td>January 2015</td><td>6,613</td></tr> <tr><td>February 2015</td><td>6,604</td></tr> <tr><td>March 2015</td><td>6,618</td></tr> <tr><td>April 2015</td><td>6,623</td></tr> <tr><td>May 2015</td><td>6,545</td></tr> <tr><td>June 2015</td><td>6,498</td></tr> <tr><td>July 2015</td><td>6,441</td></tr> <tr><td>August 2015</td><td></td></tr> <tr><td>September 2015</td><td></td></tr> <tr><td>October 2015</td><td></td></tr> <tr><td>November 2015</td><td></td></tr> <tr><td>December 2015</td><td></td></tr> <tr><td>January 2016</td><td></td></tr> <tr><td>February 2016</td><td></td></tr> <tr><td>March 2016</td><td></td></tr> </tbody> </table>		Month	Caseload	April 2014	6,939	May 2014	6,939	June 2014	6,883	July 2014	6,857	August 2014	6,804	September 2014	6,749	October 2014	6,762	November 2014	6,711	December 2014	6,648	January 2015	6,613	February 2015	6,604	March 2015	6,618	April 2015	6,623	May 2015	6,545	June 2015	6,498	July 2015	6,441	August 2015		September 2015		October 2015		November 2015		December 2015		January 2016		February 2016		March 2016		<p>Notes & History Latest Note</p> <p>When compared to the average number of cases for the last 12 months both indicators show a decreasing long term trend i.e. cases have reduced. However, the complexity of individual cases has also increased and therefore the overall workload for the service has not diminished.</p> <p>A review was undertaken in late 2014/15 looking at caseload volume with a view to see if caseload trend could be projected. Overall the review concluded that a number of factors affect housing benefits and council tax support caseloads which are difficult to predict e.g. fluctuations in the local employment economy, variations in peoples working patterns and availability of temporary employment, as well as improvements in peoples financial circumstances removing them from eligibility for Benefit etc. Looking at the national trend and aligning that to East Herts caseload the review observed that there would be a decrease in both Housing Benefit and Council Tax Support caseloads from April 2013 and thereafter the council should expect very little change each year. This is a change from the rising caseloads observed up to 2013.</p>	
Month	Caseload																																																				
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	Management Response / Action	No further management action required at this stage.
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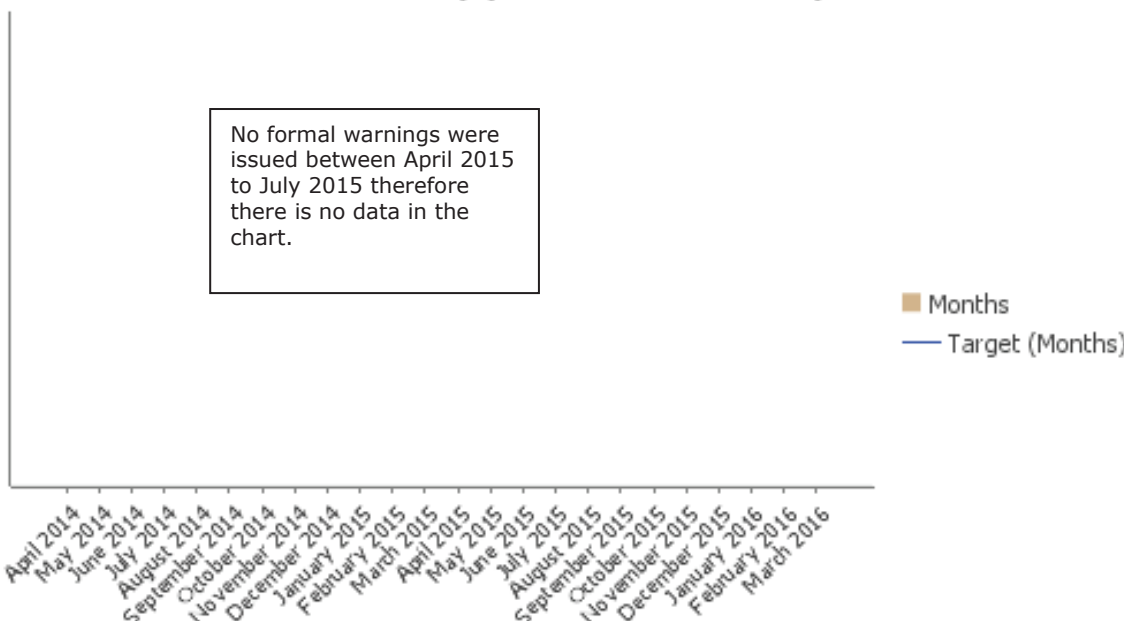


PI Code & Short Name	EHPI 10.3 Housing benefit caseload (MAXIMISING INDICATOR)	Managed By	Su Tarran; Adele Taylor																																				
<p>EHPI 10.3 Housing benefit caseload (MAXIMISING INDICATOR)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Caseload</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>6,356</td></tr> <tr><td>May 2014</td><td>6,335</td></tr> <tr><td>June 2014</td><td>6,330</td></tr> <tr><td>July 2014</td><td>6,327</td></tr> <tr><td>August 2014</td><td>6,309</td></tr> <tr><td>September 2014</td><td>6,259</td></tr> <tr><td>October 2014</td><td>6,229</td></tr> <tr><td>November 2014</td><td>6,217</td></tr> <tr><td>December 2014</td><td>6,209</td></tr> <tr><td>January 2015</td><td>6,208</td></tr> <tr><td>February 2015</td><td>6,228</td></tr> <tr><td>March 2015</td><td>6,231</td></tr> <tr><td>April 2015</td><td>6,173</td></tr> <tr><td>May 2015</td><td>6,209</td></tr> <tr><td>June 2015</td><td>6,173</td></tr> <tr><td>July 2015</td><td>6,173</td></tr> <tr><td>August 2015</td><td>6,146</td></tr> </tbody> </table>		Month	Caseload	April 2014	6,356	May 2014	6,335	June 2014	6,330	July 2014	6,327	August 2014	6,309	September 2014	6,259	October 2014	6,229	November 2014	6,217	December 2014	6,209	January 2015	6,208	February 2015	6,228	March 2015	6,231	April 2015	6,173	May 2015	6,209	June 2015	6,173	July 2015	6,173	August 2015	6,146	Short Term Trend Arrow	↓
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Long Term Trend Arrow	↓																																						
Traffic Light Icon	N/A Trend PI only																																						
Current Value	6,146																																						
Current Target	N/A Trend PI only																																						
Notes & History Latest Note	<p>When compared to the average number of cases for the last 12 months both indicators show a decreasing long term trend i.e. cases have reduced. However, the complexity of individual cases has also increased and therefore the overall workload for the service has not diminished.</p> <p>A review was undertaken in late 2014/15 looking at caseload volume with a view to see if caseload trend could be projected. Overall the review concluded that a number of factors affect housing benefits and council tax support caseloads which are difficult to predict e.g. fluctuations in the local employment economy, variations in peoples working patterns and availability of temporary employment, as well as improvements in peoples financial circumstances removing them from eligibility for Benefit etc. Looking at the national trend and aligning that to East Herts caseload the review observed that there would be a decrease in both Housing Benefit and Council Tax Support caseloads from April 2013 and thereafter the council should expect very little change each year. This is a change from the rising caseloads observed up to 2013.</p>																																						

	Management Response / Action	No further management action required at this stage.
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Directorate Neighbourhood Services
Service Area Community Safety and Health

PI Code & Short Name	EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Brian Simmonds																																																		
<div data-bbox="185 507 1308 1214"> <p>EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR)</p> <table border="1"> <caption>EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR) - Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>88%</td></tr> <tr><td>May 2014</td><td>89%</td></tr> <tr><td>June 2014</td><td>91%</td></tr> <tr><td>July 2014</td><td>91%</td></tr> <tr><td>August 2014</td><td>91%</td></tr> <tr><td>September 2014</td><td>92%</td></tr> <tr><td>October 2014</td><td>92%</td></tr> <tr><td>November 2014</td><td>93%</td></tr> <tr><td>December 2014</td><td>93%</td></tr> <tr><td>January 2015</td><td>94%</td></tr> <tr><td>February 2015</td><td>94%</td></tr> <tr><td>March 2015</td><td>94%</td></tr> <tr><td>April 2015</td><td>95%</td></tr> <tr><td>May 2015</td><td>96%</td></tr> <tr><td>June 2015</td><td>97%</td></tr> <tr><td>July 2015</td><td>97%</td></tr> <tr><td>August 2015</td><td>97%</td></tr> <tr><td>September 2015</td><td>97%</td></tr> <tr><td>October 2015</td><td>97%</td></tr> <tr><td>November 2015</td><td>97%</td></tr> <tr><td>December 2015</td><td>97%</td></tr> <tr><td>January 2016</td><td>97%</td></tr> <tr><td>February 2016</td><td>97%</td></tr> <tr><td>March 2016</td><td>97%</td></tr> </tbody> </table> </div>		Month	Percentage	April 2014	88%	May 2014	89%	June 2014	91%	July 2014	91%	August 2014	91%	September 2014	92%	October 2014	92%	November 2014	93%	December 2014	93%	January 2015	94%	February 2015	94%	March 2015	94%	April 2015	95%	May 2015	96%	June 2015	97%	July 2015	97%	August 2015	97%	September 2015	97%	October 2015	97%	November 2015	97%	December 2015	97%	January 2016	97%	February 2016	97%	March 2016	97%	Short Term Trend Arrow	
Month	Percentage																																																				
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		Long Term Trend Arrow																																																			
		Traffic Light Icon																																																			
		Current Value	97%																																																		
		Current Target	98%																																																		
		Notes & History Latest Note	Performance was just below target for July 2015. 97% of environmental health service requests responded to within target times. This equates to 37 service requests missing their first responses since April 2015. 286 service requests have been received this month. 1210 service requests have been received since April 2015. This represents a 2% increase in number of service requests from this time last year.																																																		
		Management Response / Action	No further management action required at this stage.																																																		

PI Code & Short Name	EHPI 3.3 Number of events notified to the Safety Advisory Group by event organisers. (MAXIMISING INDICATOR)	Managed By	Brian Simmonds																																																																											
<p>EHPI 3.3 Number of events notified to the Safety Advisory Group by event organisers. (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Data for EHPI 3.3 Number of events notified to the Safety Advisory Group by event organisers. (MAXIMISING INDICATOR)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>0</td><td>6</td></tr> <tr><td>May 2014</td><td>0</td><td>6</td></tr> <tr><td>June 2014</td><td>0</td><td>6</td></tr> <tr><td>July 2014</td><td>0</td><td>6</td></tr> <tr><td>August 2014</td><td>0</td><td>6</td></tr> <tr><td>September 2014</td><td>0</td><td>6</td></tr> <tr><td>October 2014</td><td>0</td><td>6</td></tr> <tr><td>November 2014</td><td>0</td><td>6</td></tr> <tr><td>December 2014</td><td>0</td><td>6</td></tr> <tr><td>January 2015</td><td>0</td><td>6</td></tr> <tr><td>February 2015</td><td>0</td><td>6</td></tr> <tr><td>March 2015</td><td>0</td><td>6</td></tr> <tr><td>April 2015</td><td>0</td><td>6</td></tr> <tr><td>May 2015</td><td>15</td><td>6</td></tr> <tr><td>June 2015</td><td>3</td><td>6</td></tr> <tr><td>July 2015</td><td>4</td><td>6</td></tr> <tr><td>August 2015</td><td>6</td><td>6</td></tr> <tr><td>September 2015</td><td>0</td><td>6</td></tr> <tr><td>October 2015</td><td>0</td><td>6</td></tr> <tr><td>November 2015</td><td>0</td><td>6</td></tr> <tr><td>December 2015</td><td>0</td><td>6</td></tr> <tr><td>January 2016</td><td>0</td><td>6</td></tr> <tr><td>February 2016</td><td>0</td><td>6</td></tr> <tr><td>March 2016</td><td>0</td><td>6</td></tr> </tbody> </table>		Month	Months	Target (Months)	April 2014	0	6	May 2014	0	6	June 2014	0	6	July 2014	0	6	August 2014	0	6	September 2014	0	6	October 2014	0	6	November 2014	0	6	December 2014	0	6	January 2015	0	6	February 2015	0	6	March 2015	0	6	April 2015	0	6	May 2015	15	6	June 2015	3	6	July 2015	4	6	August 2015	6	6	September 2015	0	6	October 2015	0	6	November 2015	0	6	December 2015	0	6	January 2016	0	6	February 2016	0	6	March 2016	0	6	Short Term Trend Arrow	
		Month	Months	Target (Months)																																																																										
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Traffic Light Icon	New PI – Trend only for first year																																																																													
Current Value	6																																																																													
Current Target	New PI – Trend only for first year																																																																													
Notes & History Latest Note	As most events are in the summer the number of events submitted will be lower at the moment but will increase as the Autumn and Christmas events come in.																																																																													
Management Response / Action	This indicator reflects the workload of the SAG, but again we cannot drive this PI as events either need notification or they don't. The annual figures may reflect a slight increase as we have made organisers aware of SAG. No further management action required at this stage.																																																																													

<p>PI Code & Short Name</p>	<p>EHPI 3.1 The number of formal warnings issued to drivers and operators by the Licensing team. (This includes matters like - failure to produce documents, parking issues and driver conduct). (MAXIMISING INDICATOR)</p>	<p>Managed By</p>	<p>Brian Simmonds</p>
<p>EHPI 3.1 The number of formal warnings issued to drivers and operators by the Licensing team. (This includes matters like - failure to produce documents, parking issues and driver conduct). (MAXIMISING INDICATOR)</p> 		<p>Short Term Trend Arrow</p>	
		<p>Long Term Trend Arrow</p>	
		<p>Traffic Light Icon</p>	<p>New PI – Trend only for first year</p>
		<p>Current Value</p>	<p>0</p>
		<p>Current Target</p>	<p>New PI – Trend only for first year</p>
		<p>Notes & History Latest Note</p>	<p>Nil indicates compliance by drivers in relation to the matters listed in the performance indicator title.</p>
<p>Management Response / Action</p>	<p>No further management action required at this stage.</p>		

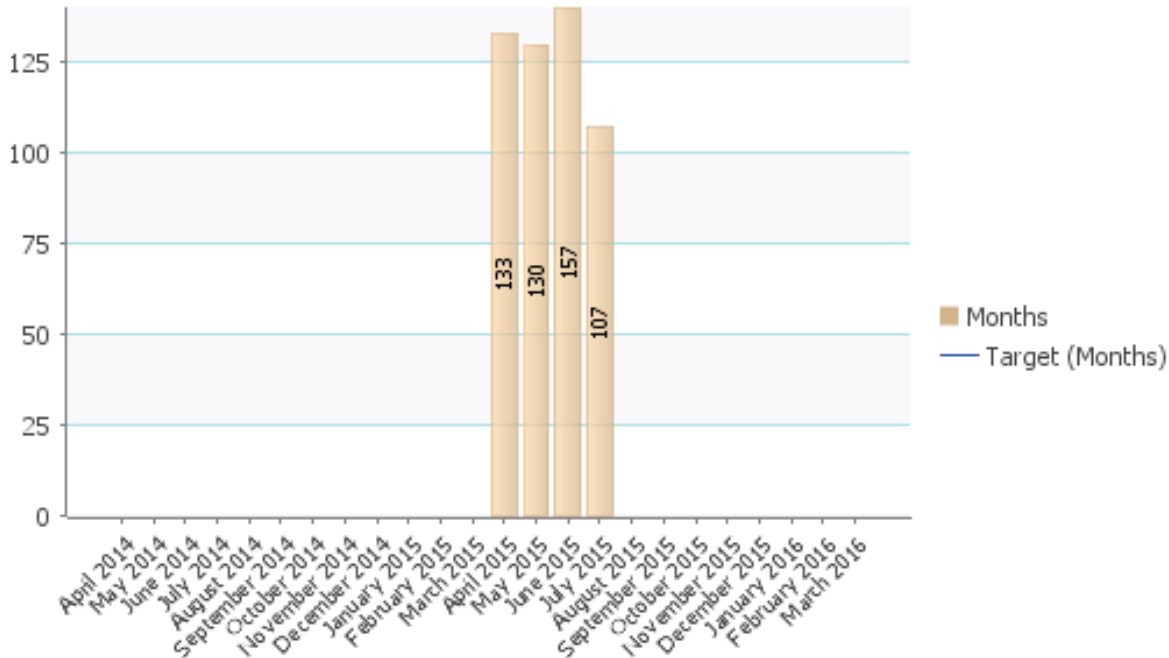
PI Code & Short Name	EHPI 3.2 The number of taxi licensing matters taken forward to the Licensing Sub Committee. (MAXIMISING INDICATOR)	Managed By	Brian Simmonds
<p style="text-align: center;">EHPI 3.2 The number of taxi licensing matters taken forward to the Licensing Sub Committee. (MAXIMISING INDICATOR)</p> <p style="text-align: center;">No taxi licensing matters arose between April 2015 to July 2015 therefore there is no data in the chart.</p> <p style="text-align: right;"> ■ Months — Target (Months) </p>		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	New PI – Trend only for first year
		Current Value	0
		Current Target	New PI – Trend only for first year
		Notes & History Latest Note	Nil – No taxi licensing matters have been taken to the Licensing Sub Committee.
		Management Response / Action	No further management action required at this stage.

PI Code & Short Name	EHPI 3.7 The number of these applications that are taken forward to Licensing Sub Committee (MAXIMISING INDICATOR)	Managed By	Brian Simmonds
<div style="text-align: center;"> <p>EHPI 3.7 The number of these applications that are taken forward to Licensing Sub Committee (MAXIMISING INDICATOR)</p> </div>		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	New PI – Trend only for first year
		Current Value	0
		Current Target	New PI – Trend only for first year
		Notes & History Latest Note	Nil – No applications have been taken to the Licensing Sub Committee.
		Management Response / Action	No further management action required at this stage.

PI Code & Short Name	EHPI 3.4 The number of visits by Licensing Enforcement officers to Licensed premises (MAXIMISING INDICATOR)	Managed By	Brian Simmonds																																																																											
<p>EHPI 3.4 The number of visits by Licensing Enforcement officers to Licensed premises (MAXIMISING INDICATOR)</p> <table border="1"> <caption>Data for EHPI 3.4 Chart</caption> <thead> <tr> <th>Month</th> <th>Months (Visits)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2014</td><td>0</td><td>26</td></tr> <tr><td>May 2014</td><td>0</td><td>26</td></tr> <tr><td>June 2014</td><td>0</td><td>26</td></tr> <tr><td>July 2014</td><td>0</td><td>26</td></tr> <tr><td>August 2014</td><td>0</td><td>26</td></tr> <tr><td>September 2014</td><td>0</td><td>26</td></tr> <tr><td>October 2014</td><td>0</td><td>26</td></tr> <tr><td>November 2014</td><td>0</td><td>26</td></tr> <tr><td>December 2014</td><td>0</td><td>26</td></tr> <tr><td>January 2015</td><td>0</td><td>26</td></tr> <tr><td>February 2015</td><td>0</td><td>26</td></tr> <tr><td>March 2015</td><td>0</td><td>26</td></tr> <tr><td>April 2015</td><td>8</td><td>26</td></tr> <tr><td>May 2015</td><td>16</td><td>26</td></tr> <tr><td>June 2015</td><td>21</td><td>26</td></tr> <tr><td>July 2015</td><td>26</td><td>26</td></tr> <tr><td>August 2015</td><td>0</td><td>26</td></tr> <tr><td>September 2015</td><td>0</td><td>26</td></tr> <tr><td>October 2015</td><td>0</td><td>26</td></tr> <tr><td>November 2015</td><td>0</td><td>26</td></tr> <tr><td>December 2015</td><td>0</td><td>26</td></tr> <tr><td>January 2016</td><td>0</td><td>26</td></tr> <tr><td>February 2016</td><td>0</td><td>26</td></tr> <tr><td>March 2016</td><td>0</td><td>26</td></tr> </tbody> </table>		Month	Months (Visits)	Target (Months)	April 2014	0	26	May 2014	0	26	June 2014	0	26	July 2014	0	26	August 2014	0	26	September 2014	0	26	October 2014	0	26	November 2014	0	26	December 2014	0	26	January 2015	0	26	February 2015	0	26	March 2015	0	26	April 2015	8	26	May 2015	16	26	June 2015	21	26	July 2015	26	26	August 2015	0	26	September 2015	0	26	October 2015	0	26	November 2015	0	26	December 2015	0	26	January 2016	0	26	February 2016	0	26	March 2016	0	26	Short Term Trend Arrow	
		Month	Months (Visits)	Target (Months)																																																																										
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Traffic Light Icon	New PI – Trend only for first year																																																																													
Current Value	26																																																																													
Current Target	New PI – Trend only for first year																																																																													
Notes & History Latest Note	Slight increase due to noise complaints.																																																																													
Management Response / Action	<p>There are two aspects to this indicator. The service visits premises when complaints are received so less complaints is better. When there are no complaints it frees up officer time to conduct premises visits. It might be helpful to have an indicator that records the number of complaints and of those how many received a first response in time.</p>																																																																													

PI Code & Short Name EHPI 3.5 The number of applications received by the Licensing team in respect of Licensed premises (MAXIMISING INDICATOR)

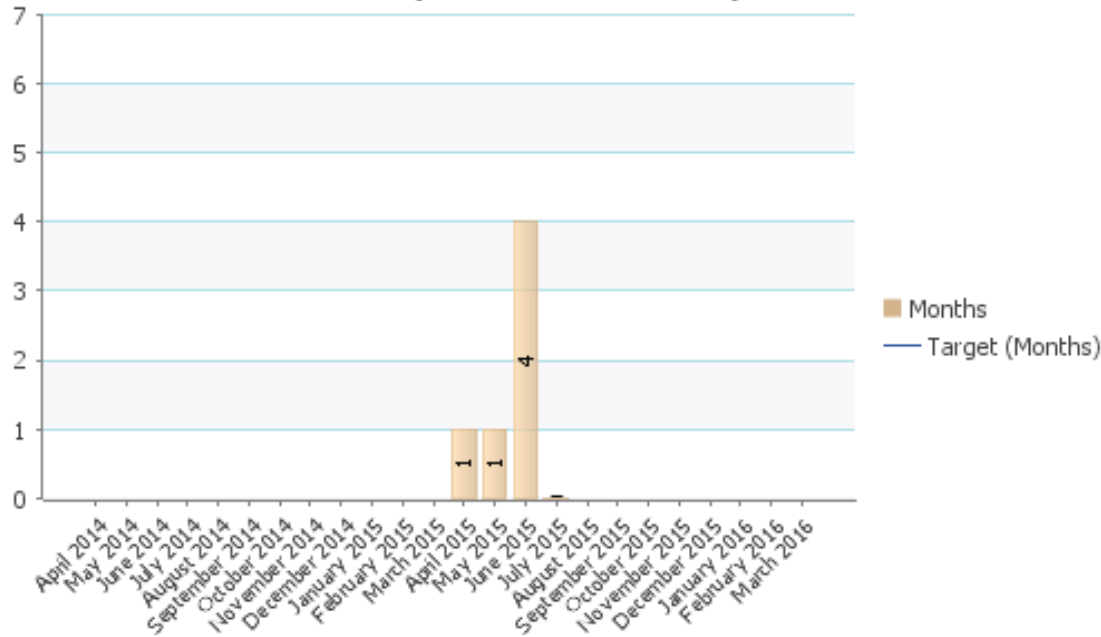
EHPI 3.5 The number of applications received by the Licensing team in respect of Licensed premises (MAXIMISING INDICATOR)



Managed By	Brian Simmonds
Short Term Trend Arrow	↓
Long Term Trend Arrow	↓
Traffic Light Icon	New PI – Trend only for first year
Current Value	107
Current Target	New PI – Trend only for first year
Notes & History Latest Note	This figure reflects the level of service demand. This is a new indicator and more data needs to be gathered before any analysis can be done.
Management Response / Action	No further management action required at this stage.


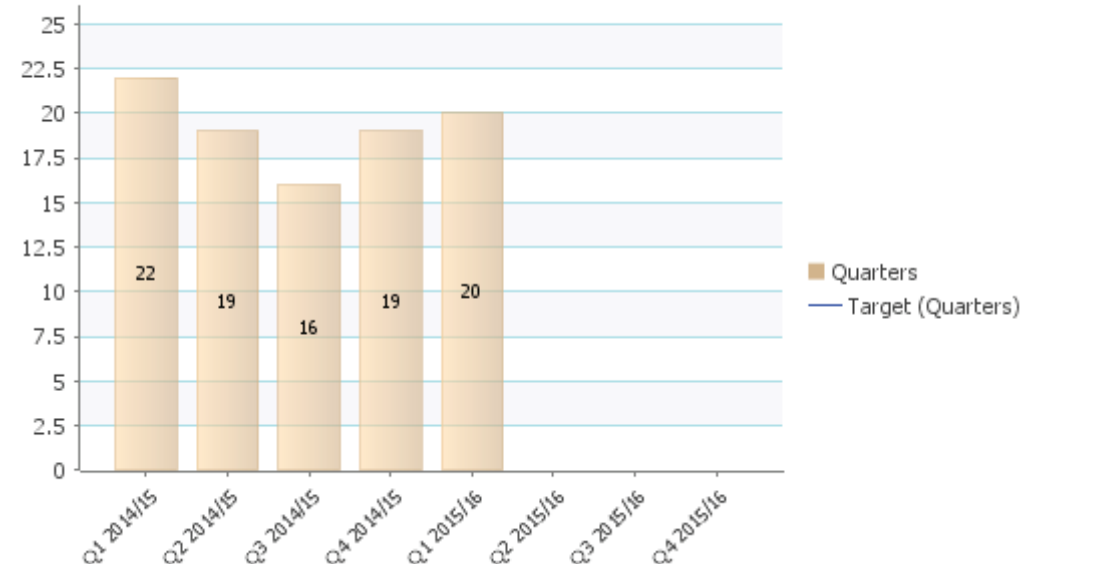

PI Code & Short Name	EHPI 3.6 The number of these applications that have received representations against them (MAXIMISING INDICATOR)
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EHPI 3.6 The number of these applications that have received representations against them (MAXIMISING INDICATOR)



Managed By	Brian Simmonds
Short Term Trend Arrow	↓
Long Term Trend Arrow	↓
Traffic Light Icon	New PI – Trend only for first year
Current Value	0
Current Target	New PI – Trend only for first year
Notes & History Latest Note	No applications were made in July 2015.
Management Response / Action	No further management action required at this stage.

Directorate Neighbourhood Services
Service Area Housing

PI Code & Short Name	EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater
EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	New PI – Trend only for first year
		Current Value	20
		Current Target	New PI – Trend only for first year
		Notes & History Latest Note	Overall 20 homeless households are living in temporary accommodation. Two less compared to the same period last year. The council's hostel is currently full with 12 households on licence agreements. The council has 3 single person households in B&B accommodation. The remaining households are in temporary supported accommodation.
		Management Response / Action	No further management action required at this stage.

PI Code & Short Name	EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater																		
<p>EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)</p> <table border="1"> <caption>Data for EHPI 152 Bar Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>7</td> </tr> <tr> <td>Q2 2014/15</td> <td>16</td> </tr> <tr> <td>Q3 2014/15</td> <td>13</td> </tr> <tr> <td>Q4 2014/15</td> <td>13</td> </tr> <tr> <td>Q1 2015/16</td> <td>19</td> </tr> <tr> <td>Q2 2015/16</td> <td>-</td> </tr> <tr> <td>Q3 2015/16</td> <td>-</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> </tr> </tbody> </table>		Quarter	Value	Q1 2014/15	7	Q2 2014/15	16	Q3 2014/15	13	Q4 2014/15	13	Q1 2015/16	19	Q2 2015/16	-	Q3 2015/16	-	Q4 2015/16	-	Short Term Trend Arrow	
		Quarter	Value																		
		Q1 2014/15	7																		
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Q3 2015/16	-																				
Q4 2015/16	-																				
Long Term Trend Arrow																					
Traffic Light Icon	New PI – Trend only for first year																				
Current Value	19																				
Current Target	New PI – Trend only for first year																				
Notes & History Latest Note	The number of homeless acceptances for the first quarter is 19 compared to 7 in the first quarter of 2014/15. The primary reason for this is the loss of accommodation due to the end of a private sector assured shorthold tenancy (non rent arrears) which accounts for 11 of the 19 acceptances.																				
Management Response / Action	Unfortunately the council has no control if landlords decide to terminate tenancies. The decision to do so can be based on a number of factors such as wishing to sell the property now that the property market is improving to concern regarding the impact of welfare reform and the ability of families to pay their rent. If a household is experiencing rent arrears the housing options team, if advised in time, will try and liaise with landlords on their behalf to reach a solution. It should be noted that nationally there has been a significant increase in homelessness and East Herts is performing in line with this trend. No further management action required at this stage.																				

PI Code & Short Name	EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)	Managed By	Simon Drinkwater																		
<p>EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)</p> <table border="1"> <caption>Data for EHPI 153 Number of applicants that presented to the council as homeless</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2014/15</td> <td>19</td> </tr> <tr> <td>Q2 2014/15</td> <td>22</td> </tr> <tr> <td>Q3 2014/15</td> <td>35</td> </tr> <tr> <td>Q4 2014/15</td> <td>23</td> </tr> <tr> <td>Q1 2015/16</td> <td>29</td> </tr> <tr> <td>Q2 2015/16</td> <td>-</td> </tr> <tr> <td>Q3 2015/16</td> <td>-</td> </tr> <tr> <td>Q4 2015/16</td> <td>-</td> </tr> </tbody> </table>		Quarter	Value	Q1 2014/15	19	Q2 2014/15	22	Q3 2014/15	35	Q4 2014/15	23	Q1 2015/16	29	Q2 2015/16	-	Q3 2015/16	-	Q4 2015/16	-	Short Term Trend Arrow	
		Quarter	Value																		
		Q1 2014/15	19																		
		Q2 2014/15	22																		
		Q3 2014/15	35																		
Q4 2014/15	23																				
Q1 2015/16	29																				
Q2 2015/16	-																				
Q3 2015/16	-																				
Q4 2015/16	-																				
Long Term Trend Arrow																					
Traffic Light Icon	New PI – Trend only for first year																				
Current Value	29																				
Current Target	New PI – Trend only for first year																				
Notes & History Latest Note	For the first quarter of 2015/16 29 households presented as homeless compared to 19 in 2014/15. The primary reason for the homeless presentation for 13 of the households was the loss of a private sector assured shorthold tenancy (non-rent arrears).																				
Management Response / Action	It should be noted that nationally there has been a significant increase in homelessness and East Herts is performing in line with this trend. No further management action required at this stage.																				

Directorate Neighbourhood Services
Service Area Licensing and Community Safety

PI Code & Short Name	EHPI 129 Response time to Anti-Social Behaviour (ASB) complaints made to EHC. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Brian Simmonds
		Short Term Trend Arrow	
		Long Term Trend Arrow	
		Traffic Light Icon	
		Current Value	100.00 %
		Current Target	100.00 %
		Notes & History Latest Note	Performance on target. There were eight 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.
		Management Response / Action	No further management action required at this stage.

PI Status	
	Alert
	Warning
	OK

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse



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

EHPI 151 – Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)

PI Definition

Total number of homeless households living in temporary accommodation, provided by the council, on the last day of the quarter as reported to Communities and Local Government on the P1E form.

Data Source

Housing

Other Guidance

Number of homeless households living in temporary accommodation provided by the council at the end of the quarter.

EHPI 152 – The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)

PI Definition

Figure as reported to Communities and Local Government on the P1E form.

Data Source
Housing
Other Guidance
The number of applicants found to be eligible, unintentionally homeless and in priority need i.e. applicants accepted as owed the main homelessness duty to secure accommodation duty (under Section 193(2)) during the quarter.

EHPI 153 – Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)
PI Definition
Figure as reported to Communities and Local Government on the P1E form.
Data Source
Housing
Other Guidance

Total number of applicants that presented to the council as homeless for whom a decision was made during the quarter where:

- the council had reason to believe the applicant was, or may have been, homeless, or threatened with homelessness (in accordance with Section 183) and - as a result, the council made inquiries under Section 184.

Irrespective of the outcome of the decision.

EHPI 2.12 (41a) – Service requests: environmental health (MAXIMISING INDICATOR)

PI Definition

Formal requests of Environmental Health services as recorded on Idox.

Data Source

Community Safety and Health

EHPI 3.1 – The number of formal warnings issued to drivers and operators by the Licensing team. (This includes matters like - failure to produce documents, parking issues and driver conduct). (MAXIMISING INDICATOR)

PI Definition

Number of matters which are recorded on computer records.

Data Source

Community Safety and Health

EHPI 3.2 – The number of taxi licensing matters taken forward to the Licensing Sub Committee.
(MAXIMISING INDICATOR)

PI Definition

This PI is being reviewed by the service.

Data Source

Community Safety and Health

EHPI 3.3 – Number of events notified to the Safety Advisory Group by event organisers.
(MAXIMISING INDICATOR)

PI Definition

Number of events notified to safety advisory group by way of an event notification form.

Data Source

Community Safety and Health

EHPI 3.4 – The number of visits by Licensing Enforcement officers to Licensed premises (MAXIMISING INDICATOR)

PI Definition

Number of recorded visits to licensed premises.

Data Source

Community Safety and Health

EHPI 3.5 – The number of applications received by the Licensing team in respect of Licensed premises (MAXIMISING INDICATOR)

PI Definition

Number of formal applications recorded on licensing systems.

Data Source

Community Safety and Health

EHPI 3.6 – The number of these applications that have received representations against them (MAXIMISING INDICATOR)

PI Definition

This PI is being reviewed by the service.

Data Source

Community Safety and Health

EHPI 3.7 – The number of these applications that are taken forward to Licensing Sub Committee (MAXIMISING INDICATOR)

PI Definition

This PI is being reviewed by the service.

Data Source
Community Safety and Health