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Head of Legal and Democratic Services

MEETING: CORPORATE BUSINESS SCRUTINY COMMITTEE **VENUE**: COUNCIL CHAMBER, WALLFIELDS, HERTFORD

DATE: TUESDAY 31 MAY 2016

TIME : 7.00 PM

MEMBERS OF THE COMMITTEE:

Councillor M Allen (Chairman). Councillors R Brunton, K Brush, M Casey, B Deering, J Kaye, P Phillips, M Pope, M Stevenson and J Wyllie.

Substitutes:

Conservative Group: Councillors D Andrews, I Devonshire,

R Henson, D Oldridge, R Standley and

C Woodward.

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DISCLOSABLE PECUNIARY INTERESTS

- 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.)

Audio/Visual Recording of meetings

Everyone is welcome to record meetings of the Council and its Committees using whatever, non-disruptive, methods you think are suitable, which may include social media of any kind, such as tweeting, blogging or Facebook. However, oral reporting or commentary is prohibited. If you have any questions about this please contact Democratic Services (members of the press should contact the Press Office). Please note that the Chairman of the meeting has the discretion to halt any recording for a number of reasons, including disruption caused by the filming or the nature of the business being conducted. Anyone filming a meeting should focus only on those actively participating and be sensitive to the rights of minors, vulnerable adults and those members of the public who have not consented to being filmed.

AGENDA:

1. Appointment of Vice-Chairman

2. Apologies

To receive apologies for absence.

3. Minutes – 22 March 2016 (Pages 5 – 14).

To confirm the Minutes of the meeting of the Committee held on Tuesday 22 March 2016.

4. Chairman's Announcements

5. Declarations of Interest

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

- 6. <u>Member Briefing Changes to Council's Performance Management</u> Framework for 2016/17
- 7. Monthly Corporate Healthcheck March 2016/Quarter 4 2016 (Pages 15 72).
- 8. Net Cost of Services Revenue and Capital Outturn 2015/16 (Pages 73 92).
- 9. Work Programme (Pages 93 100).
- 10. Residents Survey 2015 (Pages 101 190).

11. <u>Urgent Business</u>

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 CORPORATE BUSINESS SCRUTINY COMMITTEE HELD IN THE COUNCIL CHAMBER, WALLFIELDS, HERTFORD ON TUESDAY 22 MARCH 2016, AT 7.00 PM

PRESENT: Councillor P Phillips (Chairman)

Councillors M Allen, S Bull, M Casey,

R Henson, J Jones and M Pope

ALSO PRESENT:

Councillors D Andrews, L Haysey, G Jones,

P Ruffles and G Williamson

OFFICERS IN ATTENDANCE:

Lorraine Blackburn - Democratic

Services Officer

Philip Gregory - Head of Strategic

Finance and Property

Marian Langley

Paul Pullin

- Scrutiny Officer

Economic

Development Manager

Su Tarran - Head of Revenues

and Benefits Shared Service

Adele Taylor - Director of Finance

and Support

Services

Ben Wood - Head of

Communications,

Strategy and

Policy

666 APOLOGIES

Apologies for absence were submitted on behalf of Councillors R Brunton, M Stevenson and J Wyllie.

667 DECLARATIONS OF INTEREST

In respect of Minute 670 – Council Tax Reduction Scheme, Disclosable Pecuniary Interests were declared by Councillors S Bull, M Casey and M Pope in relation to the potential impact on landlords of any changes to Council Tax Discount Schemes. The three Councillors left the Council Chamber during the discussion regarding proposed changes to Council Tax Discount schemes and were invited back into the Council Chamber to take part in the Council Tax Reduction Scheme discussion.

668 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed new Committee Member, Councillor J Jones to the meeting.

669 MINUTES – 24 NOVEMBER 2015

<u>RESOLVED</u> – that the Minutes of the meeting held on 24 November 2015 be confirmed as a correct record and signed by the Chairman.

670 COUNCIL TAX REDUCTION SCHEME 2017/18

The Director of Finance and Support Services submitted a report inviting Members to consider the latest available information around the current local Council Tax Support (CTS) scheme at East Herts and whether any changes to the scheme should be considered for 2017/18. The Head of the Revenues and Benefits Shared Service provided a summary of the report, as detailed.

Members debated the report at length, seeking information and clarification from Officers on a number of aspects, including the impact of any proposed change.

Members received the report and supported a recommendation that the Executive be advised that, the Council should look towards removing the empty and uninhabited properties discounts and lowering the number of empty and unfurnished properties discounts on a

reducing basis. Additionally, the Head of the Revenues and Benefits Shared Service was asked to carry out a modelling exercise on a number of financial options for further consideration by the Executive based on discouraging and reducing empty homes. Finally, Members also supported a recommendation that the Council Tax Reduction Scheme should remain unchanged, for the time being.

<u>RESOLVED</u> – that the Executive be advised that Corporate Business Scrutiny supports :

- (A) a move towards removing discounts for empty and uninhabited properties and discounts for those properties which are empty and unfurnished, on a reducing basis;
- (B) the Head of the Revenues and Benefits Shared Service being asked to model a number of financial options based on discouraging and reducing empty homes, for consideration by the Executive; and
- (C) the Council Tax Reduction Scheme remain unchanged for the time being.

PROGRESS ON THE ECONOMIC DEVELOPMENT VISION 2016/17 – 2019/20

The Executive Member for Economic Development submitted a report updating Members on actions within the newly approved Economic Development Vision for East Herts Council. The Executive Member for Economic Development and the Head of Communications, Policy and Strategy provided a summary of the report as detailed and referred to the successes and outcomes of some of the priority themes.

In response to a query from Councillor M Pope regarding Wenta and the two-year Service Level Agreement to deliver business start-up advice and support, the Executive Member explained how the impact of Wenta

would be evaluated and reviewed. Members supported a suggestion that this be reported back to them for further consideration.

Councillor M Pope referred to the need to ensure the vibrancy of the Council's town centres and that towns and parishes were fully engaged in this approach. The Executive Member for Economic Development advised that a report would be presented to Members at a future date. The Head of Communications, Policy and Strategy explained the Council's role as facilitators in giving support including providing advice and information where it could. The Leader advised that she and the Chief Executive would be meeting with the five Town Councils shortly to discuss a number of issues, including ongoing vibrancy and supporting the rural economy. She cited by example, the need to secure broadband in rural areas as a necessary piece of infrastructure.

Councillor M Allen referred to the need to support the rural economy in relation to the Eastern Plateau Rural Development Programme and referred to the funding availability of (Euros) 1.8m. Officers explained that 26 applications / projects had been received and referred to the difficulty for small businesses, in terms of the complicated administrative process in trying to secure EU funding which acted as a deterrent to many.

In response to a query from Councillor J Jones regarding a light rail connecting rural towns, Councillor G Jones confirmed the reasons for this not being discussed as a priority theme.

Members received the report and supported a recommendation that the Executive be advised that Members be kept informed when there was a review of the Wenta contract and when there was movement on any of the EU bids.

<u>RESOLVED</u> – that (A) the Executive be advised that Corporate Business Scrutiny be kept informed when there was a review of the Wenta contract;

and

(B) any movement on EU bids be reported to Corporate Business Scrutiny.

672 ANNUAL REVIEW OF PARTNERSHIP REGISTER

The Director of Finance and Support Services submitted a report inviting Members to consider the implementation of the recommendations from Corporate Business Scrutiny Committee's meeting on 24 November 2015 regarding the Partnership Protocol. The Head of Communications, Strategy and Policy provided a summary of the report as now detailed. The Head referred to the need to amend the report in paragraph 2.2 (point 15) by the inclusion of wording to reflect when the end date review would take place. This was supported.

Members received the report and supported the amended recommendation, now detailed.

<u>RESOLVED</u> – that the partnership protocol as submitted and as amended, be replaced by the 'Informal partnership working – a quick guide' document.

673 ASSET MANAGEMENT PLAN 2016/17

The Executive Member for Finance and Support Services submitted a report setting out the aims and objectives for the management of the Council's assets contained within the Asset Management Plan. The Head of Strategic Finance provided a summary of the report as detailed.

In response to a query from Councillor M Casey regarding investment properties, the Head of Strategic Finance explained that the Old River Lane purchase would be included in the Asset Management Plan for 2017/18. Members were advised that a specification for the refurbishment of the building had been drawn up and agents had been appointed.

In response to a query from Councillor M Allen, the Director of Finance and Support Services explained that in terms of the Council's accounts, "unqualified" was a positive term.

In response to a query from Councillor M Pope, the Head of Strategic Finance explained the progress made in carrying out a gap analysis.

Councillor M Allen referred to the Community Lettings Policy and was keen to ensure that the community was kept informed of what this policy would entail. The Head of Strategic Finance explained that the Asset Management Working Group was currently considering the policy and that this would be presented to Scrutiny and then to the Executive for approval. The Director assured Members that this would also be the subject of an equality impact assessment.

The Chairman suggested that Members have the opportunity of reviewing the Asset Management Plan on an annual basis. This was supported.

Members received the report and supported the recommendations now detailed.

RESOLVED - that (A) the report be received; and

(B) the Executive be advised that Corporate Business Scrutiny Committee supported the Asset Management Plan as now detailed, and that it be reviewed annually.

674 QUARTERLY CORPORATE HEALTHCHECK - QUARTER 3 DECEMBER 2015

The Director of Finance of Support Services submitted a report updating Members on finance, performance and strategic risk monitoring for East Herts Council for

2015/16 as at December 2015. The Head of Strategic Finance provided a summary of the report in relation to revenue budget forecasts and capital schemes.

Councillor M Pope sought clarification regarding the Decent Homes Grant budget which was £130k underspent. The Director of Finance and Support Services explained that the Council was not receiving sufficient throughput of referrals for grant awards to be made.

In response to a query from Councillor M Allen regarding the Council's debtors, the Director explained that 90% of the debt related to one particular debtor and that matters were in hand to recover this outstanding amount.

Councillor M Pope referred to the fact that £200k of the ICT programme remained uncommitted. The Director provided an update on what was being done to deliver the programme.

Councillor S Bull asked for further information regarding funding four Policy Community Support Officers. The Head of Strategic Finance agreed to write to Members.

Councillor M Pope referred to the overspend on the salary budget. The Director explained that this was a one off situation and related to the turnover factor of staff, as well as some posts that were being funded through specific earmarked reserves.

The Head of Communications Strategy and Policy provided a summary in relation to performance monitoring. The Chairman explained that a number of changes were being planned to present performance monitoring information in a different format. He stressed the need to ensure that the performance figures be presented to Members in a timely manner.

Members received the report and supported the recommendations now detailed.

RESOLVED - that (A) the report be received; and

(B) the Executive be advised that Corporate Business Scrutiny Committee has no comments to make in respect of the following:

- the revenue budget forecast underspend of £677k as set out at paragraph 2.1 of the report submitted;
- 2. the proposed slippage on the following capital schemes:
 - Hertford Theatre, £13k
 - The Bourne Ware, £41k
 - Wallfields solar panel, £45k
 - Environmental enhancements to town centres, £28k
 - Market improvements, £22k
 - Community Capital Grants, £41k
 - Operational Building Rolling Programme, £74k
 - North Drive Ware, £12k
 - Print investment, £20k
 - HR and payroll system, £55k
 - Electoral management software, £75k
 - Historic Building Grants, £13k
 - Energy grants, £38k
 - Land Management Programme, £26k;
- (3) the reported performance for the period October 2015 to December 2015.
- 675 EVALUATION OF SCRUTINY 2015/16 AND WORK PROGRAMME FOR 2016/17

The Chairman submitted a report evaluating the progress made in relation to the work programme over 2015/16 and detailing what actions needed to be carried forward to the 2016/17 Corporate Business Scrutiny Work Programme.

The Scrutiny Officer referred Members to the evaluation sheet as now detailed and asked Members to forward their individual comments on work achieved during the past civic year by the deadline of 31 March 2016. She also agreed to circulate the sheet electronically. The Scrutiny Officer asked Members to focus on topics for inclusion in the work programme for next year which would help in the 'forward planning' section of the draft 2015/16 Overview and Scrutiny Annual report.

The Director of Finance and Support Services referred to the Annual Governance Statement Action Plan and the role of Audit in monitoring this and the role of Corporate Business Scrutiny in terms of the business role of governance and reporting matters. The Chairman referred to the problems of looking at data which was a number of months old and asked Officers to find a solution to the problem specifically in relation to the Quarter 3 Performance Report. The Scrutiny Officer explained that it was anticipated that the healthcheck performance information could be presented to Members at the joint meeting of Scrutiny Committees on 14 February 2017.

The Committee received the report and supported the recommendations now detailed.

RESOLVED – that (A) Members' comments be collated as part of the evaluation exercise and used to frame the draft 2015/16 Overview and Scrutiny Annual report;

(B) Healthcheck performance information be presented in a timely manner, particularly in relation to quarter three data; and

(C) the work programme be approved.

The meeting closed at 9.10 pm

Chairman	
Date	

Agenda Item 7

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE - 31 MAY 2016

REPORT BY HEAD OF COMMUNICATION, STRATEGY AND POLICY

MONTHLY CORPORATE HEALTHCHECK – MARCH 2016/QUARTER 4 2016

WARD (S	S) AFFECTED:	All	
-	-		

Purpose/Summary of Report

- To provide a report on performance monitoring for East Herts Council for 2015/16 as at March 2016/Quarter 4.
- 21 out of the 28 performance indicators (that have a target) are either on target or exceeding their target as at March 2016. Two indicators were just below target (Amber), four indicators were off target (red) and one indicator (EHPI 2.12 Service requests: environmental health) did not have March data available due to the migration of data to a new database which is ongoing.
- 24 indicators out of the 50 performance indicators are showing an improving short term trend when performance is compared to the previous period. Five indicators have maintained the same level of performance and 19 have declined. One indicator (EHPI 2.1e planning enforcement: service of formal notices) did not serve any notices in February therefore there is no short term trend to analyse and 1 indicator (EHPI 2.12 Service requests: environmental health) did not have data available for March.
- The performance system analyses where current performance is less than the average for the preceding 12 months or four quarters this is flagged as a potential long term trend. Eight of the 50 indicators have been flagged for this reporting period and further analysis can be found in table 3.

RECOMMENDATIONS FOR CORPORATE BUSINESS SCRUTINY:		
That in relation to the following items:		
(A)	The current explanation for long term trends detailed in	

paragraph 2.3 and the impact it is estimated to have on the final outturn for:

- **EHPI 153** Number of applicants that presented to the council as homeless.
- EHPI 3a Usage: number of swims (under 16).
- **EHPI 3b** Usage: number of swims (16 under 60 year olds).
- **EHPI 3c** Usage: number of swims (60 + years old)
- EHPI 4a Usage: Gym (16 under 60 year olds)

In respect of item (A), the Executive be advised of any recommendations.

1.0 BACKGROUND

- 1.1 Normally this report analyses both financial and performance data. But as a separate report on the financial outturn for 2015/16 is being produced for this period, this report will solely focus on analysing performance data.
- 1.2 A new performance framework (that has been discussed during this meeting) will be introduced from 2016/17 superseding the old method of reporting performance and as a result this will be the last time the performance report will be presented to this committee in this format.
- 1.3 The 2015/16 end of year position will be reported for all performance indicators as part of the 2015/16 Annual Report. This will be presented to Corporate Business Scrutiny in August 2016 and then Executive in September 2016.

2.0 PERFORMANCE ANALYSIS

Performance against targets

2.1 Table one shows movement in performance when compared to the last reporting period for measures where there is a RAG status. 14 indicators are showing an improvement. One indicator has maintained the same level of performance and 10 indicators show a decline in performance. Two indicators have not had their March 2016/Quarter 4 status reported so cannot be analysed and one indicator did not serve any notices in February therefore there is no short term trend to analyse.

Table 1:

Performance Indicator Short Name	Performance Status (RAG)	Movement since last reported
EHPI 10.2 – Council tax collection, % of current year liability collected	Green	Improved
EHPI 10.4 – NNDR (Business rates) collection, % of current year liability collected	Green	Improved
EHPI 157b – Processing of planning applications: Minor applications	Green	Improved
EHPI 2.2 – Waste: missed collections per 100,000 collections of household	Green	Improved
EHPI 8 – % of invoices paid on time	Green	Improved
EHPI 5.1 – % of complaints resolved in 14 days or less	Green	Improved
EHPI 181 – Time taken to process Housing Benefit new claims and change events	Green	Improved
EHPI 2.1d – Planning Enforcement: Initial Site Inspections	Green	Improved
EHPI 7.3 – Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued	Green	Improved
EHPI 9.1 – Percentage availability of core ICT systems during supported hours	Green	Improved
EHPI 9.2 – Percentage Resolution of ICT Incidents Within 4 Hours	Green	Improved
EHPI 9.4 – Percentage of Calls Abandoned on ICT Service Desk	Green	Improved
EHPI 9.6 – Satisfaction with ICT Services	Green	Improved

EHPI 5.4 – % of complaints to the Local Government Ombudsmen that are upheld	Green	Stayed the same
EHPI 129 – Response time to ASB complaints made to EHC	Green	Stayed the same
EHPI 157a – Processing of planning applications: Major applications	Green	Declined
EHPI 157c – Processing of planning applications: Other applications	Green	Declined
EHPI 2.4 – Fly tips: removal	Green	Declined
EHPI 7.2 – Turnaround of PCN Challenges and Representations	Green	Declined
EHPI 9.3 – Average ICT Incidents per day	Green	Declined
EHPI 2.1e – Planning Enforcement: Service of formal Notices	Green	N/A (no notices were served in February 2016)
EHPI 12c – Total number of sickness absence days per FTE staff in post	Amber	Declined
EHPI 11.2 – Number of producers at Hertford farmers market	Amber	Declined
EHPI 9.8 – Delivery of Key Milestones in the ICT Strategy	Red	Improved
EHPI 5.2a – % of complaints about the Council and its services that are upheld a) 1st stage.	Red	Declined
EHPI 5.2b – % of complaints about the Council and its services that are upheld b) 2nd stage (appeal)	Red	Declined
EHPI 11.1 – Rental income from market traders	Red	Declined
EHPI 2.12 – Service requests: environmental health	Data not available	Data not available

Trend only performance indicators

2.2 Table two shows movement in performance when compared to the last reporting period (short term trend) for the measures where no targets have been set, i.e. only trend data is analysed.

Table 2:

Indicator (Trend only)

The number of planning appeals in March was higher in volume compared to February but the number of appeals allowed was the same when compared to February for **EHPI 204** (Planning appeals allowed)

There has been a decrease in March compared to February for **EHPI 3.1** (The number of formal warnings issued to drivers and operators by the Licensing team).

There was an increase in taxi licensing matters taken forward to the Licensing Sub Committee for March compared to February due to a change in applying policy for **EHPI 3.2** (The number of taxi licensing matters taken forward to the Licensing Sub Committee).

There has been a decrease in March compared to February for **EHPI 3.3** (Number of events notified to the Safety Advisory Group by event organisers).

There has been an increase in March compared to February for **EHPI 3.4** (Number of visits by Licensing Enforcement Officers to Licensed premises).

There has been an increase in March compared to February for **EHPI 3.5** (Number of applications received by the Licensing team in respect of Licensed premises)

There were no applications received in March and February for **EHPI 3.6** (The number of these applications that have received representations against them).

There were no applications received in March and February for **EHPI 3.7** (The number of licensing applications that are taken forward to Licensing Sub Committee).

There are slightly fewer people for **EHPI 10.1** (Council tax support caseload) since February.

There are slightly fewer people for **EHPI 10.3** (Housing benefit caseload) since February.

There has been a slight decrease in **EHPI 151** (Number of homeless households living in temporary accommodation at the end of the quarter) since Quarter 3.

There has been a slight increase in the number of applicants for **EHPI 152** (The number of applicants accepted as owed the main homelessness duty to secure accommodation) since Quarter 3.

There has been an increase in **EHPI 153** (Number of applicants that presented to the council as homeless) since Quarter 3.

There has been an increase in **EHPI 191**(Residual household waste per household) compared to the previous month.

There has been a decrease in **EHPI 192** (Percentage of household waste sent for reuse, recycling and composting)

There has been a decrease in **EHPI 2.5** (Total waste collected by the district (kg per household))

There has been an increase in **EHPI 2.6** (Percentage of residual waste (refuse) sent for disposal).

There has been an increase in **EHPI 3a** (Usage: number of swims (under 16)) since Quarter 3.

There has been an increase in **EHPI 3b** (Usage: number of swims (16 - 60)) since Quarter 3.

There has been an increase in **EHPI 3c** (Usage: number of swims (60 +)) since Quarter 3.

There has been an increase in **EHPI 4a** (Usage: Gym (16 - 60)) since Quarter 3.

There has been an increase in **EHPI 4b** (Usage: Gym (60 +)) since Quarter 2.

2.3 Table three shows the long term trend analysis (current value compared to the average performance for the last 12 months for monthly indicators or last four quarters for quarter indicators) for those indicators that are showing a significant decline.

Table 3:

Service and Indicator	Commentary	
HR and Organisational Development		
EHPI 12c – Total number of sickness absence days per FTE staff in post	Long term trend for total number of sickness absence indicated a declining trend due to higher levels of seasonal short term sickness absences.	

Managers have been alerted to the trend. However it is estimated that the year-end outturn will be within its target threshold. Total absence for the year so far is 5.62 days (against an end of year target of 6.5 days).

Housing Services

EHPI 153 – Number of applicants that presented to the council as homeless.

There has been an increase in households presenting themselves as homeless, primarily due to the end of an assured shorthold tenancy in the private sector where the landlord wants the property back to either sell or re-let at a higher rent. This in turn is reflected in the overall increase to the year-end outturn. This increase in presentations is reflective of the national trend.

Environment Services

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

EHPI 3b – Usage: number of swims (16 – under 60 year olds).

EHPI 3c – Usage: number of swims (60 + years old) Actual visits for all age categories are down in quarter 4 and this is also reflected in the overall decline in the year-end outturn. Swimming is declining nationally, and this was further impacted by the closure of Hartham pool in December for pool renovation works contributed to this shortfall.

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

Throughput had been particularly low throughout the year compared to the year before. This is also reflected in the overall decline to the year-end outturn. It is unclear as to why there would be such a high discrepancy as membership subscriptions for 2015/16 are higher than both the average and 2014/15 memberships. The service is in the process of investigating both site collation of data and the reporting process to the council with the contractor.

Customer Services

EHPI 5.2a – % of complaints about the Council and its services

There have been a number of complaints relating to waste missed collections over the Christmas and New Year period that were upheld (four for that are upheld: 1st stage

EHPI 5.2b – % of complaints about the Council and its services that are upheld: 2nd stage - appeal

stage 1 and one for stage 2). These complaints will be raised with the contractor Veolia. However it is estimated that the year-end outturn will be within its target threshold for both these indicators.

2.4 Please refer to performance indicator summary analysis in **Essential Reference Paper 'B'** for full performance indicator analysis.

3.0 IMPLICATIONS/CONSULTATIONS

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

Background Papers:

None.

Contact Member: Councillor Geoff Williamson – Executive Member for

Finance and Support Services.

geoffrey.williamson@eastherts.gov.uk

Report Author: Karl Chui – Performance Monitoring Officer, Extn:

2243. karl.chui@eastherts.gov.uk

Contact Officers: Karl Chui – Performance Monitoring Officer, Extn:

2243. karl.chui@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

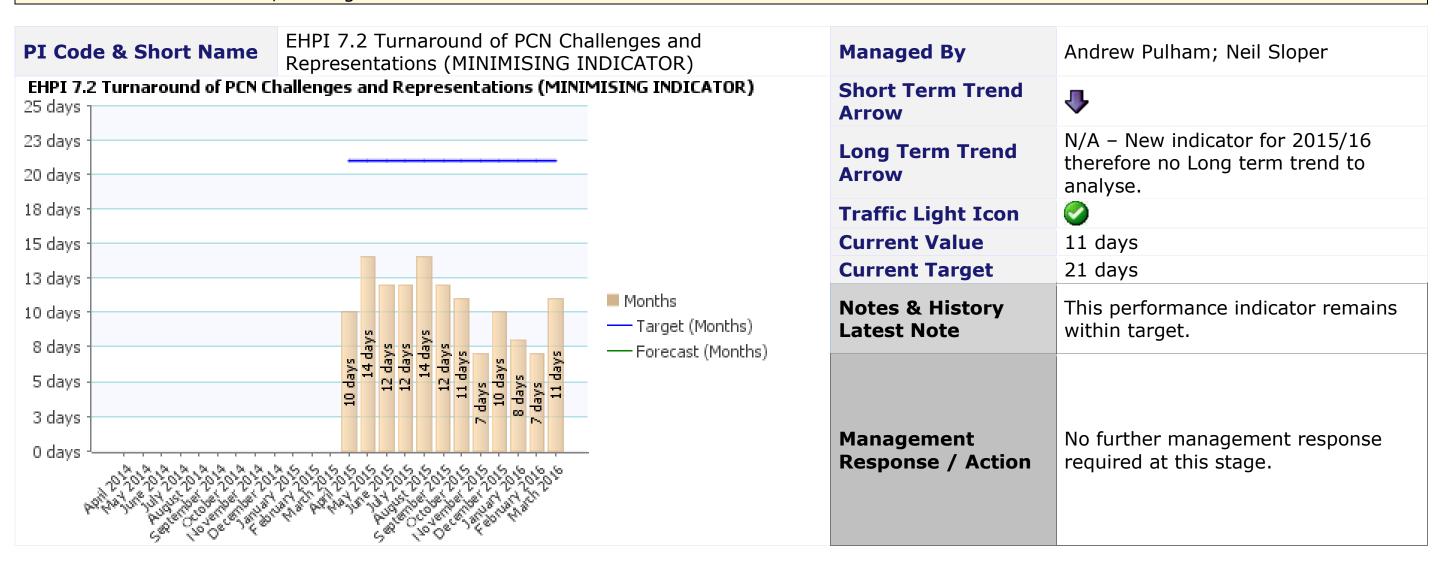
Contribution to the Council's Corporate	People – Fair and accessible services for those that use them and opportunities for everyone to contribute
Priorities/ Objectives (delete as	This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.
appropriate):	Place – Safe and Clean
	This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.
	Prosperity – Improving the economic and social opportunities available to our communities
	This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.
Consultation:	Discussions have taken place with Directors, Heads of Service to construct an accurate performance report.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no human resource implications.
Risk Management:	The Healthcheck report considers emerging risks to the in-year delivery of the council's performance.
Health and wellbeing – issues and impacts:	There no direct Health and Wellbeing issues arising as a result of the recommendations in this report.



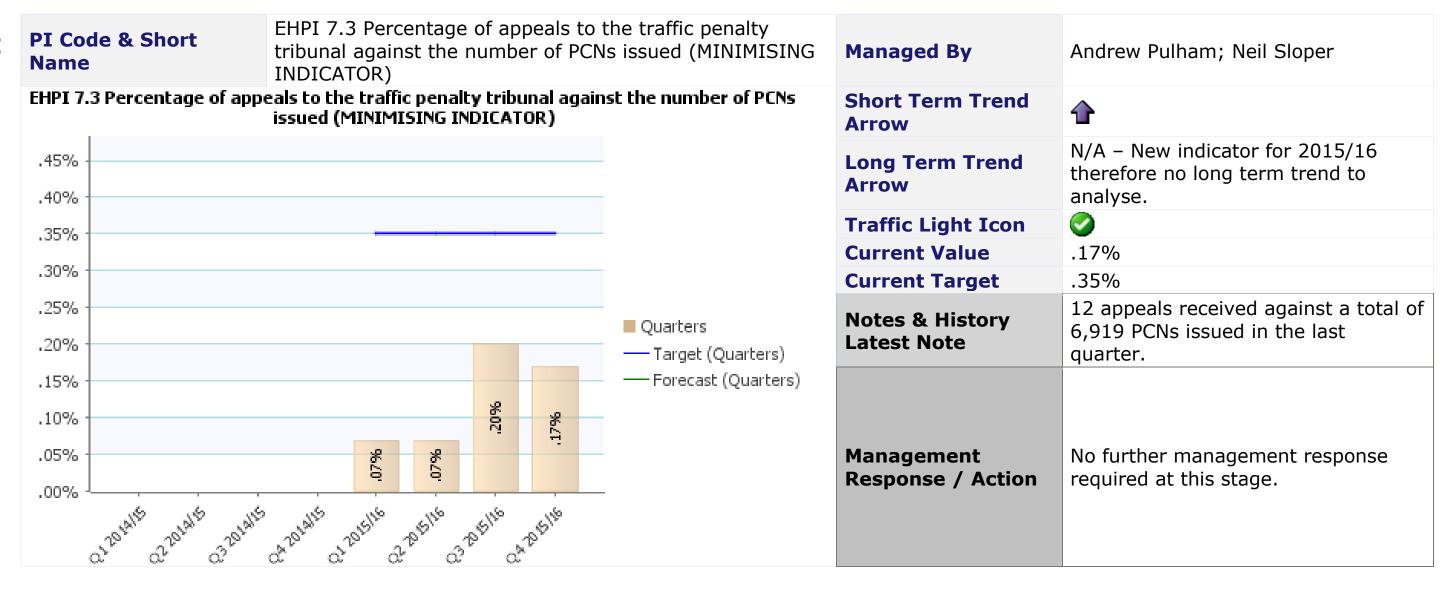
March 2016/Quarter 4 Corporate Business Scrutiny Healthcheck 2015/16



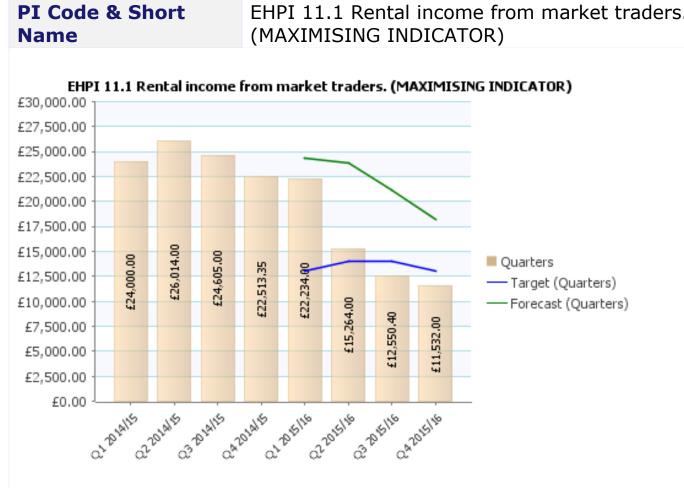
Service Area Information, Parking and Customer Services



Essential Reference Paper 'B'

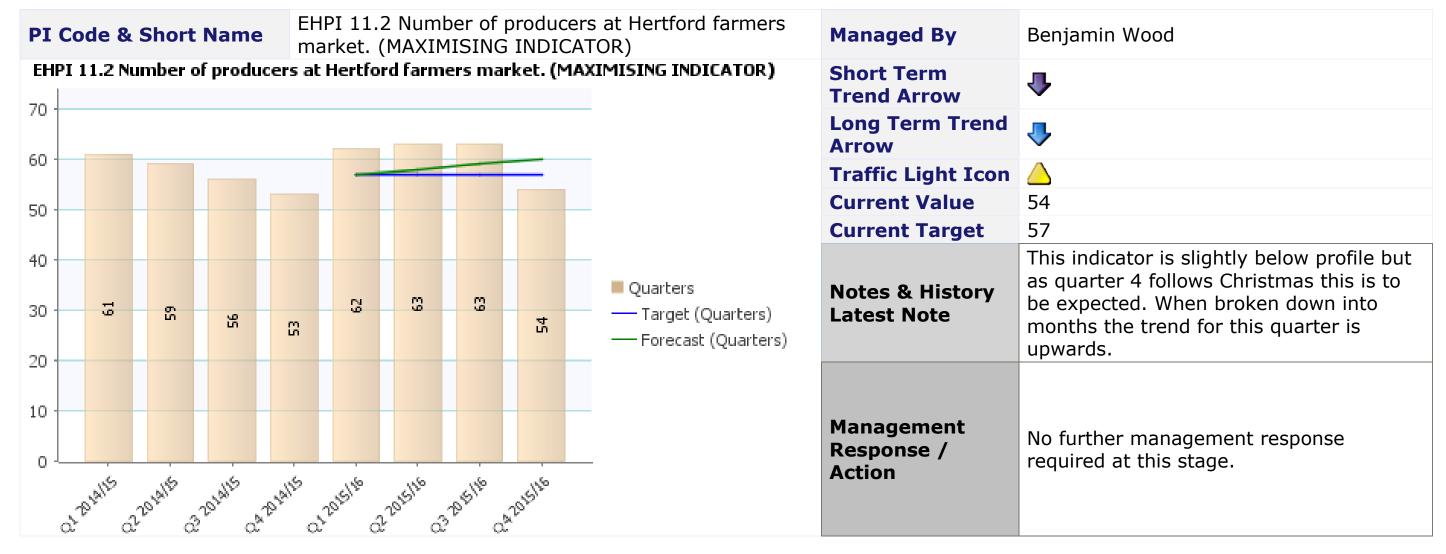


Service Area Business Development

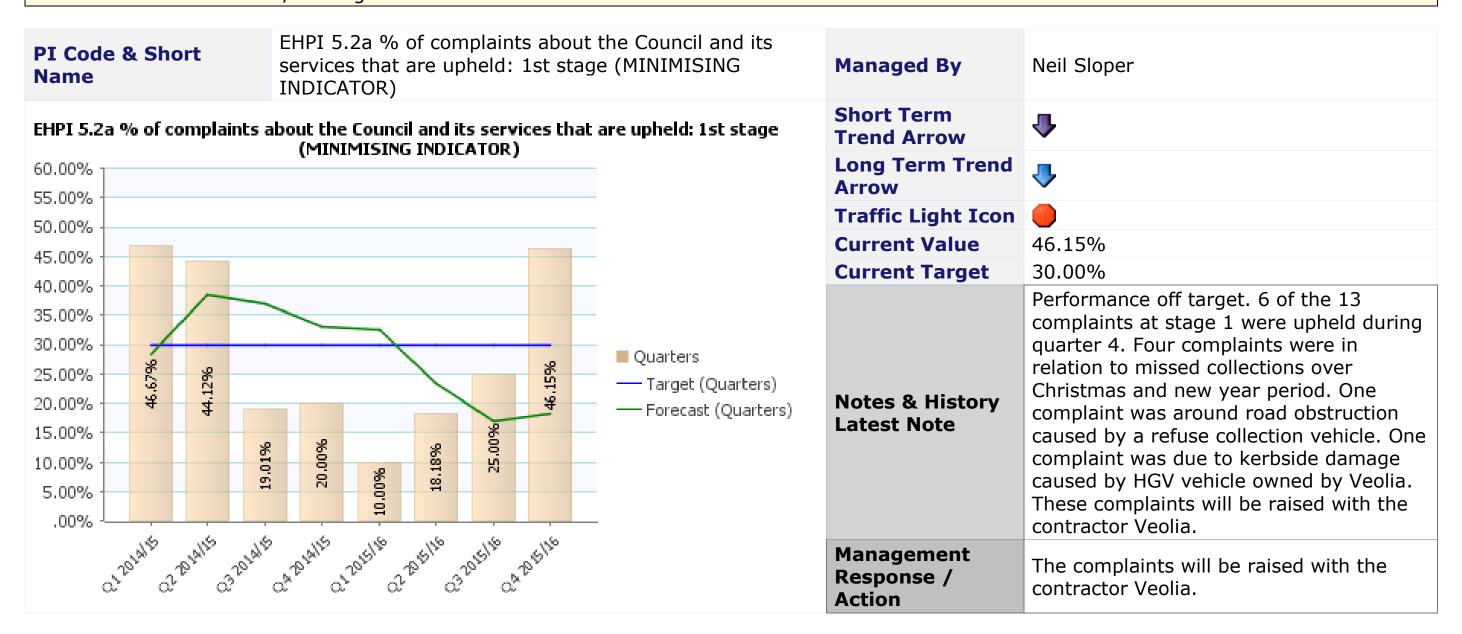


5.	Managed By	Benjamin Wood
	Short Term Trend Arrow	₽
	Long Term Trend Arrow	♣
	Traffic Light Icon	
	Current Value	£11,532.00
	Current Target	£13,000.00
	Notes & History Latest Note	This indicator is slightly below target. There are no obvious local reasons to explain this. A gradual decline in retail market performance continues to apply at national level and is part of a trend in retail nationally. The long term trend performance is still affected by income received from the Bishop's Stortford market in quarter one.
	Management Response / Action	The service will continue to monitor this for emerging trend patterns.

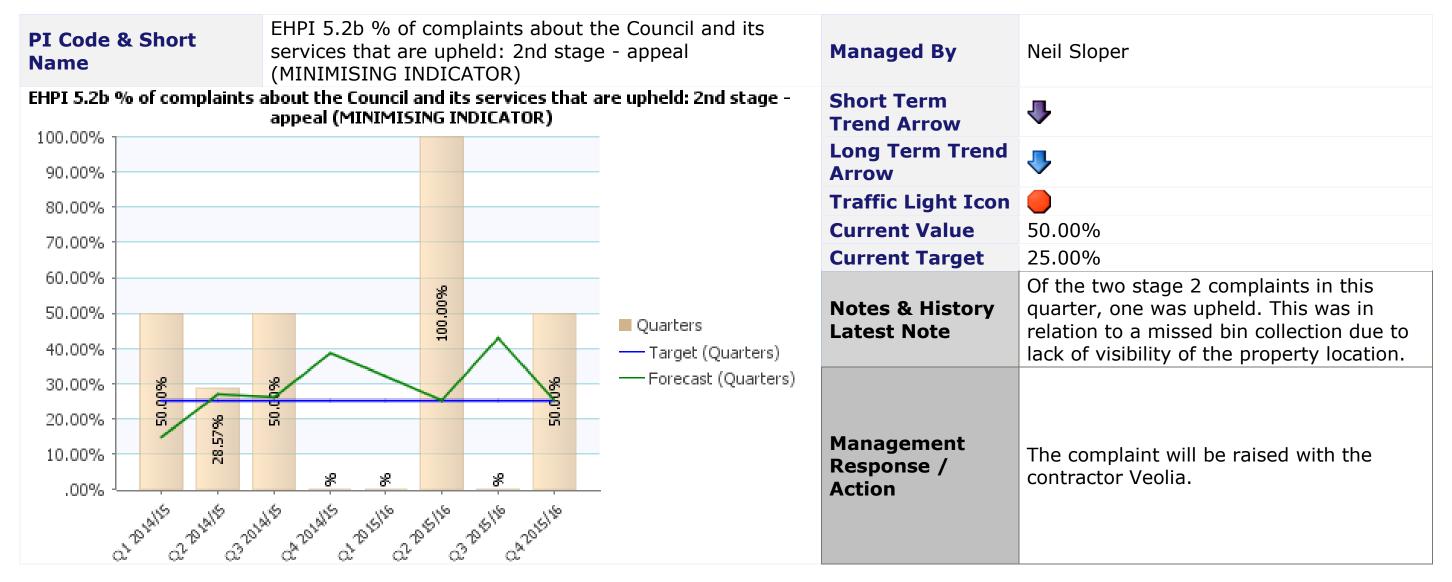
Essential Reference Paper 'B'

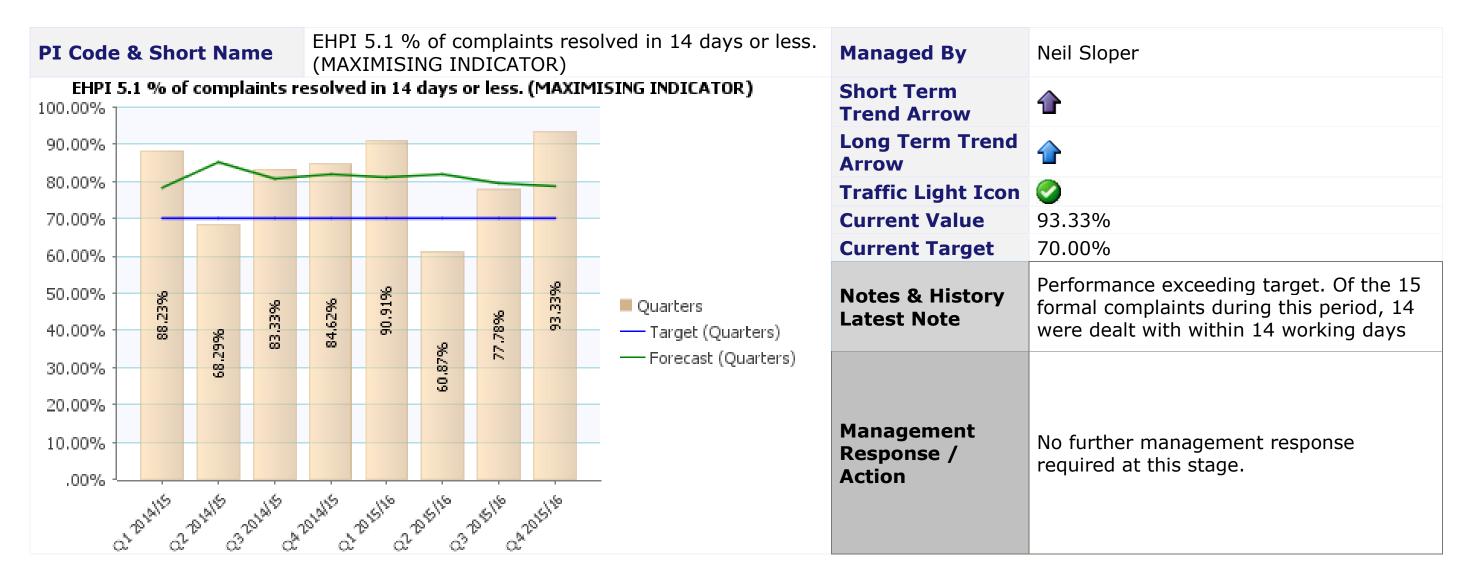


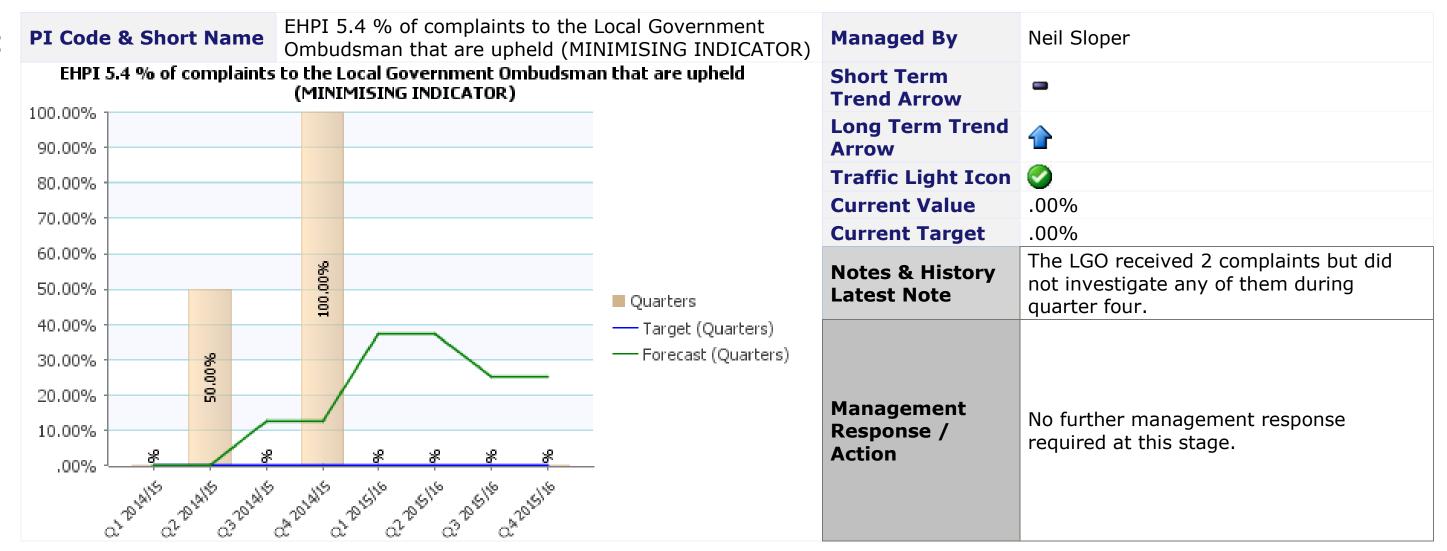
Service Area Information, Parking and Customer Services



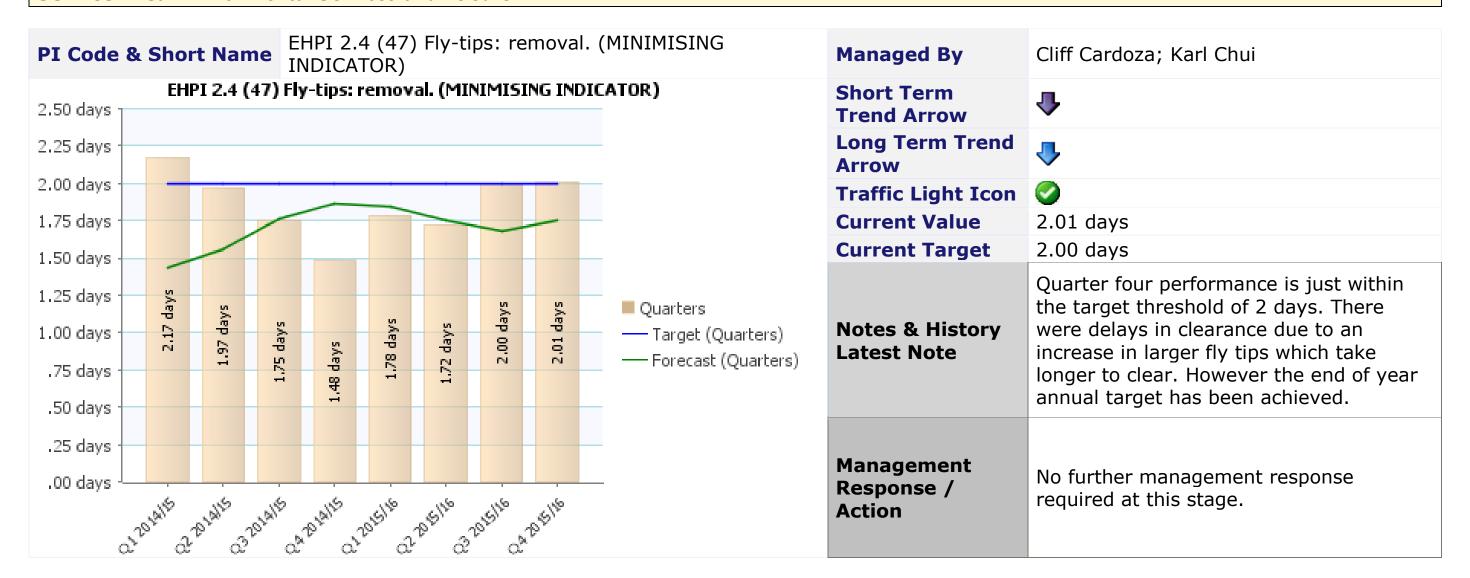
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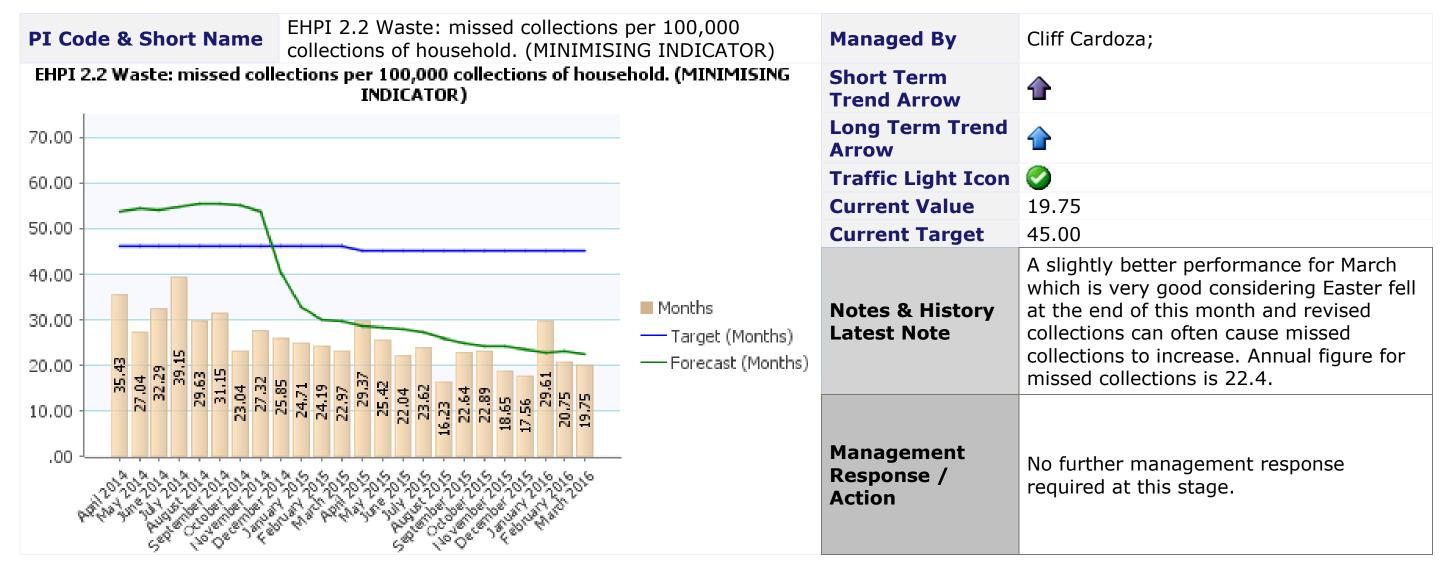


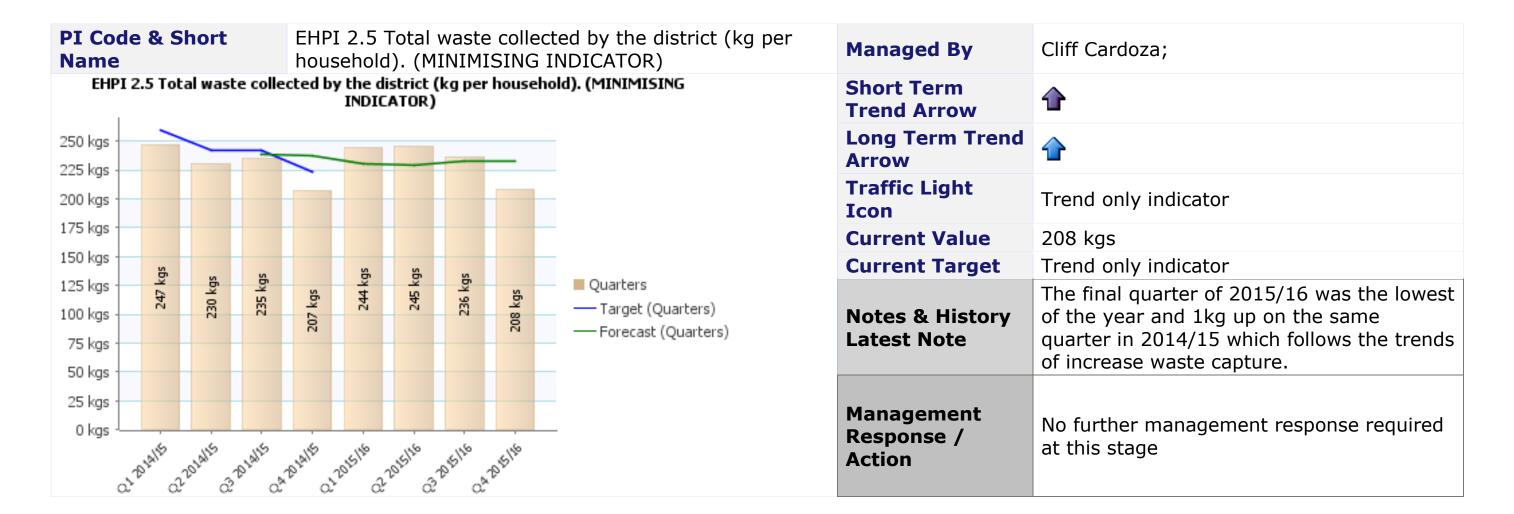


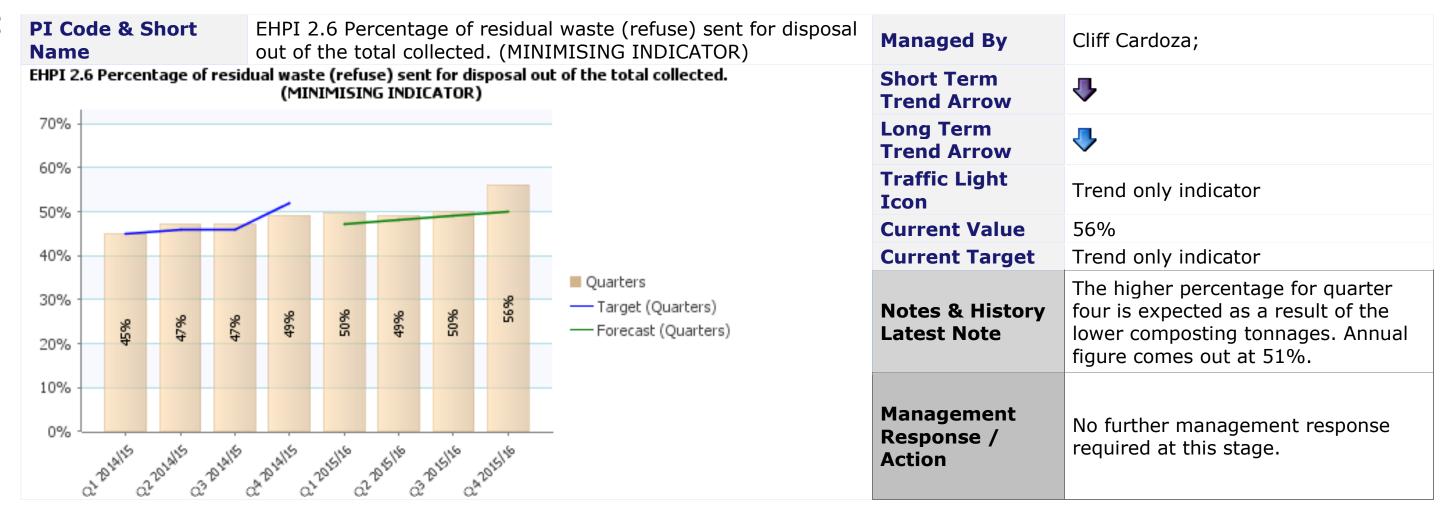
Service Area Environmental Services and Leisure

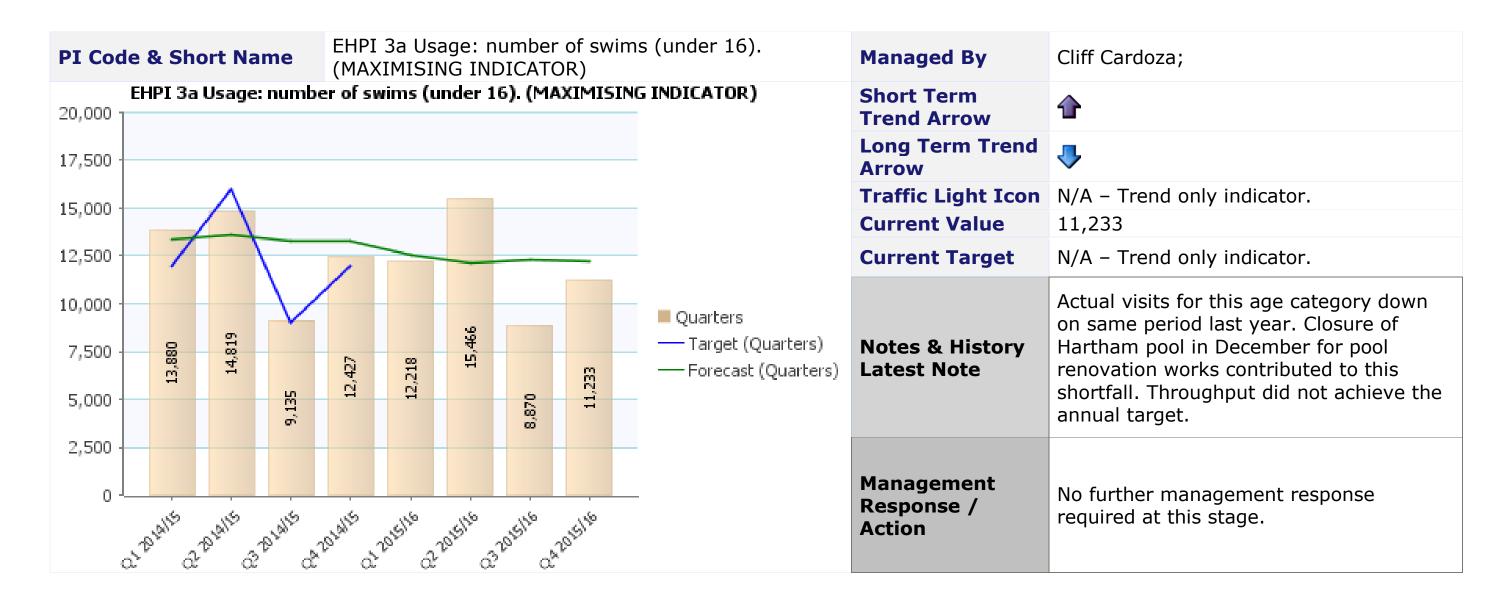


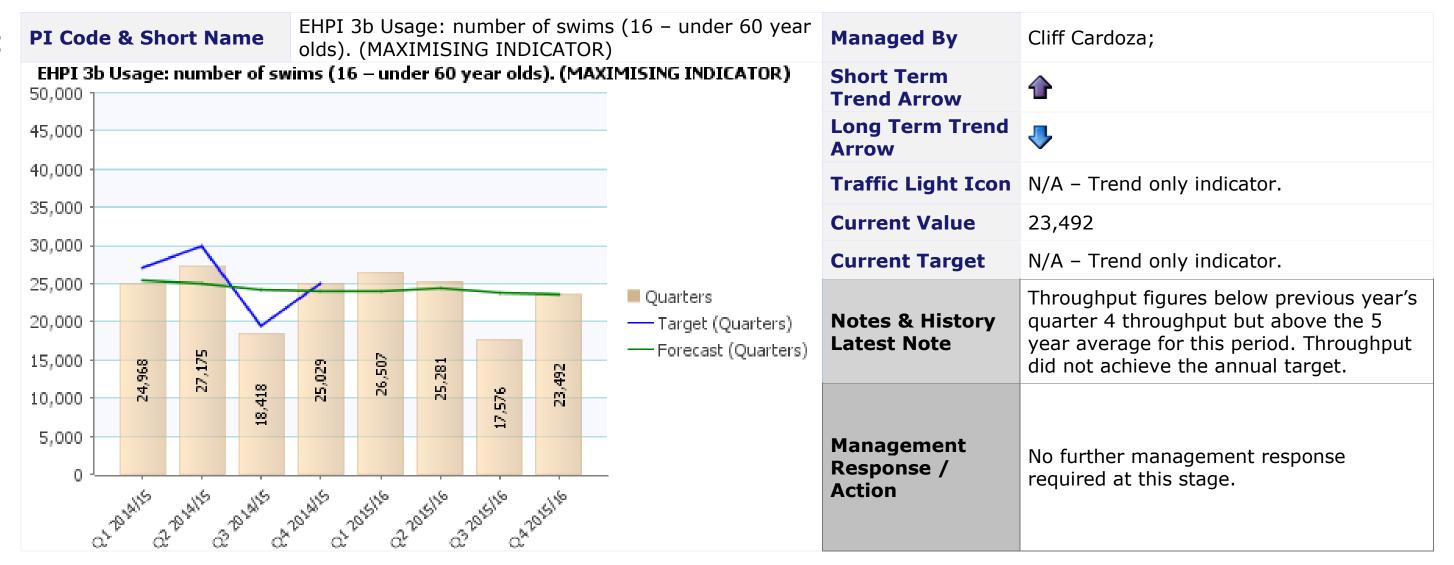
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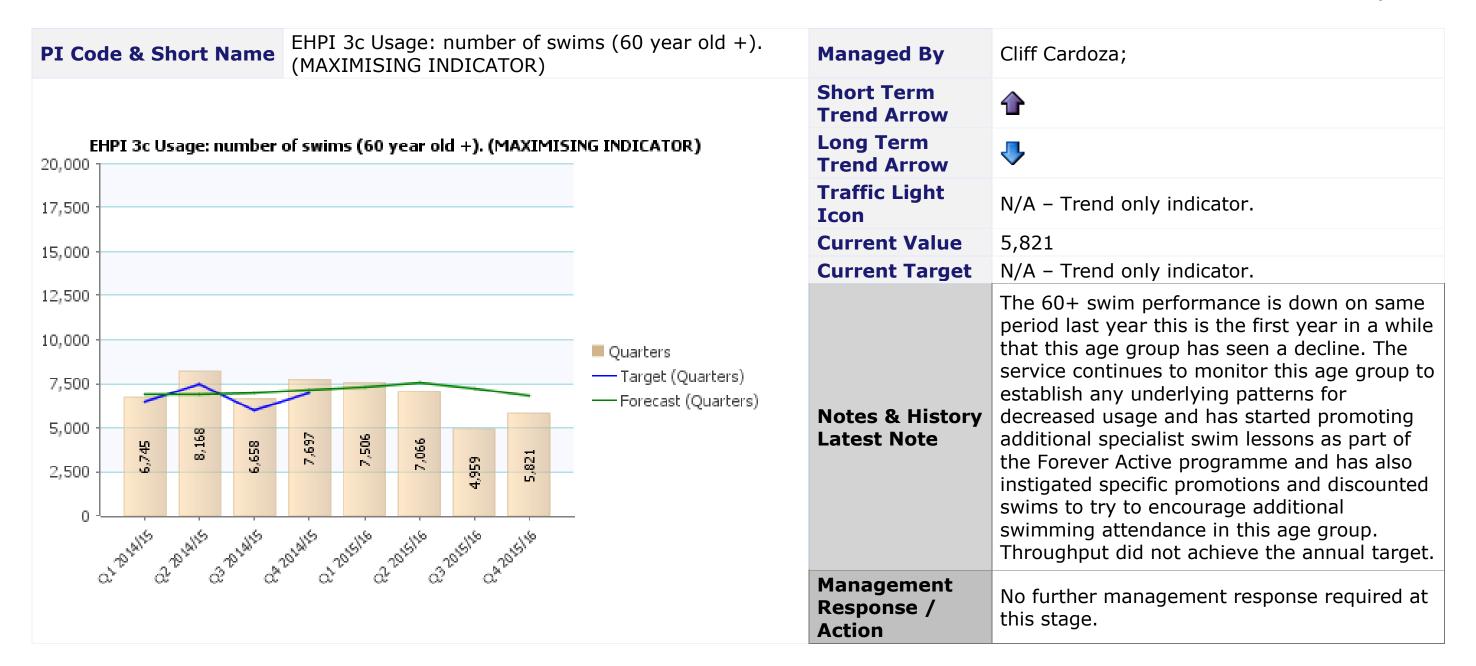


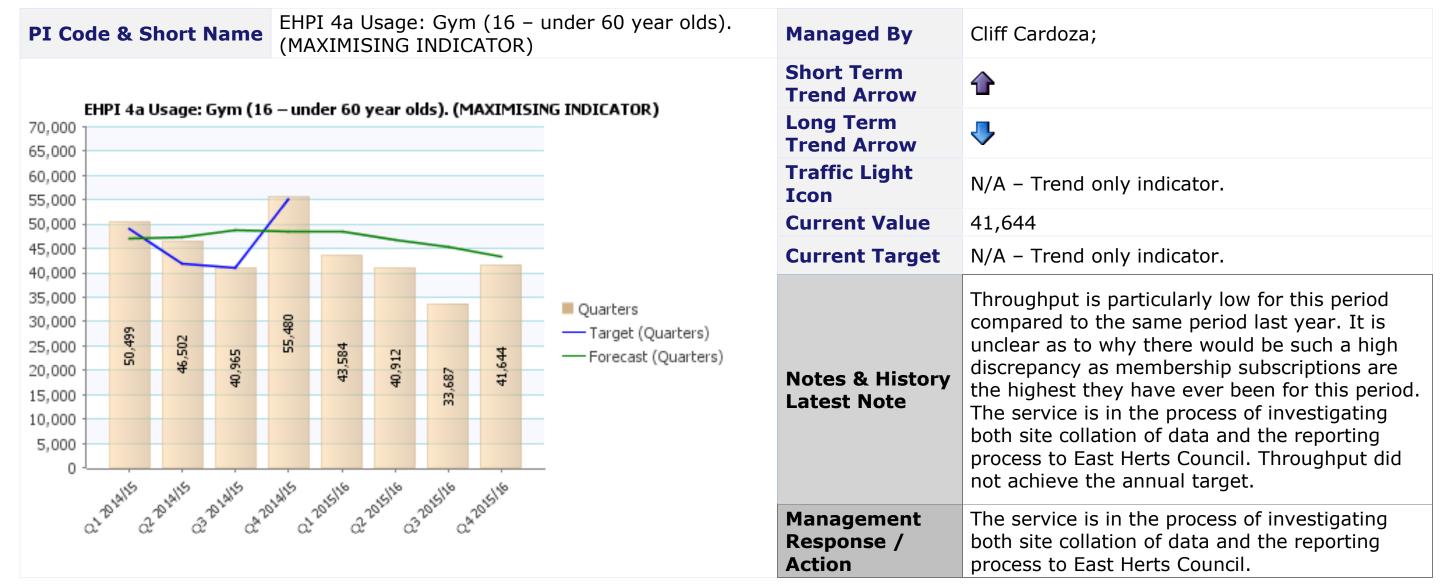


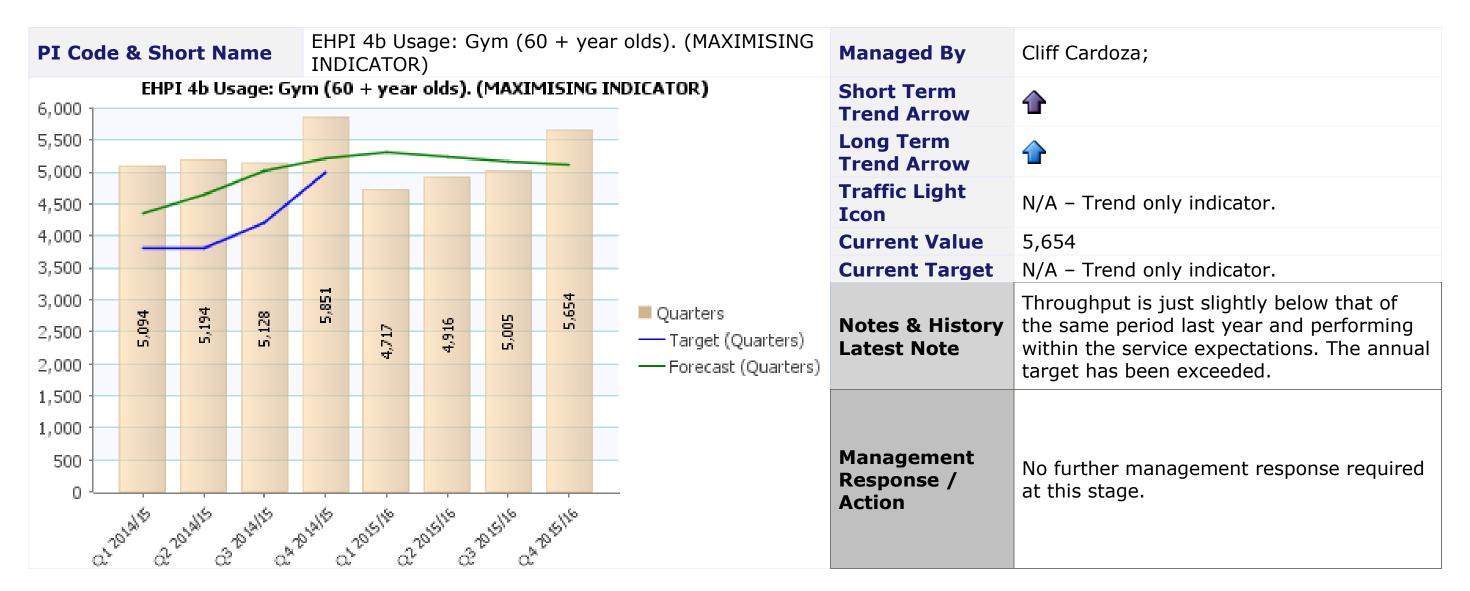


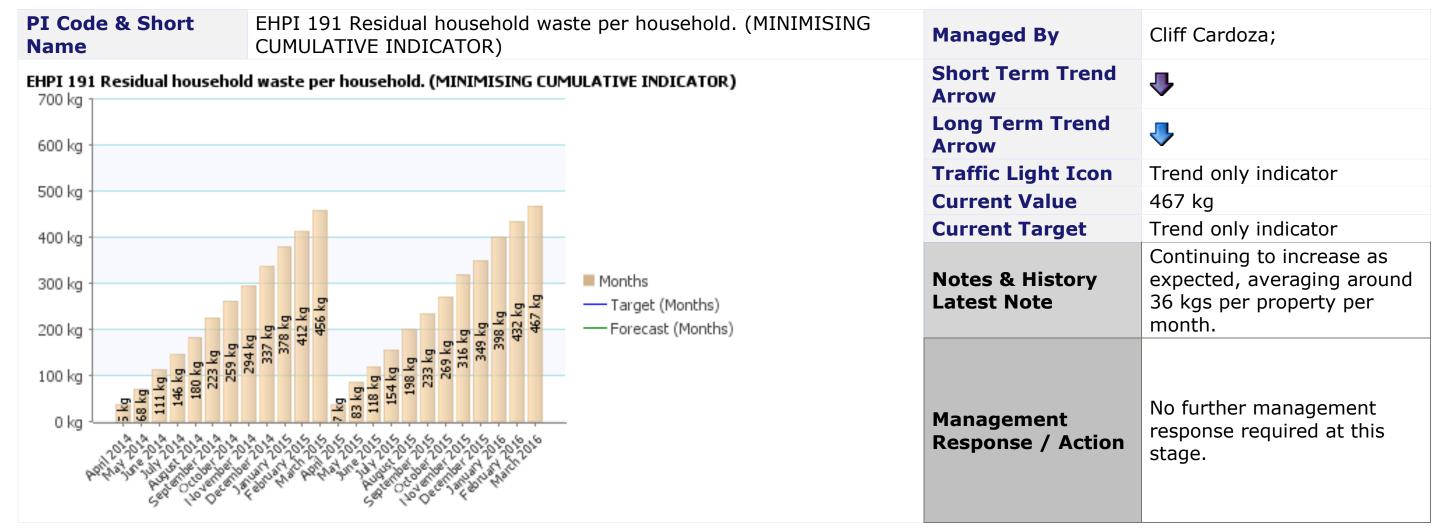


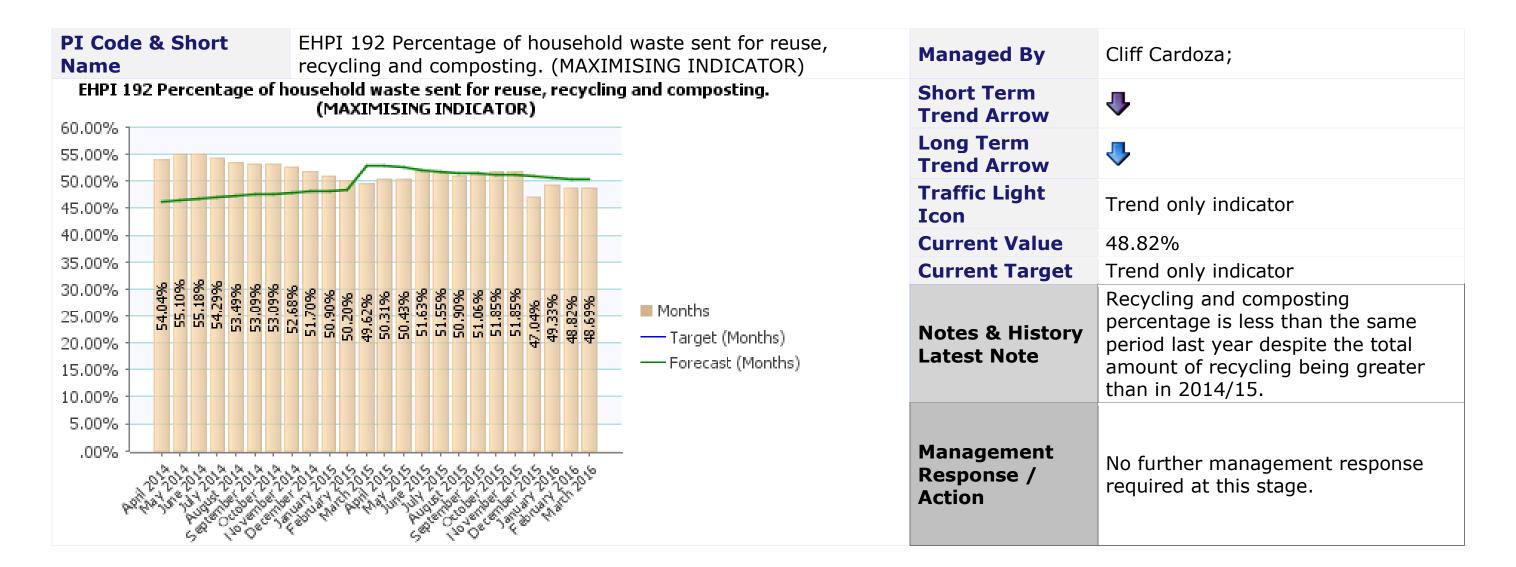




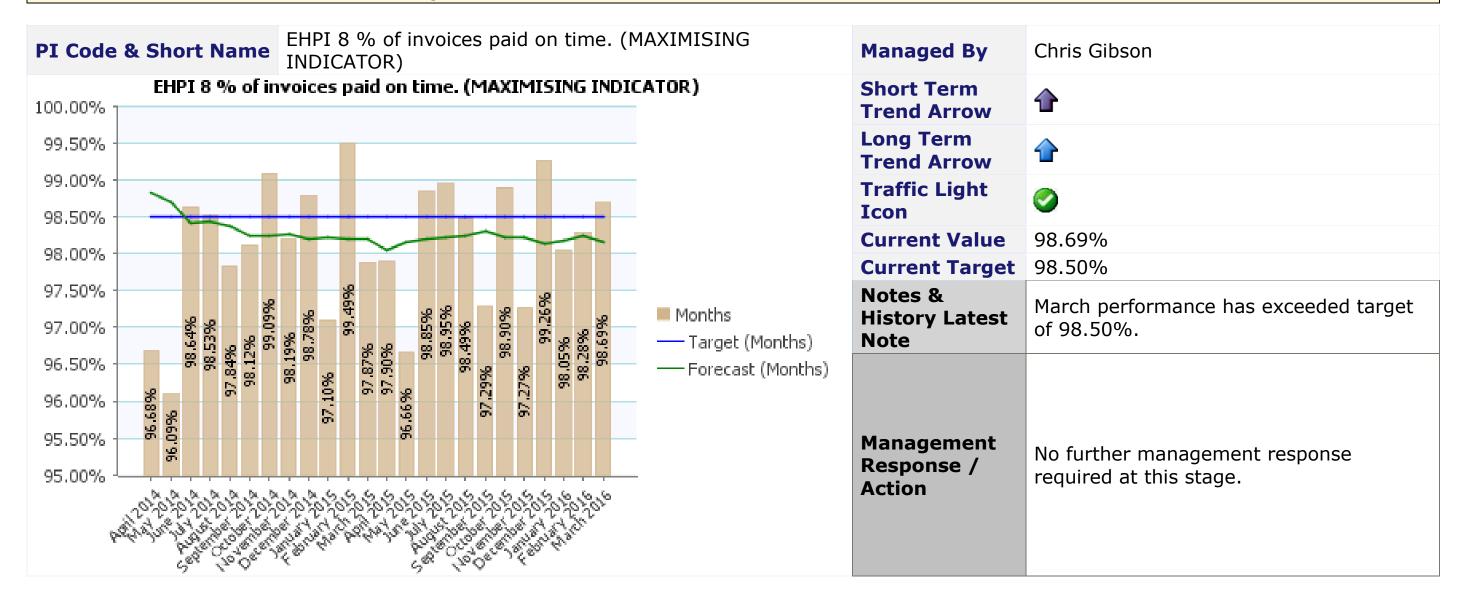




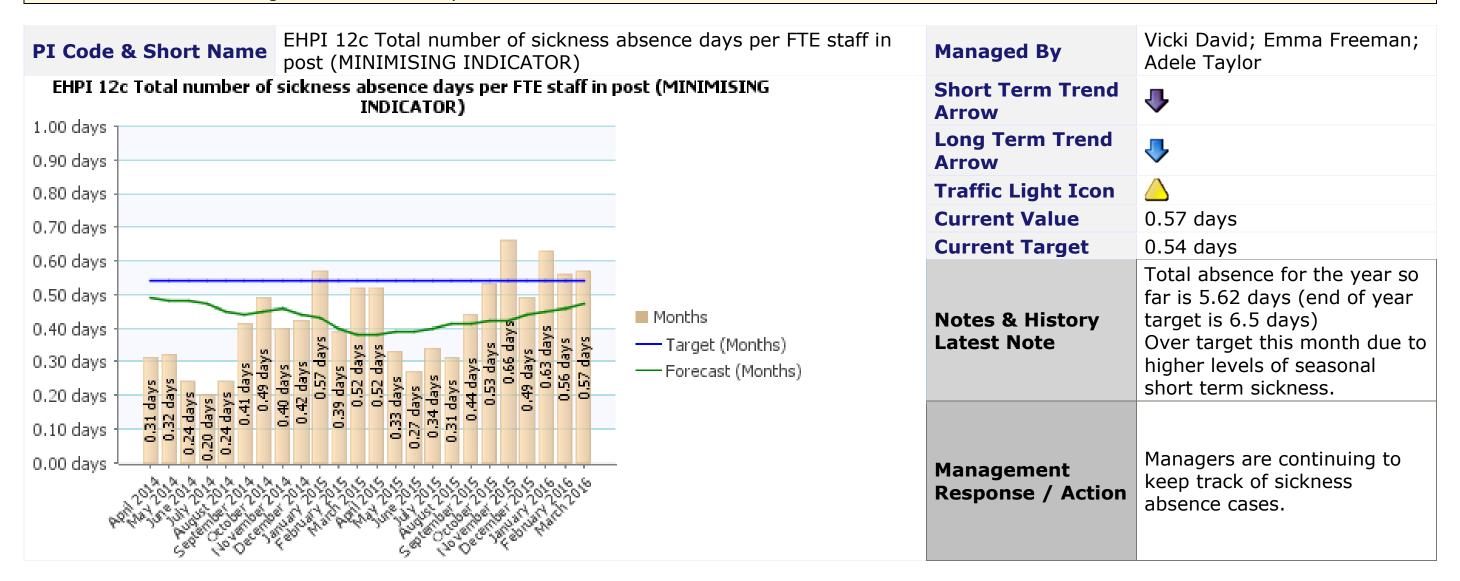




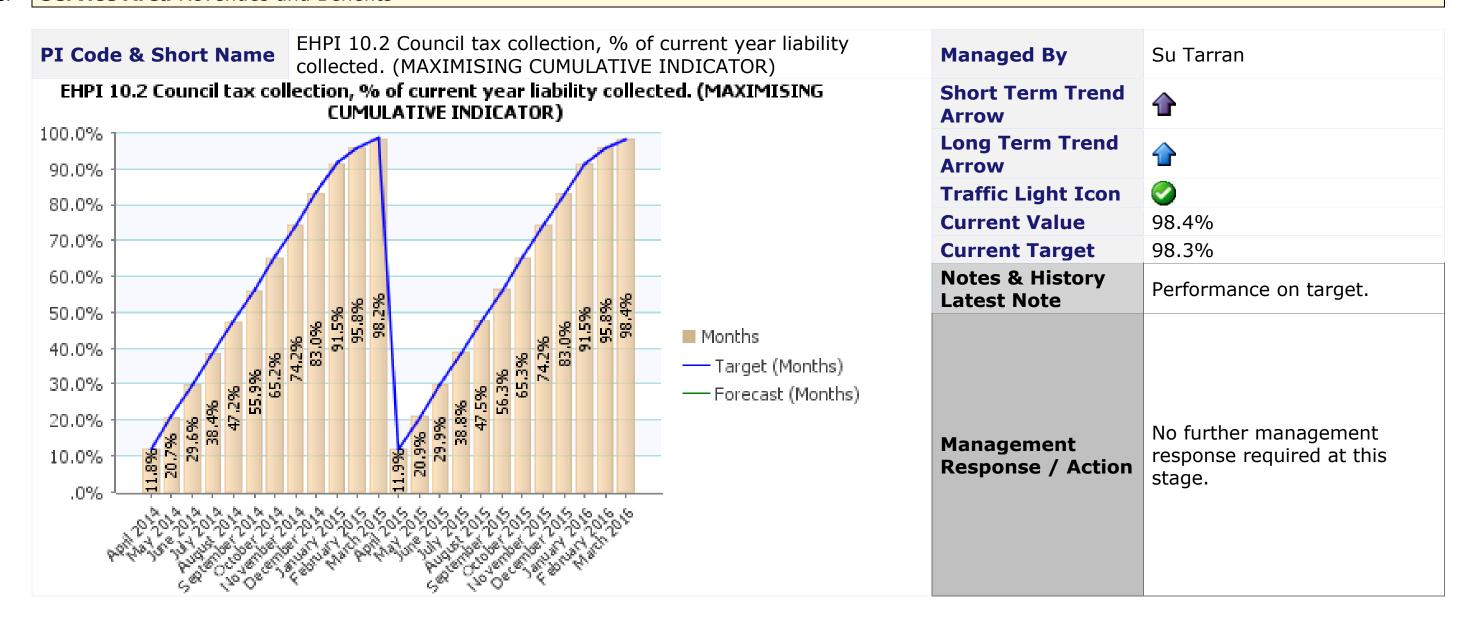
Service Area Governance and Risk Management

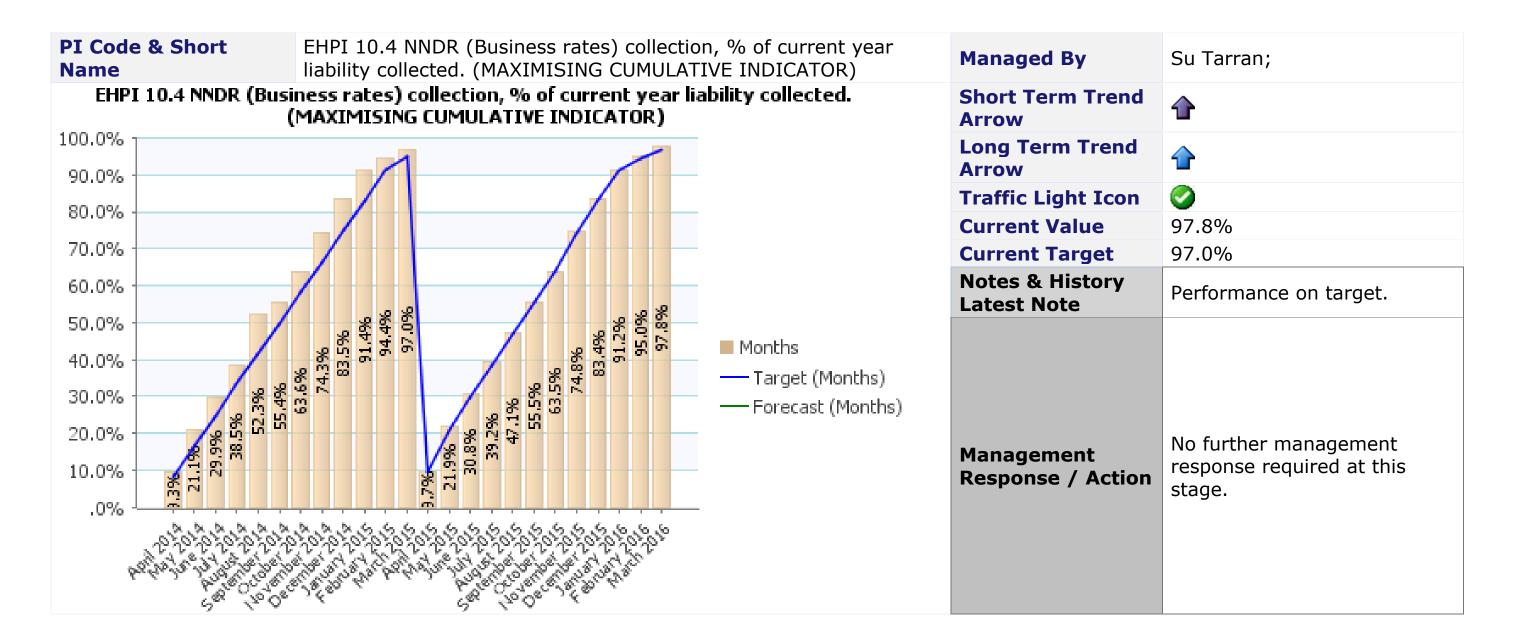


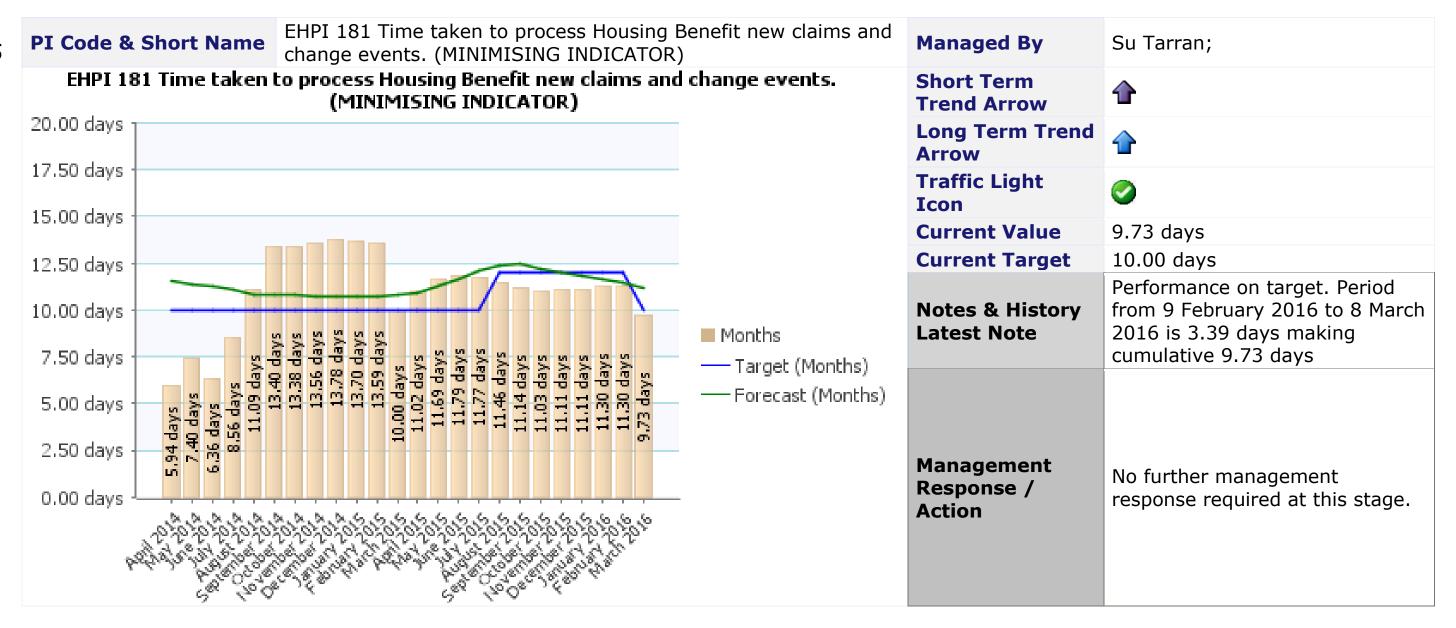
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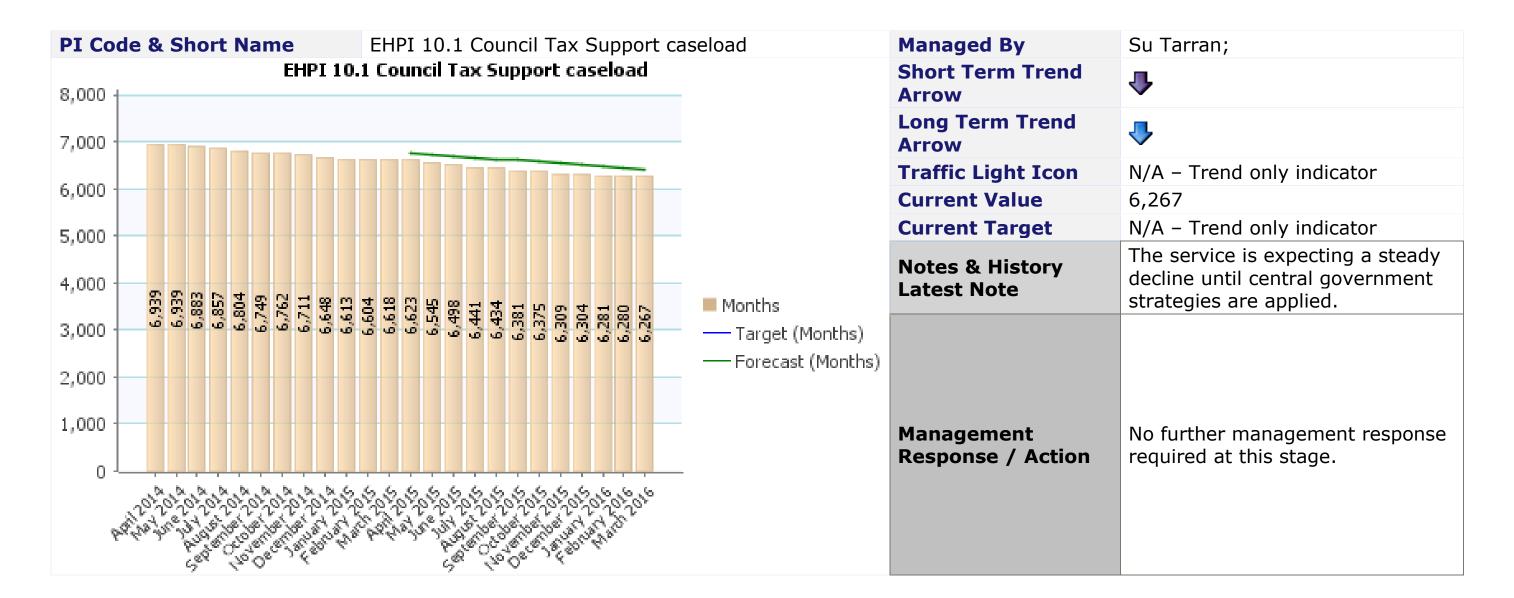


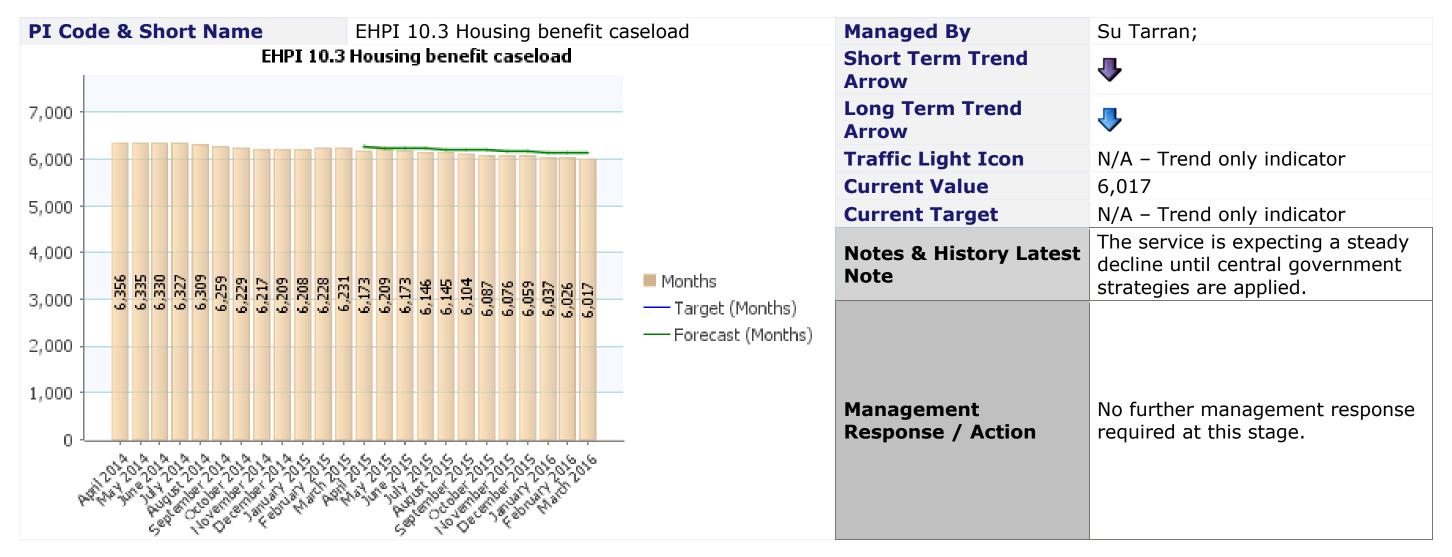
Service Area Revenues and Benefits





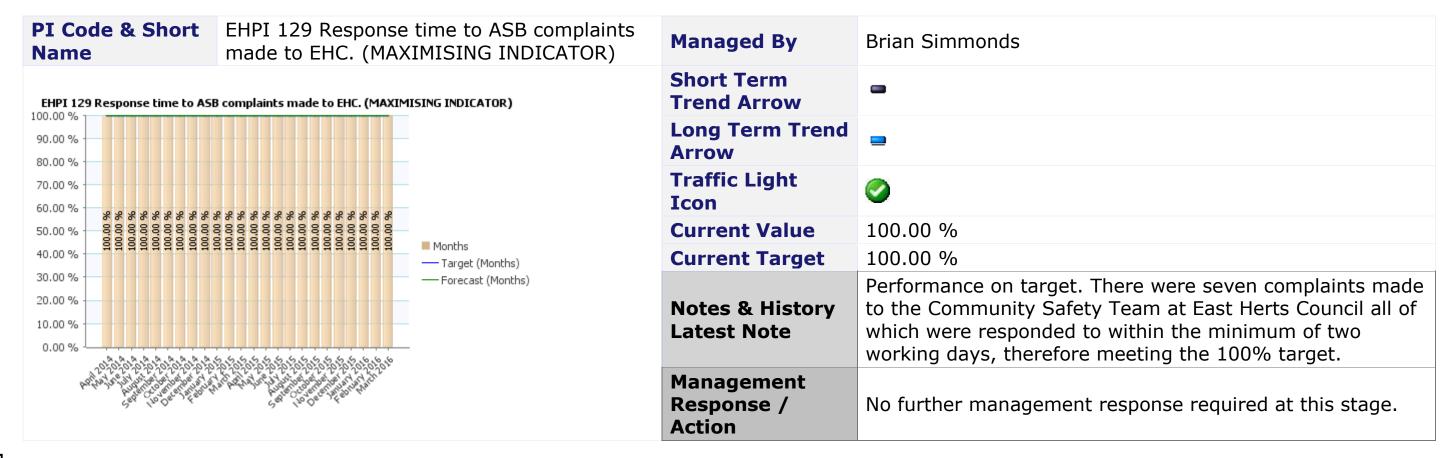


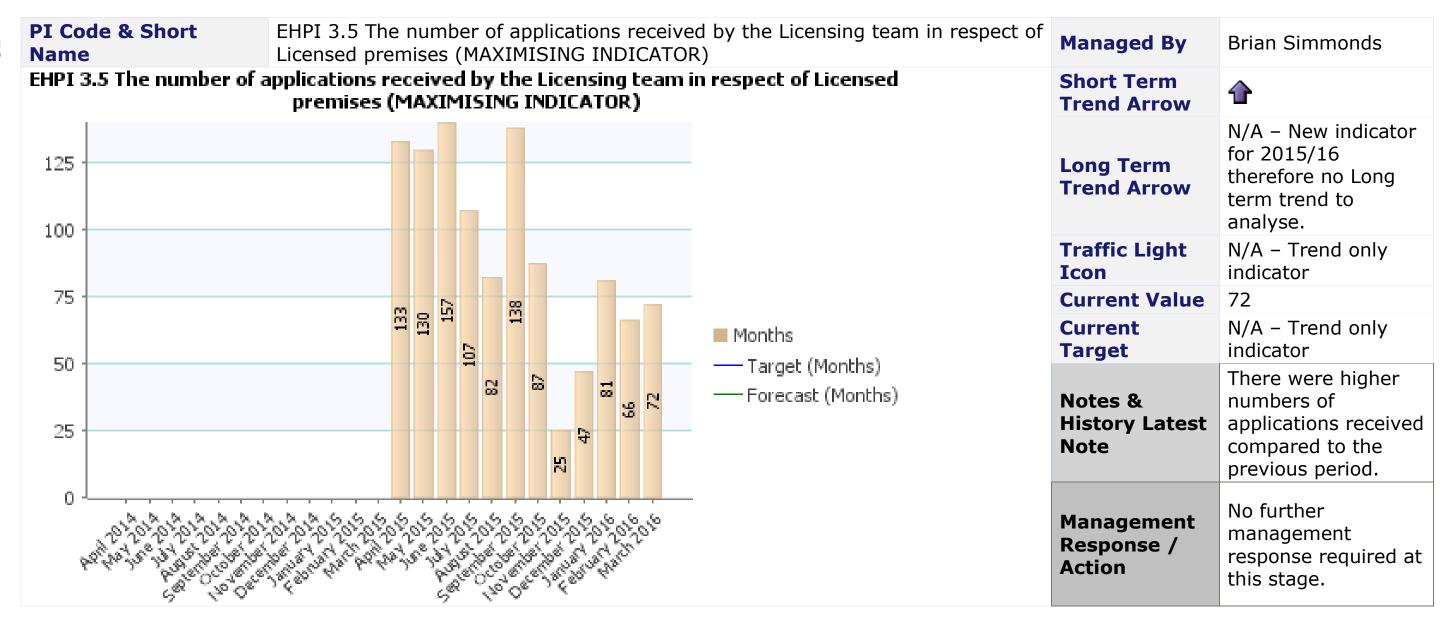


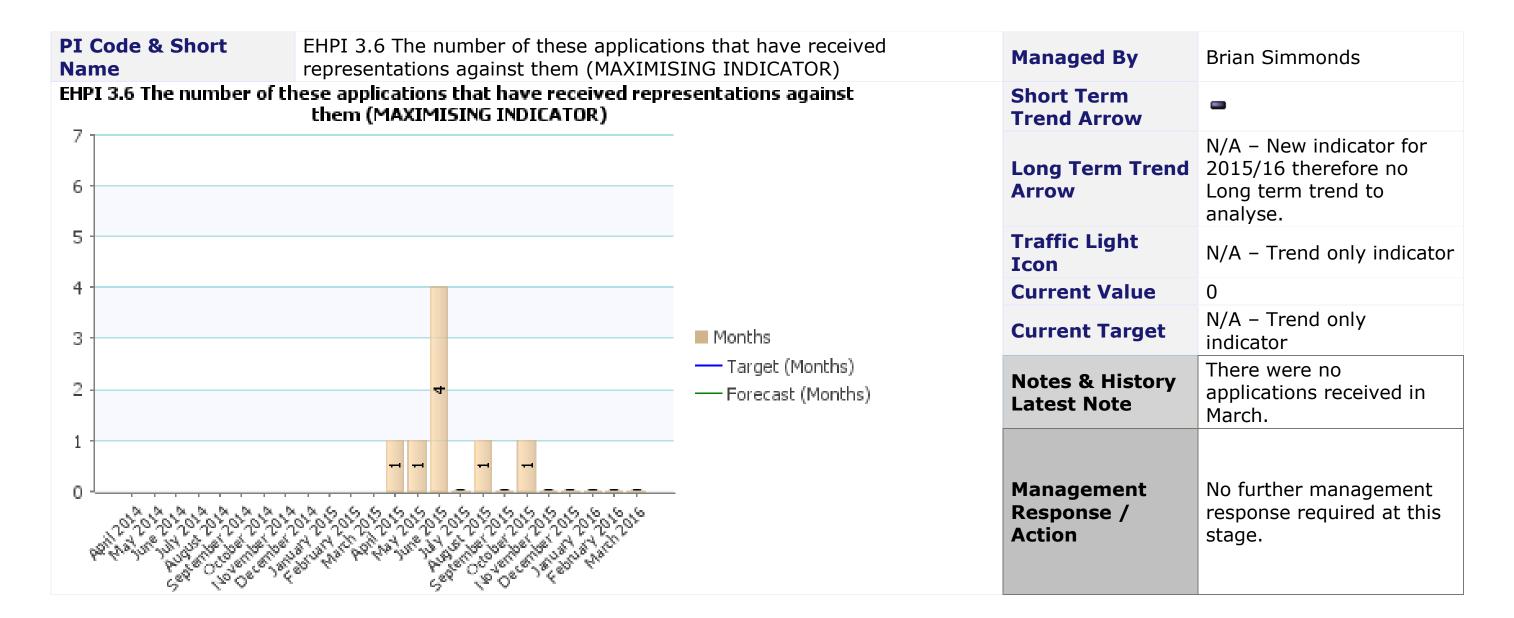


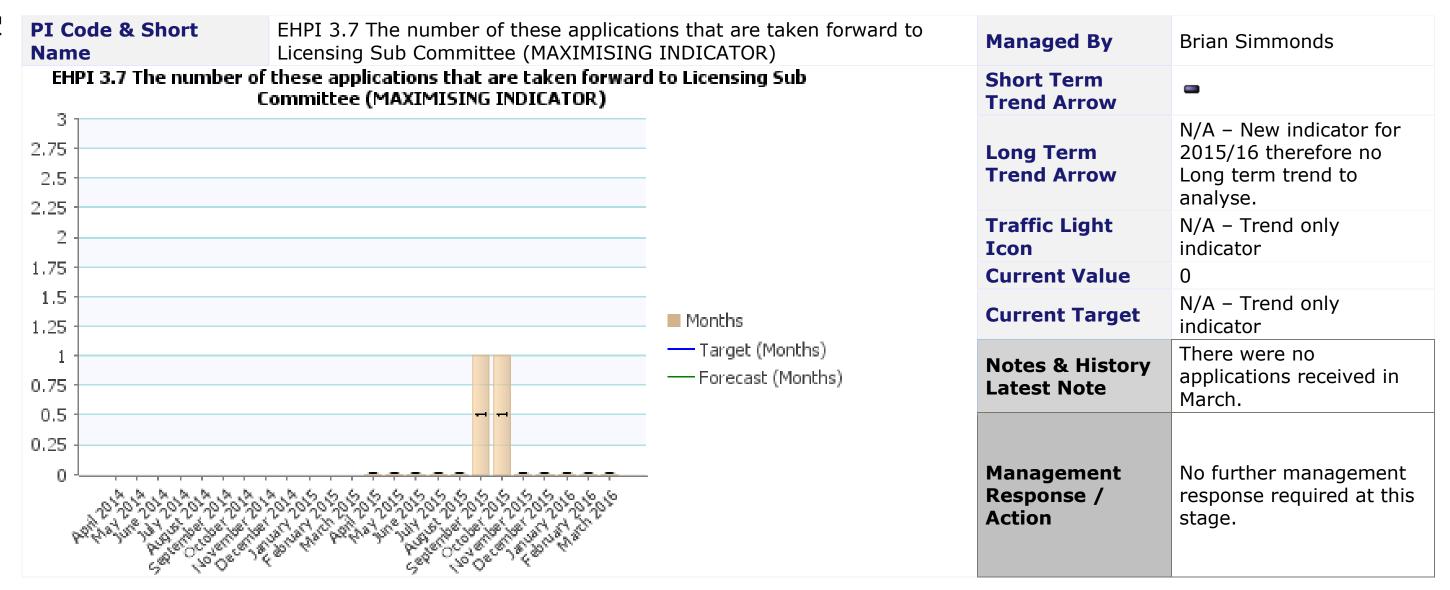
Service Area Community Safety and Health

PI Code & Short Name	EHPI 2.12 (41a) Service requests: environmental health (MAXIMISING INDICATOR)	Managed By	Brian Simmonds		
		Short Term Trend Arrow	TBC		
		Long Term Trend Arrow	TBC		
		Traffic Light Icon	TBC		
	ТВС	Current Value	TBC		
		Current Target	TBC		
		Notes & History Latest Note	Performance data is not currently available due to the migration of data to a new database which is ongoing.		
		Management Response / Action	No further management response required at this stage		



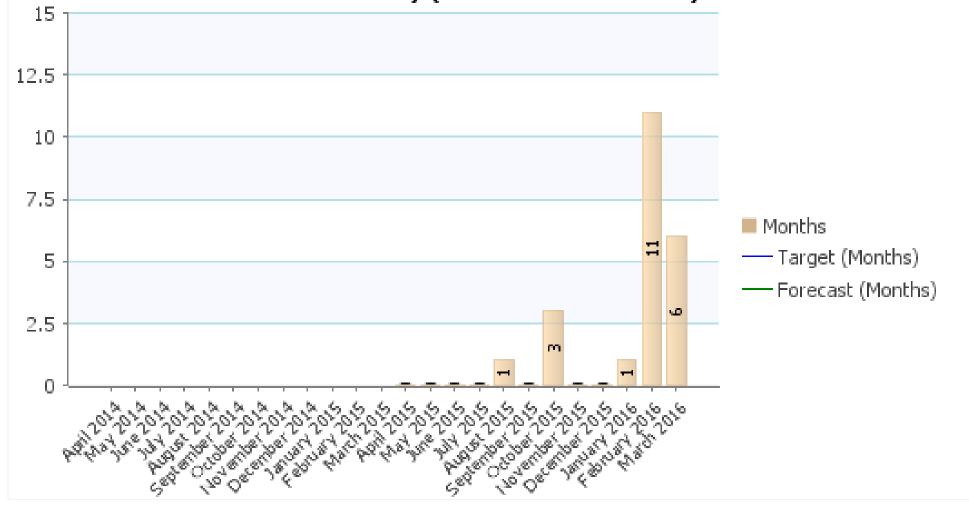




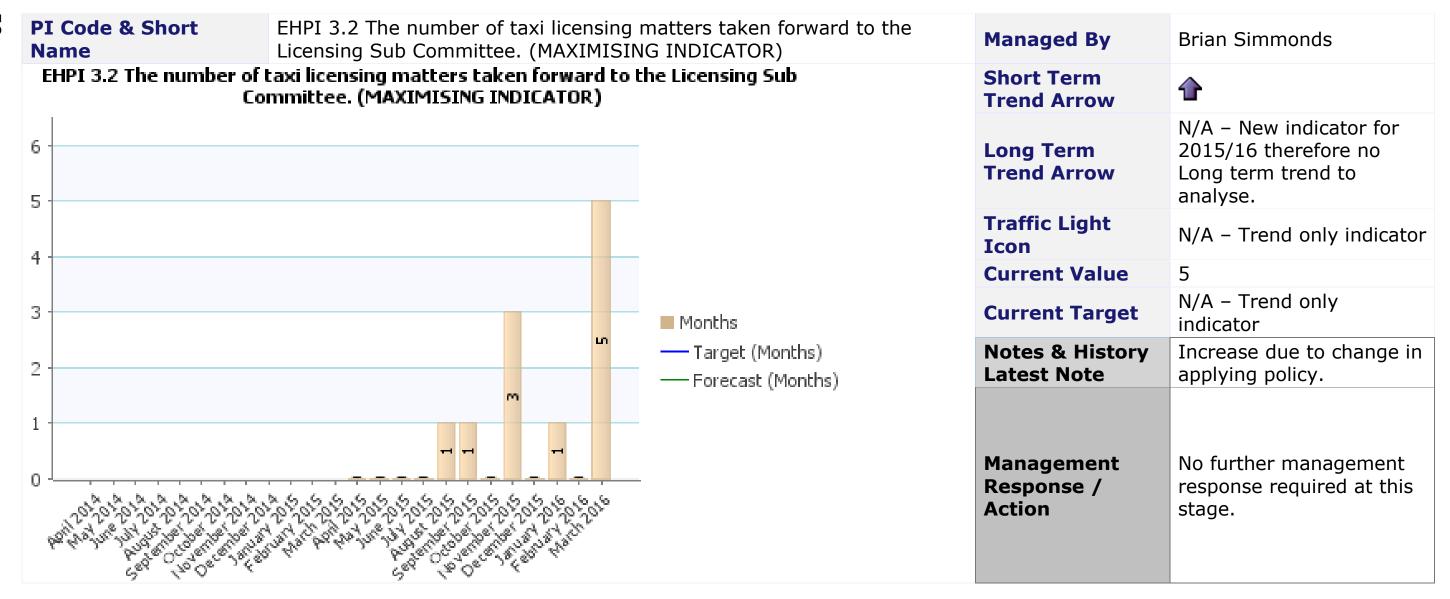


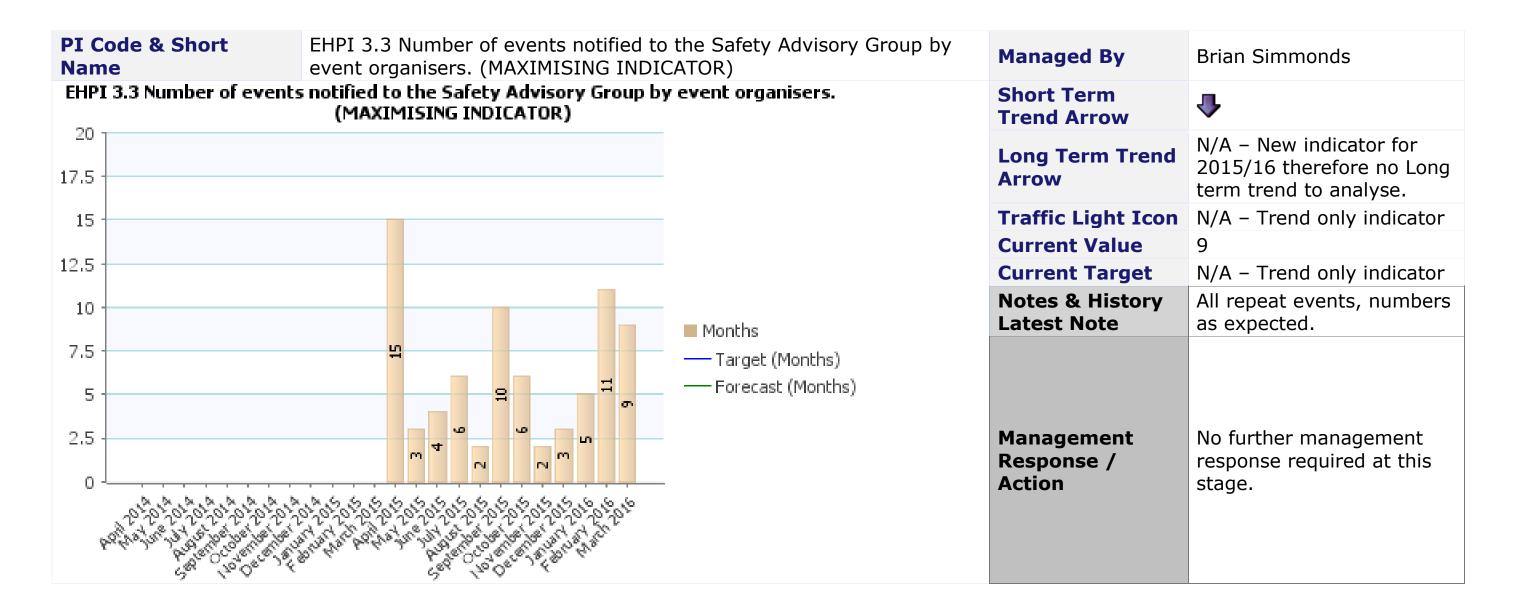
PI Code & Short Name EHPI 3.1 The number of formal warnings issued to drivers and operators by the Licensing team. (This includes matters like - failure to produce documents, parking issues and driver conduct). (MAXIMISING INDICATOR)

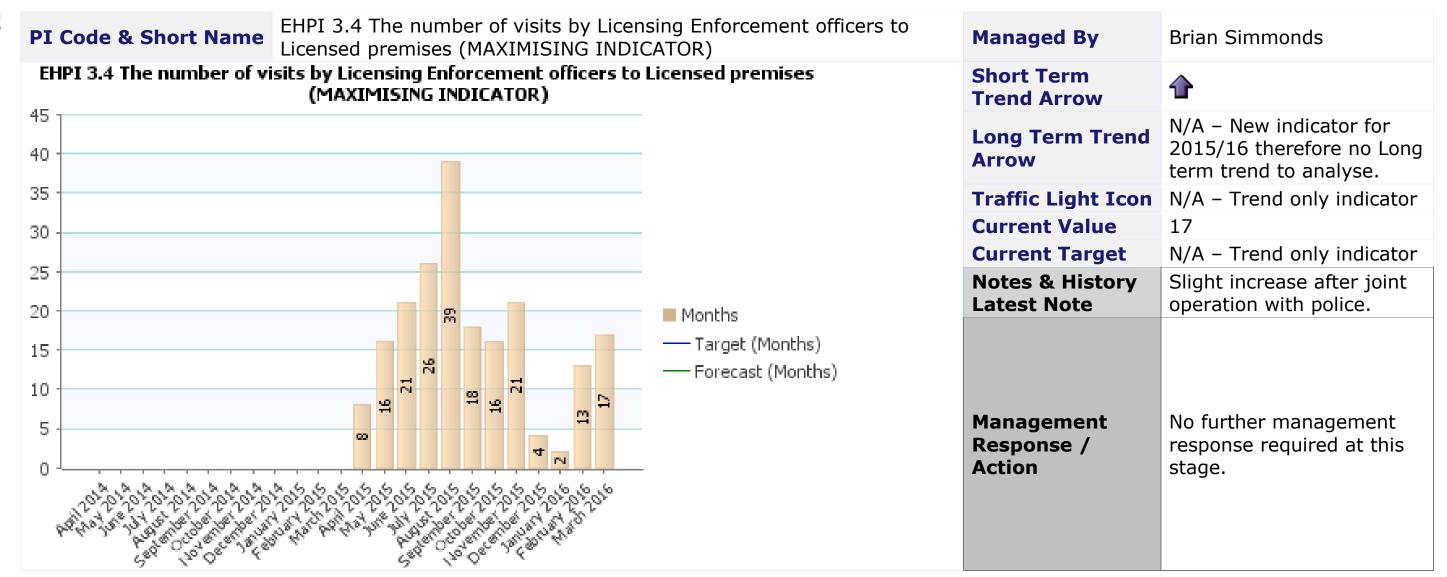
EHPI 3.1 The number of formal warnings issued to drivers and operators by the Licensing team. (This includes matters like - failure to produce documents, parking issues and driver conduct). (MAXIMISING INDICATOR)



Managed By	Brian Simmonds		
Short Term Trend Arrow	•		
Long Term Trend Arrow	N/A – New indicator for 2015/16 therefore no Long term trend to analyse.		
Traffic Light Icon	N/A – Trend only indicator		
Current Value	6 N/A – Trend only indicator		
Current Target			
Notes & History Latest Note	New system now working better. Documents being produced in timely manner.		
Management Response / Action	No further management response required at this stage.		

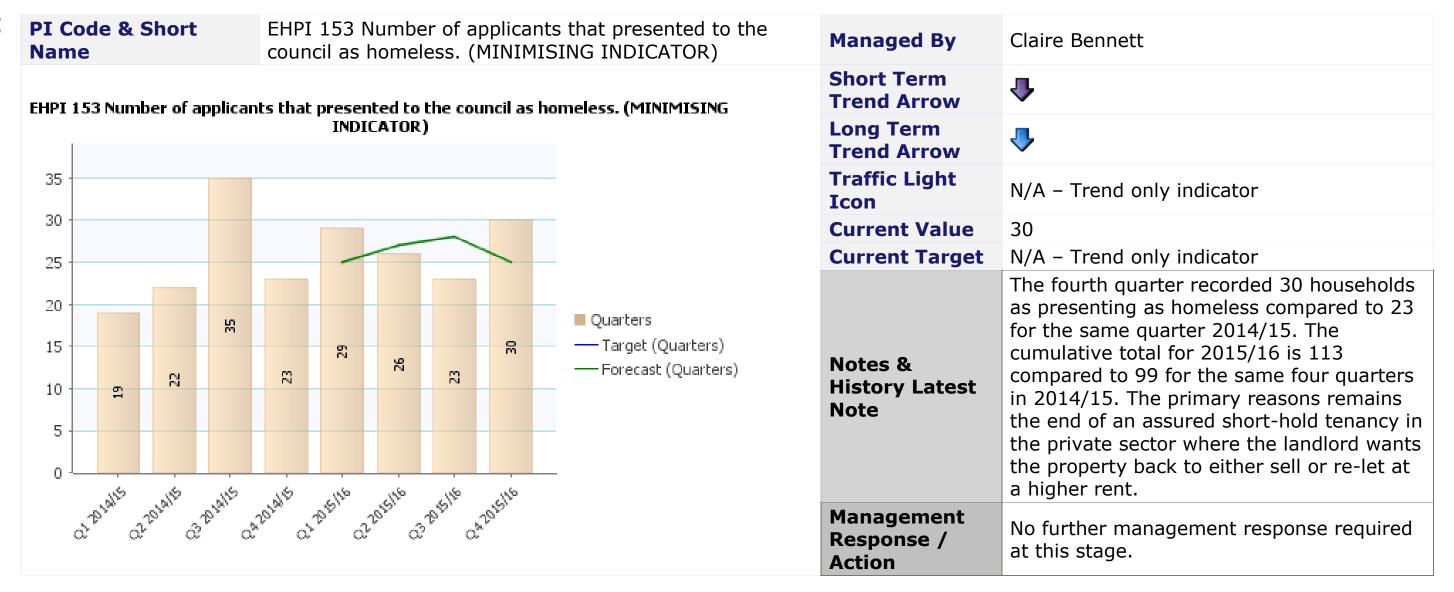






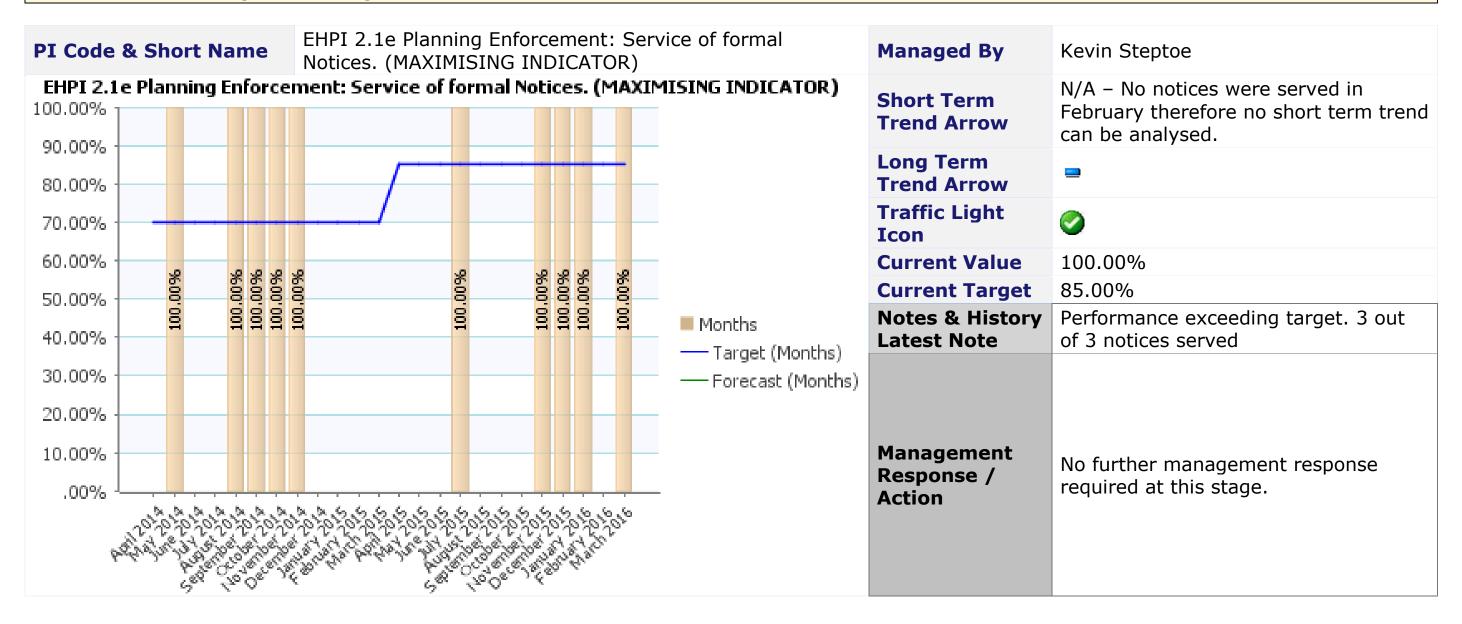
Service Area Housing

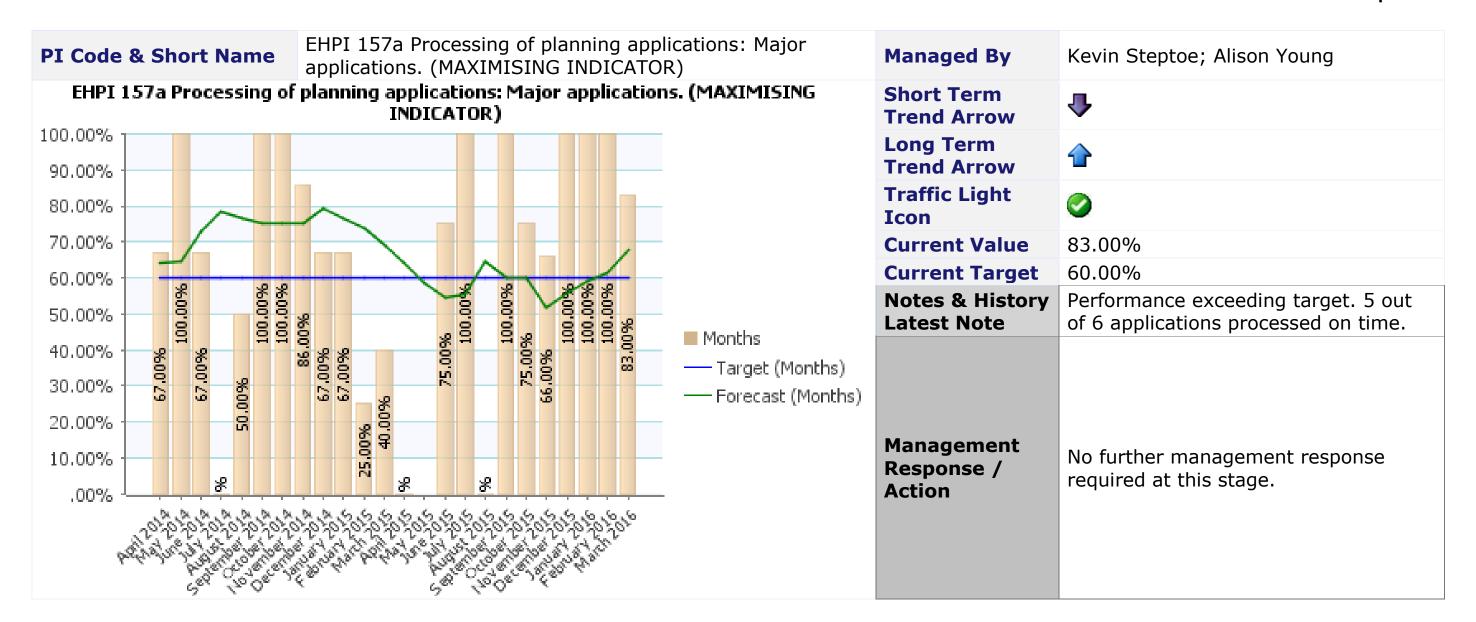
EHPI 152 The number of applicants accepted as owed the main PI Code & Short homelessness duty to secure accommodation. (MINIMISING **Managed By** Claire Bennett Name INDICATOR) EHPI 152 The number of applicants accepted as owed the main homelessness duty to **Short Term ₽** secure accommodation. (MINIMISING INDICATOR) **Trend Arrow** 22.5 **Long Term Trend Arrow** 20 **Traffic Light** N/A - Trend only indicator 17.5 **Icon** 15 18 **Current Value** N/A - Trend only indicator **Current Target** 12.5 The number of households accepted as Quarters 10 being owed a rehousing duty has 60 — Target (Quarters) F~; Notes & 9 remained very similar for each of the 4 7.5 — Forecast (Quarters) **History Latest** $^{\rm m}$ quarters. However the total annual **Note** 5 figure is 45% higher than the annual figure for 2014/15. 2.5 **Management** No further management response OF DEATH OF DEATH OF DEATH OF DEATH OF DEATH OF DEATH Response / required at this stage. **Action**

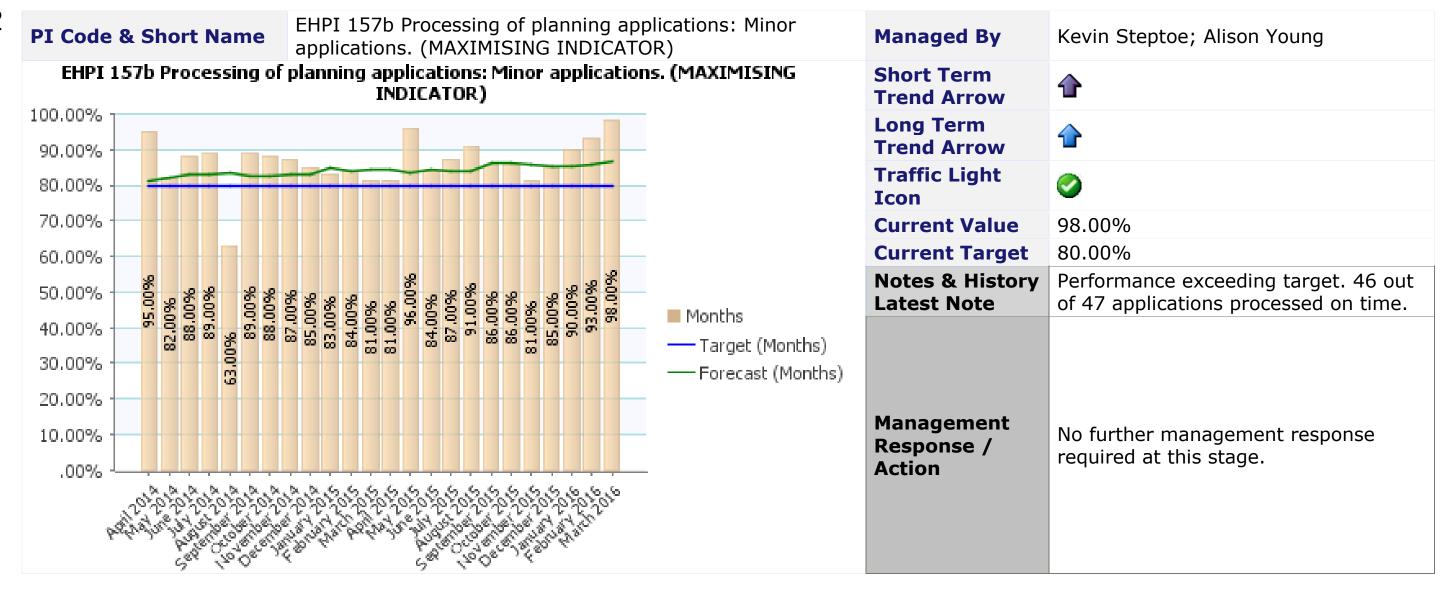


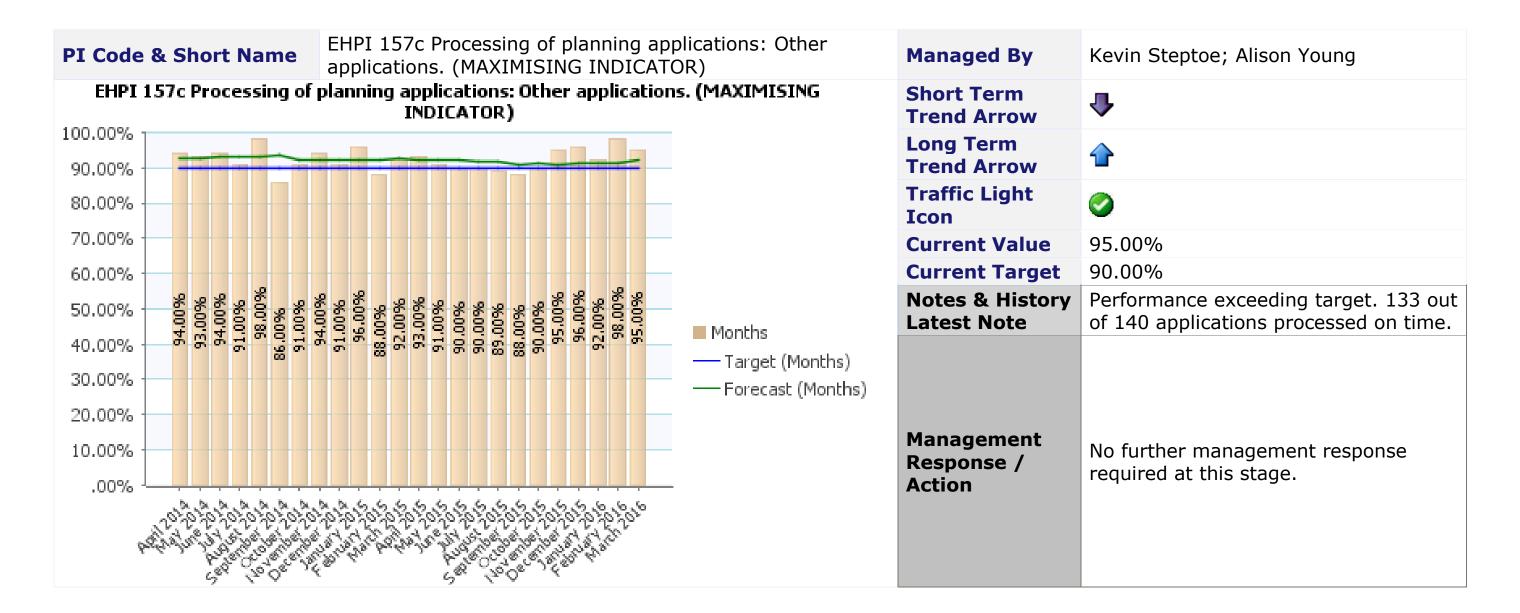
PI Code & Short Name EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)								Managed By	Claire Bennett			
EHPI 1	EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)								Short Term Trend Arrow	1		
25					-	•					Long Term Trend Arrow	☆
20 -											Traffic Light Icon	N/A – Trend only indicator
17.5											Current Value	19
15 -											Current Target	N/A – Trend only indicator
12.5 10	ş	22	19		19	50	23	21	19	■ Quarters — Target (Quarters)		There were 11 households in the council's hostel accommodation (maximum
7.5			-	16	П				п	— Forecast (Quarters)	Notes & History Latest	household occupancy is 12) and no households in Bed and Breakfast. Of the remaining 8 households all had a homeless duty: 6 were in temporary
5 -											Note	
2.5												supported accommodation and 2 were in self contained temporary accommodation.
(01. 2014I	s al	DIANE OF	BLANE CO	2014/E	2015/16 a	2015/16 03	DE IE	2015/16		Management Response / Action	No further management response required at this stage.

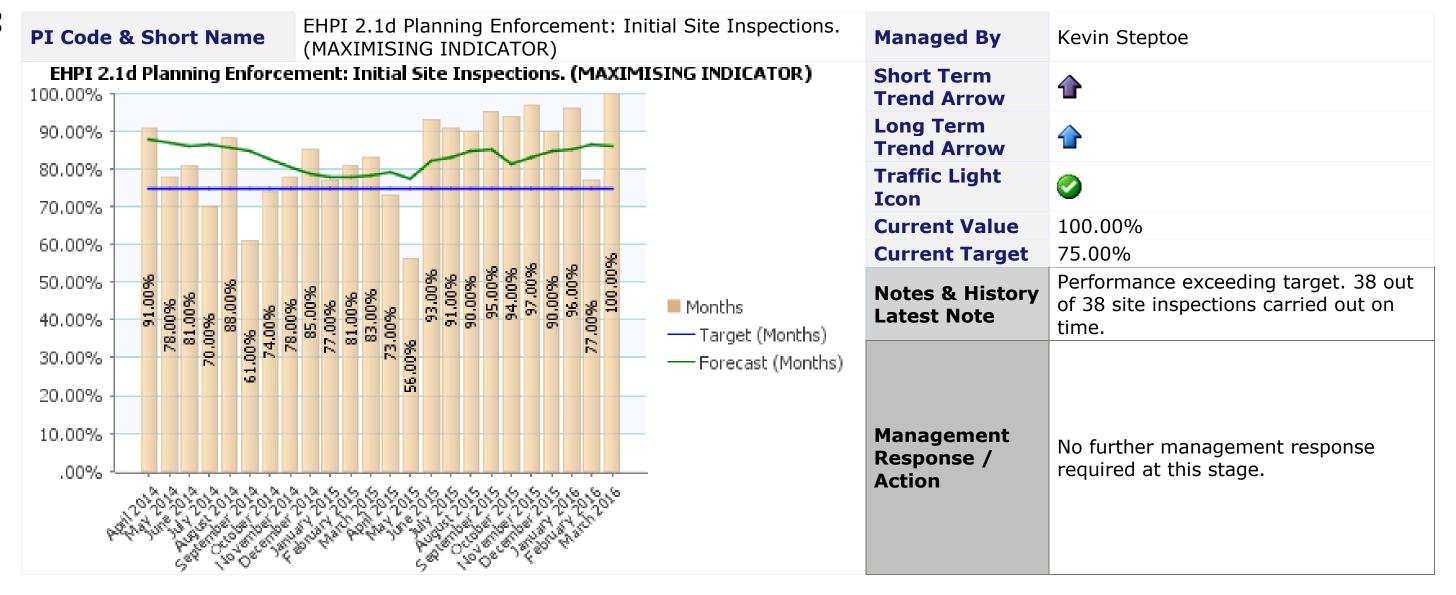
Service Area Planning and Building Control

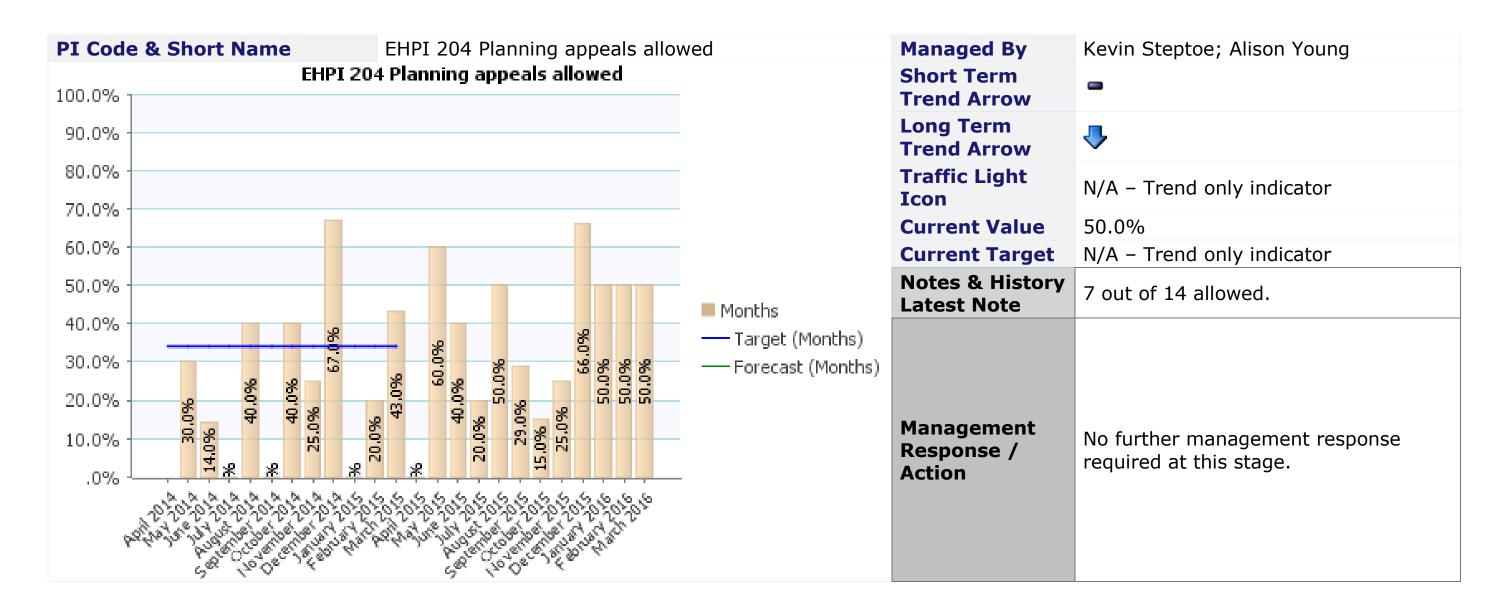




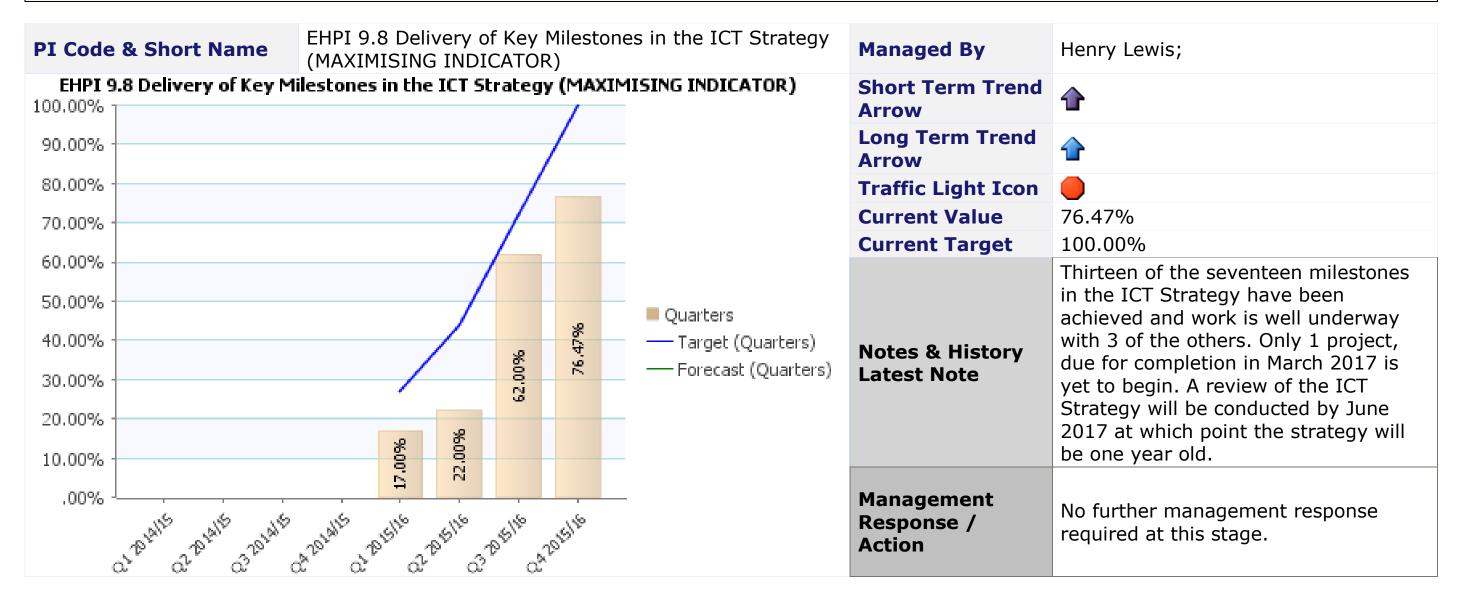


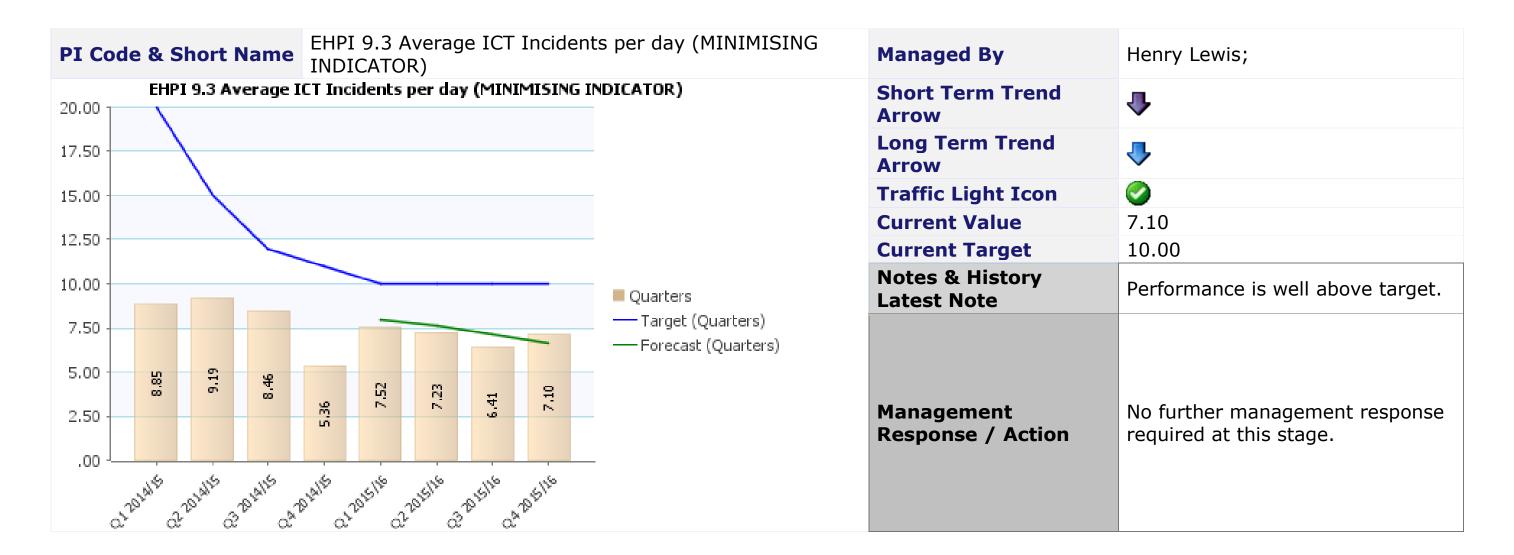


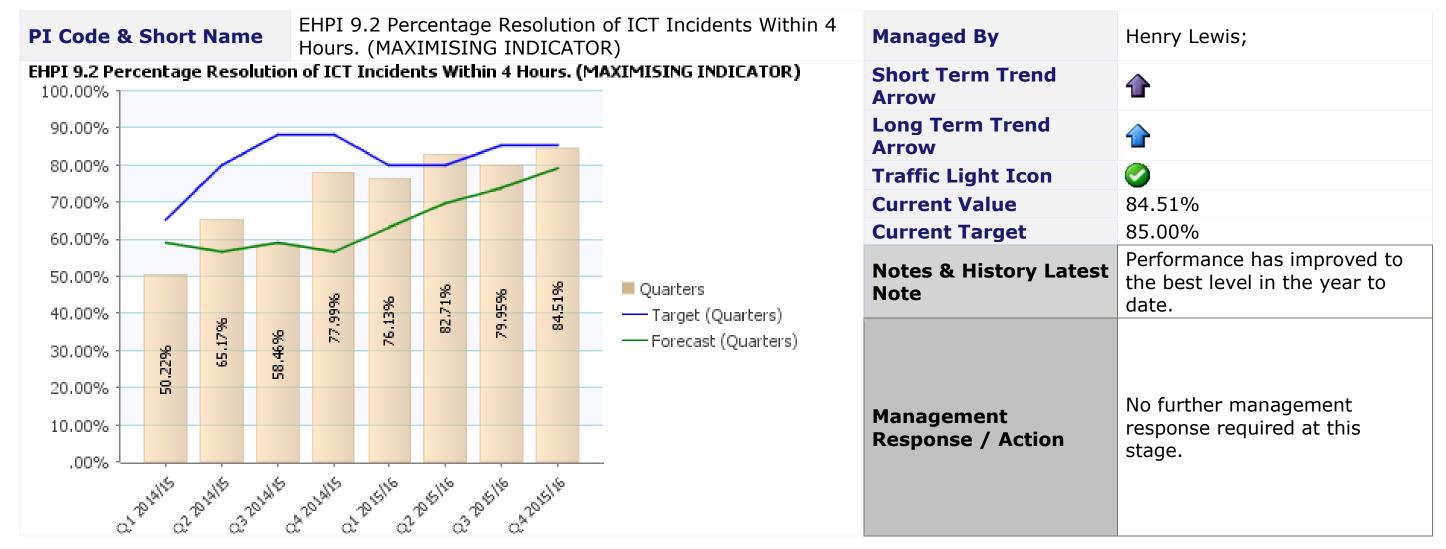


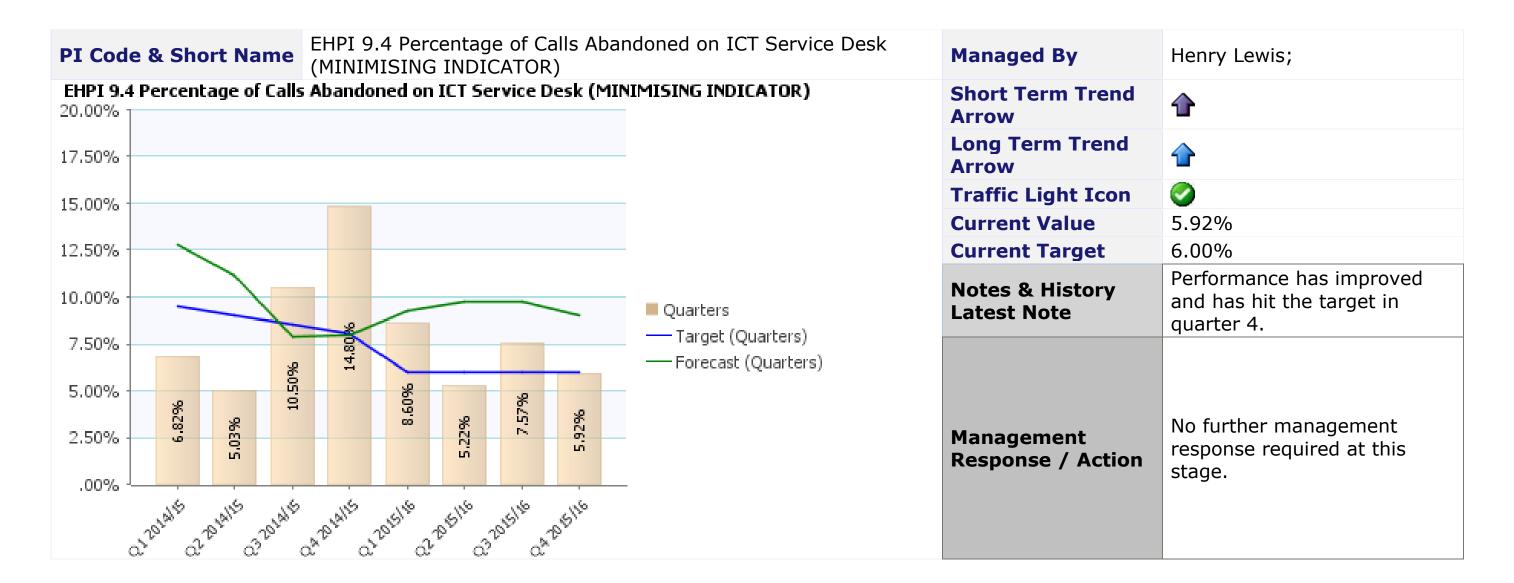


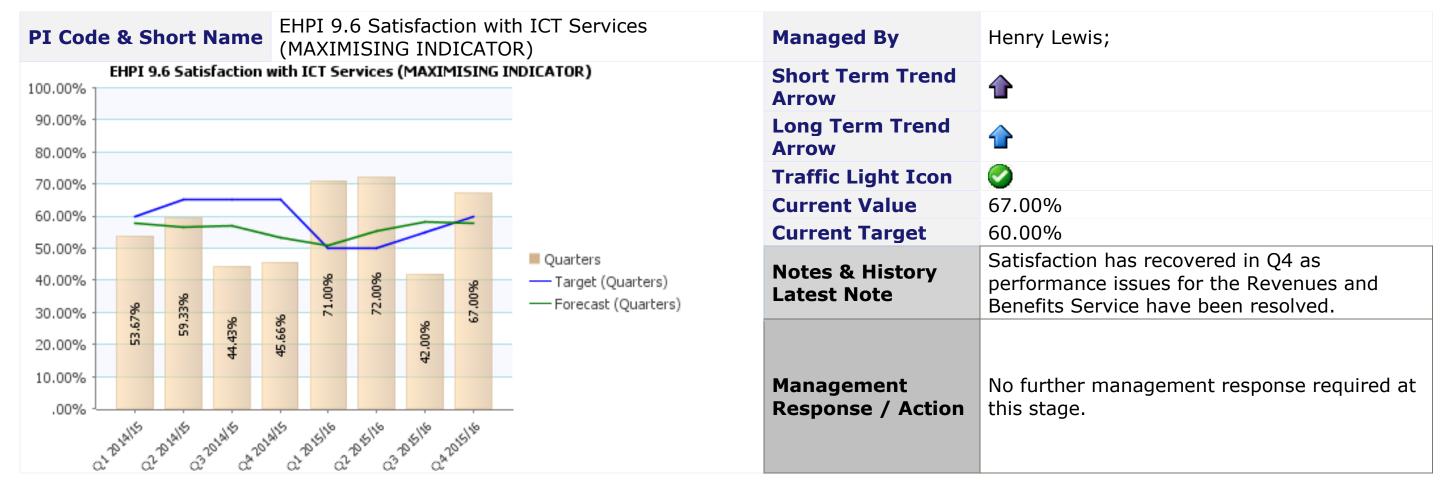
Service Area Shared Business and Technology Services











PI Status	Long Term Trends	Short Term Trends		
6% off target				
△ 1% – 5% off target	No Change	■ No Change		
OK	Getting Worse	Getting Worse		

Agenda Item 8

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE - 31 MAY 2016

REPORT BY THE EXECUTIVE MEMBER FOR FINANCE AND SUPPORT SERVICES

NET COST OF SERVICES REVENUE AND CAPITAL OUTTURN 2015/16

WARD(S)	AFFECTED:	ΑII
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Purpose/Summary of Report:

- To advise the Executive on the Net Cost of Services Revenue Outturn for 2015/16 and provide explanations for significant variances against the approved Budget.
- To advise Members of the financing arrangements for the 2015/16 Capital Outturn and the planned financing of the updated 2016/17 capital budget allowing for the approved slippage from 2015/16.

RECO	RECOMMENDATIONS FOR CORPORATE BUSINESS SCRUTINY:					
That,	in relation to the following items:					
(A)	The Net Cost of Services Revenue Outturn as set out in paragraph 2.2 for 2015/16 be noted;					
	The transfer of the underspend in Contingency budget for					
(B)	2015/16 to the Transformation Reserve as set out in paragraph 2.6 be noted;					
(C)	The transfer of funds to reserves as detailed in paragraph 2.4 be noted;					
(D)	The level of General Reserve Balances at 31 March 2016 as set out within the report be noted;					
(E)	The carry forward requests from 2015/16 to 2016/17 budgets as set out in paragraph 3.7 be noted;					
(F)	The Capital outturn for 2015/16 as set out in paragraph 4.2 be noted;					

(G)	Capital slippage as set out in paragraph 4.3 be noted;
(H)	The Capital Programme for 2016/17 to 2019/20 as set out in paragraph 4.5 be noted;

The Executive be advised that the Corporate Business Scrutiny Committee has considered Items (A), (B), (C), (D), (E), (F), (G) and (H) and has no comments to make.

1.0 Background

- 1.1 The 2015/16 Budget was approved by Executive on 3 February 2015. The Net Expenditure Budget approved was £14.476m with a contribution from reserves of £1.687m of which £555k contributes to Net Cost of Services. Budget growth and savings of £277k were also approved as part of the Budget report in Feb 2015. Carry forward requests of £129k were subsequently approved through the Healthcheck process resulting in a 2015/16 budget for net cost of services of £14.882m.
- 1.2 In year budget monitoring and management actions have sought to deliver the spending plans approved by Council. Members have been kept updated throughout the year through the Healthcheck reports where significant variances have been reported.
- During the year Council decided to purchase the Old River Lane site in Bishop's Stortford for £19.55m plus associated purchase costs. This investment opportunity presented itself during the 2015/16 financial year as so wasn't included in the original budget. This report sets out the in-year revenue and capital impact of the investment.

2.0 Revenue Outturn

- 2.1 The final outturn for the year detailed in this report is still subject to external audit and the final audited accounts will be presented to the Audit Committee in September.
- 2.2 The Council net expenditure outturn position of £13.972m represents an underspend of £910k. This is summarised in the table 1 below and **Essential Reference Paper 'B'.**

Table 1: Summarised 2015/16 Outturn Position

	2015/16 Original budget £'000	2015/16 Outturn £'000	Contingency Funding £'000	NHB Priority Spend £'000	Reserve Funding £'000	2015/16 Outturn Position £'000	Overall Variance £'000
Customer and Community Services	6,574	6,004	(7)	(50)	196	6,143	(431)
Neighbourhood Services	3,053	3,153	(13)	(19)	(217)	2,904	(149)
Finance and Support Services	5,255	5,557	(26)	-	(129)	5,402	147
Total:	14,882	14,714	(46)	(69)	(150)	14,449	(433)

- 2.3 The outturn position for each Directorate shows the total expenditure throughout 2015/16 including expenditure over and above the original budget where funding has been agreed through the Healthcheck reporting process. The additional funding has been allocated from the Contingency budget, the Priority Spend budget and the use of Earmarked Reserves.
- 2.4 Where a major variation from the original budget has occurred, this is described in the paragraphs below:

Environmental Services

2.4.1 An increased customer base in Commercial Waste has resulted in additional income of £42k in 2015/16.

Customer Services and Parking

- 2.4.2 An additional £205k pay and display income is reported due to increased usage of the Council car parks.
- 2.4.3 When the Causeway Car Park, in Old River Lane, Bishop's Stortford, was sold in 2008/09 a lease agreement was entered into which provided a rent free period of 2 years within the total lease period of 35 years. The accounting treatment applied to the lease costs was to create a long term liability to smooth the rent free period over the whole term of the lease. When the Council acquired the Causeway Car Park as part of the Old River Lane investment this liability has been unwound resulting in a credit balance of £393k. This will be transferred to the Commercial Property Fund reserve to fund future development costs and is reflected in table 1 above.

Communications, Engagement and Cultural Services

2.4.4 Income from ticket sales at Hertford Theatre (Pantomime and cinema) and private hire has exceeded budget by £173k, offset by a corresponding increase in costs of £113k, resulting in net £60k underspend.

Business Development

- 2.4.5 Following the community right to challenge the management fee to Bishops Stortford Town council for running the Market has exceeded the approved budget by £47k.
- 2.4.6 The NGMP Graduate programme and the Corporate Project Coordinator post are funded from reserve contributions totalling £96k.

Community Safety and Health

2.4.7 Disabled Facility grant income £118k higher than budget, grant allocation determined by HCC.

Housing Services

2.4.8 Expenditure of £33.5k relating to Housing condition survey and single person homelessness funded through use of reserves.

Democratic and Legal Services

- 2.4.9 A group of Property Search Companies sought to claim refunds of fees paid to the Council to access land charges data. The parties have reached a confidential agreement on the claims which this council has funded through the use of the general reserve.
- 2.4.10 The Council has also funded the cost of elections in May 2015 through the use of reserves.

Revenues and Benefits

2.4.11 Following an increase in housing benefits overpayments the provision for bad debts has increased by £124k above budget.

Strategic Finance

2.4.12 The purchase of the Old River Lane site in Bishop's Stortford has resulted in unbudgeted net income of £477k in 2015/16. As this was not included in the original budget this balance will be transferred to the Commercial Property Fund reserve to fund future development costs and is reflected in table 1 above.

2.4.13 There was also lower than expected use of the consultant costs budget of £30k in 2015/16 in Property and Asset Management.

Corporate Service Budgets

- 2.4.14 A collective agreement was reached with Unison in September 2015 on the proposed changes to the employee expenses policy with respect to car mileage rates, removing the essential lump payment of £1,239 per annum and reducing the mileage rate from 65p per mile to the HMRC rate of 45p per mile. To reach this agreement a compensation payment was made to employees in January 2016. This has been approved by both Local Joint Panel and HR Committee. The cost of the compensation payment is £238k which was approved by Executive on 1 December 2015, to be funded from the Transformation Reserve, will now be met from existing revenue budgets.
- 2.4.15 A number of redundancy payments have been agreed during the year totalling £486k. These costs will be funded from the Transformation Reserve with no impact on in-year service budgets.

Other Corporate Budgets

- 2.5 The total Priority Spend budget for 2015/16 is £697k. The purpose of this budget is to fund initiatives that promote the economic prosperity of the District. As per Table 1 the use of the priority spend budget is £69k. Therefore the budget remaining unallocated is £610k. This has been transferred into the New Homes Bonus priority fund reserve as agreed by Executive on 8 June 2015, please see **Essential Reference Paper 'C'** for a breakdown of what the funding was spent on in 2015/16.
- The original Contingency budget for 2015/16 is £370k, which allows for unforeseen events to be funded in-year. The call on this funding as per Table 1 is £46k, with a remaining balance of £324k. Details of the items funded from the contingency budget can be found in **Essential Reference Paper 'D'.**
- 2.7 The 2015/16 budgeted investment and interest income figure was £867k. Due to improved rates on direct property investments the 2015/16 outturn figure for investment income is £1,089k. The £222k difference will not impact on Revenue budgets as this will be transferred to the Interest Equalisation Reserve.
- 2.8 Recharges of central support services such as Human Resources, Strategic Finance, and IT to the users of these services, such as Neighbourhood Services are the total cost of these central support

services. These recharges are simply a re-distribution of these costs with a net zero effect on the net expenditure figure shown above. There is a revenue budget to recharge salary costs to capital projects of £25k which has been utilised in full and is included in the table above.

- 2.9 Capital charges are 'notional' charges for the use of capital assets and are not 'real' cash-backed payments requiring a source of financing. They are required primarily for producing the annual Statement of Accounts. The charges are excluded from the net expenditure figure shown above as they have a net zero effect.
- 2.10 Pension Fund £1m funded from reserve.
- 2.11 The funding from Earmarked Reserves within the Net Cost of Services of £220k represents an underspend of £335k compared to the budgeted contribution to reserves of £555k.
- 2.12 The net expenditure underspend outlined above has resulted in an outturn underspend of £433k as shown in the table below. This balance will be added to the Council's reserve balances in te Transformation Fund reserve.

Table 2: Outturn variance summary

	Variance £'000
Net Cost of Services	(168)
Contingency Budget	(46)
Priority Spend budget	(69)
Reserves	(1.020)
SUBTOTAL:	(1,303)
ORL Additional income	870
TOTAL:	(433)

2.13 Any ongoing implications of 2015/16 variances will be taken into account in future financial planning. Further scrutiny of the areas where significant variances have been identified will take place as part of the 2016/17 integrated financial and service planning process.

3.0 Reserves/Balances

- 3.1 The Council is generally well placed with regard to establishing appropriate Earmarked Reserves and Balances.
- 3.2 The Executive meeting on 2 February 2016 reviewed the Councils earmarked reserves in support of the MTFP.
- 3.3 A significant risk is posed by potential budget reductions and changes in the allocation of funding to Local Government. There is significant uncertainty with respect to the future New Homes Bonus allocations and Non Domestic Rates income. The DCLG have already consulted on proposed changes to the New Homes Bonus, the results of which are still to be published. A number of working groups have been set up by the DCLG and LGA to discuss future changes to Non Domestic Rates.
- 3.4 The following tables show the appropriations during the year together with the level of funds which will be available at 31 March 2016:

Table 3: General Reserve balances

	Balance at 1 Apr 2015 £'000	Contribution to/(from) reserve £'000	Balance at 31 Mar 2016 £'000
General Fund Balance	3,854	-	3,854
General Reserve	1,313	(123)	1,190
Total General Reserves	5,167	(123)	5,044

- The current MTFP, which was approved by Executive on 2 February 2016, anticipated a total General Reserve balance of £5.04m at 31 March 2016. The General Reserve balances are in line with the MTFP projections.
- 3.6 The balance at 31 March 2016 does not reflect any provision for carry forward the approval of this report.
- 3.7 It is proposed to add £53k to the General Reserve to fund the following carry forward requests from 2015/16 to 2016/17:
- 3.7.1 The Head of Revenues and Benefits has requested that £43k of the Revenues and Benefits Shared Service salary budget be carried

- forward to 2016/17 to cover two fixed term contracts of 8 month duration. These posts will work exclusively on a business rates project to verify reliefs for East Herts properties only.
- 3.7.2 The Parking Services Manager has requested £10,000 of the one-off revenue budget for Southmill Road Residents Parking Scheme be carried forward to 2016/17. Implementation of the scheme was delayed in 2015/16 meaning the intended six month review has not yet taken place and will do so in 2016/17. Modifications are often required at this point and must be funded.
- 3.8 The balances on earmarked reserves are being finalised as part of the annual statement of accounts process. A full breakdown of these reserve balances will be presented in the draft (unaudited) accounts presented to the Audit Committee for consideration at their June meeting.
- 4.0 Capital Outturn
- 4.1 The progress of the capital programme for 2015/16 has been reported to the Executive throughout the year as part of the Healthcheck process.
- 4.2 The 2015/16 outturn total capital expenditure is £22,446m. The outturn position is summarised in the table below:

Table 4: Capital Outturn Summary

	2015/16 Original Budget £'000	2015/16 Revised Budget £'000	2015/16 Outturn £'000	(Under)/ Overspend £'000	Slippage to future years £'000
Customer & Community	782	638	588	(74)	25
Neighbourhood Services	928	845	580	(290)	24
Finance & Support Services	1,009	20,661	21,278	374	243
TOTAL	2,719	22,144	22,446	10	292

- 4.3 The movement from the revised budget as at December 2015 of £22,144m to the outturn total of £22,446m is made up of:
- 4.3.1 A net £10k underspend, where schemes are complete and funding is longer required.

- 4.3.2 £292k slippage recommended to be carried forward into the 2016/17 capital programme. The slippage is detailed in the paragraphs below for approval:
- 4.3.2.1 Refuse containers replacement programme, £19k slippage to 2016/17.
- 4.3.2.2 Replacement litter bins, £2.8k slippage to 2016/17.
- 4.3.2.3 Commercial waste bins, £11k slippage to 2016/17, to fund the potential purchase of trade waste recycling containers. A feasibility report is being completed to ascertain if this is a viable option.
- 4.3.2.4 Hartham Pavillion refurbishment, £1k to slippage to 2016/17. This scheme is currently being reviewed following a contract specification review, £57.6k of this budget has previously been approved to slip to 2016/17 capital programme.
- 4.3.2.5 Installation of play equipment at Buryfield Recreation ground, £2.7k slippage to 2016/17. This scheme is complete, the slippage relates to the retention which is due to be paid in September 2016.
- 4.3.2.6 Community Capital grants, £24.5k negative slippage from 2016/17. Expenditure against this scheme is dependent on successful applicants completing their projects within the 1 year time frame. Based on officers experience £81k was approved to slip to the 2016/17 capital programme during 2015/16. However, some organisations have claimed their grants quicker than anticipated, therefore negative slippage will apply.
- 4.3.2.7 Historic Building grants, £1k negative slippage from 2016/17. Due to lower take up of grants during the first part of 2015/16 £36.7k was approved a slippage to 2016/17. However increased take up during the latter part of 2015/16 has resulted in £1k of negative slippage from 2016/17.
- 4.3.2.8 River and watercourse structures, £7.8k slippage to 2016/17. Flood alleviation works have been identified during 2015/16 and work is ongoing in 2016/17.
- 4.3.2.9 Air quality capital grant scheme, subway improvements, 1.1k slippage to 2016/17. Works on both the subways are complete, the remaining budget of £1.1k to slip to 2016/17 to fund information sinage.

- 4.3.2.10 Air pollution monitoring equipment, £20k slippage to 2016/17. This scheme is fully funded by a contribution from HCC, the scheme is not completed in 2015/16.
- 4.3.2.11 Replacement of chairs and desks, £5.6k negative slippage to apply. This is a demand led budget, due to a significant increase in demand for specialist chairs negative slippage from 2016/17 is requested.
- 4.3.2.12 ICT replacement infrastructure, £12.1k slippage to 2016/17. The 2015/16 schemes have been completed, the balance is to slip to 2016/17 rolling programme to fund schemes in 2016/17.
- 4.3.2.13 ICT merging licensing and environment health IT systems, £8.9k slippage to 2016/17. The licensing system is now live, the timescales for Environmental health are being reconsidered.
- 4.3.2.14 Establishment of LES and internet links to replace MPLS, £24k slippage to 2016/17. The wide area network is complete, work continues to relocate the Telephony infrastructure. Work scheduled to be completed in quarter 2 2016/17.
- 4.3.2.15 Service desk and utilities, £25k slippage to 2016/17. Work to harmonise security software is ongoing into 2016/17 with implementation expected March 2017.
- 4.3.2.16 Rolling programme ICT projects, the balance unspent of £171k is to slip to 2016/17 to fund appropriate ICT schemes, based on provision of a business case.
- 4.4 The 2015/16 capital programme has been financed from the following sources:

Table 5: Capital Financing

	£'000
Capital Receipts	2,151
Government Grants	318
Third Party Contributions	161
Revenue Contribution	18,815
Internal Borrowing	1,001
Total Capital Financing	22,446

4.5 The future capital programme is detailed in the table below:

Table 6: Capital Programme 2016/17 to 2019/20

	2016/17 Original budget £'000	2015/16 Approved Slippage £'000	2015/16 Outturn Slippage £'000	2016/17 Revised budget £'000	2017/18 Budget £'000	2018/19 Budget £'000	2019/20 Budget £'000
Business & Technology Shared Service	675	151	251	1,077	310	555	467
Communications, Strategy & Policy	20	-	-	20	-	-	-
Housing & Health	2,028	105	1	2,134	908	908	908
Operations	1,029	275	49	1,353	718	189	284
Planning & Building Control	92	(23)	(1)	68	55	55	55
Strategic Finance & Property	764	171	(7)	928	436	286	286
Total:	4,608	679	292	5,578	2,427	1,993	2,000

5.0 <u>2015/16 Annual Statement of Accounts</u>

- 5.1 Regulations require the Council's Annual Statement of Accounts to be approved by Members after the annual audit has taken place. Approval and publication must take place by 30 September following the relevant accounting year. The Council's Constitution delegates the scrutiny and approval of the accounts to the Audit Committee. The Accounts are required however to be signed by the Council's Section 151 Officer by 30 June following the relevant accounting year.
- 5.2 In order to adopt best practice the Accounts will be submitted to the Audit Committee for consideration on 15 June 2016 in order to give the Committee an early opportunity of viewing the (unaudited) accounts. Members should also note that in the wider interest of transparency and public accountability the unaudited accounts will also be available on the Council's website.
- 5.3 The audited accounts will be submitted for approval at the meeting of the Audit Committee on 21 September 2016.

6.0 <u>Implications/Conclusion</u>

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

Background Papers

Budget Report to Executive – 2 February 2016.

<u>Contact Member:</u> Councillor Geoffrey Williamson – Executive Member

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Report Author: Alison Street – Principal Accountant, Extn: 2056.

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate	Priority 1 – Improve the health and wellbeing of our communities.
Priorities/ Objectives	Priority 2 – Enhance the quality of people's lives.
(delete as appropriate):	Priority 3 – Enable a flourishing local economy.
Consultation:	Financial and non-financial discussions have taken place with the Leadership Team and Portfolio Holder for Finance and Support Services.
Legal:	There are no legal implications.
Financial:	Financial implications are included in the body of the report.
Human Resource:	There are no Human Resources implications.
Risk Management:	By not having effective performance management and reporting the Council is at risk of not being clear whether its priorities and objectives are being met and service delivery issues being resolved efficiently and effectively. Effective performance management supports transparency and improves local accountability.
Health and wellbeing – issues and impacts:	There no Health and Wellbeing issues raised as part of this report.





East	2015/16 Outturn position								
Herts Council	2015/16 Original budget	2015/16 Forecast Outturn	Contingency Funding	NHB Priority Spend Funding	Reserve Funding	2015/16 Outturn Position	Overall Variance		
	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
Chief Executive and									
Director of Customer & Community	151	107	-	-	-	107	(44)		
Environmental Services	5,609	5,634	(7)		(76)	5,551	(58)		
Customer Services & Parking	(474)	(996)		(30)	367	(659)	(185)		
Communications, Engagement & Cultural Services	928	843	-	-	-	843	(85)		
Business Development	360	416		(20)	(96)	300	(60)		
Customer and Community Services	6,574	6,004	(7)	(50)	196	6,143	- 431		
Director of Neighbourhood	112	110	-	-	-	110	(2)		
Corporate Support Team	108	105	-	-	-	105	(3)		
Planning & Building Control	1,069	1,159	-	-	(111)	1,049	(21)		
Community Safety & Health	1,197	1,221	(13)	(15)	(71)	1,122	(75)		
Housing Services	567	558	-	(4)	(36)	519	(49)		
Neighbourhood Services	3,053	3,153	(13)	(19)	(217)	2,904	(149)		
Director of Finance & Support Services	118	129	-	-	-	129	11		
Human Resources & OD	328	360	(10)		(13)	337	9		
Business & Technology Shared Services	1,296	1,284		-	-	1,284	(12)		
Strategic Finance	530	(38)	(16)	-	522	468	(62)		
Governance & Risk Management	1,487	1,531	-	-	-	1,531	44		
Democratic & Legal Services	1,131	1,096	-	-	(151)	944	(187)		
Revenues & Housing Benefits Shared Service	319	404	-	-	-	404	85		
Corporate Service Budgets	46	792	-	-	(486)	306	260		
Finance and Support Services	5,255	5,557	(26)	-	(129)	5,402	147		
Total:	14,882	14,714	(46)	(69)	(150)	14,449	(433)		





2015/16 Priority Spend Budget Commitments

Priority Spend Budget	Approved Budget £'000	Forecast Spend £'000	Comment
Budget Commitments:			
Parking Services	340	30	One-off funding to support car park pay & display income
Public Health Promotions	100	100	Match funding to support health and wellbeing funds received from Hertfordshire County Council.
Economic Development	20	20	To support Wenta business advice services
Remaining Priority Spend Budget:	237	547	Transferred to NHB Priority Spend Reserve





2015/16 Contingency Budget Commitments

Council			
	Approved Budget £'000	Forecast Spend £'000	Comment
	2 000	2 000	
Contingency budget	370		
Budget Commitments:			
HR - Salaries	10	10	Approved by CMT in 2014/15
Strategic Finance - Salaries	16	15	Approved by CMT in 2014/15
Environmental Health - Salaries	26	6	Approved by CMT in 2014/15
Community Protection - Salaries	2	2	Approved by CMT in 2014/15
Environmental Services - Salaries Housing Needs Survey	15	<u>-</u> 9	Approved by CMT in 2014/15 Approved by CMT in 2014/15
Remaining Contingency Budget:	292	329	



Agenda Item 9

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE - 31 MAY 2016

REPORT BY CHAIRMAN OF CORPORATE BUSINESS SCRUTINY COMMITTEE

SCRUTINY WORK PROGRAMME

WARD(<u>S) Al</u>	-FECTE	<u>:D:</u> ALL		

Purpose/Summary of Report:

• To review and determine Corporate Business Scrutiny (CBS) Committee's future work programme.

RECOMMENDATION FOR DECISION: That				
(A)	The work programme detailed in this report be agreed.			

- 1.0 <u>Background</u>
- 1.1 Items previously required, identified or suggested for the CBS work programme are set out in **Essential Reference Paper 'B'**.
- 2.0 Report
- 2.1 The draft agenda for 2016/17 meetings of Corporate Business 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 (e.g. 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 Members are asked whether there is any training relevant to scrutiny or to the function/remit of CBS as a Committee which they would like to have arranged. This could be done as a

separate session open to all Scrutiny Members or as an item on a future CBS agenda (as appropriate).

3.0 <u>Implications/Consultations</u>

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

Background Papers

None.

<u>Contact Member:</u> Chairman of Corporate Business Scrutiny

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Report Author: Marian Langley – Scrutiny Officer, Extn: 1612.

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's	Priority 1 – Improve the health and wellbeing of our communities
Corporate Priorities/ Objectives:	Priority 2 – Enhance the quality of people's lives
Objectives.	Priority 3 – Enable a flourishing local economy
2016/17 wording	Effective use of the scrutiny process contributes to the Council's ability to meet one or more of its corporate objectives.
Consultation:	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. Members of each scrutiny committee are consulted at every meeting as their work programme is a standing item on the agenda.
Legal:	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.
Financial:	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.
Human Resource:	None
Risk Management:	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.
Health and wellbeing – issues and impacts:	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. The Health and Wellbeing Scrutiny Committee is set up to specifically focus in on issues and topics which have a
	direct and immediate impact on the health and wellbeing

of all those who live, work or study in the District.

Corporate Business Scrutiny Committee Work Programme DRAFT 2016/17

2016/17				
meeting	date	topic	Contact officer/lead	Next Exec
Meeting 2 in 16/17	12 July 2016 Report deadline 29 June	Work Programme Comments, Compliments and Complaints (3Cs) 2015/16 review Data Protection (Information Security) action plan – annual governance report	Scrutiny Officer Head of Communications, Strategy and Policy Head of Communications, Strategy and Policy OR Head Democratic and	19 July 2016
		Medium Term financial strategy (2017/18 to 2020/21) Community Lettings Policy	Legal Services Head of Strategic Finance Head of Strategic Finance – item added at committee request in March 2016	
Meeting 3 in 16/17	30 Aug 2016 Report deadline	Work Programme Annual Governance Statement 2015/16 and action plan 2016/17	Scrutiny Officer Head of Strategic Finance	06 September 2016
	17 Aug	Corporate Annual Report 2015/16 (full year progress report, including PI out-turns) Possible: Model of Service	Lead Officer – Corporate Planning Being led by Director	

		Delivery TBC Briefing/Familiarization with new report format that follows NEW STYLE REPORT: Quarter 1 Performance Report (April-June 2016) + 1 month (July 2016)	assigned Transformation and Channel Shift Head of Communications, Strategy and Policy Lead Officer - Performance	
	11.0.10010		2 11 200	0.5.0
Meeting 4 in 16/17	11 Oct 2016 Report deadline 28 Sept	Work Programme NEW STYLE REPORT: Midyear Corporate Strategic Plan Progress Report (2016/17) Some of this meeting/evening might be replaced by a Budget preparation member training event – open to ALL members	Scrutiny Officer Lead Officer – Corporate Planning	25 October 2016
	22.11		2 1 2 1	
Meeting 5 in 16/17	29 Nov 2016 Report deadline 16 Nov	Work Programme Council Tax Support Scheme 2017/18 (for recommendation) 4 year Corporate Strategic Plan (2017/18 to 2020/21)	Scrutiny Officer Head of Shared Service Timing of this item TBC	06 December 2016
		Update on the Eastern Plateau funding for local businesses NEW STYLE REPORT: Quarter 2 Performance Report (Aug - Oct 2016)	Economic Development Manager Lead Officer - Performance	

		?		
Meeting 6 in 16/17 JOINT	17 Jan 2017	BUDGET REPORT(S)	Titles TBC	07 February 2017
Meeting 7 in 16/17	14 Feb 2017	2017/18 – 2020/21 Service Plans		04 April 2017
JOINT		NEW STYLE Q3 Performance Report (Nov - Dec 2016)	Bring to JOINT (rather than delay for next CBS)	
Meeting 8 in 16/17	11 Apr 2017 Report	Review of the Wenta 'MyIncubator' centre at HRC	Exec Member for economic development and lead officers	XX
	deadline 29 Mar	Asset Management Plan	Head of Strategic Finance	
	Z3 IVIAI	?		
		Work Programme – planning for 2017/18	Scrutiny Officer	

The CfPS 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

Corporate Business Scrutiny Committee

- 1. To develop policy options and to review and scrutinise the policies of the Council relating to Communications, Corporate Performance and Risk Management, Local Strategic Partnership, Customer Service, Finance, Information and Communications Technology, Democratic Services, Member Support, Facilities Management, Asset Management, Legal, Revenues and Procurement.
- 2. To consider the budget setting proposals and strategies of the Council.
- 3. To make recommendations to the Executive on matters within the remit of the Committee.
- 4. To take evidence from interested groups and individuals and make recommendations to the Executive and Council for policy change on matters within the remit of the Committee.
- 5. To consider issues referred by the Executive, including modifications to the Constitution, 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.
- 6. 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.
- 7. 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.
- 8. To consider, should it choose to do so, any item within the remit of the Committee to be considered by the Executive (except items of urgent business). The relevant report to the Executive shall consider any report and recommendations on the item submitted by the Scrutiny Committee.

Agenda Item 10

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE - 31 MAY 2016

REPORT BY LEADER OF THE COUNCIL

RESIDENTS SURVEY 2015

WARD(S) AFFECTED: ALL

Purpose/Summary of Report:

 To share the results of the Resident's Survey which was undertaken in 2015.

RECOMMENDATION FOR CORPORATE BUSINESS SCRUTINY that:		
(A)	The overall purpose, utility and results of the Resident's Survey be considered;	
(B)	The Executive be advised of any recommendations.	

1.0 Background

- 1.1 Every other year East Herts Council commissions a survey of resident's views. The commissioning process is done jointly with other districts and the county council in order to reduce overall contract costs. The survey has been undertaken by Opinion Research Services (ORS) since 2009 and prior to that IPOS MORI.
- 1.2 The latest survey was carried out in the autumn of 2015. 4000 surveys were sent to East Herts households and 1,166 responses were received. The full report from ORS can be found at Essential Reference Paper 'B'.

2.0 Report

2.1 The survey asks questions across a range of different subject areas (such as perceptions of transport and community safety) and provides a picture of overall satisfaction with East Herts. Some of the questions relate directly to East Herts Council services.

- 2.2 The survey results are usually shared with Members and senior managers 'for information' they are considered during the service planning process but are not used as a basis for making decisions. The results therefore need to be considered as contextual information around East Herts as a whole, giving a feel for resident's views over a broad range of issues. The cost of undertaking the latest survey to East Herts Council was £15,875.
- 2.3 Generally the 2015 survey suggests that people are satisfied with East Herts as a place to live and that, comparatively speaking, people are satisfied with East Herts Council. The report also makes comparisons to previous surveys and highlights any trends in public views. Some relevant trends include:
 - Resident satisfaction with "complaints" is decreasing in every aspect of the complaints procedure (apart from ease at initially raising the complaint).
 - Satisfaction with types of materials recycled has increased
 - There has been a decrease in satisfaction with local household recycling facilities and also with local bus services
- 2.4 Regarding local recycling facilities and bus services neither of these relate directly to East Herts Council services however it is interesting to note the wider impact that County Council policies have on resident's perceptions. The trend regarding bus services also reflects Member concerns, as evidenced by the inclusion of the objective "working with key partners on sustainable transport solutions for East Herts" within the corporate strategic plan.
- 2.5 Regarding the issue of complaints there is clearly a disparity between resident's perceptions of a complaint and what is formally recognised by the organisation as such. The survey indicates that 1 out of every 4 people in the district have complained to the council, half of whom have done so in the past 12 months. If we apply the results to the whole population of East Herts that would suggest we should have had around 16000 complaints last year. However, in 2015/16 the council received just 76 formal complaints. To put that in context we received over 400,000 telephone calls during the same period. The likely reasons behind the disparity are as follows:
 - The definition of 'complaint' can be subjective. In some cases the complaint is a query or concern regarding a council service which is resolved at the first point of contact. This

- may mean that they are dealt with as service queries or requests.
- Resident's responding to the survey don't distinguish between making a complaint to the district council, county council (or indeed any other agency).
- 2.6 The annual report on Comments, Compliments and Complaints is being presented to Corporate Business Scrutiny in July 2016 where Members will have the opportunity to consider this issue in more detail.
- 2.7 Given that the information from the survey provides only contextual information about resident's perceptions of issues within the district and is not used to inform any decisions, it is reasonable to challenge whether the £15,875 spent every other year represents value for money. There is a need to continue consulting and having a dialogue with residents on key issues (such as the District Plan, setting of Business Rates and changes to services which will have a local impact such as waste and recycling services) which needs to continue. There is also a need however to do this in real time, focusing on immediate issues (through social media and other types of digital interactions) and the traditional survey approach doesn't always provide the most useful type of feedback from residents. For example we are in the process of developing more sophisticated ways of capturing customer feedback (e.g. through govmetric) and this kind of data has more utility for service planning. Committee Members are therefore asked to consider whether the resident's survey is likely to provide value for money in future.

3.0 <u>Implications/Consultations</u>

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:

Contribution to the Council's Corporate	Priority 1 – Improve the health and wellbeing of our communities.
Priorities/ Objectives	Priority 2 – Enhance the quality of people's lives.
(delete as appropriate):	Priority 3 – Enable a flourishing local economy.
Consultation:	Leadership Team, Leader of the Council.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no human resources implications.
Risk Management:	There are no risk management implications.
Health and wellbeing – issues and impacts:	There are no health and wellbeing implications.





Excellent research for the public, voluntary and private sectors

East Herts Council Residents' Survey 2015



Opinion Research Services January 2015



Excellent research for the public, voluntary and private sectors

East Herts Council Residents' Survey 2015



Draft Report by Opinion Research Services

Opinion Research Services

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As with all our studies, findings from this survey are subject to Opinion Research Services' Standard Terms and Conditions of Contract.

Any press release or publication of the findings of this survey requires the advance approval of ORS. Such approval will only be refused on the grounds of inaccuracy or misrepresentation

This version of the report will be deemed to have been accepted by the client if ORS has not been informed of any amendments within a reasonable period of time (1 month).

This study was conducted in accordance with ISO 20252:2012

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The ORS Project Team

Project management and reporting

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Anna Shakeshaft

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Richard Harris

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1. Project Overview

The Survey

- Opinion Research Services (ORS) was commissioned by East Herts Council to undertake a survey of residents' attitudes towards the Council and the services it provides. This survey was previously undertaken by ORS in 2013, 2011 and 2009. The residents' survey is useful to help inform decision making and planning in the Council by tracking changes in the attitudes and opinions of residents on a range of topics.
- 1.2 This report presents the findings from the survey under the following key headings:
 - Your Local Area
 - East Herts Council and Council Services
 - Waste and Recycling Collections
 - Community Safety
 - Contact with East Herts Council
 - Communications
- Comparisons with the 2013, 2011 and 2009 residents' surveys have been made where appropriate. In particular, the 2015 survey retains many of the changes that were made in 2013 in order to abide by LGA guidance, meaning results for these questions are directly comparable. However, other questions have been altered since the 2013 survey and footnotes highlight this where appropriate. There are also some new questions in 2015 that were not previously included.

Survey Response

4000 questionnaires were distributed to a random sample of households in East Hertfordshire which were drawn from the Postal Address File. Questionnaires were distributed on October 2nd 2015, with a reminder sent to all non-respondents on November 6th. In order to increase the response rate a Prize Draw incentive was used giving residents the chance to win a £50 voucher to spend in a restaurant of their choice in East Herts. 20 questionnaires were returned as failed mail and 1,166 were returned complete, yielding a response rate of 29%.

Weighting the Data

1.5 The extent to which results can be generalised from a sample depends on how well the sample represents the population from which it is drawn. As for all surveys of this type, although a random sample of addresses was selected, the achieved sample was unbalanced owing to non-response.

- Under these circumstances, inferences about the views of the population can be improved by calculating weights for any under or over-sampling of particular groups. Characteristics identified in the returned sample (completed surveys) were checked against comparative data for the population of East Hertfordshire.
- 1.7 In this case, the data was checked against Census 2011 data for age, gender, working status and ethnic group then subsequently weighted to account age, gender, and working status. The results presented here are therefore representative of all residents of East Hertfordshire and will be treated as being so throughout this report. When the un-weighted data is discussed the report refers to 'respondents', but for weighted data it refers to 'residents'.
- ¹⁸ The tables on the following pages show the profile characteristics of respondents to the survey. Any value denoted by a * represents a percentage which is less than 1%. Please note that the figures may not always sum to 100% due to rounding.

Table 1: Gender - All Respondents

Gender	Unweighted Count	Unweighted Valid %	Weighted Valid %
Male	465	41	48
Female	677	59	52
Not known	24	-	-
TOTAL	1,166	100	100

Table 2: Age - All Respondents

	Age (Jnweighted Count	Unweighted Valid %	Weighted Valid %
Aged 18 to 34		87	8	22
Aged 35 to 44		149	13	20
Aged 45 to 54		257	23	21
Aged 55 to 59		114	10	9
Aged 60 to 64		105	9	7
Aged 65 to 74		247	22	13
Aged 75+		180	16	8
Not known		27	-	-
TOTAL		1,166	100	100

Table 3: Ethnic Group - All Respondents

Ethnic Group	Unweighted Count	Unweighted Valid %	Weighted Valid %
White - British	1,069	94	91
BME	68	6	9
Not known	29	-	-
TOTAL	1,166	100	100

Table 4: Long-standing illness/Disability - All Respondents

Long-standing illness/Disability	Unweighted Count	Unweighted Valid %	Weighted Valid %
Long-standing illness/disability	240	21	14
No illness/disability	883	79	86
Not known	43	-	-
TOTAL	1,166	100	100

Table 5: Household Type - All Respondents

Household Type	Unweighted Count	Unweighted Valid %	Weighted Valid %
With children	271	24	37
Without children	867	76	63
Not known	28	-	-
TOTAL	1,166	100	100

Table 6: Working Status - All Respondents

Working Status	Unweighted Count	Unweighted Valid %	Weighted Valid %
Working	606	53	65
Retired	443	39	21
Otherwise not working	97	8	14
Not known	20	-	-
TOTAL	1,166	100	100

Interpretation of the Data

- Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of "don't know" categories, or multiple answers. Throughout the report, a value replaced by an asterisk (*) denotes any value less than half a per cent.
- ^{1.10} In some cases figures of 2% or below have been excluded from graphs.
- ^{1.11} Graphics are used extensively in this report to make it as user friendly as possible. The pie charts and other graphics show the proportions (percentages) of residents making relevant responses. Where possible, the colours of the charts have been standardised with a 'traffic light' system in which:
 - Green shades represent positive responses
 - Beige and purple/blue shades represent neither positive nor negative responses
 - Red shades represent negative responses
 - The bolder shades are used to highlight responses at the 'extremes', for example for very satisfied (bold green) or very dissatisfied (bold red).

It should be remembered that a sample, and not the entire population of the district, has been surveyed. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. When considering changes in responses between this year's survey and previous surveys, and between different groups within the population, differences have been analysed using appropriate statistical means to check for statistical significance (i.e. not happened 'by chance'). Differences that are not said to be 'significant' or 'statistically significant' are indicative only. When comparing results between demographic sub-groups, only results which are significantly different are highlighted in the text. However, please note that when comparing results between years, both significant and insignificant differences are highlighted in the text. Statistical significance is at a 95% level of confidence. An asterisk (*) in comparison tables indicates a significant percentage point change at a 95% level of confidence between 2013 and 2015.

Acknowledgements

ORS would like to thank Marianne McWhinnie at East Herts Council for her help and assistance in developing the project. We would also like to thank the 1,166 people who took part in the survey, without whose valuable input the research would not have been possible.



2. Executive Summary

Summary of Main Findings

- ^{2.1} The following paragraphs selectively highlight some key findings, but readers are referred to the detailed graphics for the full story. The suite of ORS reports also includes full cross tabulations.
- ^{2.2} For questions which are directly comparable, results for 2013 have also been included in this summary for comparison.

Your Local Area

- Almost 9 in 10 (88%; 90% in 2013) residents were satisfied with their local area as a place to live, with only 7% expressing dissatisfaction.
- Regarding Council performance, 69% (70% in 2013) of residents were satisfied with the way East Herts Council runs things and nearly half (47%; 42% in 2013) of residents agreed that East Herts Council provides value for money. Only 18% of residents disagreed that the Council provides value for money.
- ^{2.5} Furthermore, two thirds (66%; 71% in 2013) of residents feel that East Herts Council kept them very or fairly well informed about the services and benefits it provides.
- Factors most frequently identified as the most important in making somewhere a good place to live are the level of crime (65%); health services (63%); clean streets (44%); and parks and open spaces (38%), which remain broadly consistent with previous residents' surveys.
- ^{2.7} Residents' priorities for improvement in East Herts include the level of traffic congestion (57%); activities for teenagers (34%); public transport (33%); health services (33%); affordable housing (31%) and shopping facilities (30%).

East Herts Council and Council Services

- Over two fifths (43%; 45% in 2013) of residents agreed that East Herts Council is making the local area a better place to live. Just over a third (35%; 33% in 2013) agreed that East Herts Council is efficient and well run, and over half (55%; 54% in 2013) agreed that the quality of East Herts Council services is good overall.
- ^{2.9} Between 7 in 10 and 8 in 10 residents were satisfied with their refuse collection (79%; 81% in 2013), parks and open spaces (77%; 76% in 2013) and doorstep recycling (74%; 75% in 2013). Around three fifths (63%; 66% in 2013) were satisfied with public land being kept clear of litter and refuse and local tips/household waste recycling centres (57%; 71% in 2013). Less than half were satisfied with sport/leisure facilities (48%; 50% in 2013) and theatres/concert halls (46%; 45% in 2013).

- 2.10 However, two fifths of residents or more were dissatisfied with local bus services (40%; 28% in 2013), and planning for the future development of their area (43%). Around a fifth or more of residents were dissatisfied with theatres/concert halls (19%; 21% in 2013), sport/leisure facilities (23%; 19% in 2013), keeping public land clear of litter or refuse (23%; 22% in 2013), local tips/household waste recycling centres (25%; 12% in 2013), and local transport information (28%; 23% in 2013).
- ^{2.11} The most substantial decrease in satisfaction was with local tips/household waste recycling centres. While 71% were satisfied with this service in 2013, this proportion significantly decreased by 14% points to 57% in 2015, and satisfaction with local bus services also significantly decreased (30%; 36% in 2013).

Waste and Recycling Collections

More than four fifths of residents were satisfied with the types of materials collected by the recycling and composting collection service (86%; 81% in 2013) and the information provided about the service (88%; 90% in 2013), while just under four fifths were satisfied with the service for the collection of items for recycling and composting overall (79%; 80% in 2013) and the service for collection of waste (refuse) overall (79%).

Community Safety

- Just over 7 in 10 residents (72%; 70% in 2013) reported that they feel safe in their local area after dark, while around a fifth (17%; 17% in 2013) said they feel unsafe.
- ^{2.8} By comparison, during the day almost all residents (95%; 94% in 2013) reported feeling safe in their local area.
- The main four neighbourhood issues reported by residents as being a fairly or very big problem in their local area include rubbish or litter lying around (26%; 25% in 2013), people using or dealing drugs (22%; 22% in 2013), groups hanging around in the streets (19%; 22% in 2013) and people being drunk or rowdy in public places (19%; 23% in 2013).
- ^{2.10} The proportion of residents that feel that vandalism, graffiti and other deliberate damage to property or vehicles, noisy neighbours or loud parties, people being drunk or rowdy in public places and groups hanging around the streets are big problems in their local area has significantly decreased since 2013.

Contact with East Herts Council

- Around a third of residents (32%; 32% in 2013) have contacted the Council within the last 3 months, while three fifths (60%; 58% in 2013) have contacted the Council within the last 12 months. The most popular means of contact with the Council (on the most recent occasion) was by telephone (56%; 59% in 2013), followed by email (18%; 19% in 2013) and in person at Council offices (10%; 11% in 2013). Residents who stated they contacted the Council on the most recent occasion via the Council website rose significantly from 5% in 2013 to 10% in 2015.
- Over three fifths (61%; 64% in 2013) of residents were satisfied with their most recent contact with the Council, however almost a fifth (17%; 19% in 2013) said they were dissatisfied.
- A quarter of residents (25%; 29% in 2013) have contacted East Herts Council with a complaint. Of these, almost a third (31%) did so within the last three months and half (50%) within the last six months.

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- While the majority (66%; 71% in 2013) of residents were satisfied with the ease with which they were able to raise their complaint, since 2013, residents' satisfaction with each aspect of the complaints procedure has decreased, while dissatisfaction has increased. In particular, satisfaction significantly decreased with the way in which the complaint was managed (from 47% in 2013 to 39% in 2015), how the complaint was handled overall (from 47% in 2013 to 37% in 2015) and with the time taken to deal with the complaint (from 52% in 2013 to 41% in 2015).
- ^{2.15} Over half (55%; 49% in 2013) of residents were dissatisfied with the final outcome of their complaint.

Communications

- Information provided by the Council (such as the Link Magazine, leaflets and posters) is the most common source of information residents currently use to find out information about East Herts Council (45%; 53% in 2013). Over half (55%; 60% in 2013) stated that this is their preferred source of information. However, the proportion that said they currently use the Council website/internet (33%; 24% in 2013) and the proportion that said they would like to use this to find out about East Herts Council (52%; 45% in 2013) has increased significantly since 2013.
- ^{2.17} Although a majority of residents are aware of (80%) and have used (66%) the East Herts Council website, only a small minority have used the Council Facebook page (3%), Twitter page (2%), 'Stay Connected' email alerts (2%) and a live webcast (2%). Almost a fifth (18%) of residents are unaware of any these, and nearly a third (32%) of residents have not used any of these.
- ^{2.18} The main three ways in which residents could be encouraged to use the East Herts Council's website would be through better awareness of Council services that are available online (51%), if the Council website was more user-friendly/easier to use (27%) and if the Council website was accessible on smartphones and/or mobile phones (24%).
- 2.19 15% of residents said they have contacted East Herts Council by email in the last 6 months. Of these residents, over a third (35%) of residents chose to contact the Council by email because of its convenience/ease, while a fifth (21%) did so because email is quicker/faster than using the phone/they receive a quicker response from the Council via email. Over 1 in 10 residents emailed to inform their local Council/Councillor of concerns or issues (13%) or because the Council requested or only gave details for correspondence by email (13%). 1 in 10 (10%) residents chose to contact the Council by email for proof of contact or because it is easier to trace or refer back to.
- ^{2.20} Just over four fifths (85%) of residents have seen a copy of Link magazine in the last 12 months. Of these residents, just over two fifths (44%) either read all or most of it, decreasing slightly by 3% points since 2013, and significantly decreasing by 10% points since 2011 (54%).

Health and Wellbeing

- Over four fifths of residents (83%) say that their health is good or very good in general. A further 14% of residents say that their health is fair, while only 2% say that it is bad or very bad.
- ^{2.22} Residents were asked to rate their wellbeing on a scale of 0-10, where 0 is very poor and 10 is very good, and were given a definition of wellbeing. 92% gave an answer between 6 and 10, indicating good wellbeing, while 5% gave a neutral answer and 3% gave an answer between 0 and 4, indicating poor wellbeing.

3. Comparisons with the 2013 Residents' Survey

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

Overall, how satisfied or dissatisfied are you with your local area as a place to live?	% very or fairly satisfied 2015	% very or fairly satisfied 2013	% change since 2013
	88%	90%	↓2

Overall, how satisfied or dissatisfied are you with the way East Herts Council runs things?

Overall, how satisfied or dissatisfied are you with the way East Herts Council runs things?	% very or fairly satisfied 2015	% very or fairly satisfied 2013	% change since 2013	
	69%	70%	↓1	

To what extent do you agree or disagree that East Herts Council provides value for money?

To what extent do you agree or disagree that East Herts Council provides value for money?	% very or fairly satisfied 2015	% very or fairly satisfied 2013	% change since 2013
	47%	42%	↑ 5*

How well informed do you think East Herts Council keeps residents about the services and benefits it provides?

How well informed do you think East Herts Council keeps residents about the services and benefits it provides?	% very or fairly well informed 2015	% very or fairly well informed 2013	% change since 2013
	66%	71%	↓ 5*

Here are some of the things that other people have said about their Council. To what extent do you agree or disagree that these statements apply to East Herts Council?

My Council	% strongly or tend to agree 2015	% strongly or tend to agree 2013	% change since 2013
Is making the local area a better place to live	43%	45%	↓ 2
Is efficient and well run	35%	33%	↑2

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How strongly do you agree or disagree with the following statement? The quality of East Herts Council services is good overall.

Statement	% strongly or tend to agree 2015	% strongly or tend to agree 2013	% change since 2013
The quality of East Herts Council services is good overall	55%	54%	↑1

How satisfied or dissatisfied are you with each of the following services that are provided or supported by East Herts Council?

Service	% very or fairly satisfied 2015	% very or fairly satisfied 2013	% change since 2013
Keeping public land clear of litter and refuse	63%	66%	↓ 3
Refuse collection	79%	81%	↓ 2
Doorstep recycling	74%	75%	↓1
Local tips/household waste recycling centres	57%	71%	↓14*
Local transport information	32%	35%	↓ 2
Local bus services	30%	36%	↓ 6*
Sport/leisure facilities	48%	50%	↓ 2
Theatres/concert halls	46%	45%	↑1
Parks and open spaces	77%	76%	↑1

East Herts Council undertakes a collection of waste for recycling and composting. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

Service	% very or fairly satisfied 2015	% very or fairly satisfied 2013	% change since 2013
The types of materials collected by the recycling and composting collection service	86%	81%	↑ 5*
The information we provided about the service (e.g. collection calendars, details of what we collect)	88%	90%	↓2
The service for the collection of items for recycling and composting overall	79%	80%	↓1
The service for collection of waste (refuse) overall ¹	79%	83%	↓ 4

¹ This option was previously included as "The waste collection service overall". As such, caution should be exercised when directly comparing results between surveys due to this slight wording change.

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How safe or unsafe do you feel when outside in your local area...?

How safe or unsafe do you feel when outside in your local area	% very or fairly safe 2015	% very or fairly safe 2013	% change since 2013
after dark	72%	70%	↑2
during the day	95%	94%	↑1

Thinking about this local area, how much of a problem do you think each of the following are...?²

Crime Type	% very or fairly big problem 2015	% very or fairly big problem 2013	% change since 2013
Rubbish or litter lying around	26%	25%	↑ 1
People being drunk or rowdy in public places	19%	23%	↓ 4*
Groups hanging around the streets ³	19%	22%	↓ 3*
People using or dealing drugs	22%	22%	-
Vandalism, graffiti and other deliberate damage to property or vehicles	12%	17%	↓ 5*
Noisy neighbours or loud parties	8%	12%	↓ 4*
Abandoned or burnt out cars	2%	3%	↓1

When did you last contact East Herts Council?

Time	% 2015	% 2013	% change since 2013
In the last week	5%	7%	↓ 2
In the last month	12%	14%	↓ 2
In the last three months	15%	12%	↑ 3
In the last six months	12%	12%	-
In the last year	17%	14%	↑ 3
Longer ago	22%	23%	↓ 1
Never	17%	18%	↓1

Have you contacted East Herts Council with a complaint?

Have you contacted East Herts Council with a complaint?	% yes 2015	% yes 2013	% change since 2013
	25%	29%	↓ 4

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² 'Don't know/no opinion' was previously 'Don't know'.

³ 'Groups hanging around the streets' was previously included as 'Teenagers hanging around the streets' until 2013, where the wording was changed to reflect LGA guidance.

When did you last complain to East Herts Council?

Time	% 2015	% 2013	% change since 2013
In the last week	5%	6%	↓1
In the last month	9%	10%	↓ 1
In the last three months	17%	15%	↑2
In the last six months	19%	17%	↑2
In the last year	21%	22%	↓ 1
Longer ago	29%	30%	↓1

How satisfied or dissatisfied were you with how the following were handled?

	% very or fairly satisfied 2015	% very or fairly satisfied 2013	% change since 2013
The ease with which you were able to raise your complaint	66%	71%	↓ 5
The time taken to deal with your complaint	41%	52%	↓11*
The way in which the complaint was managed	39%	46%	↓ 7
The final outcome	35%	42%	↓ 7
How your complaint was handled overall	37%	47%	↓10*

Link magazine is the Council's publication, currently delivered four times a year to each household. Have you seen a copy in the last 12 months?

Link magazine is the Council's publication, currently delivered four times a year to each household. Have you seen a copy in the last 12 months?	% yes 2015	% yes 2013	% change since 2013
	85%	87%	↓2

Thinking about the most recent issue of Link magazine that you have seen, would you say you:

Thinking about the most recent issue of Link magazine that you have seen, would you say you:	% 2015	% 2013	% change since 2013
Read all of it	13%	15%	↓ 2
Read most of it	32%	32%	-
Read a few articles	26%	29%	↓ 3
Just glanced at it	25%	21%	↑ 4
Never read it	4%	4%	-

4. Your Local Area

Figure 1: Responses to how satisfied or dissatisfied residents were with their local area as a place to live



Base: All residents (1160)

- Throughout this survey residents were asked to think about their 'local area'. Residents were asked to consider their local area to be the area within 15 20 minutes walking distance from their home.
- When asked how satisfied or dissatisfied they were with their local area as a place to live, almost 9 in 10 (88%) residents stated they were satisfied, with almost two fifths (37%) saying they were very satisfied.
- 4.3 Only 7% of residents were fairly or very dissatisfied with their local area as a place to live.

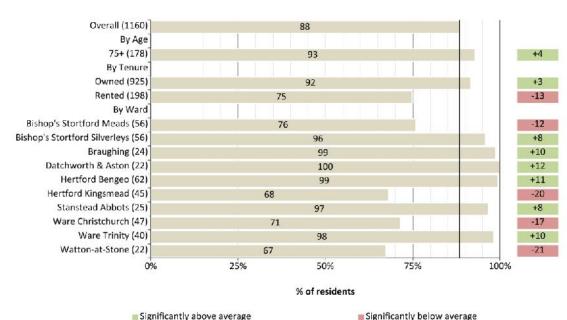
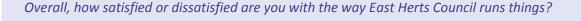
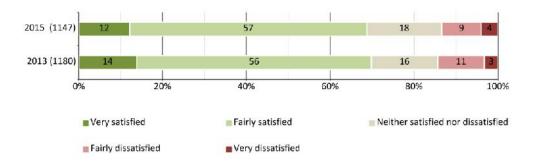


Figure 2: Responses to how satisfied or dissatisfied residents were with their local area as a place to live – demographic sub group analysis

- 4.4 This chart shows how the responses for this score vary across different sub-groups of the population. Results for sub-groups which are significantly better (statistically) than the overall score are highlighted in green, whilst results which are significantly poorer (statistically) are highlighted in red.
- In order to identify which differences in sub-group responses are significant, ORS applies statistical tests to calculate whether apparent differences are due to chance or are statistically significant. By taking into account the sample and sub-sample sizes, we calculate whether we can be 95% confident that a particular difference between datasets is statistically significant.
- ^{4.6} Residents aged 75+, those who own their own home and residents from Bishop's Stortford Silverleys, Braughing, Datchworth and Aston, Hertford Bengeo, Stanstead Abbots and Ware Trinity wards are significantly more likely to be satisfied with their local area as a place to live.
- ^{4.7} Residents who live in rented accommodation and those from Bishops Stortford Meads, Hertford Kingsmead, Ware Christchurch and Watton-at-Stone wards were significantly less likely to agree.

Figure 3: Responses to how satisfied or dissatisfied residents were with the way East Herts Council runs things

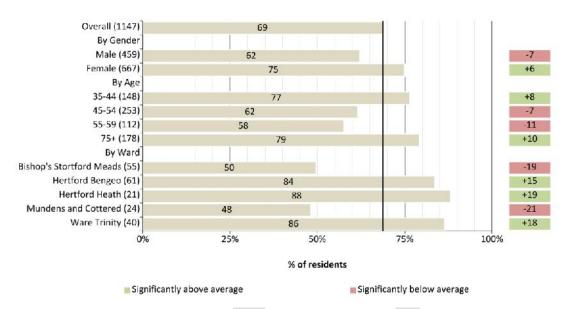




Base: All Residents (1147)

- 4.9 69% of residents were satisfied with the way East Herts Council runs things, with 12% of them stating they were very satisfied. 13% of residents were dissatisfied and 18% were neither satisfied nor dissatisfied.
- 4.10 Changes in the positioning and preamble for this question that were made in 2013 and continued in the 2015 survey means that caution should be exercised when comparing satisfaction for this question with earlier iterations of the survey. The proportion of residents that reported satisfaction with the way East Herts Council is running East Herts was 51% in 2011. The difference in satisfaction between the 2015/2013 and 2011 surveys may be influenced by the question being at the start of the questionnaire in 2013 and 2015, rather than after the questions on the most important things that make somewhere a good place to live and what, if anything, most needs improving about the local area in 2011.
- 4.11 A preamble (stipulated by the LGA guidance) was also present in the 2013 and 2015 questionnaires and not in the 2011 questionnaire. This preamble explained that residents receive services from two Councils, East Herts Council and Hertfordshire County Council, and that the survey is asking about East Herts Council specifically, which is responsible for services such as refuse collection, street cleaning and planning. For this reason, comparisons have only been presented here between the 2015 and 2013 surveys which are directly comparable.

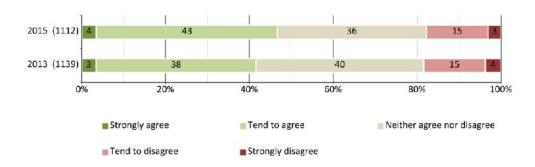
Figure 4: Responses to how satisfied or dissatisfied residents were with the way East Herts Council runs things – demographic sub group analysis



^{4.12} Female residents, residents aged 35-44 or 75+ as well as residents living in Hertford Bengeo, Hertford Heath and Ware Trinity wards are significantly more likely to be satisfied with the way East Herts Council runs things. However, male residents, residents aged 45-59 and residents living in Bishop's Stortford Meads or Mundens and Cottered wards are significantly less likely to express satisfaction.

Figure 5: Extent to which residents agree or disagree that East Herts Council provides value for money



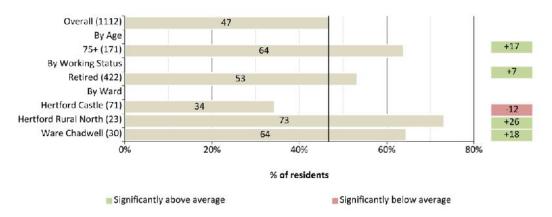


Base: All Residents (1112)

- ^{4.13} Almost half (47%) of residents agreed that East Herts Council provides value for money. Nearly a fifth (18%) of residents disagreed, whilst over a third (36%) neither agreed nor disagreed. The proportion of residents that agree that East Herts Council provides value for money has significantly increased in 2015 (47%) when compared to results from 2013 (42%).
- 4.14 Caution should be exercised when examining results for this question in 2015 or 2013 compared to 2011, as 2015 results are only directly comparable with the 2013 survey. In 2013 this question was repositioned, re-worded and given a new preamble in-line with LGA guidance, which may account for differences in the proportion of residents that agreed or disagreed when compared to 2011. For this reason results from 2011 have not been displayed.



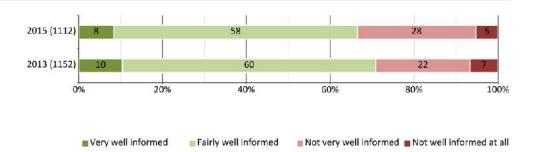
Figure 6: Extent to which residents agree or disagree that East Herts Council provides value for money – demographic sub group analysis



^{4.15} Retired residents, residents aged 75+, residents living in Hertford Rural North and Ware Chadwell wards are significantly more likely to say that East Herts Council provides value for money, while residents living in Hertford Castle ward are significantly less likely to agree with this statement.

Figure 7: Responses to how well informed residents think East Herts Council kept them about the services and benefits it provides

How well informed do you think East Herts Council keeps you about the services and benefits it provides?

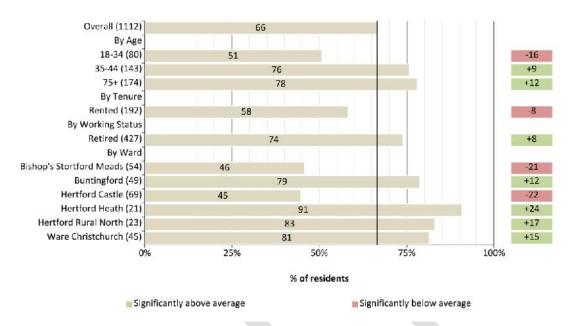


Base: All Residents (1112)

- ^{4.16} Two thirds (66%) of residents feel that East Herts Council kept them very or fairly well informed about the services and benefits it provides. Over a third (34%) felt that they were not kept informed, with 5% of residents reporting that they were not well informed at all.
- ^{4.17} The proportion of residents who said they feel very or fairly well informed has significantly decreased, from 71% in 2013 to 66% in 2015, a significant decrease of 5% points.



Figure 8: Responses to how well informed residents think East Herts Council kept them about the services and benefits it provides – demographic sub group analysis

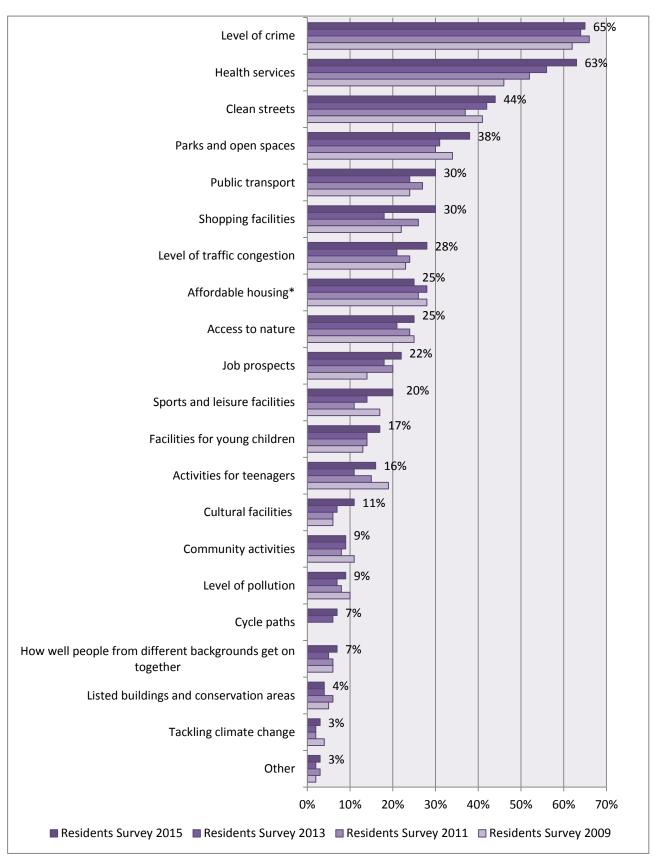


4.18 Residents aged 35-44 and 75+, retired residents and residents living in Buntingford, Hertford Heath, Hertford Rural North and Ware Christchurch are significantly more likely to say that East Herts Council keeps them well informed about the services and benefits it provides. Residents aged 18-34, those in rented accommodation and residents living in Bishop's Stortford Meads or Hertford Castle are significantly less likely to say they feel well informed.

Thinking generally, which of the things below would you say are most important in making somewhere a good place to live?

- Residents were asked to identify up to five factors from a list of 20 which they consider to be the most important in making somewhere a good place to live. They were also given a box in which to write their own important factor if it was not covered by the 20 provided.
- ^{4.20} Figure 9 (overleaf) presents the results for this year's survey alongside those for the East Herts residents' survey in 2013, 2011 and 2009. Factors consistently identified as most important are the *level of crime* (65%), *health services* (63%) and *clean streets* (44%).
- ^{4.21} Of least importance in making somewhere a good place to live are cycle paths (7%), how well people from different backgrounds get on together (7%), listed buildings and conservation areas (4%) and tackling climate change (3%).
- ^{4.22} Text comments revealed 'other' factors that are important to residents in *making somewhere a good place to live*. Among the most frequently put forward were factors involving education/schools, adequate car parking, and road safety (repairing potholes/gritting roads/speed limits), although none of these received as many mentions as the factors provided.
- 4.23 It should be noted that 'Affordable Housing' previously appeared as 'Affordable Decent Housing' until 2015, and consequently the results for 2015 should not be directly compared to previous iterations of the survey.
- ^{4.24} It should also be noted that three factors listed in 2013, 2011 and 2009 were removed from the 2015 version of the survey. As residents can choose up to five options, it is to be expected that the remaining options experienced a slight increase in their selection by residents, and consequently this could account for at least some part of the increases in the percentages for things that make somewhere a good place to live.

Figure 9: Responses to which of the things below would residents say were the most important in making somewhere a good place to live



Base: All Residents (1002)

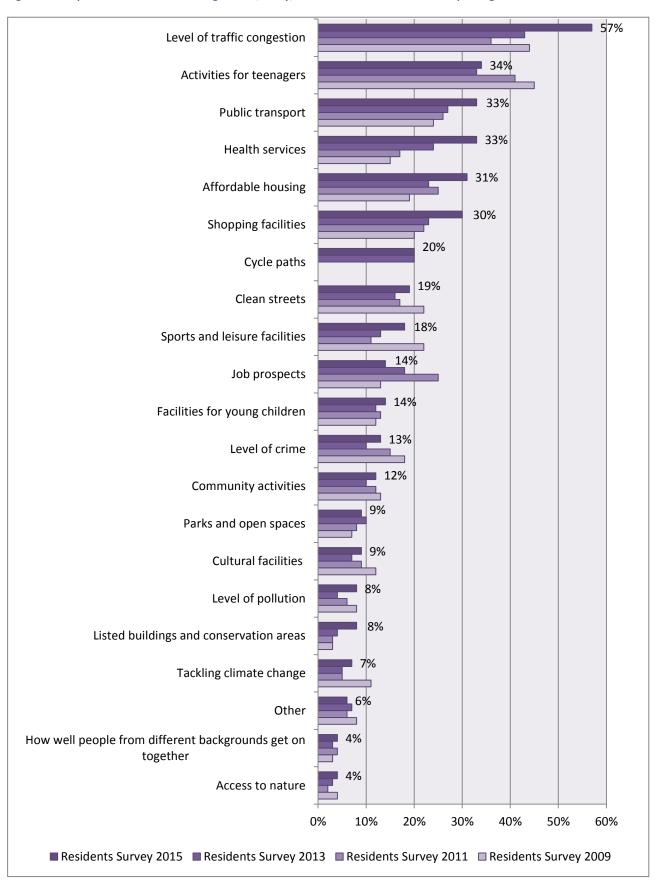
And thinking about your local area, which of the things below, if any, do you think most need improving?⁴

- 4.25 Alongside what makes somewhere a good place to live, East Herts residents were also asked to identify the five things that most need improving in their local area from the same list of 20 factors. Once again, they were also given the opportunity to propose their own factor if it did not feature among the list.
- Figure 10 (overleaf) presents the findings for this survey alongside the results from the 2013, 2011 and 2009 East Herts residents' surveys. Over half (57%) chose the level of traffic congestion as most in need of improvement, followed by activities for teenagers (34%), public transport (33%), health services (33%) and affordable housing (31%). How well people from different backgrounds get on together (4%), access to nature (4%) and listed buildings and conservation areas (4%) were identified as the least in need of improvement.
- ^{4.27} Text comments also revealed that 'other' factors that need improving in the local area include: repair of roads/road maintenance and street cleanliness (including the emptying of litter bins).
- ^{4.28} The most frequently reported thing that needs improving the level of traffic congestion also experienced the greatest increase in selection, from 43% in 2013 to 57% in 2015; a significant increase of 14% points.
- ^{4.29} Once again, it should be borne in mind that that three factors listed in 2013, 2011 and 2009 were removed from the 2015 version of the survey. As residents can choose up to five options, it is to be expected that the remaining options experienced a slight increase in their selection by residents, and consequently this could account for at least some part of the increases in percentages for things that need improving in the local area.

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⁴ 'Cycle paths' was introduced in 2013

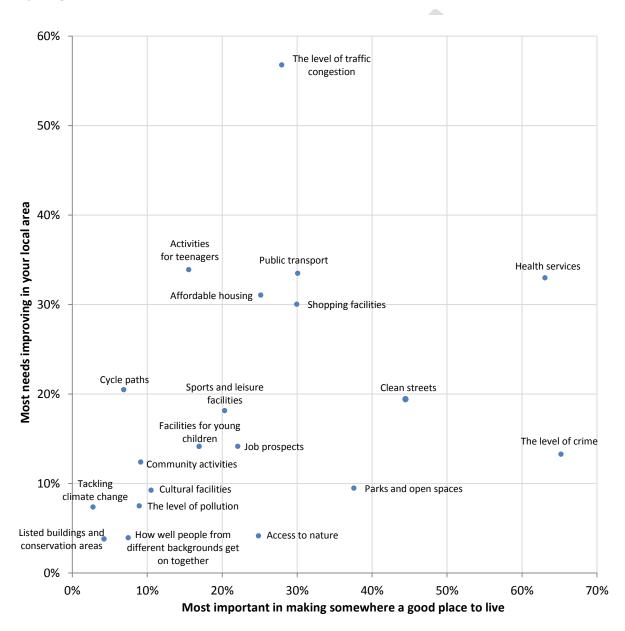
Figure 10: Responses to which of the things below, if any, do residents think most need improving



Base: All Residents (987)

- ^{4.30} The figures below and overleaf compare factors that East Herts residents feel are most important in making somewhere a good place to live in relation to the factors that they think most need improving locally.
- ^{4.31} A scatter graph has been used to plot the importance of services against improvement priorities (Strategic Priority Analysis) (see figure 11). The proportion of residents who said a particular service is the most important factor in making somewhere a good place to live is plotted against the proportion who said that same service is most in need of improving in their local area.

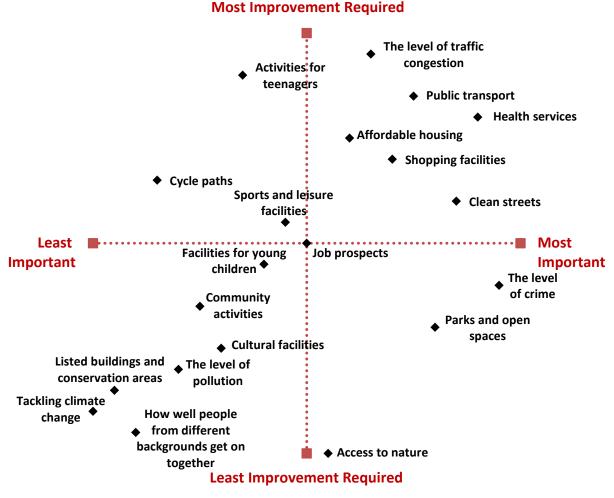
Figure 11: Strategic Priority Analysis – Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? And thinking about this local area, which of the things below, if any, do you think most need improving?



Base: All Residents

- ^{4.32} Figure 12 below is split into quadrants, divided using the mean scores for importance and need for improvement. The bottom left hand corner shows services that are performing well but are regarded as being of lesser importance by residents. The top left hand corner represents services that need improvement but are also less important to residents. The bottom right hand corner shows services which residents not only identified as important but are also performing well. Finally, the top right hand corner presents services that most need improvement and are of higher importance to residents.
- ^{4.33} These quadrants are based on a standard management tool designed to analyse priorities for organisations and it is those services in the top right hand quadrant upon which East Herts Council and its partners might wish to focus. It is important to remember these scatter graphs relate only to public opinion and do not take into account any other pressures or priorities, including statutory responsibilities. Although scatter graphs can help to determine service priorities, they should not, therefore, be used in isolation.

Figure 12: Quality of Life – Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? And thinking about this local area, which of the things below, if any, do you think most need improving? (By rank)



Base: All Residents

- 4.34 Figure 13 below provides a summary of the results for each service in terms of importance and need for improvement that have been ranked and then plotted against each other. This way of representing the data enables a much clearer representation of where services fall within the four quadrants of the priority analysis chart.
- ^{4.35} As with the previous chart, the bottom left hand corner shows aspects of services that are performing well but are of lesser importance to residents. The top left hand corner represents services that need improvement but are less important to residents. The bottom right hand corner shows aspects which are organisational strengths. Finally, the top right hand corner includes scores that most need improvement and are important to residents. 'Job prospects' was ranked in the middle both in terms of importance and need for improvement.

Figure 13: Priority Analysis Summary	
Less Important, Most Needs Improving	More Important, Most Needs Improving
IMPROVEMENTS REQUIRED	PRIORITIES FOR IMPROVEMENT
Activities for teenagers	The level of traffic congestion
Cycle paths	Public transport
Sports and leisure facilities	Health services
	Affordable housing
	Shopping facilities
	Clean streets
Less Important, Least Needs Improving	More Important, Least Needs Improving
LOW PRIORITY STRENGTHS	KEY STRENGTHS
Facilities for young children	The level of crime

	Less Important, Least Needs Improving LOW PRIORITY STRENGTHS	More Important, Least Needs Improving KEY STRENGTHS
Facilities	for young children	The level of crime
Commun	ity activities	Parks and open spaces
Cultural f	facilities	Access to nature
The level	of pollution	
Listed bu	ildings and conservation areas	
Tackling	climate change	
How wel	people from different backgrounds get on together	

Summary of Key Points – Your Local Area

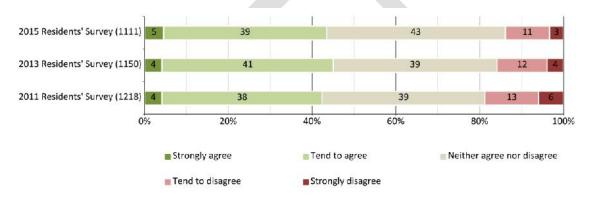
- Nearly 9 in 10 (88%) residents were satisfied with their local area as a place to live.
- Around 7 out of 10 (69%) residents were generally satisfied with how East Herts Council is running things.
- 47% of residents agreed that East Herts Council provides value for money, significantly higher than in 2013.
- Factors consistently identified as the most important in making somewhere a good place to live are the level of crime, heath services, clean streets and parks and open spaces.
- Resident priorities for improvement in East Herts are:
 - The level of traffic congestion
 - Public transport
 - Health services
 - Affordable housing
 - Shopping facilities
 - Clean streets



East Herts Council and Council Services

Here are some of the things that other people have said about their Council. To what extent do you agree or disagree that these statements apply to East Herts Council?

Figure 14: Extent to which residents agree or disagree that the East Herts Council is making the local area a better place to live



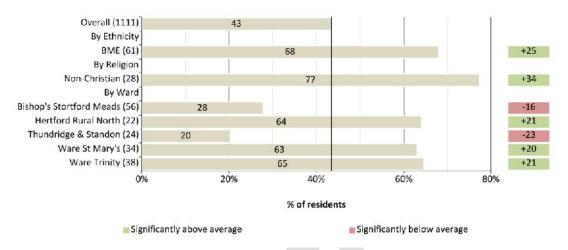
Base: All Residents (number of residents shown in brackets)

Less than half (43%) of residents agreed that East Herts Council is making the local area a better place to live. 14% of residents disagree with this statement, while a relatively large 43% of residents said that they neither agree nor disagree.

Table 7: Extent to which residents agree or disagree that the East Herts Council is making the local area a better place to live. Comparison with 2013 survey.

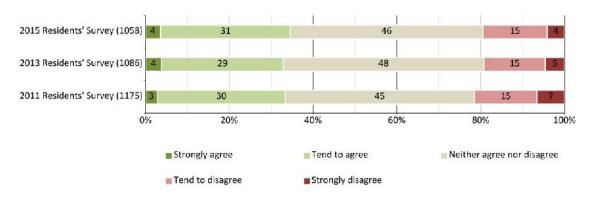
My Council	% strongly or tend to agree 2015	% strongly or tend to agree 2013	% change since 2013
Is making the local area a better place to live	43%	45%	↓ 2

Figure 15: Extent to which residents agree or disagree that the East Herts Council is making the local area a better place to live – demographic sub group analysis



Non-Christian residents, those who are from a Black Minority Ethnic (BME) background and residents living in Hertford Rural North, Ware St Mary's and Ware Trinity wards are significantly more likely to agree that East Herts Council is making the local area a better place to live. On the other hand, residents living in Bishops Stortford Meads or Thundridge & Standon wards are significantly less likely to agree.

Figure 16: Extent to which residents agree or disagree that East Herts Council is efficient and well run

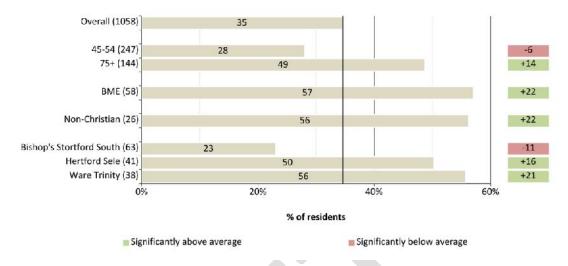


5.3 Residents were asked the extent to which they agree or disagree that East Herts Council is efficient and well run. Over a third (35%) of residents agreed that East Herts Council is efficient and well run. Nearly half (46%) said they neither agreed nor disagreed, whilst under a fifth (19%) disagreed.

Table 8: Extent to which residents agree or disagree that East Herts Council is efficient and well run. Comparison with 2013 survey.

My Council	% strongly or tend to agree 2015	% strongly or tend to agree 2013	% change since 2013
Is efficient and well run	35%	33%	↑2

Figure 17: Extent to which residents agree or disagree that East Herts Council is efficient and well run – demographic sub group analysis

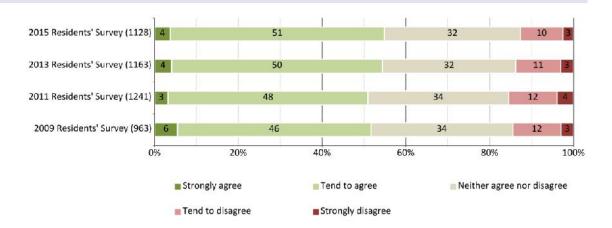


Residents aged 75+, non-Christian residents, residents from a BME background and residents living in Hertford Sele and Ware Trinity wards are significantly more likely to agree that East Herts Council is efficient and well run. Residents aged 45-54 and residents living in Bishop's Stortford South ward are significantly less likely to agree.

Figure 18: Responses to how strongly residents agree or disagree with the statement 'the quality of East Herts Council is good overall'

How strongly do you agree or disagree with the following statement?

The quality of East Herts Council services is good overall.



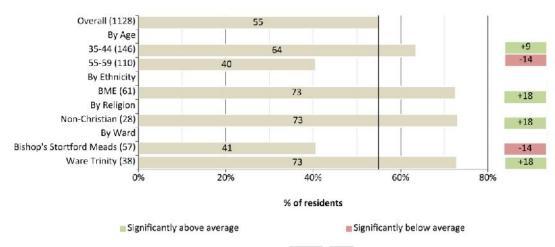
Base: All Residents (number of residents shown in brackets)

Over half (55%) of residents agreed that the quality of East Herts Council is good overall. Almost a third (32%) stated that they neither agreed nor disagreed, whilst 13% disagreed. The proportion agreeing with this statement has remained fairly consistent with the 2013 residents' survey (54%).

Table 9: Responses to how strongly residents agree or disagree with the statement 'the quality of East Herts Council is good overall'. Comparison with 2013 survey.

Statement	% strongly or tend to agree 2015	% strongly or tend to agree 2013	% change since 2013
The quality of East Herts Council is good overall	55%	54%	↑ 1

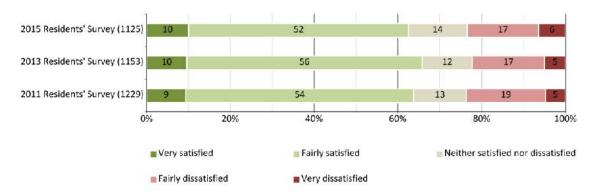
Figure 19: Responses to how strongly residents agree or disagree with the statement 'the quality of East Herts Council is good overall' – demographic sub group analysis



Residents aged 35-44, non-Christian residents, BME residents and those from Ware Trinity ward are significantly more likely to agree with the statement that 'the quality of East Herts Council is good overall'. Residents aged 55-59 and those from Bishop's Stortford Meads ward are significantly less likely to agree.

How satisfied or dissatisfied are you with each of the following services that are provided or supported by East Herts Council?

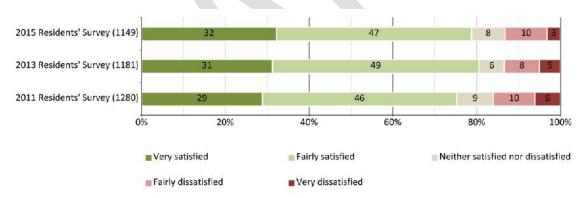
Figure 20: Responses to how satisfied or dissatisfied residents were with keeping of public land clear of litter and refuse



Base: All Residents (number of residents shown in brackets)

Just under two thirds (63%) of residents said they were satisfied with public land being kept clear of litter and refuse, whilst nearly a quarter (23%) were dissatisfied.

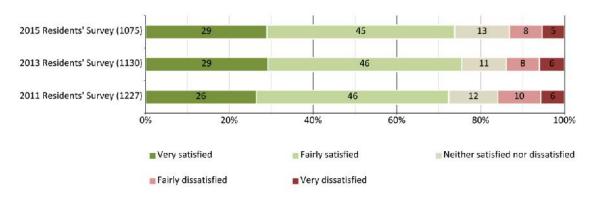
Figure 21: Responses to how satisfied or dissatisfied residents were with their refuse collection



Base: All Residents (number of residents shown in brackets)

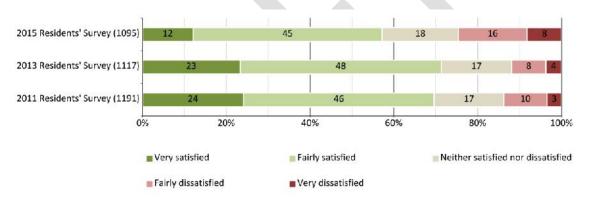
Just under four fifths (79%) of residents stated they were very or fairly satisfied with their refuse collection, with only 13% indicating that they were dissatisfied. The proportion of residents who were dissatisfied with their refuse collection has remained the same since 2013 (13%).

Figure 22: Responses to how satisfied or dissatisfied residents were with their doorstep recycling



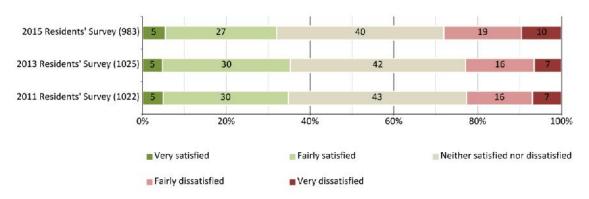
5.9 Around three quarters (74%) of residents said that they were satisfied with their doorstep recycling and only 13% were dissatisfied.

Figure 23: Responses to how satisfied or dissatisfied residents were with local tips/household waste recycling centres



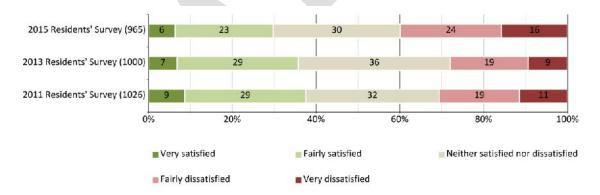
- Over half (57%) of residents said they were satisfied with their local tips/household waste recycling centres, whilst a quarter (25%) stated they were dissatisfied. Compared with the 2013 residents' survey, residents' satisfaction with local tips/household waste recycling centres is down 14% points (71% in 2013), whilst dissatisfaction has more than doubled (12% in 2013).
- ^{5.11} The proportion of residents who stated that they were satisfied with local tips/household waste recycling centres significantly decreased in 2015 when compared to the 2013 survey.

Figure 24: Responses to how satisfied or dissatisfied residents were with local transport information



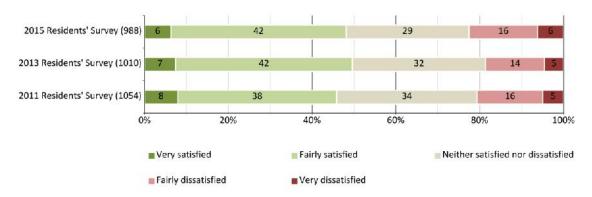
Just under a third (32%) of residents said they were satisfied with local transport information; over a quarter (28%) said they were dissatisfied. The greatest proportion of residents (40%) stated they were neither satisfied nor dissatisfied. Compared with the 2013 residents' survey, dissatisfaction with local transport information has increased significantly by 5% points (23% in 2013).

Figure 25: Responses to how satisfied or dissatisfied residents were with the local bus services



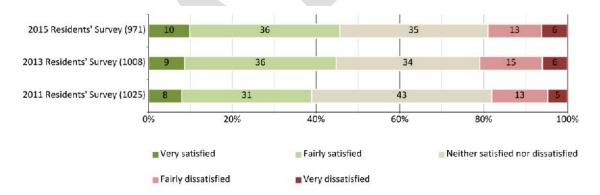
- Almost a third (30%) of residents said they were satisfied with the local bus services, whilst two fifths (40%) were dissatisfied. The remaining (30%) of residents were neither satisfied nor dissatisfied.
- The proportion of residents stating that they were satisfied with the local bus services significantly decreased in 2015 when compared to results from the 2013 survey (36% in 2013), while the proportion who said they were dissatisfied has increased significantly by 12% points (28% in 2013).

Figure 26: Responses to how satisfied or dissatisfied residents were with the sport/leisure facilities



said they were neither satisfied nor dissatisfied. Just under a quarter (23%) of residents indicated they were dissatisfied with sport/leisure facilities. Compared with the 2013 residents' survey, the proportion of residents who were dissatisfied increased significantly by 4% points (19% in 2013).

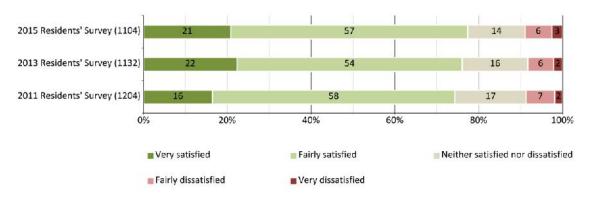
Figure 27: Responses to how satisfied or dissatisfied residents were with theatres/concert halls



Base: All Residents (number of residents shown in brackets)

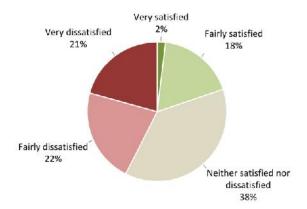
5.16 Almost half (46%) of residents indicated they were satisfied with the theatres/concert halls. Just over a third (35%) stated they were neither satisfied nor dissatisfied, while just under a fifth (19%) of residents said they were dissatisfied.

Figure 28: Responses to how satisfied or dissatisfied residents were with parks and open spaces



Over three quarters (77%) of residents said they were satisfied with parks and open spaces, with less than 1 in 10 (9%) indicating that they were dissatisfied.

Figure 29: Responses to how satisfied or dissatisfied residents were with planning for the future development of their area



Base: All Residents (964)

- Over two fifths (43%) of residents are dissatisfied with the planning for the future development of their area. Only a fifth (20%) of residents are satisfied and the remaining 38% are neither satisfied nor dissatisfied.
- ^{5.19} Residents in Much Hadham and Buntingford are significantly more likely to be dissatisfied with planning for the future development of their area.

Table 10: Responses to how satisfied or dissatisfied residents are with the following services provided or supported by East Herts Council. Comparison with 2013 survey.

Service	% very or fairly satisfied 2015	% very or fairly satisfied 2013	% change since 2013
Keeping public land clear of litter and refuse	63%	66%	↓ 3
Refuse collection	79%	81%	↓ 2
Doorstep recycling	74%	75%	↓1
Local tips/household waste recycling centres	57%	71%	↓14*
Local transport information	32%	35%	↓ 3
Local bus services	30%	36%	↓ 6*
Sport/leisure facilities	48%	50%	↓ 2
Theatres/concert halls	46%	45%	↑1
Parks and open spaces	77%	76%	↑1

- Residents' satisfaction with 7 of the 9 services provided or supported by East Herts Council has decreased since 2013. In particular, the proportion of residents who reported that they were very or fairly satisfied with local tips/household waste recycling centres significantly decreased by 14% points, and there was a significant 6% point drop in satisfaction with Local bus services.
- Table 11 overleaf shows the sub-groups of residents who are significantly more or less likely than average to be satisfied with services provided or supported by East Herts Council.

Table 11: How satisfied or dissatisfied are you with each of the following services that are provided or supported by East Herts Council? Demographic sub-group analysis.

Satisfaction with various services provided or supported by East Herts Council	Residents significantly more likely than average to say they are satisfied	Residents significantly less likely than average to say they are satisfied
Keeping public land clear of litter and refuse	Aged 35-44 Aged 75+ Non-Christian Satisfied with the way the Council runs things Live in Buntingford ward Live in Hertford Heath ward Live in Sawbridgeworth ward	Aged 60-64 Not satisfied with the way the Council runs things Have contacted the Council with a complaint Live in Braughing ward Live in Mundens and Cottered ward Live in Stanstead Abbots ward
Refuse collection	Aged 75+ Retired Satisfied with the way the Council runs things Live in Hertford Bengeo ward Live in Hertford Heath ward Live in Ware Trinity ward	Aged 55-59 Not satisfied with the way the Council runs things Have contacted East Herts Council with a complaint Live in Mundens and Cottered ward
Doorstep recycling	Satisfied with the way the Council runs things Live in Buntingford ward Live in Hunsdon ward	Live in rented accommodation Not satisfied with the way the Council runs things Have contacted the Council with a complaint Live in Mundens and Cottered ward Live in Stanstead Abbots ward Live in Ware Christchurch ward
Local tips/household waste recycling centres	Aged 75 or over BME groups Satisfied with the way the Council runs things Live in Stanstead Abbots ward	Aged 55-59 Have contacted East Herts Council in the last year but not the last 3 months Not satisfied with the way the Council runs things Live in Hunsdon ward
Local transport information	Live in rented accommodation BME groups Non-Christian Satisfied with the way the Council runs things Live in Hertford Rural North ward Live in Ware Trinity ward	Aged 55-59 Not satisfied with the way the Council runs things Live in Bishop's Stortford South ward Live in Buntingford ward Live in Hunsdon ward
Local bus services	Aged 65 or over Live in rented accommodation Retired Have a disability BME groups Non-Christian Satisfied with the way the Council runs things Live in Bishop's Stortford All Saints ward Live in Hertford Sele ward Live in Stanstead Abbots ward Live in Ware Trinity ward	Aged 55-59 Not satisfied with the way the Council runs things Have contacted the Council with a complaint Live in Buntingford ward Live in Datchworth & Aston ward Live in Hunsdon ward Live in Much Hadham ward Live in Mundens and Cottered ward Live in Puckeridge ward
Sport/leisure facilities	Satisfied with the way the Council runs things Live in Hertford Bengeo ward Live in Hertford Rural North ward	Aged 60-74 Not satisfied with the way the Council runs things Live in Hunsdon ward Live in Ware Christchurch ward

Theatres/concert halls	Aged 75 or over Female Satisfied with the way the Council runs things Live in Hertford Bengeo ward Live in Hertford Castle ward Live in Hertford Rural North ward Live in Stanstead Abbots	Aged 55-59 Male Have contacted East Herts Council over a year ago Not satisfied with the way the Council runs things Live in Buntingford ward Live in Hunsdon ward Live in Walkern ward Live in Ware Christchurch ward
Parks and open spaces	Satisfied with the way the Council runs things Live in Bishop's Stortford Meads ward Live in Hertford Bengeo ward Live in Hertford Sele ward Live in Sawbridgeworth ward Live in Thundridge & Standon ward	Not satisfied with the way the Council runs things Live in Braughing ward Live in Hunsdon ward Live in Ware Christchurch ward Live in Ware St Mary's ward
Planning for the future development for the future development of your area	Aged 75 or over Live in rented accommodation BME groups Satisfied with the way the Council runs things Never contacted the Council	Aged 55-59 Aged 65-74 Not satisfied with the way the Council runs things Live in Buntingford ward Live in Mundens and Cottered ward

Summary of Key Points – East Herts Council and Council Services

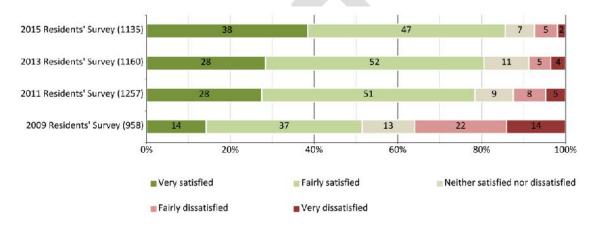
- Less than half (44%) of residents agreed that East Herts Council is making the local area a better place to live.
- Over a third (35%) of residents agreed that East Herts Council is efficient and well run.
- Over half (55%) of residents agreed with the statement 'the quality of East Herts Council is good overall'.
- 7 in 10 or more residents were satisfied with refuse collection (79%), parks and open spaces (77%) and doorstep recycling (74%).
- Around a fifth or more of residents were dissatisfied with local transport information (28%), local tips/household waste recycling centres (25%), keeping public land clear of litter and refuse (23%), sport/leisure facilities (23%), and theatres/concert halls (19%).
- Around two fifths of residents were *dissatisfied* with planning for the future development of their area (43%) and their local bus services (40%).

6. Waste and Recycling Collections

East Herts Council undertakes a collection of waste (refuse), recycling and composting.

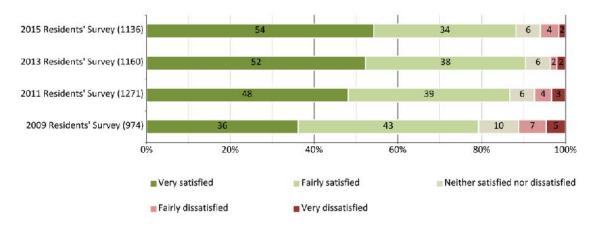
Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide.

Figure 30: Indication of whether residents are satisfied or dissatisfied with the types of materials collected by the recycling and composting collection services



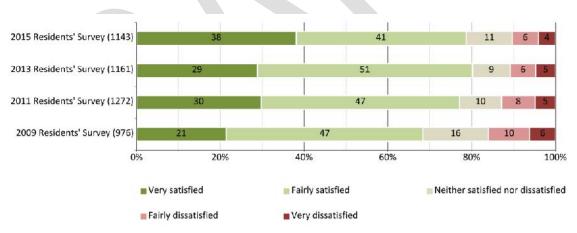
- ^{6.1} Over four fifths (86%) of residents indicated that they were satisfied with the types of materials collected by the recycling and compositing collection services, with only 7% saying they were dissatisfied.
- Satisfaction with the types of materials collected by the recycling and composting collection services has increased in each consecutive survey. Satisfaction increased by 5% points in 2015 when compared to 2013; a statistically significant increase. The percentage expressing satisfaction has risen by 32% points since 2009.

Figure 31: Indication of whether residents are satisfied or dissatisfied with the information provided about the service (e.g. collection calendars, details of when they collect)



6.3 Nearly 9 in 10 (88%) residents stated they were satisfied with the information provided about the service, whilst only 6% said they were dissatisfied. The proportion of residents saying they are satisfied is 9% points higher than in 2009; a statistically significant increase.

Figure 32: Indication of whether residents are satisfied or dissatisfied with the service for the collection of items for recycling and composting overall



Base: All Residents (number of residents shown in brackets)

6.4 Around four fifths (79%) of residents said they were satisfied with the service for the collection of items for recycling and composting overall, with 1 in 10 (10%) saying they were dissatisfied. The proportion of residents saying they are satisfied is significantly higher when compared to 2009 by 11% points.

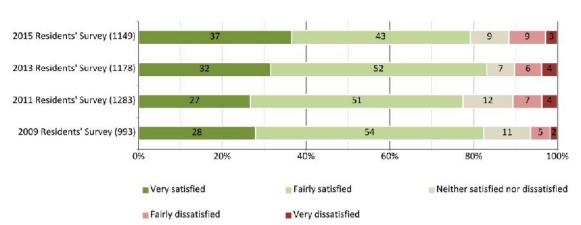


Figure 33: Indication of whether residents are satisfied or dissatisfied with the collection of waste (refuse) overall

- Nearly four fifths (79%) of residents said they were satisfied with the service for the collection of waste (refuse) overall, with just over 1 in 10 (12%) saying they were dissatisfied.
- It should be noted that there has been a slight change in the wording of this question since 2013. Previously, this question referred to 'the waste collection service overall', rather than 'the collection of waste (refuse) overall', and for this reason caution should be exercised when drawing direct comparison with results from previous years.
- ^{6.7} Table 12 below gives a comparison between 2015 and 2013 data for satisfaction with waste and recycling collections.

Table 12: Indication of whether residents are satisfied or dissatisfied with the following elements of the service East Herts Council provides in terms of waste for recycling and composting. Comparison with 2013 survey.

Service	% very or fairly satisfied 2015	% very or fairly satisfied 2013	% change since 2013
The types of materials collected by the recycling and composting collection service	86%	81%	↑ 5*
The information we provided about the service (e.g. collection calendars, details of what we collect)	88%	90%	↓ 2
The service for the collection of items for recycling and composting overall	79%	80%	↓ 1
The service for the collection of waste (refuse) overall	79%	83%	↓ 4

- Nearly 9 in 10 (86%) residents are satisfied with the types of materials collected by the recycling and composting collection service, a statistically significant increase of 5% points since 2013 (81%). The proportion of residents satisfied with the service of the collection of waste (refuse) overall is 4% points lower than when asked about the waste collection service overall in 2013 (83%).
- ^{6.9} Table 13 overleaf shows the sub-groups of residents who are significantly more or less likely than average to be satisfied with the elements of the waste and recycling service.

Table 13: East Herts Council undertakes a collection of waste for recycling and composting. Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide. Demographic sub-group analysis.

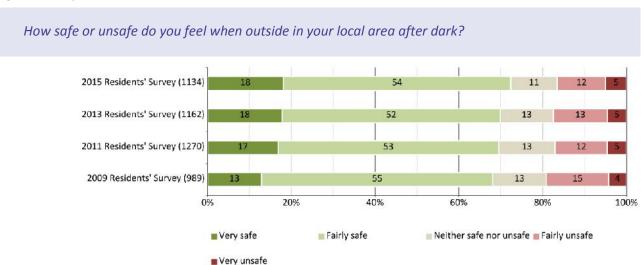
Satisfaction with various elements of the waste and recycling collection service	Residents significantly more likely than average to say they are satisfied	Residents significantly less likely than average to say they are satisfied
The types of materials collected by the recycling and composting collection service	Aged 65 or over Retired Satisfied with the way the Council runs things Live in Bishop's Stortford Silverleys ward Live in Buntingford ward Live in Hertford Heath ward	Not satisfied with the way the Council runs things Have contacted East Herts Council with a complaint
The information we provided about the service (e.g. collection calendars, details of what we collect)	Aged 35-44 Aged 65 or over Retired Disabled Christian Satisfied with the way the Council runs things Live in Bishop's Stortford All Saints ward Live in Buntingford ward Live in Datchworth & Aston ward Live in Hertford Heath ward Live in Walkern ward	Aged 18-34 Live in rented accommodation No religion Not satisfied with the way the Council runs things Live in Ware Christchurch ward
The service for the collection of items for recycling and composting overall	Aged 60 or over Retired Satisfied with the way the Council runs things Never contacted East Herts Council Live in Bishop's Stortford Silverleys ward Live in Buntingford ward Live in Hertford Heath ward	Live in rented accommodation Not satisfied with the way the Council runs things Have contacted East Herts Council with a complaint Live in Bishop's Stortford Central ward Live in Hertford Castle ward
The service for collection of waste (refuse) overall	Aged 60 or over Retired Satisfied with the way the Council runs things Live in Bishop's Stortford Silverleys ward Live in Buntingford ward Live in Ware Trinity ward	Aged 18-34 Aged 55-59 Live in rented accommodation Not satisfied with the way the Council runs things Live in Hertford Castle ward

Summary of Key Points – Waste and Recycling Collections

- Residents indicated high levels of satisfaction with the service East Herts Council provides in terms of
 waste and recycling collections. Around four fifths or more were satisfied with each element of the
 service, which were:
 - The types of materials collected by the recycling and composting collection service
 - The information provided about the service
 - The service for the collection of items for recycling and composting overall
 - o The service for collection of waste (refuse) overall
- Whilst satisfaction with the types of materials collected by the recycling and composting collection service, the information provided about the service and the service for the collection of items for recycling and composting overall has increased significantly since 2009, only satisfaction with the types of materials collected by the recycling and composting collection service has increased significantly since 2013.

7. Community Safety

Figure 34: Responses to how safe or unsafe residents feel when outside in their local area after dark



Base: All Residents (number of residents shown in brackets)

When asked about their feelings of safety outside in their local area, more than 7 in 10 (72%) residents said that they feel safe after dark; a slightly higher proportion than in 2013/2011 (70%) and significantly higher than those surveyed in 2009 (68%). However, nearly a fifth of residents (17%) admitted that they feel unsafe outside in their local area after dark. This remains unchanged from both 2013 and 2011 (17%), though slightly lower than in 2009 (19%).

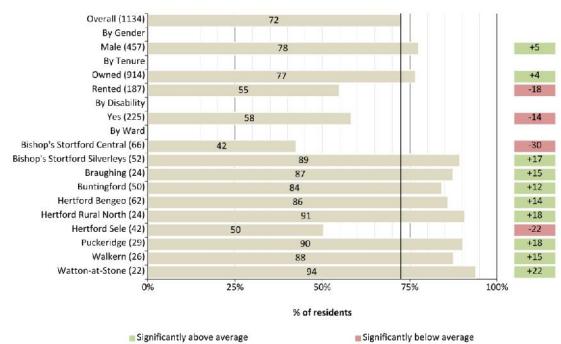
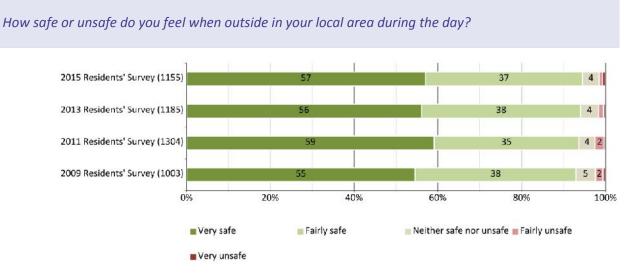


Figure 35: Responses to how safe or unsafe residents feel when outside in their local area after dark – demographic sub group analysis

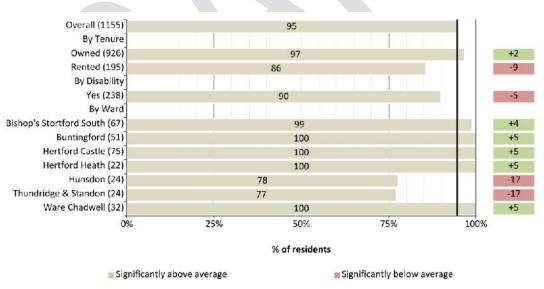
- Male residents and residents living in owned accommodation are significantly more likely to feel safe after dark. Disabled residents and those in rented accommodation are significantly less likely to feel this way.
- Residents in the following wards are significantly more likely to feel safe after dark: Bishop's Stortford Silverleys; Braughing; Buntingford; Hertford Bengeo; Hertford Rural North; Puckeridge; Walkern; Watton-at-Stone. Residents who live in Bishop's Stortford Central or Hertford Sele are significantly less likely to feel safe in their local area after dark.

Figure 36: Responses to how safe or unsafe residents feel with outside in their local area during the day



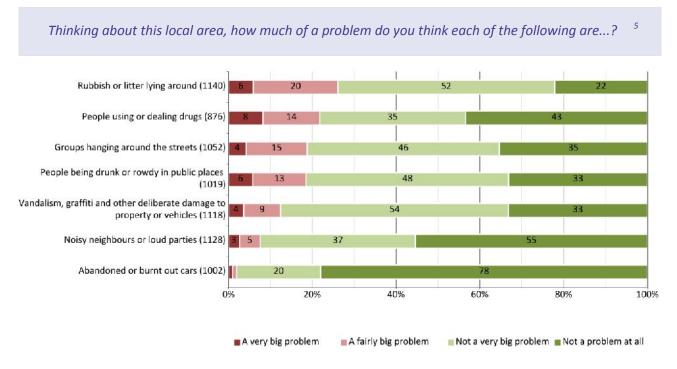
Almost all (95%) residents said that they feel safe in their local area during the day, with almost three fifths of residents (57%) saying that they feel very safe. Only 2% said that they feel unsafe. There has been little change when comparing the results from previous residents' surveys.

Figure 37: Responses to how safe or unsafe residents feel when outside in their local area during the day– demographic sub group analysis



- Residents who own their accommodation are significantly more likely to feel safe during the day, whilst disabled residents and residents living in rented accommodation are significantly less likely to feel safe during the day. These were also the demographic groups that had significant results when asked how safe they felt at night.
- 7.6 Residents living in Bishop's Stortford South, Buntingford, Hertford Castle, Hertford Heath or Ware Chadwell are significantly more likely to feel safe during the day. Those living in Hunsdon or Thundridge & Standon are significantly less likely to feel this way.

Figure 38: Responses to how much of a problem each of the following were for residents in their local area



- 7.7 This figure has been ordered in terms of how big a problem each issue is perceived to be by residents. The biggest problem identified by residents is rubbish or litter lying around, with around a quarter (26%) of residents reporting this as a very or fairly big problem, and more than a fifth identified people using and dealing drugs (22%) as either a very or fairly big problem.
- ^{7.8} Less than a fifth of residents reported that groups hanging around the streets (19%), people being drunk or rowdy in public places (19%), and vandalism, graffiti and other deliberate damage to property or vehicles (12%) as very or fairly big problems in the local area. Only 8% reported loud parties and 2% reported abandoned or burnt out cars as big problems in the local area.
- ^{7.9} The proportion of residents that feel that vandalism, graffiti and other deliberate damage to property or vehicles, noisy neighbours and loud parties and people being drunk or rowdy in public places are a big problem in their local area has significantly decreased since 2013.

Also, the order of the options has changed to reflect LGA guidance. 'Teenagers hanging around the streets' is now 'Groups hanging around the streets'.

⁵ 'Don't know/no opinion' was previously 'Don't know'.

Table 14: Responses to how much of a problem each of the following were for residents in their local area. Comparison with 2013 survey

Crime Type	% very or fairly big problem 2015	% very or fairly big problem 2013	% change since 2013
Rubbish or litter lying around	26%	25%	↑ 1
People being drunk or rowdy in public places	19%	23%	↓ 4*
Groups/teenagers hanging around the streets	19%	22%	↓3 *
People using or dealing drugs	22%	22%	-
Vandalism, graffiti and other deliberate damage to property or vehicles	12%	17%	↓ 5*
Noisy neighbours or loud parties	8%	12%	↓ 4*
Abandoned or burnt out cars	2%	3%	↓1

- 7.10 5 out of the 7 neighbourhood issues listed above were identified as less of a problem compared with 2013. In particular, the proportion of residents that feel that vandalism, graffiti and other deliberate damage to property or vehicles, noisy neighbours or loud parties, people being drunk or rowdy in public places and groups hanging around the streets are big problems in their local area has significantly decreased since 2013.
- ^{7.11} Table 15 below shows the sub-groups of residents who are significantly more or less likely than average to feel the neighbourhood issues are a problem in their local area.
- 7.12 It is worth noting that residents from Hertford Kingsmead are significantly more likely to report that rubbish or litter lying around, groups hanging around the streets, people using or dealing drugs, noisy neighbours or loud parties, and abandoned or burnt out cars are big problems in their neighbourhood.

Table 15: Responses to how much of a problem each of the following were for residents in their local area. Demographic subgroup analysis.

Neighbourhood Issue	Residents significantly more likely than average to feel issue is a problem	Residents significantly less likely than average to feel issue is a problem
Rubbish or litter lying around	Aged 55-59 Aged 65-74 Disabled Not satisfied with the way the Council runs things Contacted the Council in the last 3 months Contacted the Council with a complaint Live in Hertford Kingsmead ward Live in Stanstead Abbots Live in Ware Trinity ward	Aged 35-44 Non-Christian Satisfied with the way the Council runs things Never contacted the Council Live in Braughing ward Live in Buntingford ward Live in Datchworth & Aston ward Live in Hertford Bengeo ward Live in Sawbridgeworth ward
People being drunk or rowdy in public places	Aged 55-59 Live in rented accommodation BME groups Not satisfied with the way the Council runs things Live in Bishop's Stortford Central ward Live in Hertford Castle ward	Retired Live in Datchworth & Aston ward Live in Thundridge & Standon ward Live in Puckeridge ward Live in Ware St Mary's ward
Groups hanging around the streets	Live in rented accommodation Live in Hertford Castle ward Live in Hertford Kingsmead ward Live in Ware Trinity ward	Aged 65-74 Retired Non-Christian Live in Bishop's Stortford All Saints ward Live in Bishop's Stortford South ward Live in Hertford Heath ward Live in Hertford Rural North ward Live in Puckeridge ward Live in Thundridge & Standon ward Live in Walkern ward

People using or dealing drugs	Aged 55-59 Live in rented accommodation Not satisfied with the way the Council runs things Contacted the Council with a complaint Live in Bishop's Stortford Central ward Live in Hertford Kingsmead	Retired Living in Bishop's Stortford South ward
Vandalism, graffiti and other deliberate damage to property or vehicles	Live in rented accommodation Disabled Not satisfied with the way the Council runs things Contacted the Council with a complaint Live in Hertford Sele ward	Aged 35-44 Non-Christian Live in Braughing ward Live in Puckeridge ward Live in Walkern ward
Noisy neighbours or loud parties	Live in rented accommodation Contacted the Council with a complaint Live in Hertford Kingsmead	Live in Bishop's Stortford All Saints ward Live in Braughing ward Live in Datchworth & Aston ward Live in Hertford Bengeo ward Live in Puckeridge ward Live in Thundridge and Standon ward Live in Walkern ward Live in Ware Chadwell ward Live in Ware St Mary's ward
Abandoned or burnt out cars	BME groups Live in Hertford Kingsmead ward	Household with children Female Aged 35 -44 Aged 55-59 Contacted the Council in the last year Live in Bishop's Stortford All Saints ward Live in Bishop's Stortford Meads ward Live in Braughing ward Live in Buntingford ward Live in Hertford Bengeo ward Live in Hertford Heath ward Live in Hunsdon ward Live in Mundens and Cottered ward Live in Puckeridge ward Live in Thundridge & Standon ward Live in Walkern ward Live in Ware Chadwell ward Live in Ware Chadwell ward

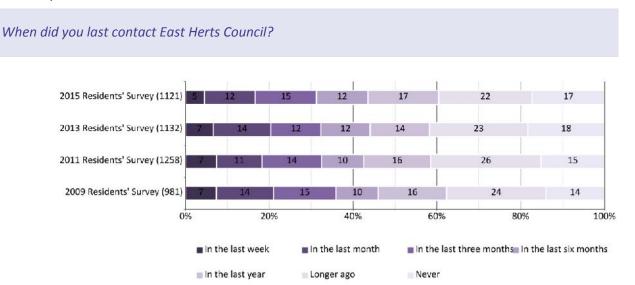
Summary of Key Points – Community Safety

- More than 7 in 10 (72%) residents reported that they feel safe in their local area after dark, while around a fifth (17%) said that they feel unsafe.
- More than 9 in 10 (95%) of residents reported that they feel safe in their local area during the day, with only 2% saying that they feel unsafe.
- There has been little change in the proportion of residents who feel safe in their local area both after dark and during the day since 2013, although the proportion that feels safe after dark has increased significantly compared to 2009.
- More than 7 in 10 residents do not feel that any of the neighbourhood issues listed in the questionnaire are a big problem in their local area.
- However, around a quarter report that rubbish or litter lying around (25%) is a big problem in their local area, and around a fifth think that people using or dealing drugs (22%), groups hanging around the streets (19%) and people being drunk or rowdy in public places (19%) are big problems.
- The proportion of residents that feel that vandalism, graffiti and other deliberate damage to property or vehicles, noisy neighbours or loud parties, people being drunk or rowdy in public places and groups hanging around the streets are big problems in their local area has significantly decreased since 2013.



8. Contact with East Herts Council

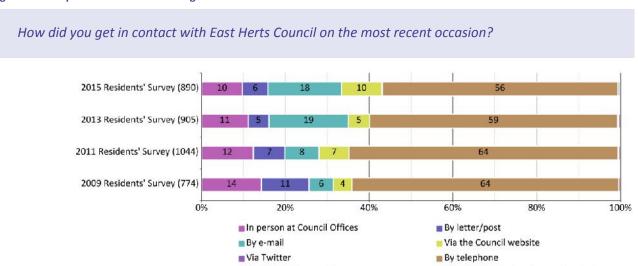
Figure 39: Responses to when residents last contacted East Herts Council



- Just under a third of residents (32%) have contacted the Council within the last three months. Around three fifths (61%) have contacted the Council within the last year, while just over a fifth (22%) were in contact with the Council over a year ago. Almost a fifth (18%) of residents have never contacted the Council.
- There has been very little change compared to previous residents' surveys, and there are no significant differences between surveys in the percentage of residents who had contacted the Council in the last year.

Other method of most recent contact

Figure 40: Responses to how residents got in contact with East Herts Council on the most recent occasion



Base: Residents who have contacted East Herts Council (number of residents shown in brackets)

The most popular method that residents used in their most recent contact with the Council was by telephone (56%). This has remained the consistently most popular method of contact since 2009⁶. However, the proportion of residents contacting the Council by telephone has decreased significantly by 8% points since 2009/11 (64%), while the proportion of residents who used the Council website has significantly increased from 5% to 10% since the 2013 residents' survey.

■By SMS/text messaging

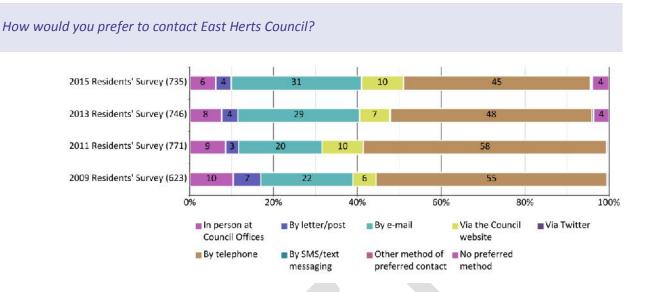
8.4 Just under a fifth (18%) of residents said that they used e-mail to contact the Council on the most recent occasion, whilst the percentage of residents who used twitter or SMS/text messaging is below 0.5%.

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⁶ Please note that 'Twitter' was not an option in 2011 and 2009

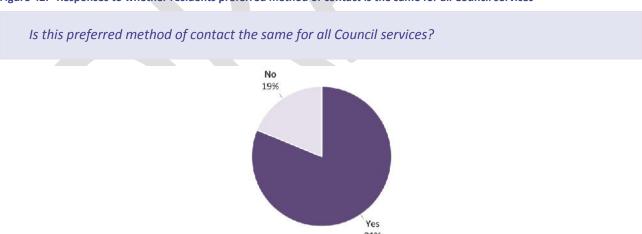
Figure 41: Responses to how residents prefer to contact East Herts Council



Base: Residents who have contacted East Herts Council (number of residents shown in brackets)

8.5 Almost half (45%) of residents would prefer to contact the Council by telephone, and just under a third (31%) would prefer email. Smaller proportions of residents said that they would prefer to make contact in person at the Council offices (6%) and/or via the Council website (10%). The proportion of residents who would prefer to contact the Council by telephone has decreased significantly since 2011 (from 58% to 45%) whilst the proportion of those who would prefer to use e-mail has increased significantly (from 20% in 2011 to 31% in 2015).

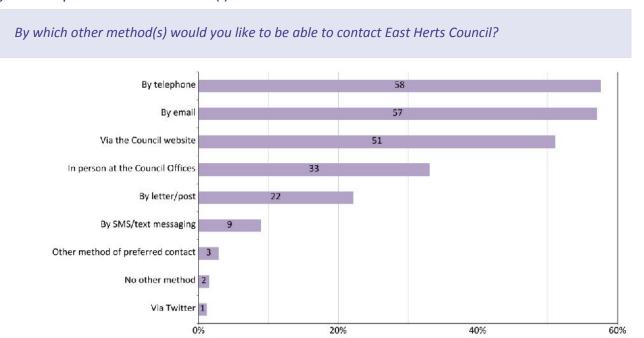
Figure 42: Responses to whether residents preferred method of contact is the same for all Council services



Base: Residents who stated a preferred method to contact East Herts Council (726)

Around four fifths (81%) of residents who provided a preferred method of contact said that this would be the way in which they would like to make contact for all Council services.

Figure 43: Responses to which other method(s) residents would like to be able to contact East Herts Council



Base: Residents whose preferred method of contact is NOT the same for all Council services (162)

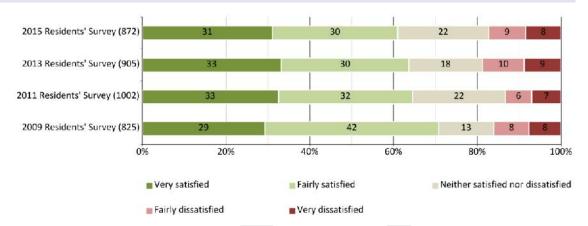
8.7 Residents who indicated that their preferred method of contacting the Council is not the same for all Council services in Figure 42 were asked which other methods they would also like to use.

% of residents

- More than half reported that in addition to the preferred contact they stated in Figure 41, they would also like to make contact via telephone (58%), by email (57%) or by visiting the Council website. This was followed by more than a third who would also like to able contact East Herts Council in person at Council Offices (33%).
- While the order of popularity with these methods is similar to 2013, residents who expressed the desire to contact the Council via the Council's website moved from the fourth to the third most popular method of contact that residents would like to use to contact East Herts Council. This was chosen by 51% of residents in 2015 compared to 34% in 2013.

Figure 44: Responses to how satisfied or dissatisfied residents were with their contact with the Council on the most reason time they got in touch with them

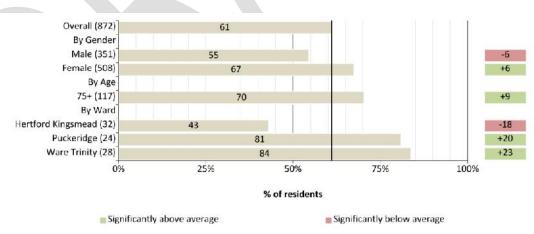
Thinking about the most recent time you got in touch with the Council, on the whole, how satisfied or dissatisfied were you with your contact with the Council?



Base: Residents who have contacted East Herts Council (number in brackets)

- ^{8.10} Around three fifths (61%) of residents were satisfied with their most recent contact with the Council, with around a third (31%) who were very satisfied. However, nearly a fifth (17%) expressed dissatisfaction.
- 8.11 The percentage of residents who are satisfied with their last contact with the Council has fallen year on year, and has significantly decreased by 10% points when compared to 2009.

Figure 45: Responses to how satisfied or dissatisfied residents were with their contact with the Council on the most recent occasion – demographic sub group analysis

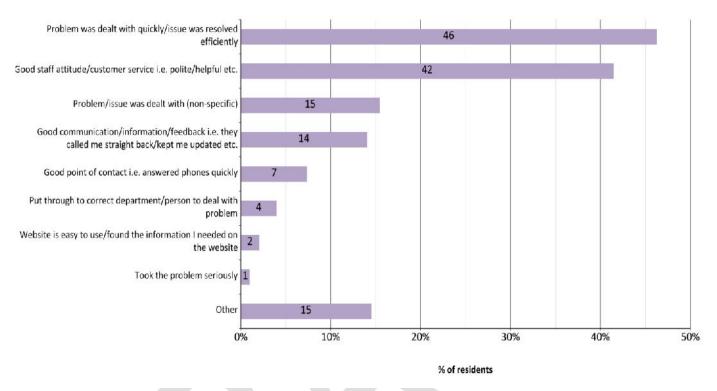


Base: Residents who have contacted East Herts Council (number of residents shown in brackets)

Female residents, residents aged 75 or over and those who live in Puckeridge or Ware Trinity wards are significantly more likely to feel satisfied with their most recent contact with the Council. However, male residents and those living in Hertford Kingsmead ward are significantly less likely to feel satisfied with their most recent contact with the Council.

Figure 46: Responses to why residents were satisfied with their most recent contact

If you were satisfied with the most recent time you got in touch with the Council, can you please explain why?

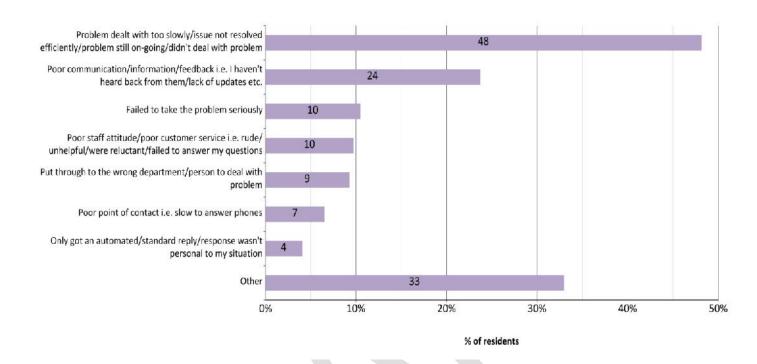


Base: Residents who were satisfied with their most recent contact with East Herts Council (461)

- Residents who expressed satisfaction with their most recent contact with Council were asked to explain why.
- 8.14 Almost half (46%) of residents stated that a reason they were satisfied was because their problem was dealt with quickly/the issue was resolved efficiently, while over two fifths (42%) stated that they were satisfied because of good staff attitude/customer service.
- 6.15 'Other' comments included (among others) ease of communication (via email); praise for individual Council workers (showing genuine interest/enjoying doing their job); confidence in the Council.

Figure 47: Responses to why residents were dissatisfied with their most recent contact

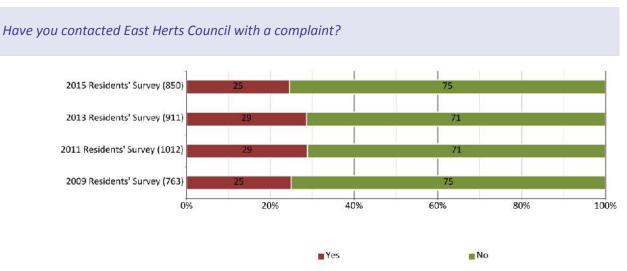
If you were dissatisfied with the most recent time you got in touch with the Council, can you please explain why?



Base: Residents who were dissatisfied with their most recent contact with East Herts Council (155)

- Residents who stated that they were dissatisfied with the most recent contact they had with Council were also given the opportunity to say why this was.
- Similarly to those who were satisfied, the most common responses with those who were dissatisfied related to the speed with which the problems were dealt with. Almost half (48%) of residents stated that they were dissatisfied because the problem was dealt with too slowly/issue was not resolved efficiently/the problem was still on-going/they didn't deal with the problem.
- ^{8.18} 'Other' comments which appeared repeatedly included (among others) lack of action taken by the Council/Council contractors following the contact; poor response regarding road repairs; difficulty in communicating with the Council about planning concerns/applications and the Council website being confusing or difficult to navigate.

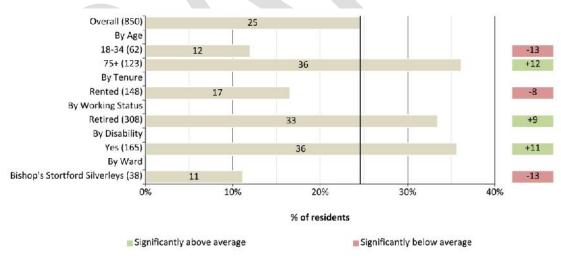
Figure 48: Responses to whether residents have contacted East Herts Council with a complaint



Base: Residents who have contacted East Herts Council (number of residents shown in brackets)

^{8.19} A quarter (25%) of residents have contacted East Herts Council with a complaint; slightly lower than in 2013/11 (29%) by 4% points.

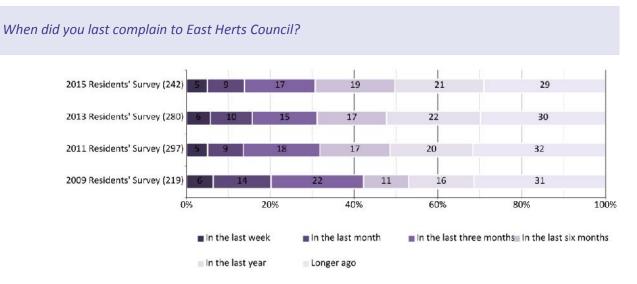
Figure 49: Responses to whether residents have contacted East Herts Council with a complaint – demographic sub group analysis



Base: Residents who have contacted East Herts Council (number of residents shown in brackets)

Retired residents, residents aged 75 or over and disabled residents are significantly more likely to have contacted the Council with a complaint. Residents aged 18-34, those in rented accommodation are significantly less likely to have complained to the Council, as are those living in Bishop's Stortford Silverleys ward.

Figure 50: Responses to when residents last complained to East Herts Council

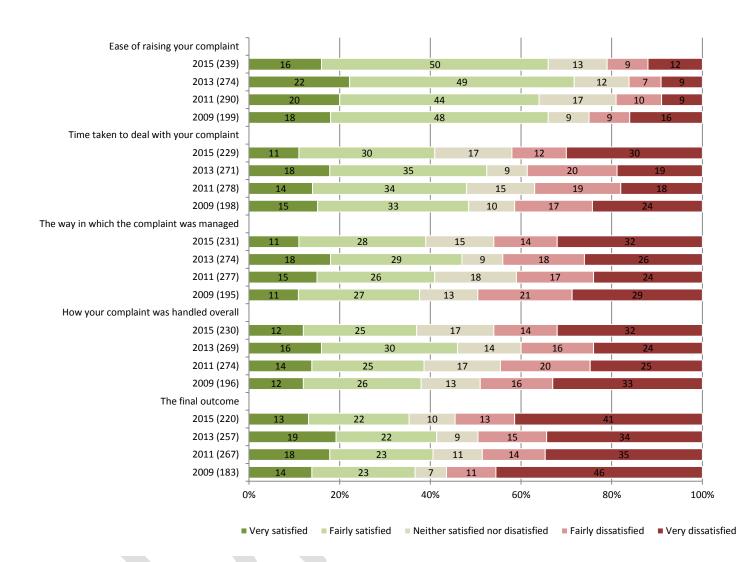


Base: Residents who have contacted East Herts Council with a complaint (number in brackets)

^{8.21} Almost a third (31%) of residents who have made a complaint did so within the last three months and half (50%) within the last six months. More than a quarter (29%) had last made a complaint to the Council over a year ago.

Figure 51: Responses to how satisfied or dissatisfied residents were with how the following were handled

How satisfied or dissatisfied were you with how the following were handled?



Base: Residents who have contacted East Herts Council with a complaint (number of residents shown in brackets)

- 8.22 Two thirds (66%) of residents were satisfied with the ease with which they were able to raise their complaint.
- 8.23 However, over half (55%) were dissatisfied with the final outcome of their complaint, and more than two fifths of residents were dissatisfied with the way their complaint was managed (47%), how their complaint was handed overall (46%), and the time taken to deal with the complaint (41%).
- Since 2013, residents' satisfaction with each aspect of the complaints procedure has decreased, whilst dissatisfaction has increased. In particular, satisfaction significantly decreased with how the complaint was handled overall (from 47% in 2013 to 37% in 2015) as well as with the time taken to deal with the complaint (from 52% in 2013 to 41% in 2015).
- Table 16 below shows the sub-groups of residents who are significantly more or less likely than average to feel satisfied with the 5 aspects of how their complaint was handled.

Table 16: Responses to how much of a problem each of the following were for residents in their local area. Demographic subgroup analysis.

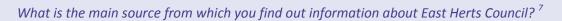
Aspects of how the complaint was handled	Residents significantly more likely than average to feel satisfied	Residents significantly less likely than average to feel satisfied
Ease with which you were able to raise your complaint	Female Live in rented accommodation	-
Time taken to deal with your complaint	Female Satisfied with the way the Council is running things	Male Not satisfied with the way the Council is running things
The way in which the complaint was managed	Female Satisfied with the way the Council is running things	Male Not satisfied with the way the Council is running things
How your complaint was handled overall	Female Live in rented accommodation	-
The final outcome	Retired	

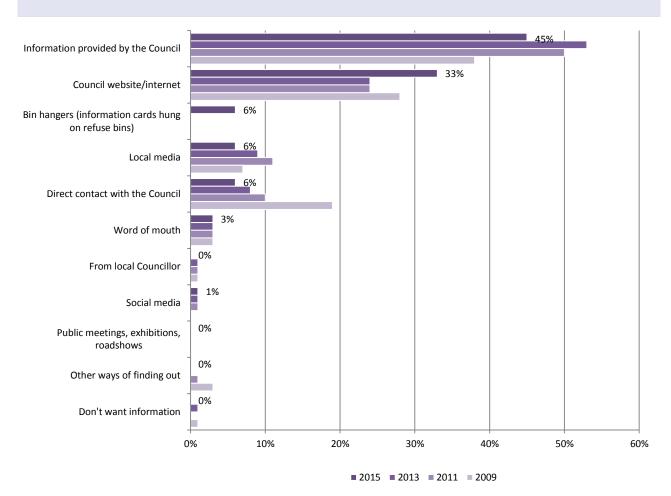
Summary of Key Points - Contact with East Herts Council

- Almost a third of residents (32%) have contacted the Council within the last 3 months
- A majority (61%) of residents have contacted the Council within the last 12 months
- The method that most residents used most recently to contact the Council is by telephone (56%), via email (18%), via the council website (10%) and in person at Council offices (10%).
- The proportion of residents who had used the Council website to contact the Council doubled from 5% in 2013 to 10% in 2015.
- The highest proportion of residents would prefer to contact the Council by telephone (45%). This was followed by email. (31%), via the Council website (10%), in person at Council offices (6%), and by letter/post (4%).
- 19% of residents said their preferred method was NOT the same across all services; of these, more than half would like to contact the Council by telephone (58%), email (51%) and/or the Council website (51%).
- More than three fifths (61%) of residents were satisfied with their most recent contact with the Council. Less than a fifth (17%) said that they were dissatisfied.
- A quarter (25%) of residents have contacted East Herts Council with a complaint. Of these, almost a third (31%) did so within the last three months, and half (50%) within the last six months.
- Two thirds (66%) of residents were satisfied with the ease with which they were able to raise their complaint. Despite this, over half (55%) of residents were dissatisfied with the final outcome, whilst two fifths or more were dissatisfied with the way in which the complaint was managed (47%), how their complaint was handled overall (46%), and the time taken to deal with their complaint (41%).

9. Communications

Figure 52: Responses to main source residents find out information about the Council





Base: All Residents (1013)

9.1 Residents were asked what their main source of information was about East Herts Council. The largest proportion of residents (45%) reported that they find out about East Herts Council from information provided by the Council itself (e.g. via the Link magazine, leaflets and posters), and a third (33%) use the Council website/internet. Just 6% of residents find out information through local media or through direct contact with the Council. 'Bin hangers' was included as a new option in the 2015 Residents' Survey, and 6% of respondents said that bin hangers were their main source of information about the Council.

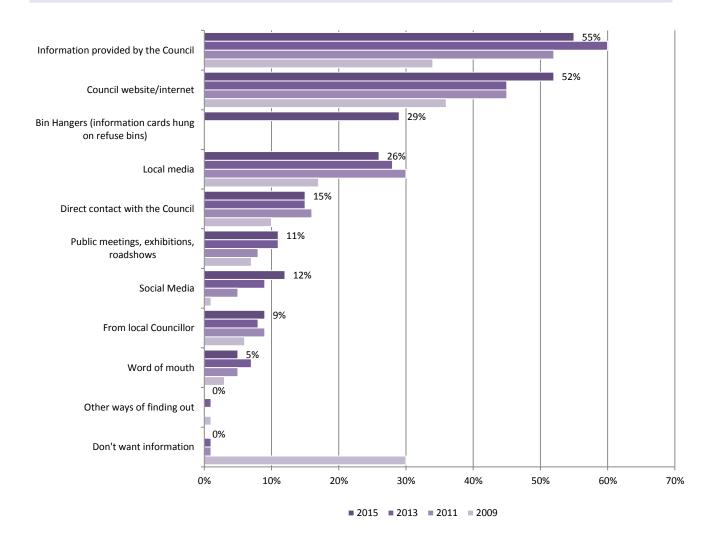
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⁷ Please note that 'Social media' was previously 'Social networking' in 2011

^{9.2} Since 2013, the percentage of those informed by information provided by the Council has significantly decreased by 8% points (45%; 53% in 2013). However, a third (33%) of residents use the Council website/internet in 2015, compared to around a quarter (24%) that reported that they did so in 2013; a statistically significant increase.

Figure 53: Responses to how residents would like to find out about East Herts Council in the future





Base: All Residents (875)

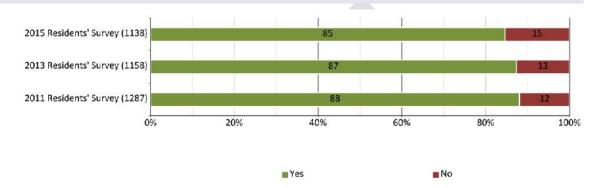
Residents were asked how they would like to find out about East Herts Council. A majority of residents reported that they would like to find out about the Council from information provided by the Council (55%), followed closely by the Council website/internet (52%), and then by local media (26%). More than a quarter (29%) of residents would like find to out about the Council by seeing bin hangers on refuse bins – a choice not given in previous residents' surveys.

⁸ Please note that 'Social media' was previously 'Social networking' in 2011

The proportion of residents who would like to find out about the Council using information provided by the Council has decreased significantly by 5% points from 60% in 2013 to 55% in 2015. However, the proportion of residents who would like to use the Council website/internet has increased significantly by 7% points since 2013 (52%; 45% in 2013) and residents wanting to find out about the Council via social media increased by significantly by 3% points (12%; 9% in 2013).

Figure 54: Responses to whether residents have seen a copy of Link magazine, the Council's publication, in the last 12 months

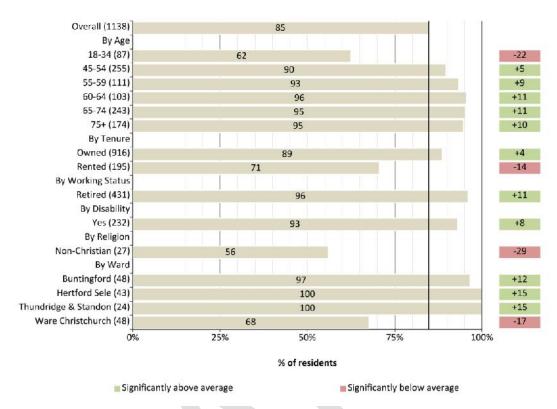




Base: All Residents (number of residents shown in brackets)

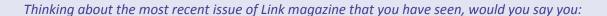
^{9.5} More than four fifths (85%) of residents have seen a copy of Link magazine in the last 12 months. This percentage is slightly lower than in 2011 (88%) and 2013 (87%).

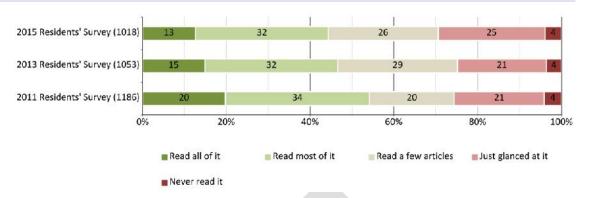
Figure 55: Responses to whether residents have seen a copy of Link magazine, the Council's publication, in the last 12 months – demographic sub group analysis



- Residents aged 45 and over, retired residents, residents who own their accommodation and residents living in Buntingford, Hertford Sele and Thundridge & Standon wards are significantly more likely to have seen a copy of Link magazine in the last 12 months.
- ^{9,7} However, residents aged 18 to 34, those living in rented accommodation, non-Christian residents and residents living in Ware Christchurch are significantly less likely to have seen the magazine.

Figure 56: Responses to how much of Link Magazine residents read

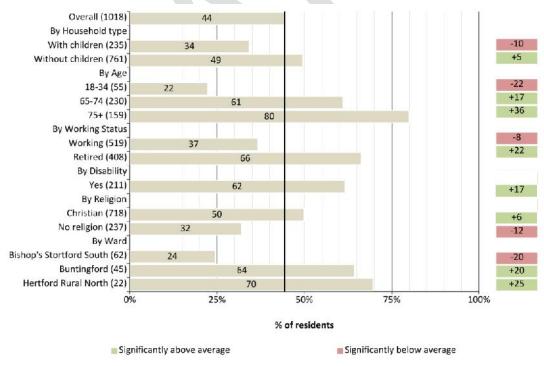




Base: Residents who have seen a copy of Link magazine in the last 12 months (number in brackets)

Just over two fifths (44%) of residents who have seen a copy of Link magazine in the last 12 months have either read all or most of it, decreasing slightly by 3% points since 2013 (47%), and significantly decreasing by 10% points since 2011 (54%). Over a quarter (29%) of residents either just glanced at it or never read any of it.

Figure 57: Responses to how much of Link Magazine residents read - demographic sub group analysis

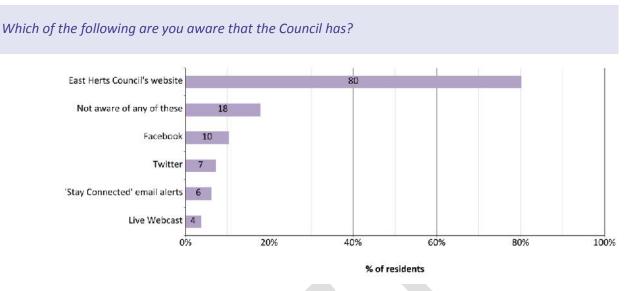


Base: Residents who have seen a copy of Link magazine in the last 12 months (number in brackets)

Residents aged 65 and over, retired residents, residents without children, those who have a disability, Christian residents and residents who live in Buntingford and Hertford Rural North wards are significantly more likely to have read all or most of the copy of Link magazine they received, while residents aged between 18 and 34, those are working, residents with children, residents who have no religion and those living in Bishop's Stortford South ward are significantly less likely to have read all or most of it.

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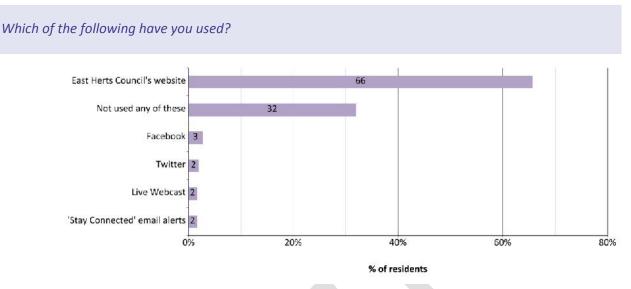
Figure 58: Responses to which of the following were residents aware that the Council has



Base: All Residents (1094)

- ^{9.10} Four fifths (80%) of residents are aware that East Herts Council has their own website, however, only small proportions are aware that the Council has a Facebook page (10%), a Twitter page (7%), 'Stay Connected' email alerts (6%) and a live webcast (4%). Nearly a fifth (18%) of residents are not aware of any of these.
- In 2015, the additional response category 'Not aware of any of these' was included in order to distinguish between non-response and genuine instances where residents were not aware of listed online Council resources. For this reason, direct comparisons should not be drawn with previous surveys. However, when this response is treated as 'invalid' direct comparisons can be made. Residents in 2015 were significantly more likely to be aware of the Council's 'Stay Connected' email alerts.

Figure 59: Responses to which of the following residents used

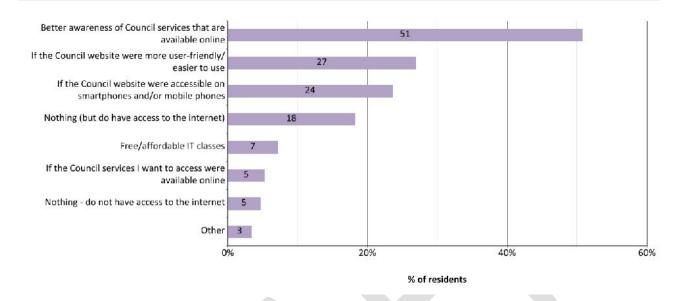


Base: All Residents (1115)

- ^{9.12} Two thirds of residents (66%) have used East Herts Council's website, however, very few have used the Councils Facebook (3%) and Twitter (2%) pages, along with the 'Stay Connected' email (2%) and live webcast (2%).
- ^{9.13} For this question, the response option 'Not used any of these' was added in 2015 in order to distinguish between non-response and genuine instances where residents had not used any of the listed online Council resources. With this response treated as valid, nearly a third of residents (32%) stated that they have not used any of these resources.
- ^{9.14} When this response option is treated as 'invalid' so that comparisons can be drawn to the 2013 survey, there are no significant increases or decreases in the use of any of the online Council resources.

Figure 60: Responses to what would encourage residents to use the Council's website more

In our last Residents' Survey, we found that only 7% of you use East Herts Council's website. What would encourage you to use the Council's website more?

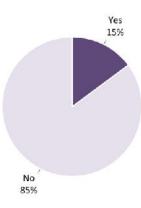


Base: All Residents (1043)

- 9.15 When asked what would encourage residents to use the Council's website more, over half (51%) said better awareness of Council services that are available online. Over a quarter (27%) of residents said if the Council website was more user-friendly/easier to use, and just under a quarter (24%) said that if the Council website was accessible on smartphones and/or mobile phones, this would encourage them to use the Council's website more.
- ^{9.16} Almost a fifth (18%) said that, although they have access to the internet, nothing would encourage them to use East Herts Council's website.

Figure 61: Recent email contact with East Herts Council

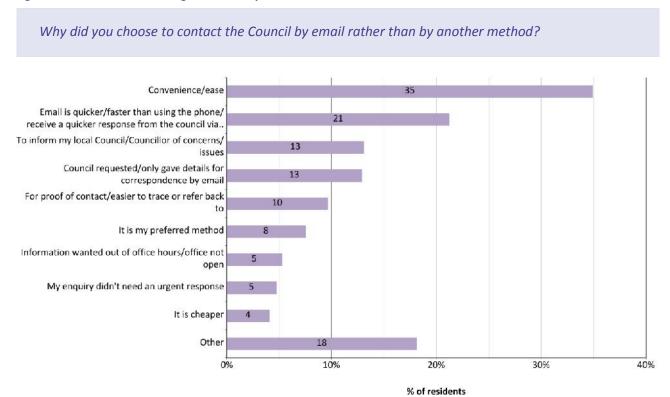
Have you contacted East Herts Council by email in the last 6 months?



Base: All Residents (1114)

9.17 Only 15% of residents have contacted East Herts Council by email in the last 6 months. Residents aged 75+ and those living in Hertford Kingsmead, Sawbridgeworth, Ware Christchurch and Ware St Mary's are significantly less likely to have contacted the Council by email in the last 6 months, while residents who have contacted the Council with a complaint are significantly more likely to have contacted the Council by email in the last 6 months.

Figure 62: Reasons for contacting the Council by email



All Residents (146)

- 9.18 Over a third (35%) of residents chose to contact the Council by email because of its convenience/ease, while around a fifth (21%) did so because email is quicker/faster than using the phone/they receive a quicker response from the Council via email. Over 1 in 10 residents emailed to inform their local Council/Councillor of concerns or issues (13%) or because the Council requested or only gave details for correspondence by email (13%). 1 in 10 (10%) residents chose to contact the Council by email for proof of contact or because it is easier to trace or refer back to.
- ^{9.19} Some 'other' responses commonly referred to issues with telephone contact, such as dissatisfaction with the ease or outcome of telephone contact.

Summary of Key Points - Communications

Opinion Research Services

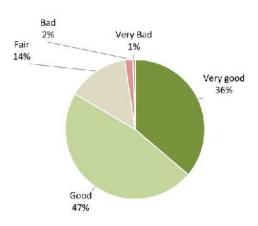
- The majority of residents currently (45%) and would like to (55%) to find out about East Herts Council from information provided by the Council. A third (33%) of residents currently find out about East Herts Council using the Council website/internet, whilst just over half (52%) of residents would like to do the same.
- Over four fifths (85%) of residents have seen a copy of Link magazine in the last 12 months. Of these, almost half (44%) have read all or most of it, while over a quarter (29%) either just glanced at it or never read any of it.
- Two thirds of residents (66%) have used East Herts Council's website, however, very few have used the Councils Facebook (3%) and Twitter (2%) pages, along with the 'Stay Connected' email (2%) and live webcast (2%). Nearly a third of residents (32%) have used none of the Council's online services.
- The main three ways in which residents could be encouraged to use the East Herts Council's website would be through better awareness of Council services that are available online (51%), if the Council website was more user-friendly/easier to use (27%) and if the Council website were accessible on smartphones and/or mobile phones (24%).



10. Health and Wellbeing

Figure 63: Responses to how residents rate their health

How is your health in general? Would you say it is...?



Base: All Residents (1156)

- ^{10.1} Additional questions were included in 2015 regarding residents' self-reported assessment of health and wellbeing. Residents were initially asked how their health was in general.
- Over four fifths of residents (83%) say that their health is good or very good in general. A further 14% of residents say that their health is fair, while only 2% say that it is bad or very bad.

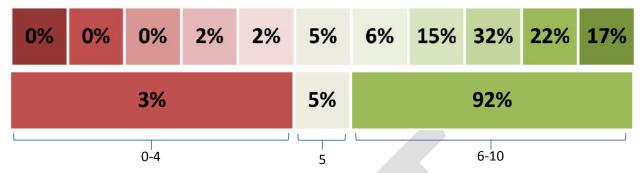
Overall (1156) By Household type With children (271) 91 Without children (858) 80 By Age 35-44 (148) 65-74 (245) 74 -10 75+ (177) By Tenure Owned (921) 87 +3 Rented (197) 70 -14 By Working Status Working (604) 90 Retired (438) 67 By Disability Yes (237) No (878) 92 +9 By Ward Hertford Castle (74) +9 25% 0% 50% 75% 100% % of residents Significantly above average Significantly below average

Figure 64: Responses to how residents rate their health – demographic sub group analysis

10.3 Residents with children, those aged 34-44, residents living in owned accommodation, working residents, those without a disability and residents living in Hertford Castle were significantly more likely to say that their health was good in general. Residents without children, aged 65+, retired residents, those who live in rented accommodation and residents with a disability are significantly less likely to rate their health as good in general.

Figure 65: Responses to how residents rate their wellbeing

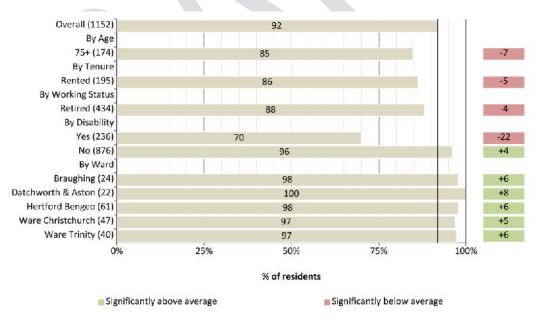
On a scale of 0-10, where 0 is very poor and 10 is very good, how would you rate your wellbeing in general? Wellbeing can be defined as your outlook on life and how content you are with it.



Base: All Residents (1152)

- Residents were asked to rate their wellbeing on a scale of 0-10, where 0 is very poor and 10 is very good, and were given a definition of wellbeing.
- ^{10.5} 92% gave an answer between 6 and 10, indicating good wellbeing, while 5% gave a neutral answer and 3% gave an answer between 0 and 4, indicating poor wellbeing.

Figure 66: Responses to how residents rate their wellbeing - demographic sub group analysis



Base: All Respondents (number of respondents shown in brackets)

This chart shows residents who were significantly more or less likely to rate their wellbeing between 6 and 10. Residents who do not have a disability and residents living in Braughing, Datchworth & Aston, Hertford Bengeo, Ware Christchurch and Ware Trinity were significantly more likely to rate their wellbeing between 6-10, while residents who are aged 75+, retired residents, those living in rented accommodation and residents who have a disability are significantly less likely to rate their wellbeing between 6-10.

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