



**MEETING** : COMMUNITY SCRUTINY COMMITTEE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : TUESDAY 27 SEPTEMBER 2016  
**TIME** : 7.00 PM

**PLEASE NOTE TIME AND VENUE**

**MEMBERS OF THE COMMITTEE**

Councillor P Moore (Chairman)  
Councillors I Devonshire, (Vice Chairman), J Goodeve, H Drake,  
D Oldridge, P Phillips, M Pope, P Ruffles, C Snowdon and N Symonds

**Substitutes**

Conservative Group: Councillors D Andrews, R Henson, R Standley  
and C Woodward

*(Note: Substitution arrangements must be notified by the absent Member  
to Democratic Services 24 hours before the meeting)*

**CONTACT OFFICER: LORRAINE  
BLACKBURN  
01279 502172  
lorraine.blackburn@eastherts.gov.uk**

## DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
  - must not participate in any discussion of the matter at the meeting;
  - must not participate in any vote taken on the matter at the meeting;
  - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
  - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
  - must leave the room while any discussion or voting takes place.
  
2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.
  
3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.

4. It is a criminal offence to:

- fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
- fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
- participate in any discussion or vote on a matter in which a Member has a DPI;
- knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

---

**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. Apologies

To receive apologies for absence

2. Minutes (Pages 5 - 14)

To confirm the Minutes of the meeting held on 28 June 2016

3. Chairman's Announcements

4. Declarations of Interest

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

5. Hertford Theatre - Annual Report for Financial Year 2015/16 (Pages 15 - 40)

6. Annual Performance report for network Homes and Circle Housing, South Anglia Housing Associations: Housing Stock Transfer - Residual Undertakings (Pages 41 - 50)

7. Community Scrutiny Committee - Work Programme (Pages 51 - 64)

8. Urgent Business

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

MINUTES OF A MEETING OF THE  
COMMUNITY SCRUTINY COMMITTEE  
HELD IN THE COUNCIL CHAMBER,  
WALLFIELDS, HERTFORD ON TUESDAY  
28 JUNE 2016, AT 7.00 PM

---

PRESENT: Councillor P Moore (Chairman)  
Councillors I Devonshire, J Goodeve,  
H Drake, D Oldridge, M Pope, P Ruffles,  
C Snowdon and N Symonds

ALSO PRESENT:  
  
Councillors A Alder, D Andrews,  
E Buckmaster, G Cutting, M Freeman and  
J Jones

OFFICERS IN ATTENDANCE:

|                    |  |
|--------------------|--|
| Lorraine Blackburn | - Democratic Services Officer                  |
| Cliff Cardoza      | - Head of Environmental Services and Leisure   |
| James Kidd         | - Financial Management Graduate Trainee        |
| Marian Langley     | - Scrutiny Officer                             |
| Joseph Liggett     | - Leisure Services Development Manager         |
| Tracy Matthews     | - Business Support Officer                     |
| Claire Pullen      | - Engagement and Partnerships Officer (Grants) |
| Mekhola Ray        | - Community Projects Team Manager              |

ALSO IN ATTENDANCE:

Jan Stock - Active East Herts

117 APPOINTMENT OF VICE CHAIRMAN

It was proposed by Councillor M Pope and seconded by Councillor C Snowdon that Councillor I Devonshire be appointed Vice-Chairman of the Community Scrutiny Committee for the 2016/17 civic year.

After being put to the meeting, Councillor I Devonshire was appointed Vice-Chairman of the Community Scrutiny Committee for the 2016/17 civic year.

RESOLVED – that Councillor I Devonshire be appointed Vice-Chairman of the Community Scrutiny Committee for the 2016/17 civic year.

118 MINUTES – 15 MARCH 2016

RESOLVED – that the Minutes of the meeting held on 15 March 2016 be confirmed as a correct record and signed by the Chairman.

119 CHAIRMAN'S ANNOUNCEMENTS

The Chairman, Councillor P Moore, welcomed all to the meeting. She hoped that working as a team, much could be achieved.

The Chairman welcomed Councillor A Alder to the meeting and stated that because of the synergy, both Community Scrutiny Committee and Health and Wellbeing Committee needed to work closely together.

The Chairman also welcomed Jan Stock, Chair of Active East Herts to the meeting. The Chairman stated that Ms Stock was also the General Manager of Wodson Park in Ware.

Finally, the Chairman stated that it was Cliff Cardoza's

last meeting as Head of Environmental and Leisure Services. She thanked the Officer for his support, advice and professionalism to the Council and Members over the years.

## 120 DELIVERY PLAN FOR ACTIVE EAST HERTS

Ms Stock thanked Members for inviting her to the meeting. She gave Members a presentation outlining the background of Active East Herts (AEH) and what had been achieved since 2013 with the £5,000 a year from East Herts which had helped them attract £36,375 in direct grants from other sources. She explained that AEH was now strategically aligned with East Herts' priorities and that AEH was affiliated with 189 sports clubs, with access to volunteers, coaches and officials.

It was noted that AEH was delivering activities for the Sport England-funded Forever Active East Herts (FAEH) project. AEH was keen to utilise opportunities presented through their own strategy and draw on the available investment monies available nationally (£265m) for tackling inactivity and to support Sport England's new volunteer strategy (£30m).

Ms Stock explained that AEH was working in partnership with East Herts to deliver key projects integral to the Council's Health and Wellbeing Strategy. She referred to the fact that walking and dancing were now categorised as activities within the Sport England Strategy which could now generate financial support. Ms Stock commented that Sport England was about robust measurement of outcomes and that they were keen to work with all partners to achieve measurable goals. She stated that plans were in place to align their Service Level Agreement and financial plan. Ms Stock outlined some of the successes supported by AEH and how these had been achieved.

Members sought and were provided with clarification on issues such as partnership working with business and ongoing work via Street Games to reach young people to

raise their ambitions. Concerns were expressed regarding Age Concern and people living in rural isolation.

Ms Stock noted that since Marianne McWhinnie had left the Council there had been a gap in terms of support to their work.

The Engagements and Partnerships Team Leader asked Members to consider AEH's Action Plan and the SLA, in the context of the District's demographics, to establish whether the approach outlined in the AEH delivery plan would engage with the inactive 50-75 target age group for Forever Active East Herts and to identify any gaps in the plan in the context of the Council's Sport England project and its alignment of the Council's corporate strategic plan.

The Engagements and Partnerships Team Leader explained what work was being done to ensure the elderly were engaged and to reach those living in rural areas (e.g. working with GPs and through the Village Hall Network).

The Executive Member for Health and Wellbeing thanked Ms Stock for her enthusiasm in promoting and raising awareness and the multiplier effect this had had, in terms of accessing other partnerships and groups.

Members received the report and applauded the recommendations now detailed for approval by the Executive.

RESOLVED – that (A) the report and presentation by Active East Herts (AEH) be applauded; and

(B) the Action Plan and the Service Level agreement as detailed in Essential Reference Papers 'C' and 'D' of the report submitted, be supported for approval by the Executive.



The Chairman submitted a report seeking agreement to the draft work programme for 2016/17 detailed within Essential Reference Paper 'B'. The Scrutiny Officer explained that there were gaps in the programme which needed to be filled and that the only requirement was that by the end of the civic year, Members were statutorily obliged to consider a Crime and Disorder report. She explained that a topic had yet to be identified but that a new Head of Service might have some thoughts on this.

Councillor P Ruffles suggested that a possible topic might be crimes against young people such as cyber-crime and other types of crimes affecting the young. This was supported and the topic added to the programme for further consideration.

Members received the report, as now amended.

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

## 122 LEISURE FACILITY STRATEGY

A report was submitted from the Leisure Facilities Task and Finish Group outlining the issues and options in respect of the management and sustainability of the three joint use leisure facilities and two wholly own sites operated by East Herts Council. The report also highlighted significant risks in terms of capital and revenue funding for the joint use sites.

Councillor D Oldridge asked Members to note that he had been a Member of the Task and Finish Group and felt that he should declare this. It was noted that this was not a Disclosable Pecuniary Interest.

Councillor M Freeman, Chairman of the Task and Finish Group introduced the report and explained the group's Terms of Reference.

The Leisure Services Development Manager provided a summary, the detail of which was set out in the report.

The Officer referred to paragraph 2.19 regarding Ward Freman Pool and commented that -the school had e-mailed the Council to indicate that the School's Adjudicator had confirmed that the school pool had been built by Hertfordshire County Council for use by all local schools not just for the use of Freman College. The Schools Adjudicator had confirmed that it was a County Council asset which should not transfer to the ownership of the school.

The Leisure Services Development Manager explained the aims of the leisure strategy and provided a financial overview. He outlined the conclusions of the Task and Finish Group and summarised the advantages and disadvantages of each of the four options, with Option 4 being recommended as the optimum viable way forward and the one most likely to achieve the Council's outcomes and desired outcomes.

Councillor D Andrews, in querying various work streams as detailed in the report, referred to the absence of secure bicycle racks at Grange Paddocks, even though 40 new car spaces had been provided at the leisure centre. The Head of Environmental Services and Leisure explained that the Council was keen to provide more cycle hubs.

In response to an issue raised in the report, Councillor I Devonshire explained that there were ways of building on flood plains.

In acknowledging that this was a first step in the process in identifying a strategic framework for the future provision of leisure facilities and services, Members sought and were provided with clarification from the Leisure Services Development Manager on the options put forward and the proposed direction of travel, including costs associated with running swimming pools, pool usage, levels of subsidy / concessions and how local pools contributed to fitness especially in relation to primary and secondary school children. In developing a strategy, it was suggested that a holistic approach be taken in terms of

energy usage and how this could be reduced and whether Section 106 monies could be applied.

In response to a query regarding revenue costs should grant be reduced, the Leisure Services Development Manager explained how community trusts worked and cited Wodson Park in Ware as an excellent example.

The Chairman, on behalf of Members thanked all Officers who had been involved in the production of such a detailed and thoroughly researched report.

Members received the report and the recommendations as now detailed.

RESOLVED – that (A) the proposed direction of travel outlined in paragraphs 2.70 to 2.72 and the programme of work outlined in paragraphs 2.73 to 2.76 be endorsed;

(B) the Executive be advised that the proposed direction of travel outlined in paragraph 2.70 to 2.72 and the programme of work outlined in paragraphs 2.73 to 2.76 be approved;

(C) subject to (B) above, a progress report be submitted to Community Scrutiny Committee on 22 November 2016; and

(D) the work of the Task and Finish Group be extended to consider progress in developing the work streams over the next six months as outlined in paragraph 3.2 of the report submitted.

123 DISCRETIONARY COMMUNITY GRANTS REVIEW  
PROGRAMME 2015/16

The Executive Member for Health and Wellbeing submitted a report updating Members on a review of grants allocated between 1 April 2015 and 31 March

2016. The report also sought the approval of the Executive to changes in the grants policy to support new corporate priorities as detailed in the Essential Reference Paper.

The Engagements and Partnerships Officer (Grants) provided a summary of the report as now submitted. She drew Members' attention to the fact that, as the changes to the policy were minor in nature, the Executive Member for Health and Wellbeing via his delegated powers could approve the revised grants policy as a non-key decision. Additionally, recommendation (B) needed to be amended to reflect the figures from "£500 to £1000". She also referred to funding priorities and said that one of the changes to the policy had been to add the priority of funding "projects that tackle inactivity and result in residents leading active and healthy lives."

The Chairman referred to correspondence she had received which stated that in relation to discretionary grants and the need to obtain endorsement from local Members, some applicants found Councillors hard to reach. She said it was best practice for Members to meet with applicants or at least have a telephone conversation before endorsing individual bids.

In response to a query from Councillor M Pope, assurances were provided that the Council was doing all it could to support the vulnerable and elderly, but that there was a role to be played by Councillors in terms of community involvement. The Engagements and Partnerships Team Leader noted that "pop up" themed grants, such as the recent Queen's 90<sup>th</sup> birthday, funded community events that brought people together and enhanced friendships/support networks.

Councillor P Ruffles referred to the policy that grants could not be provided to promote an individual faith, but that the Council would support a Church Hall application. Councillor Ruffles felt that this was discriminatory.

The Executive Member of Health and Wellbeing clarified

that there was a difference between promoting a particular faith (which the Council would not support) and supporting wider community usage of the church hall and activities organised by a faith based group to benefit all the community. The Engagements and Partnerships Team Leader reiterated that this was Council policy. She went on to explain that she represented the Council on the county-wide Interfaith Forum and works alongside community faith groups to promote and build community cohesion.

Members asked that they be kept informed regarding which grants in their wards that they had endorsed had been successful. Councillor J Jones referred to the fact that Members used to have a personal “pot” which could be allocated at their discretion to support local voluntary groups. It was clarified that these funds had not been lost, but had been pooled and were now available through the central application process. The “mini-grant” and “pop up” grant schemes achieved the same outcome, with local Members promoting and endorsing applications from groups in their ward.

Councillors J Jones and C Snowdon referred to the complexity of the grant application process which hindered some applicants. Officers explained that minimum eligibility criteria required applications to have a bank account in their own name and be able to demonstrate good governance. Groups applying for larger grants needed to have a formal constitution.

The Engagements and Partnerships Team Leader referred to the consultation with village hall volunteers, where it was noted that, compared to other local authority grant schemes, East Herts Council’s was relatively straight forward. She added that Officers provided ongoing support and worked with applicants during the process, but that it was important the minimum criteria was met which was for their protection as well as ensuring proper use of Council funds. The Officer referred to the “mini grant” process which was designed to be simpler.

Councillor M Pope referred to the Community Health and Wellbeing Fund and asked for an update on why a substantial amount of money remained unspent. This was provided.

Members received the report and the recommendations as now amended.

RESOLVED – that the Executive Member for Health and Wellbeing, via the non-key decision process, be advised that the Committee supports (A) the changes to the Grants Policy as set out in Essential Reference Paper ‘B’ which supported new corporate priorities ; and

(B) the maximum amount for a Community Activities grant being immediately increased from £500 to £1000, as detailed in paragraph 2.19 of the report submitted.

The meeting closed at 9.25 pm

|                |
|----------------|
| Chairman ..... |
| Date .....     |

## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY COMMITTEE – 27 SEPTEMBER 2016

#### REPORT BY HEAD OF OPERATIONS

#### HERTFORD THEATRE ANNUAL REPORT FOR FINANCIAL YEAR 2015/16

---

#### WARD(S) AFFECTED: All

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

- To present the annual report for 2015/16.

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

**That:**

|            |  |
|------------|--|
| <b>(A)</b> | <b>The annual report for Hertford Theatre for the year 2015/16 be reviewed; and</b>                              |
| <b>(B)</b> | <b>The cohort of volunteers be congratulated and thanked for their contribution to the success of the venue.</b> |

#### 1.0 Background

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

1.2 The community scrutiny committee has previously received and approved five annual reports covering the financial years 2010/11 (committee 14/5/11), 2011/12 (committee 28/8/12), 2012/13 (committee 24/9/13), 2013/14 (committee 23/9/14) and 2014/15 (committee 22/9/15)

#### 2.0 Report

2.1 This is the sixth annual report, covering the financial year 2015/16, and as with the previous year's report, it is structured around the following main elements of the theatre's business.

- Footfall
- Feedback
- Theatre Events
- Cinema
- Pantomime
- Hire
- Café/bar
- Gallery
- Staffing and volunteers
- Marketing
- Financial summary including performance against business plan
- Business developments and future plans.

### 3.0 Footfall

3.1 The footfall in 2015/16 was 180,275 up from 172,757 in 2014/15 and 156,245 in 2013/14. The footfall is made up of the following:

|                        |   |
|------------------------|---|
| Box Office*            | 79,393 tickets sold (up from 77,084 in 2015/16) |
| Regular Classes**      | 28,286 (up from 26,695 in 2015/16)              |
| Non-ticketed events*** | 18,896 (up from 17,578 in 2015/16)              |
| Café Bar****           | 53,700 (up from 51,400 in 2015/16)              |
| Total Footfall:        | 180,275 (up from 172,757 in 2015/16)            |

\*Number of tickets sold.

\*\*Space hired for classes including : Six Week Social, Hertford School of Dance, Expressions Dance, Graham School of Dance, Zumba, Zumbini, Yoga Shala, We Do Care Yoga, Mamababy Bliss, Hartbeeps, Little Bees, Elite Performing Dance, Staveley Academy, Burlesque, Boot camp, Hertford Regional College, NHS Blood Donors, Dinky Dancers – calculated on average number of attendees over 37 weeks (average number of weeks per year hirers are in attendance). Some organisations run more than one class per week.

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



Party, Art Previews – Court Yard Arts, Hertford Library, Herts Chamber of Commerce.

\*\*\*\*calculated on an average of 179 customers per day/night over 6 days per week, 50 weeks per year.

#### 4.0 Feedback

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

4.2 Whilst celebrating the substantial influx of compliments we take any negative feedback very seriously and seek to learn and improve the service as a result. These comments are also presented in **Essential Reference Paper B**.

#### 5.0 Theatre Events

5.1 The Theatre's mission as a community based venue is to create a balanced programme of arts and entertainment. As with all balanced arts programmes some events are much more popular than others but a rich mix of theatre, comedy, music, dance and hires ensures that there is something for everyone.

5.2 There were 49 different live shows (excluding panto) compared with 58 in 2014/15, 54 in 2013/14, 45 in 2012/13 and 65 in 2011/12.

5.3 15,141 tickets were sold in 2015/16 compared to 16,668 tickets in 2014/15, 12,060 tickets in 2013/14, 11,966 in 2012/13 and 12,936 in 2011/12. There was an average attendance of 309 per event in 2015/16 compared with 287 in 2014/15, 223 per event in 2013/14, 265 per event in 2012/13 and 199 in 2011/12.

5.4 Best-selling shows in 2015/16 included: Henning Vehn, Pam Eyres, Katherine Ryan, The Elves and the Shoemaker, Counterfeit Stones, Jo Brand, Monty Don, Vienna Festival Ballet with Coppelia, Aliens Love Underpants.

5.5 Less well performing shows included: A Strange Wild Song, Nicholas Parsons, I Believe in Unicorns.

5.6 Income from live shows in 2015/16 was £184, 615 compared to £198,775, in 2014/15, £154,320 in 2013/14 and £144,339 in 2012/13.

5.7 Benchmarked against Arts Council England threshold for minimum national average attendance of 50% Hertford Theatre shows a positive variance with 72% average capacity.

5.8 Live event summary table:

| Live shows      | 11/12    | 12/13    | 13/14    | 14/15    | 15/16    |
|-----------------|----------|----------|----------|----------|----------|
| Number of shows | 65       | 45       | 54       | 58       | 49       |
| tickets sold    | 12,936   | 11,966   | 12,060   | 16,668   | 15,141   |
| average         | 199      | 265      | 223      | 287      | 309      |
| sales           | £173,464 | £144,339 | £154,320 | £198,775 | £184,615 |

5.9 A full list of shows broken down by category is presented at **Essential Reference Paper C**.

## 6.0 Cinema

6.1 Cinema continues to be a very popular part of Hertford Theatre's offer. There were 269 screenings compared to 190 in 2014/15, 283 in 2013/14 and 250 screenings in 2012/13. 29,640 tickets were sold in 2015/16 compared with 20,560 tickets sold in 2014/15, 22,051 tickets in 2013/14, 20,073 in 2012/13 and 12,711 tickets in 2011/12.

6.2 There were sell-out screenings of: Lady in the Van, Bridge of Spies, The Revenant and Spectre.

6.3 Screenings of live and recorded live broadcasts continued to be popular with 18 events in 2015/16 compared with 11 events in 2014/15, 9 in 2013/14, 8 in 2012/13 and 4 in 2011/12. Hamlet starring Benedict Cumberbatch broadcast from The National Theatre was a particular highlight. The average attendance at these events was 312.

6.4 Income from the cinema in 2015/16 was £166, 289 compared with £101,514 in 2014/15, £102,945 in 2013/14, £92,670 in 2012/13 and £65,654 in 2011/12.

6.5 Benchmarked against other Picturehouse Independent Cinemas (our co-programmer for film) with national average occupancy

figures of 24% Hertford Theatre shows a positive variance with 33% average capacity.

## 6.6 Cinema summary table:

|              |         |         |          |          |          |
|--------------|---------|---------|----------|----------|----------|
| cinema       | 11/12   | 12/13   | 13/14    | 14/15    | 15/16    |
| screenings   | 223     | 250     | 283      | 190      | 269      |
| tickets sold | 12,711  | 20,073  | 22,051   | 20,560   | 29,640   |
| average      | 57      | 80      | 78       | 108      | 110      |
| sales        | £65,654 | £92,670 | £102,945 | £101,514 | £166,289 |

## 6.7 The full list of screenings is presented at **Essential Reference Paper D.**

### 7.0 Pantomime

7.1 The audience for our pantomime continues to grow. Cinderella was Hertford Theatre's very first pantomime in December/January 2010/11 and it sold 5,000 tickets. Sales for Aladdin in 2011/12 increased to 7,500. Dick Wittington sold 8,500 in 2012/13. Beauty and The Beast sold 9,047 in 2013/14. Cinderella and the Glass Slipper in 2014/15 sold 11,866 tickets sold and Hansel and Gretel continued this upward trend in 2015/16 selling 12,755. The panto in 2016/17 will be Little Red Riding Hood. At the time of writing 6 schools performances have sold out with 14 other schools performances currently selling to 75% capacity plus.

7.2 A ticket price increase was implemented across all tickets and income from the Pantomime in 2015/16 was £154,056 up from £128,920 in 2014/15, £107,278 in 2013/14, £81,111 in 2012/13 and £68,777 in 2011/12.

### 7.3 Panto summary:

|              |         |         |         |          |          |          |
|--------------|---------|---------|---------|----------|----------|----------|
| Panto        | 10/11   | 11/12   | 12/13   | 13/14    | 14/15    | 15/16    |
| shows        | 36      | 36      | 36      | 36       | 36       | 39       |
| tickets sold | 5,000   | 7,500   | 8,500   | 9,047    | 11,866   | 12,755   |
| sales        | £31,862 | £68,777 | £81,111 | £107,268 | £128,920 | £154,056 |

### 8.0 Hire

### 8.1 *Main auditorium*

The main auditorium was hired for 111 days in 2015/16, identical to 2014/15 and compares with 108 days in 2013/14, 113 days in 2012/13 and 108 days in 2011/12. Hirers included key users such as Hertford Dramatic and Operatic Society (HDOS), Ware Operatic Society, Dance Design Theatre, Hertford Symphony Orchestra, Richard Hale School, Top Hat, Mayhem and Rare; as well as regional and national organisations such as U3A, National Trust, NHS.

### 8.2 *Studio*

The Studio was hired for 1738 hours in 2015/16 compared with 2150 hours in 2014/15, 1726 hours in 2013/14, 1082 hours in 2012/13 and 949 hours in 2011/12. This represents an average of 7.8 hours per day compared with previous years: 9.6 hrs / 7.7 hrs / 4.8 hrs over 37 weeks (based on average number of weeks per year regular hirers are in attendance). Regular hirers include: Graham School of Dance, Hartbeeps, Hertford School of Dance, HertsYoga, Little Bees, Staveley Productions, Xpressions Dance.

### 8.3 *River Room*

The River Room was hired for 890 hours in 2015/16 compared with 1048 hours in 2014/15, 864 hours in 2013/14, 450 hours in 2012/13 and 570 hours in 2011/12. This represents an average of 4.7 hours per day over 37 weeks (average number of weeks per year hirers are in attendance). The River Room was popular for the under 5's with Little Bees, Mamababybliss and Zumbini; other regular hirers included Jem Ayres, Bootcamp + Studio overflow from Hertsyoga and Xpressions. It is also a meeting place for local and regional businesses and charities including: HCC, NHS, East Herts Council, Bonhams, Natural Therapy Centre, and there have been a number of private functions hires.

#### *Combined hire*

8.6 The combined hire income for 2015/16 was £156,981 compared with £163,178 in 2014/15 £142,383 in 2013/14, £112,655 in 2012/13 and £120,507 in 2011/12. The main reason for the decline in total hours hired compared with previous year is the discontinuation of our biggest hirer: Hertford Regional College, worth £17,000.

| Hire income | 12/13    | 13/14    | 14/15    | 15/16    |
|-------------|----------|----------|----------|----------|
| Auditorium  | £73,288  | £87,671  | £93,163  | £96,830  |
| River Room  | £15,285  | £19,283  | £26,783  | £20,957  |
| Studio      | £24,083  | £35,428  | £43,232  | £39,194  |
| totals      | £112,655 | £142,383 | £163,178 | £156,981 |

## 9.0 Café/bar

9.1 The café/bar continued to be run in house throughout 2015/16 building on from the success of the operation in 2014/15. The total income for 2015/16 was £159,124 compared with £148,999 in 2014/15.

9.2 The volume of trade and the products sold vary greatly depending on the time of day and the type of activity, event or show. During the daytime the trade is often light with a feature being popularity with mothers with babies and toddlers who enjoy the space and the relaxed atmosphere. By contrast, and as would be expected, the largest volumes of bar trade occur for live evening shows, with the highest selling show being Counterfeit Stones with sales of £3700.

9.3 Innovations in 2015/16 include:

- Introduction of new beers – with Peroni being a best seller
- New cake supplier with introduction of new cakes to include a gluten free range
- Introduction of cookies, which have proved a best seller in the confectionery and biscuit line
- The introduction of Children’s birthday party and events catering packages.
- Branded Sweet bags for Panto

9.4 Cost saving exercises include:

- Working with current suppliers across the board to review cost prices and deals.
- Reviewing selling prices across the offer, increasing where needed.

- Introducing 2 PDQ machines. A significant % of sales are now taken by card – with an increased average transactional spend.
- Tightening all operating procedures e.g. waste

#### 9.4 Café/bar summary:

| Café/bar                           | 11/12   | 12/13    | 13/14                  | 14/15    | 15/16    |
|------------------------------------|---------|----------|------------------------|----------|----------|
| income                             | £70,695 | £141,651 | £128,314               | £148,999 | £159,124 |
| Vat adjustment for 11/12 and 12/13 |         |          | (£13,800)<br>(£20,508) |          |          |

#### 10.0 Gallery

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

10.2 Gallery sales in 2015/16 were £6,714.25 compared to £3,721 in 2014/15, £3,391 in 2013/14, £1,545 in 2012/13 and £2,070 for 2011/12.

#### 11.0 Staffing and volunteers

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

11.2 The total salary cost for 2015/16 was £389,383 including casuals compared with £347,023 in 14/15, £321,015 (plus £2,111 for casuals) in 2013/14, £273,421 in 2012/13 and £318,778 in 2011/12. The increase in costs last year reflects the need to develop capacity to maintain a growing business particularly at weekends.

## 12.0 Marketing

- 12.1 Hertford Theatre has 3229 Facebook Friends an increase from 2066 in 2014/15. Activity takes place every day and includes competitions, promotions and photos. The number of Twitter followers is continuing to grow and we now have over 3746 followers, an increase from 2823 in 2014/15.
- 12.3 In 2015/16, 7562 customers signed up to join our e- list and received regular updates about shows, films and forthcoming activity, this is up from 3207 in 2014/15. We have also created bespoke e-lists for different art forms including a comedy priority list which was 324 and is now 490 and a family e-list which was 144 and is now 182 names.
- 12.4 Hertford Theatre now attends a number of events including Hertford and Ware carnivals, Hertford Christmas lights switch on and a number of town and village events. The bespoke Hertford Theatre marquee now has external lighting for evening events and the opportunity for seating. We offer face painting, competitions and host a magician to engage adults and children in the work of Hertford Theatre.
- 12.5 Hertford Theatre won Best Regional Theatre in the on-line Muddy Stiletto Awards beating competition from Watford Palace Theatre and the Barn Theatre, Welwyn Garden City.
- 12.6 Hertford Theatre was voted the Top Destination in Hertford by Trip Advisors Users, beating other venues such as Hertford Museum, Courtyards Arts and The Castle.
- 12.7 The press database has increased from 46 to 51 organisations receiving regular press updates. The Hertfordshire Mercury, Welwyn and Hatfield Times, Hertfordshire Life feature articles relating to shows and films at Hertford Theatre on a weekly/monthly basis. Magazines including Primary Times, Axis and Families in Herts all feature shows and screenings from Hertford Theatre on a monthly basis. There has been an increased rise in the number of websites/bloggers including Muddy Stilettos and Herts Mumsnet all who feature Hertford Theatre on a monthly basis. All coverage is free and equates to approximately £30,000 of free advertising per year.

12.7 There has been much development work with secondary and primary schools:

- 32 schools came to the pantomime in 2015/16 compared to 31 schools in 2014/15, 29 in 2013/14, 23 in 2012/13, 11 in 2011/12 and 3 in 2010/11. Schools came from all over East Herts as well as Stevenage, Harlow, Goff's Oak and North London.
- 8 schools came to the Hertford Children's book Festival in 2015/2016 compared to 7 in 2014/2015
- Secondary Schools from all over East Herts came to see drama productions and Live and Recorded Screenings as did schools from Broxbourne, Letchworth and Welwyn Garden City.

12.8 In 2015/16 the Pantomime Press Launch was held at Pretty Gorgeous Cakes in Hertford to tie in with the Gingerbread/ Sweet theme of the show. The response from the press was highly supportive with 7 members of the press attending and editorial from 10 publications. Images from the launch, made the front page of The Hertford Mercury Paper and Axis Magazine.

12.9 Hertford Theatre now delivers a programme of Relaxed Cinema Screenings, specially designed for children and their families with SEN and Autism. The film sessions are run in the same way but without extra stimuli such as queuing and Front of House announcements. Families can also download the Hertford Theatre Social Story (a written and visual guide) via the website to familiarise themselves with the building layout and experience of attending the theatre before arriving for an event.

13.0 Financial and overall business summary

13.2 Business continues positively with increases in both incomes and customer numbers achieved across several lines of the operation: live shows, cinema, panto, bar/café and gallery (as set out in paragraphs 5 to 10 above). However, expenditure has increased in the following areas:

- a) Staff costs arising from the need to increase capacity in line with the demands of increasing business levels (ref. paragraph 11).



b) Property maintenance and equipment costs continued to exceed the budget by 10K due to increased insurance costs and increased wear and tear.

13.3 The annual final net expenditure position for 2015/16 was £441,342 compared with £384,851 in 2014/15 and £446,168 in 2013/14. The net expenditure in the original estimate budget for 2015/16 was £480,130 representing a favourable variance against the budget estimate of £38,788.

#### 14.0 Business developments and future plans

14.1 Hertford Theatre is now open on Sundays.

14.2 An improved IT and projection offer is being sought for the River Room and Auditorium to support the delivery of business meetings, functions and parties to increase hire revenue.

14.3 A new cloud-based ticketing system (Ticketsolve) has been implemented which offers a cost saving whilst providing a more dynamic front and back-end delivery of our ticketing service.

14.4 Once Ticketsolve is fully embedded, ticket prices and administrative charges will be subject to review.

14.5 An out of hours IT support service is now in place to support staff working non-traditional hours. The box office system sits outside of this with its own level of bespoke technical support; creating a greater level of resilience for the business.

14.6 DCM now provide on-screen advertising generating revenue of approximately £6K per annum.

14.7 Proposed install of new till system at café/bar to improve stock control and reporting.

14.8 Proposed install of new coffee machine to provide consistency in delivery and an increased revenue return during events.

14.9 Appraisal of new gift voucher scheme to increase revenue.

14.10 Hertford Theatre is currently working in partnership with Harlow Playhouse and the Arts Council to address issues of access, equality and diversity within the cultural programme and operationally.

- 14.11 Hertford Theatre are planning to work in conjunction with Unit Twenty Three to deliver a programme of work targeting Young Carers.
- 14.12 Hertford Theatre are engaged the NHS Mental Health Trust in the delivery of an event to mark World Mental Health Day.
- 14.13 Hertford Theatre continue to be involved with Creative Hertfordshire in developing a cross-county creative and cultural offer.
- 14.14 Hertford Theatre are engaged with Courtyard Arts, University of Hertfordshire and Hertford Arts Hub in the cultural development of The Old British School and the basement of the McMullens brewery in Hertford.
- 14.15 Plans are in place to deliver a relaxed performance with BSL interpreter for pantomime 16/17.
- 14.16 An options appraisal is planned to review the Business Plan and capitalise on the investment.
- 15.0 Implications/Consultations
- 15.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

### Background Papers

Executive 11/5/10 Castle Hall investment proposals.

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

Executive 23/7/13 Investment Proposals

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

Contact Member: Councillor Eric Buckmaster – executive member for health, housing and community support  
[eric.buckmaster@eastherts.gov.uk](mailto:eric.buckmaster@eastherts.gov.uk)

Contact Officer: Jess Khanom – Head of Operations  
[Jess.khanom@eastherts.gov.uk](mailto:Jess.khanom@eastherts.gov.uk)

## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

|  |   |
|--|---|
| Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i> | Priority 1 – Improve the health and wellbeing of our communities<br><br>Priority 2 – Enhance the quality of people's lives<br><br>Priority 3 – Enable a flourishing local economy |
| Consultation:  | <i>Portfolio holder, accountancy, acting chief executive</i>  |
| Legal:   | <i>None</i>   |
| Financial:   | <i>Financials in this report have been verified by service accountant</i>   |
| Human Resource:  | <i>None</i>   |
| Risk Management:   | <i>None</i>   |
| Health and wellbeing – issues and impacts:   | <i>Growing numbers of local people enjoy engaging in social and cultural activities at the venue, contributing to wellbeing objectives.</i>                                       |

This page is intentionally left blank

**FEEDBACK**

**POSITIVE**

**"Family friendly theatre"**

We have seen several productions here in recent years. The most recent being last year's production of Hansel and Gretel. Staff were helpful and facilities were clean. The production itself was well choreographed and enjoyed by all. (Visited December 2015)

**"Fantastic addition to the town"**

Love Hertford Theatre - great space in the cafe for kids, well used areas for groups and the cinema/theatre have some top films and shows. (Visited February 2016)

**"Excellent Theatre/Cinema"**

Hertford Theatre is our "local" and we are very proud of it. The booking desk staff are always helpful and the seating in the auditorium is comfortable and well designed. We enjoy shows and films there and particularly enjoy the matinee performances, as we then get home in daylight. There is also a very good cafe with drinks/cakes and ice cream and often displays of local art. Great productions, great staff and great place! (Visited January 2016)

**"Getting some good shows"**

Recently seen two stand ups Jeremy Hardy and Mark Steel. Both very good and Mark Steel launched his new tour at Hertford. They both made the same joke about Hertford having two stations. (Visited January 2016)

**"Clean, convenient, comfortable."**

Went to the theatre to see live production one week and then for children's film the next week. Tickets were posted in super quick time on both occasions as ordered online. Once there, lovely open plan foyer and warm atmosphere. No queues!!!! Hoorah! Once in the theatre, seats comfortable and well-spaced so that view isn't blocked at all even if someone right in front. Fab show on week 1 and great film screen on week 2, with great cinema sound. No hustle and bustle on the way out as great open layout. Staff friendly. The kids loved it. Would definitely go back as so convenient and pleasant. (Visited January 2016)

**"Great local entertainment"**

Good comfortable seating , best ice cream. Opera screened from London theatre excellent excellent excellent excellent (Visited January 2016)

**"Cinema"**

Visit the hertford cinema often as they have the current films as they are released from the big screens. Very comfortable, well-spaced seating. A joy to visit. (Visited October 2015)

**"Hansel and Gretel and Ginger Spice, Fire and Ice"**

We loved this show. It was very entertaining and we all had a brilliant time and met the cast in the foyer after the show. (Visited December 2015)

**"Hansel and Gretel"**

As a family, we always go to the pantomime before Christmas. This time, we thought we'd try Hertford Theatre for a change (we usually go to St Albans or Watford). It was a good choice because the cast

were all excellent and the storyline had a twist which held the interest of children and adults. Great idea which was enhanced by the wonderful singing and dancing. Brilliant! (Visited December 2015)

#### [“Hansel & Gretel was amazing !!”](#)

Took my twins and a group of their yr2 friends to Hertford Theatre today, to see Hansel & Gretel. We see lots of shows at Hertford Theatre and all the pantomimes, both with our own children and with large groups, but this was definitely, one of the best pantos. The atmosphere with all the children was incredible. :- ) (Visited December 2015)

#### [“Delightful small venue”](#)

Have used this venue for both the Cinema and Theatre (same auditorium). Seating very good and well positioned. (Visited October 2015)

#### [“Nice layout”](#)

Very airy reception area, with seating. The ladies toilets are very chic and clean. The seating in the theatre is very well thought out and all seats give a good view of the stage. (Visited November 2015)

#### [“Small but pleasant theatre”](#)

This is a small theatre that shows films and a variety of stage performances including plays and music and comedy performers. Some are professional and others amateur.

The seating excellent and well tiered. For watching a film you could sit anywhere for a good view except as usual the front few rows.

Prices are good and for a concession to watch a film it's only £5. Great value for seniors over 60s. (Visited August 2015)

#### [“Visit to cinema”](#)

I have been several times to cinema and theatre. Friendly atmosphere, clean and well run. Only criticism is that the seating in the auditorium is uncomfortable. (Visited August 2015)

#### [“Great theatre”](#)

It's great to have a theatre like this in my home town showing up to date films which we go to a lot. There is always entertainment going on with many shows, pantomimes & plays etc. The raked seating is excellent as you can see where ever you sit. Well done Hertford Theatre. (Visited June 2015)

#### [“We love it!”](#)

I have been here many times with my daughter to see films and live shows and we love it! It's modern, clean, and friendly and the size of the auditorium (it seems quite small to me, which I prefer) means that you should never be stuck somewhere where you can't see the stage. They often run free little workshops for some of the productions/films which is an added bonus, but the only thing I would say about them is that it would be nice to see more of these workshops available for morning showings as well as the afternoons. If it had a free car-park attached it would be perfect! (Visited June 2015)

#### [“The Stick Man at Hertford Theatre”](#)

Having taken our 6 year old to Hertford Theatre, previously to watch various children's films. Today we took him to the live show 'The Stick Man', the show was amazing, but also very importantly the theatre and it staff and facilities are excellent. The whole experience, gave us some very important a

family time. We would encourage everyone to go along to see a production, to enjoy the facilities etc. (Visited June 2015)

[“Convenient theatre for local viewing...”](#)

Reviewed 2 June 2015

Went here to see the pirates of Penzance live from the ENO. Great experience and comfortable auditorium with good visibility all round. A great venue for such events and one hopes there will be more of them.

[“West side story”](#)

Reviewed 25 May 2015

Went with mum grandchild sister and friend the theatre is clean and cosy and friendly staff. We went to see west side story there was kids doing the show ranging from 9 they were just brilliant very good show. Hope to go back soon.

[“Well worth a visit”](#)

Reviewed 21 May 2015

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

[“great!”](#)

Reviewed 19 May 2015

Hertfordshire is a superb venue to have in Hertford. Excellent entertainment, especially cinema screenings and kids shows. The bar and cafe are also very well run.

**NEGATIVE**

[“Lovely friendly theatre”](#)

So lucky to have such a lovely theatre on our doorstep, so much nicer than the huge corporate cinemas. However, the refreshments are very poor and could have so much more on offer. (Visited November 2015)

[“Good theatre, poor refreshments”](#)

We went to watch Mark Steel share his wit and wisdom which was well worth the ticket price. However, the catering facilities in the theatre foyer are extremely poor and not enough seats to cater for people waiting to go into the main theatre area. (Visited February 2016)

[“Well it kind of depends doesn't it ...”](#)

A very good and well appointed regional theatre - lots of variety to be had here and also often used to show movies, would recommend local amateur theatre productions in particular - food not too good as there isn't any of note but great location with numerous restaurants within easy walking distance - parking can be a nightmare allow at least 30mins to find a parking spot!  
(Visited October 2015)

*I really don't complain about much, and very rarely will I write a letter or email of a concern I have about anything. However, it was brought to my attention that 'Fifty shades of Grey' was having a showing at Hertford Theatre with the possibility of under 18month old children being present. I would like you to seriously consider dropping this showing as I feel it is unacceptable apart from the negative impact it may have on Hertford Theatre for which I have to say I have very fond and happy memories.*

*We have had to leave this production today whilst on. I would like to make a formal complaint and request a refund. Nowhere on the advertising said it was an amateur production and it very clearly was and a bad one at that. I have to say I am very disappointed Hertford theatre which usually shows*

*quality productions that we regularly frequent and am horrified by the misrepresentation of the show and its quality.*



| <b>ERP C LIVE EVENTS</b>       |                |                  |              |
|--------------------------------|----------------|------------------|--------------|
|                                |                |                  |              |
| <b>Apr-July 2015 (Cap 408)</b> |                |                  |              |
| <b>SHOW</b>                    | <b>Tickets</b> | <b>Occupancy</b> | <b>Genre</b> |
| <b>APR</b>                     |                |                  |              |
| Andy Parsons                   | 408            | 100%             | Comedy       |
| Cpt Flinn                      | 408            | 100%             | Children     |
| VFBallet                       | 268            | 66%              | Dance        |
| Pam Eyres                      | 408            | 100%             | Event        |
| Kevin Bridges                  | 408            | 100%             | Comedy       |
| Nursing Lives                  | 136            | 34%              | Theatre      |
| <b>MAY</b>                     |                |                  |              |
| Jack Dee                       | 408            | 100%             | Comedy       |
| A Strange Wild Song            | 136            | 34%              | Theatre      |
| Three Music                    | 116            | 29%              | Music        |
| Henning Vehn                   | 408            | 100%             | Comedy       |
| <b>JUNE</b>                    |                |                  |              |
| Jaleo                          | 153            | 38%              | Dance        |
| Nicholas Parsons               | 137            | 34%              | Event        |
| Lewis Schaffer                 | 176            | 44%              | Comedy       |
| Stickman                       | 876            | 73%              | Children     |
| Katherine Ryan                 | 408            | 100%             | Comedy       |
| <b>SEPT</b>                    |                |                  |              |
| Josh Widdecombe                | 400            | 100%             | Comedy       |
| Scarecrows Wedding             | 770            | 50%              | Childrens    |
| Jeremy Hardy                   | 250            | 62%              | Comedy       |
| Abba                           | 306            | 100%             | Music        |
| Live at Comedy                 | 131            | 33%              | Comedy       |
| <b>OCT</b>                     |                |                  |              |
| Falcons Malteser               | 203            | 50%              | Drama        |

|                          |      |      |           |
|--------------------------|------|------|-----------|
| Gala                     | 207  | 52%  | Author    |
| Chloe Inkpen             | 60   | 100% | Author    |
| I Believe in Unicorns    | 139  | 20%  | Drama     |
| Mozart Question          | 223  | 55%  | Drama     |
| Elves and Shoemaker      | 240  | 100% | Children  |
| David Baddiel            | 60   | 100% | Author    |
| Holly Smale              | 76   | 98%  | Author    |
| James Mayhew             | 60   | 100% | Author    |
| Harry Potter Event       | 220  | 54%  | Event     |
| Rob Beckett              | 403  | 100% | Comedy    |
| Burlesque                | 292  | 72%  | Music     |
| Ed Byrne                 | 408  | 100% | Comedy    |
| Aliens Love Underpants   | 1306 | 80%  | Childrens |
|                          |      |      |           |
| <b>NOV</b>               |      |      |           |
| Dickens Abridged         | 160  | 40%  | Comedy    |
| Coppelia                 | 326  | 80%  | Dance     |
| Disco Pigs               | 157  | 38%  | Drama     |
| Counterfeit Stones       | 392  | 100% | Music     |
| Jo Brand                 | 403  | 100% | Comedy    |
|                          |      |      |           |
| <b>JAN</b>               |      |      |           |
| Mark Steel               | 392  | 97%  | Comedy    |
| Not Now Bernard x 2      | 321  | 40%  | Childrens |
| Stephen K Amos           |      |      | Comedy    |
|                          |      |      |           |
| <b>FEB</b>               |      |      |           |
| Stewart Francis          | 408  | 100% | Comedy    |
| Romesh Ranganathan       | 408  | 100% | Comedy    |
| Comedy Gala              | 408  | 100% | Comedy    |
|                          |      |      |           |
| <b>MAR</b>               |      |      |           |
| UK Pink Floyd            | 193  | 47%  | Music     |
| Pongos Party             | 354  | 87%  | Childrens |
| Omid Djalili             | 408  | 100% | Comedy    |
| Backstage in Biscuitland | 203  | 50%  | Drama     |

|  |       |         |  |
|--|-------|---------|--|
|  |       |         |  |
|  | 15141 | Avg 72% |  |

This page is intentionally left blank

## ERP D CINEMA EVENTS

| MONTH                               | CONTENT   | Tickets | Screenings |
|-------------------------------------|---|---------|------------|
| Mar-16                              | The Lady In The Van                                 | 602     | 3          |
|                                     | The Big Short                                       | 329     | 3          |
|                                     | Suffragette   | 100     | 2          |
|                                     | Joy   | 186     | 2          |
|                                     | Spotlight   | 346     | 2          |
|                                     | Room  | 413     | 2          |
|                                     | The Revenant  | 463     | 2          |
|                                     | Capture the Flag 2D                                 | 55      | 1          |
|                                     | NT Live: Hangmen                                    | 168     | 1          |
|                                     | Bridge Of Spies                                     | 164     | 2          |
| NT Live: As You Like It             | 77  | 1       |            |
| Feb-16                              | Snoopy And Charlie Brown: The Peanuts Movie 2D      | 404     | 2          |
|                                     | The Danish Girl                                     | 570     | 3          |
|                                     | The Good Dinosaur 2D                                | 137     | 2          |
|                                     | Star Wars: The Force Awakens 2D                     | 516     | 5          |
|                                     | The Danish Girl                                     | 138     | 1          |
|                                     | Bridge Of Spies                                     | 672     | 3          |
|                                     | Snoopy And Charlie Brown: The Peanuts Movie 2D      | 459     | 3          |
|                                     | The Lady In The Van                                 | 1068    | 4          |
|                                     | The Good Dinosaur 2D                                | 580     | 3          |
| NT Encore: Les Liaisons Dangereuses | 124   | 1       |            |
| Jan-16                              | Suffragette   | 920     | 4          |
|                                     | NT Encore: Jane Eyre                                | 226     | 1          |
|                                     | Carol   | 345     | 3          |
|                                     | Brooklyn  | 506     | 3          |
|                                     | The Lady In The Van                                 | 249     | 2          |
|                                     | SPECTRE   | 696     | 4          |
|                                     | ENO Encore: The Mikado                              | 221     | 1          |
|                                     | SPECTRE   | 275     | 2          |
|                                     | Branagh Theatre Encore: The Winter's Tale           | 228     | 1          |
| Nov-15                              | Strange Magic                                       | 49      | 1          |
|                                     | Everest 2D  | 56      | 1          |
|                                     | Everest 2D  | 306     | 3          |
|                                     | A Walk In The Woods                                 | 386     | 4          |
|                                     | La Grande Illusion (Re 2012)                        | 57      | 1          |
|                                     | Irrational Man                                      | 96      | 2          |
|                                     | NT Encore: Hamlet (2015)                            | 358     | 1          |
|                                     |   |         |            |
| Oct-15                              | Ricki And The Flash                                 | 106     | 2          |
|                                     | Legend  | 295     | 2          |
|                                     | 45 Years  | 540     | 4          |
|                                     | RSC Live: Henry V                                   | 134     | 1          |
|                                     | The Importance Of Being Earnest Live 2015 (theatre) | 308     | 1          |

|        |                                       |      |   |
|--------|---------------------------------------|------|---|
|        | A Farewell To Arms (re: 2014)         | 21   | 1 |
|        | Gemma Boverly                         | 128  | 3 |
|        | Paddington                            | 119  | 1 |
| Sep-15 |                                       |      |   |
|        | Roger Waters The Wall                 | 52   | 1 |
|        | Inside Out 2D                         | 457  | 4 |
|        | NT Encore: Coriolanus                 | 34   | 1 |
|        | The Man From U.N.C.L.E.               | 90   | 2 |
|        | The Battle Of Britain At 75           | 81   | 1 |
|        | Miss Julie (2015)                     | 56   | 3 |
|        | Mission: Impossible Rogue Nation      | 136  | 3 |
|        | Absolutely Anything                   | 41   | 2 |
|        | The Legend of Barney Thomson          | 78   | 3 |
|        | Testament Of Youth                    | 58   | 1 |
|        | RSC Encore: Othello                   | 116  | 1 |
|        | The Third Man (re: 2015)              | 100  | 1 |
|        | NT Live: The Beaux Stratagem          | 60   | 1 |
|        | Far From The Madding Crowd            | 117  | 2 |
|        | The African Queen                     | 19   | 1 |
| Aug-15 |                                       |      |   |
|        | Shaun the Sheep Movie                 | 26   | 1 |
|        | Amy                                   | 294  | 3 |
|        | 13 Minutes                            | 86   | 2 |
|        | Song of the Sea                       | 104  | 4 |
|        | Love and Mercy                        | 203  | 5 |
|        | Minions 2D                            | 299  | 3 |
|        | Paddington                            | 43   | 1 |
|        | The Choir (2015)                      | 133  | 4 |
|        | The Avengers: Age Of Ultron 2D        | 67   | 1 |
|        | Slow West                             | 81   | 2 |
|        | Minions 2D                            | 330  | 2 |
|        | Tomorrowland                          | 15   | 1 |
|        | Mr Holmes                             | 75   | 2 |
|        | Frozen Singalong                      | 75   | 1 |
| Jul-15 |                                       |      |   |
|        | Moomins On The Riviera                | 107  | 2 |
|        | Jurassic World 2D                     | 64   | 1 |
|        | NT Encore: Everyman                   | 86   | 1 |
|        | Minions 2D                            | 1020 | 5 |
|        | Mr Holmes                             | 223  | 5 |
|        | Jurassic World 2D                     | 177  | 2 |
|        | Moomins On The Riviera                | 78   | 2 |
|        | London Road                           | 88   | 1 |
|        | RSC Live: The Merchant of Venice      | 150  | 1 |
|        | Queen And Country                     | 83   | 6 |
|        | Danny Collins                         | 27   | 3 |
|        | The Second Best Exotic Marigold Hotel | 48   | 1 |
|        | The Connection                        | 14   | 1 |
|        | English National Opera: Carmen (Live) | 254  | 1 |
| Jun-15 |                                       |      |   |

|        |  |       |     |
|--------|--|-------|-----|
|        | Far From The Madding Crowd                               | 880   | 5   |
|        | A Royal Night Out  | 226   | 5   |
|        | A Midsummer Night's Dream (2015)                         | 40    | 1   |
|        | The Age Of Adaline                                       | 67    | 2   |
|        | A Midsummer Night's Dream (2015)                         | 24    | 1   |
|        | The Falling  | 151   | 2   |
|        | Spooks: The Greater Good                                 | 253   | 2   |
|        | Woman in Gold  | 50    | 1   |
|        | Home 2D  | 481   | 3   |
|        | NT Encore: The Hard Problem                              | 38    | 1   |
|        | The Water Diviner  | 216   | 2   |
|        | Dark Horse - The Incredible True Story of Dream Alliance | 149   | 1   |
| May-15 |  |       |     |
|        | The Spongebob Movie: Sponge Out of Water 2D              | 65    | 1   |
|        | Woman in Gold  | 398   | 3   |
|        | Cinderella   | 252   | 2   |
|        | The Spongebob Movie: Sponge Out of Water 2D              | 69    | 1   |
|        | English National Opera: Pirates of Penzance (Encore)     | 326   | 1   |
|        | NT Live: Man And Superman                                | 83    | 1   |
|        | A Little Chaos   | 300   | 5   |
|        | Still Alice  | 66    | 2   |
|        | Whiplash   | 121   | 2   |
|        | Suite Francaise  | 259   | 2   |
|        | The Second Best Exotic Marigold Hotel                    | 162   | 2   |
|        | NT Encore: Behind the Beautiful Forevers                 | 62    | 1   |
| Apr-15 |  |       |     |
|        | X+y  | 248   | 3   |
|        | Still Alice  | 499   | 3   |
|        | Fifty Shades of Grey                                     | 16    | 1   |
|        | The Second Best Exotic Marigold Hotel                    | 348   | 2   |
|        | Still Alice  | 0     |     |
|        | Shaun the Sheep Movie                                    | 113   | 1   |
|        | Shaun the Sheep Movie                                    | 316   | 2   |
|        | Big Hero 6 2D  | 286   | 2   |
|        | The Second Best Exotic Marigold Hotel                    | 317   | 2   |
|        | Frozen Singalong   | 242   | 1   |
|        | Fifty Shades of Grey                                     | 264   | 2   |
|        | Selma  | 142   | 2   |
|        | The Second Best Exotic Marigold Hotel                    | 1080  | 3   |
|        | Big Hero 6 2D  | 244   | 2   |
|        | Shaun the Sheep Movie                                    | 180   | 2   |
|        | Selma  | 359   | 2   |
|        | NT Encore: A View From the Bridge                        | 215   | 1   |
|        | Maxine Peake as Hamlet                                   | 92    | 1   |
|        |  | 29640 | 269 |

This page is intentionally left blank



## EAST HERTS COUNCIL

### COMMUNITY SCRUTINY COMMITTEE – 27 SEPTEMBER 2016

#### REPORT BY EXECUTIVE MEMBER FOR HEALTH AND WELLBEING

#### ANNUAL PERFORMANCE REPORT FOR NETWORK HOMES AND CIRCLE HOUSING SOUTH ANGLIA HOUSING ASSOCIATIONS 2015/16

---

#### WARD(S) AFFECTED: ALL

---

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

- The report advises the committee on the progress made by the two housing associations which received the Council's housing stock following large scale voluntary transfer in 2002 on the three undertakings that remain following the end of the Delivery of Promises Programme in 2007.
- The report also reports on the performance of both associations' repairs services.

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

##### **That:**

- |            |  |
|------------|--|
| <b>(A)</b> | the Committee review performance in 2015/16 by both Network Homes and Circle Housing South Anglia housing associations on the three remaining stock transfer undertakings and pass any recommendations onto the Executive Member for Health and Wellbeing for consideration. |
|------------|--|

#### 1.0 Background

- 1.1 In March 2002 the Council sold its stock of some 6,500 dwellings to Riversmead (now Network Homes) and Stort Valley (now Circle Housing South Anglia) housing associations in return for a capital receipt and a programme of improvements to the stock. This improvement programme was termed the 'Delivery of Promises'.
- 1.2 The first five year Delivery of Promises programme came to an end in March 2007 and a report was presented to the Performance Scrutiny Committee in July 2007. Importantly, there were other

conditions attached to the sale of the stock which had a much longer timeframe: nomination rights to their empty properties, spend on aids and adaptations and a clawback of receipts arising from right to buy sales.

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

## 2.0 Report

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

2.2 **Nomination percentages.** The Stock Transfer Nomination Agreement states that the two housing associations should allow the Council to nominate tenants to three out of every four of the homes that were transferred whenever they become vacant. This agreement has no end date and it is envisaged that it will run in perpetuity.

2.3 **Aids and Adaptations.** The agreement states the amount that each of the stock transfer housing associations is expected to spend on aids and adaptations, to allow disabled tenants to remain living in their own homes, before turning to the Council for financial assistance. The figure set for the first year was £185,000. It was agreed that this amount should increase annually by inflation, as measured by the Retail Price Index. This agreement lasts for 30 years from the sale of the stock. Based on this agreed calculation the target spend figure for 2015/16 was £270,187.

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

2.5 The performance of the two housing associations against these three promises in 2015/16 is shown in the table below.

| 2015/16 | Target | Network Homes | Circle Housing South Anglia |
|---------|--------|---------------|-----------------------------|
|         |        |               |                             |

|   |                          |          |          |
|---|--------------------------|----------|----------|
| Percentage nominations to vacant homes      | 75%                      | 100%     | 100%     |
| Spend on aids and adaptations               | £270,187                 | £220,980 | £246,614 |
| Homes sold under the preserved Right to Buy | 40 per annum for each RP | 6        | 6        |

- 2.6 There are three points to note regarding performance.
- 2.7 **Point 1:** Network Homes and Circle Housing South Anglia housing associations have both agreed to use the Council's Common Housing Register and so they do not maintain their own transfer lists. As a result, all nominations to Network Homes and Circle Housing South Anglia properties in East Herts are made through the Council. Therefore the actual percentage of nominations to vacant homes in practice is 100%.
- 2.8 **Point 2:** Aids and adaptation works range from small scale hand and grab rails, for which tenants can self-refer through the repairs service for both housing associations, to major works recommended by Herts County Council, following an Occupation Health assessment.
- 2.9 Neither Network Homes nor Circle Housing South Anglia met the target spend for Aids and Adaptations in 2015/16. Each has provided the following information.
- 2.10 Paul Huckstep, Regional Director at Network Homes has advised that there is no current backlog of work, that they have not turned down any aids and adaptations work on the basis of funding and that all the Occupational Health recommendations received have been actioned. In addition some minor aids and adaptations work, that tenants can self-refer will have been costed to the general repairs budget, but they are unable to quantify the actual amount spent.
- 2.11 Anne Brighton, Head of Housing, Circle Housing South Anglia provided the following statement regarding spend on aids and adaptation works:

*We have a significant budget for this service area. Minor adaptations are completed within 20 days of a request and*

*major adaptations are assessed and prioritised. As at 31.3 all requests received (via self-referrals or Occupational Health colleagues) had been approved or were in the process of being assessed & approved. During last year we also had a number of applications withdrawn at the request of the OT and customer or their advocate.*

2.12 It would thus appear that inflationary increases in the target spend for capital aids and adaptations works coupled with the revenue spend on smaller adaptations carried out through the repairs programmes means that both associations are meeting the needs of their tenants. The Council will, however, keep the situation under close review with the two associations.

2.13 **Point 3:** The preserved Right to Buy (RTB) claw back agreement was based on a target of the housing associations selling 40 properties each per year, based on the previous ten years' performance as at 2002. However, there has been a significant down turn in sales since the stock transfer agreement with a total of 282 properties having been sold, under this agreement, in the thirteen years since stock transfer; an average of 21 per annum. This is significantly less than the original target of 40 per annum. The council still receives a clawback amount for each property sold but the overall amount received is therefore significantly less than that predicted in 2002. This reduction in sales is in the main due to the combined effect of significant capping of the eligible discount and high property values in East Herts. Of note, is that the number of tenants eligible for the 'preserved right to buy' (that is, they were secure tenants of the Council at the time of transfer) is reducing each year and will continue to reduce.

2.14 The low level of sales through the RTB has been a concern for national government and they sought to increase purchase rates by doubling the discount level in 2012 and building in annual inflationary uplifts. The discount for 2014/15 in East Herts was set by the government at £77,000. This was increased from April 2015 to £77,900. However, it unlikely that right to buy rates will increase to a significant degree in the coming years.

### 2.15 **Repairs**

At the Community Scrutiny Committee of 17<sup>th</sup> November 2015 the Executive Member for Health and Wellbeing submitted a report commenting on the repairs services of the four significant stocking holding housing associations in East Herts. The Committee agreed that the repairs services of the major local housing

associations be monitored annually with the findings integrated into the Housing Stock Transfer Performance Report.

2.16 Network Homes and Circle Housing South Anglia, which together own and manage approximately 90% of the affordable homes in East Herts, monitor their own repair services in detail, albeit in slightly different ways. They have both been asked to provide statistics for 2015/16 that are broadly comparable on three main aspects:

- percentage of repairs completed within target time,
- percentage of repairs completed at first visit,
- percentage of customers satisfied with their last repair.

### **Network Homes**

Figures are for the whole of Network Homes as the organisation does not report by local authority area.

- Percentage of repairs completed within target:
  - Emergency 94.5% (target 85%)
  - Urgent 90.9% (target 85%)
  - Routine 88.5% (target 85%)
- Percentage of repairs completed first time – 91.8% (target 85%)
- Percentage of customers satisfied with last repair – 86.2% (current target 82% rising to 90% over next 5 years).

### **Circle Housing South Anglia**

Performance figures are for East Herts homes.

- Percentage of repairs completed within target:
  - Urgent 86.0% (target 98%)
  - Emergency 90.5% (target 98%)
  - Routine 94.6% (target 95%)
- Percentage of repairs completed first time:
  - Emergency 85.3% (target 80%)
  - Non-Emergency 84.8% (target 80%)
- Percentage of customers satisfied with last repair:
  - Emergency 91.7% (target 80%)
  - Non-emergency 89.7%. (target 80%)

- 2.17 Network Homes met their published target response times but Circle Housing South Anglia significantly missed the targets for urgent and emergency repairs completed within target time.
- 2.18 Anne Brighton, Head of Housing Services at Circle Housing South Anglia has provided the following comment regarding performance for repairs completed within target time.

*‘At the end of end of March 2015, we had a significant volume of ‘overdue’ repair orders (approaching 3,000) – this has reduced significantly over the year, with a current rate of circa 200. We have seen a positive direction of travel over the year, with annualised performance levels moving towards our targets levels of 98% for Emergency and Urgent repairs and 95% for Routine and Voids. The significant levels of overdue orders at the start of 15/16 mean that achieving an annualised target would not have been possible. April 2016 shows current performance levels continuing to improve and this again helps to demonstrate the improvements made through collaborative working and progress with our transformation plan.’*

- 2.19 Circle Housing South Anglia has provided the following performance figures for April 2016:

- Percentage of repairs completed within target:
  - Urgent 99.7% (target 98%)
  - Emergency 96.2% (target 98%)
  - Routine 97.7% (target 95%)

2.20 ***Quarterly housing association meetings***

It worth noting that a partnership meeting with both the stock transfer housing associations and local ward councillors is held quarterly at the housing association offices. Both performance and strategic issues are covered. Recent topics have included repairs, tenancy management and development issues. These meetings are chaired by Councillor Buckmaster, Portfolio Holder for Health and Wellbeing. All members are invited to attend.

3.0 Implications/Consultations

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

Background Papers  
Stock Transfer Agreements 2002

Contact Member: Councillor Eric Buckmaster, Executive Member for Health and Wellbeing  
[eric.buckmaster@eastherts.gov.uk](mailto:eric.buckmaster@eastherts.gov.uk)

Contact Officer: Jonathan Geall, Head of Housing and Health - Ext No 1594  
[Jonathan.geall@eastherts.gov.uk](mailto:Jonathan.geall@eastherts.gov.uk)

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

This page is intentionally left blank



## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

|  |  |
|--|--|
| Contribution to the Council's Corporate Priorities/ Objectives | Priority 2: Enhance the quality of people's lives<br><br>Of note, access to decent, suitable and settled accommodation has a positive impact on every part of a person's life, including their health and wellbeing.   |
| Consultation:  | <i>Both Network Homes and Circle Housing South Anglia housing associations.</i>  |
| Legal:   | <i>There is a contractual duty for both housing associations to meet the delivery of promises targets.</i>   |
| Financial:   | <i>If the Housing Associations had met the annual target of 40 sales each this would have resulted in the Council receiving substantially more funds in clawback receipts since the transfer.</i>  |
| Human Resource:  | <i>None</i>  |
| Risk Management:   | <i>None</i>  |
| Health and wellbeing – issues and impacts:                     | A decent, suitable and settled home has a positive impact on every part of a person's life, including their health and wellbeing. Access to aids and adaptations to make someone's home more suitable for their needs will have a positive impact on their health and wellbeing. |

This page is intentionally left blank

## EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE: 27 SEPTEMBER 2016

REPORT BY CHAIRMAN OF COMMUNITY SCRUTINY

COMMUNITY SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: none

---

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

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

| <b><u>RECOMMENDATION FOR DECISION:</u></b> |   |
|--|---|
| <b>(A)</b>                                 | the work programme shown in this report be agreed             |
| <b>(B)</b>                                 | the Community Scrutiny Committee on 22 Nov 2016 be cancelled. |

### 1.0 Background

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

### 2.0 Report

- 2.1 The draft work plan for 2016/17 meetings of Community Scrutiny Committee is shown in **Essential Reference Paper B**. The timing of some items shown may have to change depending on availability of essential data (eg from central government).

- 2.2 The 'Markets' function within the authority has moved into the new Operations Department under a new Head of Service. With this change of management, a full and much more detailed 'options appraisal' is now being carried out but the outcome will not be ready in time for the November meeting of this committee. The report on this topic has been rescheduled to 28 March 2017 meeting.
- 2.3 Within the terms of the Police and Justice Act 2006, Community Scrutiny is designated the crime and disorder committee for this authority. The Crime and Disorder (Overview and Scrutiny) Regulations 2009, states that "*a crime and disorder committee shall meet to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions as the committee considers appropriate but no less than once in every twelve month period*". No qualifying item is scheduled as yet for 2016/17.
- 2.4 Following discussions with the Chairman, the committee is invited to consider the suggested topic below for inclusion on the work programme for March 2017:
- The evolving picture of town centre crime linked to the 'night time economy' (draft/working title)
- 2.5 Members are asked to review the agenda for 22 November 2016 where there is now only one verbal update item scheduled and no other substantive item listed. For the efficient and effective use of available resources, officers recommend cancelling this meeting.
- 2.6 Members are asked whether they wish to extend an invitation to one or more of the Executive members to attend the March 2017 meeting (or for just a specific agenda item).
- 2.7 Members are asked whether there is any training relevant to scrutiny or to the function/remit of Community Scrutiny 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 Community Scrutiny agenda (as appropriate).
- 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: Cllr Patricia Moore - Chairman Community Scrutiny Committee [patricia.moore@eastherts.gov.uk](mailto:patricia.moore@eastherts.gov.uk)

Contact Officer: Kevin Williams; interim Head of Democratic and Legal Support Services Extn 1514

Report Author: Scrutiny Officer  
[scrutiny@eastherts.gov.uk](mailto:scrutiny@eastherts.gov.uk)

This page is intentionally left blank

## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS

|   |   |
|---|---|
| <p>Contribution to the Council's Corporate Priorities/ Objectives:</p> <p>2016/17 wording</p> | <p>Priority 1 – Improve the health and wellbeing of our communities</p> <p>Priority 2 – Enhance the quality of people's lives</p> <p>Priority 3 – Enable a flourishing local economy</p> <p>Effective use of the scrutiny process contributes to the Council's ability to meet one or more of its corporate objectives.</p>   |
| <p>Consultation:</p>  | <p>Potential topics for scrutiny are always invited from the Executive and all Members and the public are asked through an annual item in the 'council tax' edition of LINK magazine which is delivered to every household. Members of each scrutiny committee are consulted at every meeting as their work programme is a standing item on the agenda.</p>   |
| <p>Legal:</p>   | <p>According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of members on that committee who are not members of the largest political group on the Council.</p>  |
| <p>Financial:</p>   | <p>Any additional meetings and every task and finish group has resource needs linked to officer support activity and time for officers from the services to make the required input.</p>  |
| <p>Human Resource:</p>  | <p>None</p>   |
| <p>Risk Management:</p>   | <p>Matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for review would risk inefficient use of resources. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.</p>   |
| <p>Health and wellbeing – issues and impacts:</p>   | <p>The broad remit of scrutiny is to review topics which are of concern to the public, many of which have an indirect impact on the general wellbeing of residents of East Herts.</p> <p>The Health and Wellbeing Scrutiny Committee is set up to specifically focus in on issues and topics which have a direct and immediate impact on the health and wellbeing of all those who live, work or study in the district.</p> |

This page is intentionally left blank



Community Scrutiny Committee work programme DRAFT 2016/17

| meeting                | date                                      | topic  | Contact officer/lead  | Next Exec                  |
|------------------------|---|--|---|----------------------------|
| 2016/17                | CIVIC YEAR                                | <ul style="list-style-type: none"> <li>Statutory requirement to undertake a <b>CRIME &amp; DISORDER</b> report during the year .... <b>TBC</b></li> </ul>  |   |                            |
| Meeting 3/4 in 2016/17 | 22 Nov 2016<br><br>Report deadline 09 Nov | <p>Report back on Market research and metrics</p> <p>(Verbal) Update on Leisure Facilities Strategy</p> <p>?</p> <p>Work programme</p>   | <p>Markets now managed under new department – full options appraisal underway. Will not be completed by this date.</p> <p>Chair of T&amp;F group, Head of Service Jess and Lead Officer</p> <p>Scrutiny Officer</p> | 06 Dec 2016<br>07 Feb 2017 |
| <b>JOINT SCRUTINY</b>  | 17 Jan 2017                               | 2017/18 Budget items   |   |                            |
| <b>JOINT SCRUTINY</b>  | 14 Feb 2017                               | <p>2017/18 – 2020/21 Service Plans</p> <p>NEW STYLE Q3 Performance Report (Nov - Dec 2016)</p>   |   |                            |
| Meeting 4/4 in 2016/17 | 28 Mar 2017<br><br>Report deadline 15 Mar | <p><b>Crime and Disorder item: SUGGESTED TOPIC (tbc):</b></p> <p><b>The evolving picture of town-centre crime linked to the ‘night time economy’.</b></p> <ul style="list-style-type: none"> <li>Police (crime stats and stop&amp;search data)</li> <li>Licensing/enforcement</li> <li>Taxi marshals</li> <li>Street pastors</li> <li>CCTV</li> </ul> <p>Leisure Contract – year 8</p> | <p>Head of Service, Lead Officer and invited partners</p> <p>Head of Service and Lead</p>   | 04 April 2017              |

**Essential Reference Paper B**

|  |  |   |  |  |
|--|--|---|--|--|
|  |  | (NOTE: include finer breakdown of satisfaction data to show very/fairly etc – requested by members at their 15/03/16 meeting) | Officer (+ invite SLM)                             |  |
|  |  | Leisure Strategy – Outline Business case  | Joe Liggett and Head of Service (with Exec member) |  |
|  |  | Markets – options appraisal   | Lead Officer with Head of Service                  |  |
|  |  | Work programme – planning for 2017/18   | Scrutiny Officer                                   |  |
|  |  |   |  |  |

The four principles of good public scrutiny:

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

Community Scrutiny

1. To develop policy options and to scrutinise the policies of the Council relating to Licensing, Environmental Health, Community Safety, Emergency Planning, Community Development, Housing Services, leisure, sport, arts, markets, community grants, frontline Councillor Engagement, Equalities, citizens’ advice, benefits and East Herts Strategic Partnership.
2. To make recommendations to the Executive on matters within the remit of the Committee.
3. To take evidence from interested groups and individuals and make recommendations to the Executive and Council for policy change and review the performance of outside bodies on matters within the remit of the Committee.
4. To consider issues referred by the Executive, or members of the Committee and where the views of outsiders may contribute, take evidence and report to the Executive and Council on matters within the remit of the Committee.
5. To consider any item referred to the Committee by any Member of the Council who is not a member of this Committee and decide whether that item should be pursued on matters within the remit of the Committee.
6. To appoint Task and Finish Groups 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.
7. To consider, should it choose to do so, any item within the remit of the committee to be considered by the Executive (except items or urgent business). The relevant report to the Executive will be made available to the Scrutiny Committee. The Executive shall consider any report and recommendations on the item submitted by the Scrutiny Committee.
8. To consider matters referred to the Committee by the Executive/Portfolio Holder on matters within the remit of the Committee and refer the matter to the Executive following consideration of the matter.

This page is intentionally left blank

**Abbreviations & Acronyms which may be used in ‘housing’ related reports/discussions**

| <b>Version 4</b> |   | <b>Revised Feb 2016</b>  |
|------------------|---|--|
| <b>Acronym</b>   | <b>Meaning</b>  | <b>Explanation</b>   |
| ASC (was ACS)    | Adult Social Care – used to be Adult Care Services  | Herts CC Dept dealing with adults with care needs/disabilities         |
| AOT              | Assertive Outreach Team   | Part of Community Mental Health Service                                |
| ASB              | Anti-Social Behaviour   |  |
| BME              | Black, Asian & Minority Ethnic/Black & Minority Ethnic  |  |
| BRMA             | Broad Rental Market Area  | Division of areas for Local Housing Allowance purposes - EH has 3      |
| CAB              | Citizens Advice Bureau  |  |
| CBL              | Choice-Based Lettings   | System of allowing Housing Register applicants to choose where to live |
| CB               | Child Benefit   |  |
| CD               | Community Development   |  |
| CLG (DCLG)       | Department for Communities & Local Government   |  |
| CMHT             | Community Mental Health Team  | Primary Care Trust team for people with mental health issues           |
| CTC              | Child Tax Credits   |  |
| CS (was CSF)     | Children’s Services – was Children, Schools & Families  | Herts CC Dept dealing with the needs of children & families            |
| DLA              | Disability Living Allowance – now replaced by Personal Independence Payments (PIP) for adults over 16 years |  |
| DV               | Domestic Violence   |  |
| EHCAS            | East Herts Citizens Advice Service  | Local CAB service  |
| EHRC             | Equalities and Human Rights Commission  |  |
| ESA              | Employment Support Allowance  | Replaced Incapacity Benefit  |
| HA               | Housing Application   | Application to join the council’s Housing Register                     |
| HB               | Housing Benefit   |  |
| HCA              | Homes & Communities Agency  | The government’s housing, land and regeneration agency,                |

|                |  |  |
|----------------|--|--|
|                |  | and the regulator of social housing providers in England.  |
| HHSRS          | Housing, Health & Safety Rating System                             | System that Environmental Health use to assess safety in the home  |
| HMO            | House in Multiple Occupation                                       | Shared accommodation - rooms let individually in one property  |
| HPU            | Homeless Persons Unit  | Not used in East Herts, but some LAs still refer to temporary accommodation as such.   |
| HR             | Housing Register   | List of applicants asking for social housing, usually prioritised by housing need.   |
| HSSA           | Housing Statistical Appendix                                       | Local Authority annual return on housing stock/numbers   |
| HV             | Home Visit   | Carried out by Housing Options to verify applicant's details   |
| IS             | Income Support   |  |
| ISS            | Independence Support Service                                       | Herts CC Dept dealing with care leavers  |
| JSA            | Job Seeker's Allowance   | Replaced Unemployment Benefit  |
| LCHO           | Low Cost Home Ownership  | Shared equity, shared ownership, fixed equity and other low cost home ownership options  |
| LDF            | Local Development Framework  | Portfolio of local development documents for planning strategy for EH  |
| LDT            | Learning Disabilities Team   | Primary Care Trust team for people with learning disabilities  |
| LHA            | Local Housing Allowance (Housing Benefit)                          | Set levels of HB payable for different sizes of properties with BRMAs  |
| (was LSP) EHSP | East Herts Strategic Partnership (was Local Strategic Partnership) | The EHSP brings together a number of different agencies working in partnership to formulate a District-wide community strategy |
| MAPPA          | Multi Agency Public Protection Arrangement                         | Panel convened to deal with high risk members of the community, often ex-prisoners   |
| MARAC          | Multi Agency Risk Assessment Conference                            | Panel convened to deal with domestic violence  |
| NTA            | Notice of Transfer Application                                     | Housing Options send NTA to housing associations whose tenants have requested a transfer                                       |

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

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

This page is intentionally left blank