

MINUTES OF A MEETING OF THE  
EXECUTIVE HELD IN THE COUNCIL  
CHAMBER, WALLFIELDS, HERTFORD ON  
TUESDAY 6 MARCH 2012, AT 7.00 PM

PRESENT: Councillor A Jackson (Chairman/Leader)  
Councillors M Alexander, M Carver and  
M Tindale.

ALSO PRESENT:

Councillors D Andrews, S Bull,  
Mrs R Cheswright, M McMullen, M Newman,  
P Phillips, N Poulton, P Ruffles, N Symonds,  
M Wood and C Woodward.

OFFICERS IN ATTENDANCE:

Simon Drinkwater	- Director of Neighbourhood Services
Martin Ibrahim	- Democratic Services Team Leader
Alan Madin	- Director of Internal Services
George A Robertson	- Director of Customer and Community Services

667 APOLOGIES

An apology for absence was submitted on behalf of Councillor  
L Haysey.

668 MINUTES

RESOLVED – that the Minutes of the Executive meeting held on 7 February 2012, be approved and signed by the Leader as a correct record.

669 ISSUES ARISING FROM SCRUTINY

The Executive received a report detailing those issues referred to it by the Scrutiny Committees. Issues relating to specific reports for the Executive were considered and detailed at the relevant report of the Executive Member.

RESOLVED – that the report be received.

670 SERVICE PLANS 2012/13

The Leader of the Council submitted a report setting out planned service activity for 2012/13. He referred to the comments submitted by the joint meeting of Scrutiny Committees held on 14 February 2012, and stated that the Executive accepted these. He referred to the need for more measurable outcomes to be identified and encouraged Officers to look at a more focussed approach.

Councillor M Wood referred to previous comments he had made at other meetings in respect of leaf clearance and the impact this had on the elderly. He reiterated his request that greater priority be given by Officers to addressing the issues he had raised.

The Leader reminded Members that the District Council did not have primary responsibility for this issue and that Officers should be encouraged to work with partners. He suggested that, if there were particular problem locations, these should be referred to the relevant Executive Member. The Leader stated that resources were targeted at problem locations.

In response to a question by Councillor N Poulton, the Leader commented that Officers could look at how leaf collection was dealt with in rural locations.

In response to a question by Councillor N Symonds relating to the establishment of Friends of Waytemore Castle, Councillor C Woodward stated that this had been a County Council initiative and that he would make further enquiries.

The Executive approved the recommendations as now detailed.

RESOLVED – that (A) the comments of the joint meeting of Scrutiny Committees, as now submitted, be received and accepted; and

(B) the service plan activity for 2012/13, as now submitted, be approved.

#### 671 RESIDENTS SURVEY 2010 ANALYSIS AND ACTION PLAN

The Leader of the Council submitted a report detailing the results of the 2011 Residents Survey. He summarised the main findings and suggested that more detailed analysis should be undertaken, in order that a better understanding could be achieved. To this end, he proposed that a small informal Member working group be established to develop an action plan around the priorities identified for further investigation.

The Leader also referred to the comments submitted by the joint meeting of Scrutiny Committees held on 14 February 2012, which in the main, the Executive supported. Councillor D Andrews, as the Chairman of that meeting, highlighted the enthusiasm of Members for further investigation into the choice based lettings scheme and giving greater emphasis on the awarding of points on a more local basis than the District level.

Some Members commented that the findings showed a generally high satisfaction rating with the Council. It was agreed to record Members' thanks and appreciation for the hard work of staff in achieving such successful results.

The Executive Member for Finance commented on the methodology used in the Survey and suggested that the working group could also look at options for future surveys. This was supported by the Executive.

The Executive approved the recommendations as now detailed.

RESOLVED – that (A) the ORS Residents Survey and the comments of the joint meeting of Scrutiny Committees be received;

(B) a small number (possibly 4 or 5) priority areas for further investigation / action by Officers be identified; and

(C) the Leader be authorised to convene an informal working group of Members (to include an Opposition Member) to develop an action plan and to consider the best methodology for future Residents Surveys, the outcome to be reported back to the Executive.

## 672 2011/12 ESTIMATES AND 2012/13 FUTURE TARGETS

The Leader of the Council submitted a report setting out the performance indicators the Council was required to publish in its Annual Report. He advised the Executive of estimated performance for 2011/12 and the proposed targets for the next three years.

The Executive approved the recommendations as now detailed.

RESOLVED – that (A) the estimates for 2011/12 and the comments of the joint meeting of Scrutiny Committees, be noted;

(B) the targets, as set out in paragraph 5.1 – 5.3 of the report submitted, to either improve, reduce or retain performance, be approved;

(C) the data quality spot checks that are currently being undertaken, as detailed at paragraph 6.3 of the report submitted, be noted; and

(D) the non inclusion of Unit Cost indicators in the list of PI estimates and targets, as detailed at paragraph 7.1 of the report submitted, be noted.

### 673 MONTHLY CORPORATE HEALTHCHECK - JANUARY 2012

The Leader of the Council submitted an exception report on finance, performance and risk monitoring for January 2012.

The Executive approved the proposals now detailed.

RESOLVED – that (A) the budgetary variances set out in paragraph 2.1 of the report be noted;

(B) £317,900 of the Bircherley Green multi storey car park capital budget be re-profiled from 2011/12 into 2012/13;

(C) £50,000 of the Hertford Theatre Renew Roof Covering capital budget be re-profiled from 2011/12 into 2012/13;

(D) £92,100 of the Footbridge over the River Stort capital budget be re-profiled from 2011/12 into 2012/13;

(E) £16,500 of the North Drive (reconstruct road and drainage) capital budget be re-profiled from 2011/12 into 2012/13;

(F) £45,000 of the Energy Efficiency and Carbon Reduction Measures capital budget be re-profiled from 2011/12 into 2012/13; and

(G) action taken to control strategic risks during the period October 2011 to January 2012, be noted.

The meeting closed at 7.58 pm

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