

EAST HERTS COUNCIL

COMMUNITY SCRUTINY COMMITTEE – 26 OCTOBER 2010

REPORT BY LEADER OF THE COUNCIL

2010/11 SERVICE PLANS – SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of 2010/11 Service Plan actions relevant to Community Scrutiny Committee that have been achieved and details those that require a revised completion date.

RECOMMENDATION FOR COMMUNITY SCRUTINY COMMITTEE:	
(A)	The summary of progress against 2010/11 Service Plan actions be received and Members' comments be relayed to the Executive, and
(B)	Those actions requiring revised completion dates be noted.

1.0 Background

1.1 The 2010/11 Service Plans were scrutinised by the joint meeting of Scrutiny Committees at their meeting held on 16 February 2010 and approved by the Executive at its meeting on 9 March 2010. This report covers the period 1 April to 30 September 2010 for the following services:-

- Community and Cultural Services
- Community Safety and Licensing
- Health and Housing
- Revenues and Benefits.

2.0 Report

2.1 In total, there are 37 2010/11 Service Plan actions relevant to Community Scrutiny Committee, of which:

6% (2) have already been achieved

78% (29) are on target

16% (6) have had their completion dates revised.

2.2 An overview of the achievements by Corporate Priority can be summarised as follows:-

Promoting prosperity and well being; providing access and opportunities. *Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.*

1 action has been achieved;

13 actions are on target;

2 actions have had their completion dates revised detailed in Essential Reference Paper "B" and attached to the report now submitted.

The achievement was the delivery of the summer activities youth diversion programme. The summer activities took place for 5 weeks in all of the 5 main towns and some rural locations in the district. Activities were funded by the Community Safety Partnership (CSP), Housing Associations, and Extended Schools Consortiums and were free for 11-19 year olds. Activities were targeted in areas where there were known problems of anti-social behaviour, or had been in previous years. Individuals who are also known to engage in anti-social behaviour, or be on the periphery of offending, were also targeted. The summer programme included:

- Cooking
- Canoeing
- Karate
- BoxFit
- Football tournaments
- Girls Football
- Cheerleading

- Wheels Bus
- Sports sessions in parks and open spaces.

Full evaluation is now taking place; however, initial findings suggest this year has attracted the highest number of young people taking part in activities and low levels of anti-social behaviour. Officers from the CSP that have been involved in this year's planning and delivery have commented that, despite the bad weather, the majority of activities had increased attendance from last year. New activities such as cheerleading and graffiti art proved popular. Activities also took place in some new locations, including Walkern and Stanstead Abbots and, due to their popularity, will hopefully remain on the programme next year. A full evaluation report will be going to the Responsible Authorities Group in December.

Fit for purpose, services fit for you. *Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.*

1 action has been achieved;

7 actions are on target;

1 action has had its completion date revised (detailed in Essential Reference Paper "B").

The achievement was the development of the new Hertford Theatre website, which is now live and providing easier access for customers and better marketing, including on line ticket sales for the theatre's first professional pantomime Cinderella.

Pride in East Herts. *Improve standards of the neighbourhood and environmental management in our towns and villages.*

1 action is on target

1 action has had its completion date revised (detailed in Essential Reference Paper "B").

Caring about what's built (and) where. *Care for and improve our natural and built environment.*

3 actions are on target;

1 action has had its completion date revised (detailed in Essential Reference Paper “B”).

Shaping now, shaping the future. *Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.*

3 actions are on target

Leading the way, working together. *Deliver responsible community leadership that engages with our partners and the public.*

2 actions are on target.

1 action has had its completion date revised (detailed in Essential Reference Paper “B”).

2.3 Essential Reference Paper “B” details those 2010/11 Service Plan actions that have had their completion dates revised. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2010/11 Service Plan actions can be accessed by referring to the Council’s performance management system, Covalent (www.covalentcpm.com/eastherts).

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within Essential Reference Paper ‘A’ attached to the report now submitted.

Background Papers:-

2010/11 Service Plans report to joint meeting of Scrutiny Committees 16 February 2010.

2010/11 Service Plans report to the Executive 9 March 2010.

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ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improve standards of the built neighbourhood and environmental management in our towns and villages.</i></p> <p>Shaping now, shaping the future <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>There are no specific consultation implications arising directly from this report.</p>
<p>Legal:</p>	<p>There are no specific legal implications arising directly from this report.</p>
<p>Financial:</p>	<p>There are no specific financial implications arising directly from this report.</p>
<p>Human Resource:</p>	<p>There are no specific human resource implications arising directly from this report.</p>
<p>Risk Management:</p>	<p>There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.</p>