

# A G E N D A

## Social & Economic Development Scrutiny Committee

Date: **Thursday, 19th June, 2003**

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Time: **10.30 a.m.**

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Place: **Brockington, 35 Hafod Road,  
Hereford**

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Notes: Please note the **time, date** and **venue** of  
the meeting.

*For any further information please contact:*

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**County of Herefordshire  
District Council**



# AGENDA

## for the Meeting of the Social & Economic Development Scrutiny Committee

To: Councillor A.C.R. Chappell (Chairman)  
Councillor J. Stone (Vice-Chairman)

Councillors H. Bramer, R.B.A. Burke, M.R. Cunningham, Mrs. S.P.A. Daniels, B. Hunt, Mrs. R.F. Lincoln, P.G. Turpin and A.L. Williams.

Non-voting members: HALC; Herefordshire Voluntary action; Chamber of Commerce.

	Pages
<b>1. CHAIRMAN AND VICE-CHAIRMAN</b>	
To note the appointment at Council of Councillor A.C.R. Chappell as Chairman and Councillor J. Stone as Vice-Chairman.	
<b>2. APOLOGIES FOR ABSENCE</b>	
To receive apologies for absence.	
<b>3. NAMED SUBSTITUTES (IF ANY)</b>	
To receive details of Members nominated to attend the meeting in place of a Member of the Committee.	
<b>4. DECLARATIONS OF INTEREST</b>	
To receive any declarations of interest by Members in respect of items on the Agenda.	
<b>5. MINUTES</b>	1 - 8
To approve and sign the Minutes of the meeting held on 17 <sup>th</sup> March and 9 <sup>th</sup> April 2003.	
<b>6. SCRUTINY - ROLE AND TECHNIQUES</b>	9 - 10
To receive a presentation on the role of the scrutiny and the techniques that Scrutiny Committees can use in their work.	
<b>7. SCRUTINY COMMITTEE WORK PROGRAMME 2003/04</b>	11 - 14
To consider whether to make any changes or additions to the work programme for the Committee.	
<b>8. MEMBERSHIP OF THE VOLUNTARY SECTOR REVIEW</b>	15 - 16
To consider membership of the Voluntary Sector Review Team.	
<b>9. POLICY AND COMMUNITY DIRECTORATE 2002/03 FINAL QUARTER PERFORMANCE INDICATORS</b>	17 - 34

	To inform Members of the national and local performance indicator information for the final quarter of 2002/03 for the non-corporate functions of the Policy and Community Directorate, and to summarise the overall performance against targets for 2002/03.	
<b>10.</b>	<b>PAYMENT OF UNDISPUTED INVOICES WITHIN 30 DAYS</b>	<b>35 - 38</b>
	To consider the performance against this performance indicator during the financial year 2002/03.	
<b>11.</b>	<b>REVIEW OF COMMUNITY AND PARTNERSHIP INVOLVEMENT IN SCRUTINY</b>	<b>39 - 40</b>
	To consider additional membership of outside bodies to the Social and Economic Development Scrutiny Committee.	

## **PUBLIC INFORMATION**

### **HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES**

The Council has established Scrutiny Committees for Education, Environment, Social Care and Housing and Social and Economic Development. A Strategic Monitoring Committee scrutinises Policy and Finance matters and co-ordinates the work of these Committees.

The purpose of the Committees is to ensure the accountability and transparency of the Council's decision making process.

The principal roles of Scrutiny Committees are to

- Help in developing Council policy
- Probe, investigate, test the options and ask the difficult questions before and after decisions are taken
- Look in more detail at areas of concern which may have been raised by the Cabinet itself, by other Councillors or by members of the public
- "call in" decisions - this is a statutory power which gives Scrutiny Committees the right to place a decision on hold pending further scrutiny.
- Review performance of the Council
- Conduct Best Value reviews
- Undertake external scrutiny work engaging partners and the public

Formal meetings of the Committees are held in public and information on your rights to attend meetings and access to information are set out overleaf

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- Attend all Council, Cabinet, Committee and Sub-Committee meetings unless the business to be transacted would disclose 'confidential' or 'exempt' information.
- Inspect agenda and public reports at least three clear days before the date of the meeting.
- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
- Access to a public Register stating the names, addresses and wards of all Councillors with details of the membership of the Cabinet, of all Committees and Sub-Committees.
- Have a reasonable number of copies of agenda and reports (relating to items to be considered in public) made available to the public attending meetings of the Council, Committees and Sub-Committees.
- Have access to a list specifying those powers on which the Council have delegated decision making to their officers identifying the officers concerned by title.
- Copy any of the documents mentioned above to which you have a right of access, subject to a reasonable charge (10p per sheet).
- Access to this summary of your rights as members of the public to attend meetings of the Council, Cabinet, its Committees and Sub-Committees and to inspect and copy documents.

Please Note:

Agenda and individual reports can be made available in large print, Braille or on tape. Please contact the officer named below in advance of the meeting who will be pleased to deal with your request.

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A public telephone is available in the reception area.

## **Public Transport links**

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If you have any questions about this Agenda, how the Council works or would like more information or wish to exercise your rights to access the information described above, you may do so either by telephoning Mr Paul James on 01432 260460 or by visiting in person during office hours (8.45 a.m. - 5.00 p.m. Monday - Thursday and 8.45 a.m. - 4.45 p.m. Friday) at the Council Offices, Brockington, 35 Hafod Road, Hereford.

# **COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL**

**BROCKINGTON, 35 HAFOD ROAD, HEREFORD.**

## **FIRE AND EMERGENCY EVACUATION PROCEDURE**

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**MINUTES of the meeting of Social and Economic Development Scrutiny Committee held at Brockington, 35 Hafod Road, Hereford on Monday, 17th March, 2003 at 10.30 a.m.**

**Present:** Councillor R.V. Stockton (Chairman)

Councillors B.C. Baldwin, M.R. Cunningham, J.G.S. Guthrie, T.W. Hunt, Mrs. M.D. Lloyd-Hayes, J.P. Thomas.

**Non-voting Members:** Mr D Stevens (Chamber of Commerce)

**In attendance:** Councillors A.C.R Chappell, (Cabinet Member – Economic Development) M.J. Kimbery (Cabinet Member – Social Development).

**57. NAMED SUBSTITUTES**

There were no named substitutes.

**58. APOLOGIES FOR ABSENCE**

Apologies were received from Councillors P.D. Evans and R.I. Matthews.

**59. DECLARATIONS OF INTEREST**

Mr D. Stevens declared a personal interest in agenda item 6: Review of Council Support to the Voluntary Sector because of his role as Chairman of Young enterprise.

Councillor Mrs M.D. Lloyd-Hayes declared a personal interest in agenda item 6: Review of Council Support to the Voluntary Sector.

**60. MINUTES**

**RESOLVED:** That the Minutes of the meeting held on 27th November, 2003 be approved as a correct record and signed by the Chairman, subject to recording Councillor J.G.S. Guthrie amongst those present.

**61. POLICY AND COMMUNITY DIRECTORATE BUSINESS PLANNING PROCESS 2003/2004**

The Committee was advised of progress in completing Business Plans for the Policy and Community Directorate for 2003/2004.

The Director of Policy and Community explained the basis upon which the Business Plans had been prepared. The key issues focused on by the Directorate Business Plan were performance management, developing people and managing change, managing resources, communication, delivering and developing the modernisation programme and developing customer focused services. The Plan was underpinned by sixteen individual service business plans.

In the course of discussion the following principal points were made:

- The Director of Policy and Community confirmed that copies of the business plans would be made available on request to co-opted Members and that an executive summary would appear on the website.
- The importance of encouraging economic development was emphasised. The Cabinet Member (Economic Development) assured the Committee that the Council was striving to play its part in ensuring that Herefordshire was economically viable.
- It was reported that the business community had welcomed the Council's decision to grant planning permission for a new access road to the Rotherwas Industrial Estate and had seen it as a signal of the Council's commitment to economic development. The Cabinet Member (Economic Development) commented that the Council had sought to work in partnership with the business sector and believed there were strong relationships upon which to build.
- The Director explained how the Directorate's Plans linked with those of other Directorates, focusing on the key themes identified in the Improvement Plan arising from the Comprehensive Performance Assessment, and the aims of the Herefordshire Plan as translated through the Council's Corporate Plan.
- It was noted that the involvement of Members of the Committee in the business planning process would be pursued.

**RESOLVED: That the report be noted.**

## **62. REVIEW OF COUNCIL SUPPORT TO THE VOLUNTARY SECTOR**

The Committee's view was sought on the scope of the review of the Voluntary Sector.

The Director of Policy and Community reported on the background to the review and the intention that any recommendations would be implemented for 2004/2005. The report set out the scope of the review and the membership of the Review Team. Although it was a cross-cutting review it had been decided that the bulk of the work would be overseen by the Committee with the Stage 3 report then being referred as usual to the Strategic Monitoring Committee.

In response to questions the Director confirmed that the Review was in the Best Value Review Programme. She also explained the circumstances in which the Council considered assisting with accommodation needs of voluntary organisations. She advised that the Council did seek to accommodate as many voluntary sector groups as it could in Info shops, the provision in Leominster being the model which it was intended to follow.

**RESOLVED: That the proposed scope of the review be endorsed.**

## **63. STAFFING NUMBERS WITHIN SOCIAL AND ECONOMIC DEVELOPMENT**

The Committee was advised of the staffing numbers within the Social and Economic Development departments of the Policy and Community Directorate.

The report detailed the numbers of staff within the various sections of the Directorate and the extent to which some posts were externally funded. It was proposed that reports on staffing would be made to the Committee on a half yearly basis.

In the course of discussion the following principal points were made:

- It was requested that future reports should be prepared in a way which would enable the Committee to see clearly what changes had taken place during the relevant period and the reasons for those changes and any discernible trends.
- The Director of Policy and Community highlighted the external funding which had been secured and the additional work which it had been possible to carry out as a result. She reassured the Committee that the Council sought to ensure that it did not enter into a long-term commitments which could leave the Council exposed once the external funding ceased or was withdrawn. However, she cautioned the Committee that there was a cost involved in submitting bids and that this was increasing as rules governing the process and the application of funds became more stringent with more demanding audit requirements. The Council therefore needed to be careful in its approach to external funding. She also acknowledged that changes to European funding would have an impact. She advised the Committee of action being taken to ensure that funding secured from Europe was being used effectively. The European Commission would claw back funding where it considered it had not been spent on the relevant programme.

**RESOLVED: that the report be noted.**

#### **64. ADULT AND COMMUNITY LEARNING INSPECTION PROGRESS REPORT**

The Committee was advised of the position in respect of the recent inspection of the Council's Adult and Community Learning service by the Adult and Community Learning Inspectorate.

The report stated that the conclusions of the inspection were not yet public. The initial feedback had been very positive in respect of the quality of the learning opportunities provided whilst identifying a number of areas where further work was required to improve the management and monitoring of the service. Once the final report was published a further report would be made to the Committee to assess the findings and the implications for the service.

The Director reported that the service was very small and the Council's strength was in supporting and developing activity rather than direct service provision. The findings and the Council's future approach would need to be considered in this context.

Some concern was expressed at the lack of Member involvement in the inspection and the scale of the inspection in relation to the size of the service. The Director noted that the latter point seemed to have been recognised by the Inspectorate and it was understood that in future, wider, area based inspections would be undertaken.

**RESOLVED: that the report be noted.**

#### **65. PAYMENT OF INVOICES WITHIN 30 DAYS**

The Committee considered performance against the national Best Value Performance Indicator for the payment of undisputed invoices within 30 days, for the period 1st September, 2002 – 31st January, 2003.

The report stated that the performance figures for the last three months had exceeded 90%. The Committee welcomed the improved performance and noted that further improvement was being sought.

**RESOLVED: that the report be noted.**

**66. WORK PROGRAMME**

The Committee considered a new work programme.

It was noted that the programme formed a basis for the Committee's work and that items would be added in response to developments as circumstances required.

**RESOLVED: That the framework of the 2003 work programme, as set out at Appendix 1 to the report, be adopted subject to the inclusion of two reports each year on staffing.**

**67. SCOPE AND REMIT FOR LIBRARIES AND INFORMATION SERVICE STRATEGIC FRAMEWORK**

The Committee considered a report outlining the scope and remit of the strategic framework for Herefordshire Libraries & Information Service for the next ten years.

The report stated that the Audit Commission Inspection had described the service as fair with uncertain prospects for improvement. A strategic framework for longer-term delivery of services was lacking. The Government had recently published a document entitled: "Framework for the Future – Libraries Learning and Information in the next Decade". This set out its long-term strategic vision for the public library service and varied role it saw for library services at a local level. Together with other key documents published in the past three years there were a number of significant issues which had yet to be addressed in the County. The report identified a number of issues which the Council needed to consider in developing a strategic framework.

In response to questions the Libraries Operations Manager commented on proposals to develop the way in which mobile libraries were used, the awareness of the e-government agenda, and the potential for development as demonstrated by a scheme in Colwall which had raised the profile of the library and demonstrated the scope for working with the community.

**RESOLVED: that the scope and remit of the strategic framework for the Libraries and Information Services be noted.**

As the meeting concluded the Cabinet Member (Social Development) thanked the Chairman for the way in which the Committee's meetings had been conducted over the past three years and expressed appreciation for the way in which the Committee had worked with the Executive.

Mr D. Stevens commented that the Chamber of Commerce welcomed the opportunity to contribute to the work of the Committee and expressed the hope that this would continue.

The Chairman responded and commented on the way in which he considered the Committee had developed and improved its effectiveness. He stated that it was important to operate in a way which maintained trust and meant that scrutiny was regarded as an asset to the Council, using the Committee's powers to improve services to the public. He thanked the staff who had supported him in his role as Chairman.

The meeting ended at 12.10 p.m.

**CHAIRMAN**

**MINUTES of the meeting of Social and Economic Development Scrutiny Committee held at Brockington, 35 Hafod Road, Hereford on Wednesday, 9th April, 2003 at 10.30 a.m.**

**Present:** Councillor R.V. Stockton (Chairman)  
Councillor R. I. Matthews (Vice-Chairman)

Councillors B.C. Baldwin, M.R. Cunningham, J.G.S. Guthrie, T.W. Hunt, Mrs. M.D. Lloyd-Hayes, J.P. Thomas.

**Non-voting Members:** Mrs. E. Newman, (HALC), Mr D Stevens (Chamber of Commerce).

**In attendance:** Mr B. Widdowson (Chairman – Kington Regeneration Partnership), Councillors: A.C.R. Chappell (Cabinet Member – Economic Development), T.M. James (Leader of the Council), M.J. Kimbery (Cabinet Member – Social Development), R.J. Phillips (Chairman – Strategic Monitoring Committee).

**67. NAMED SUBSTITUTES**

There were no named substitutes.

**68. APOLOGIES FOR ABSENCE**

Apologies were received from Mr. G. Knock and Councillor P.D. Evans.

The Chairman reported that Mr W. A. Gibbard, (HALC) had resigned from the Committee and he welcomed Mrs Elizabeth Newman as the non-voting member representing HALC (Herefordshire Association of Local Councils).

**69. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**70. CALL-IN OF CABINET DECISION ON ACCESS TO SERVICES – KINGTON: OPTIONS TO APPROACH AND IMPLEMENTATION OF SERVICE IMPROVEMENT**

The Committee considered the decision of Cabinet on 27th March 2003, relating to Access to Services – Kington: Options to approach and implementation of service improvement which had been called-in by three members of the Committee in accordance with the Scrutiny Committee rules.

The stated reason for the call-in was:

“The Members are concerned that Cabinet appears to have identified the Wesleyan Chapel as the preferred location without having given sufficient consideration to the other options.

They are particularly concerned that:

1. insufficient local consultation has been undertaken on the proposed delivery options prior to this decision;

2. the position is unclear concerning the future financing of the project. While finance has been promised for the consultation, where will the further substantial finance be obtained to undertake the project. Will it require match funding?
3. in relation to option 1(b) in the report namely: demolition of existing area office site, and provision of new build that would require provision for Town Council, Library, INFO, TIC. - has a feasibility study been undertaken to find the cost of a full scheme to include a library?"

The Chairman welcomed Mr Widdowson, Chair of Kington Regeneration Partnership, and the members present. He referred to the reasons for the call-in – detailed above - and set out a number of further issues of concern. Comparisons were made with the Bromyard scheme and need for a community hall.

Mr Widdowson informed the meeting that the Partnership had, since 12th February 2003, been registered as a Company and was in the process of establishing the Company Board. He reported upon the background to the Wesleyan Chapel site and commented upon the need to bring this historic building back into use.

Any project backed by the Kington Regeneration Partnership had to be viable and an acceptable 'package' had to be submitted to Advantage West Midlands (AWM) particularly in relation to the various tenancies, including business tenancies, of the building. There were also time pressures over the availability of funding.

The Partnership had considered various issues concerning the provision of a Community facility, including potential revenue costs involved. It was considered that the Chapel had not met the requirements due to insufficient floor space and potentially high revenue costs.

He reported that various draft schemes had been looked at for the building over the last 4 or 5 years, e.g. a Youth Hostel, and these had been included in the public consultation exercise undertaken for 'Planning for Real'. However, this multi-use proposal for the site had been a recent proposal.

In response to a question regarding the 'Business Case', Mr Widdowson reported that AWM and the Council were putting a package together to investigate the various potential users of the site, which would have to include commercial use to help offset some of the revenue costs. AWM were already employing PCPT – a firm of architects - to design and cost a scheme to bring the building back into a useful state. He also commented that a number of funding streams – so far totalling approximately £400,000 - had been identified for initial project work.

Cllr Chappell, who had chaired the meeting attended by English Heritage, reported that various grants could be available for this type of project and that English Heritage had indicated that they would probably be interested in a project of this type. However, English Heritage could not consider funding issues until a business plan had been put together.

In relation to 'Services in Bromyard', which had been a similar scheme, the Leader of the Council informed the Committee that public consultation had been undertaken in Bromyard because draft plans had already been drawn up for a specific building. Consultation had not been held in Kington because no draft project plan existed. Until a viable business plan for this project had been fully considered by Cabinet, the project on this site could not proceed.

The Legal Practice Manager advised upon the constitutional position concerning any potential call-in of a future Cabinet decision on this issue. The Leader of the Council acknowledged that any future decision of Cabinet on this issue was likely to be a key

decision and would therefore be subject to call-in in accordance with the Scrutiny Committee rules.

In response to questioning regarding consideration of other sites, the Leader of the Council reported that no other available sites had been identified. In relation to the site referred to in option 1(b) - demolition of the existing area office – this would necessitate building on part of the car park, a facility that was already in short supply.

Concern was voiced that the project capital costs were likely to be in excess of £1.1m and the Customer Service, Libraries & Information Manager reported upon the professional advice received in arriving at this provisional figure and commented upon a number of issues concerning the structural aspect of the building.

The Director of Policy and Community commented that the Chapel was already in the Council's ownership and that the Council had the desire to improve access to and integration of services in the Kington area. These aims were consistent with the Partnership's main priorities. She reported that there were promising signs of major funding being available which may in turn draw further funding into the area.

A degree of unease was expressed over the cost of preparing designs and business plans, particularly when little consultation had been carried out with service users in the town and hinterland to establish their needs. It was emphasised that any project needed to be owned by the local community. The Leader of the Council emphasised that public consultation would be undertaken once a viable proposal had been formulated and costed, possibly via a special Local Area Forum.

The Committee discussed the representation on the Partnership and Mr Widdowson reported that since registering as a Company, issues had arisen concerning the size of the Board and obtaining a fair proportion of representation, particularly from Town/Parish/Herefordshire Councils.

In response to a question regarding the future delivery of Access to Services in Kington, should the Chapel site not be used, the Cabinet Member – Social Development, commented that it was an appropriate site but its use was dependent on a viable business case. The proposal was a useful solution to the use of a listed building, the renovation of which could attract major grant funding. Used or not the building would still need to be maintained.

The Chairman thanked Mr Widdowson and the Cabinet Members for their attendance at the meeting.

#### **RESOLVED**

**THAT Cabinet be advised that the course of action being followed by the Cabinet is accepted in principle subject to the assurances given at the meeting that:**

- (a) when Cabinet considers the 'Business Case' any decision made will be open to further scrutiny; and**
- (b) in addition to the consultation outlined in part (c) of the Statement of Key Decision, early consultation on the proposal would also be undertaken with as wide a section of the community as possible.**

The meeting ended at 11.50 p.m.

**CHAIRMAN**





## 6. REVIEW OF COUNCIL SUPPORT TO THE VOLUNTARY SECTOR

**Report By: Director of Policy and Community**

### Wards Affected

County-wide

### Purpose

1. To seek Members' views on the scope of the review of the Voluntary Sector.

### Considerations

2. Some work was undertaken at the end of 2001 to establish the extent of the Council's support to the voluntary sector; as to review just one grant scheme in isolation would be unproductive. The support given encompasses the Voluntary Sector Grants Scheme, Community Buildings Grants Scheme, childcare grants, a variety of Service Agreements, accommodation provision, NNDR relief, payroll facilities and occasional one-off grants from within service budgets. In addition there are opportunities to support volunteering within the county both through publicity of volunteering opportunities and supporting council employees in becoming active volunteers.
3. Following the Policy & Community Directorate restructuring in 2002, responsibility for management and operation of the Voluntary Sector Grants scheme has transferred to the Local Development Team, and it is now proposed to progress the review. As Voluntary Sector Grant decisions for the 2003/04 financial year have to be made before the end of March to give applicants some financial planning time, it has been necessary to operate the Scheme under existing arrangements, making only a few basic amendments to the application form, and the assessment form. However, it is proposed that any recommendations arising from the review be implemented for 2004/05.

4. Scope

The review will seek to:

- Clarify the reasons for supporting the voluntary sector
- Clarify the distinction between grants and payments for services
- Produce a strategic funding document that clearly identifies the relative priorities of the services/strategies the council wishes to support through this service
- Strengthen monitoring arrangements
- Identify ways in which leverage can be maximised within the funding framework
- Explore the scope/demand for provision of support services at marginal cost

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Further information on the subject of this report is available from  
Jane Jones, Director of Policy and Community on (01432) 260042

- Clarify the respective roles of development support, assessment and decision-making
  - Establish clear and accessible application, assessment, decision-making and monitoring processes
  - Ensure the involvement of the voluntary sector in decision making (ie the establishment of criteria, procedures, policies and priorities)
  - Ensure a consistent approach towards supporting the voluntary sector across the Council
5. The Review Team is:

Social and Economic Development Scrutiny: Cllr J.G.S Guthrie, Cllr R.V. Stockton  
Voluntary Sector Grants Panel: Cllr R. Mills  
Local Development Team: Local Development Manager, Penny Jones  
Local Development Admin Support & Grants Assist, Hannah McSherry  
Community Development Officer, Annie Brookes  
Re-generation Coordinator, Glyn West  
Parish Liaison & Local Development Officer, Dorothy Coleman  
Reps from relevant Herefordshire Plan Ambition Groups  
Voluntary Sector Reps: (To be advised)  
Audit/Treasurers: Principal Audit Manager, Tony Ford  
Social Services: Project Manager, Lesley Libetta

## **RECOMMENDATION**

**THAT Members' views are requested.**

### **BACKGROUND PAPERS**

- None

**7. SCRUTINY COMMITTEE WORK PROGRAMME 2003/04****Report By: Director of Policy and Community****Wards**

County -wide

**Purpose**

- 1 To consider whether to make any changes or additions to the work programme for the Committee.

**Background**

- 2 Social and Economic Development Scrutiny Committee on 17th March, 2003 considered a programme of work for the period to April 2004. The work programme was adopted by the Committee subject to the inclusion of two reports each year on staffing. The revised programme, as detailed at appendix 1, was subsequently noted by the Strategic Monitoring Committee on 1st April, 2003.
- 3 The work programme incorporates a number of items which have been identified as requiring periodic monitoring and attention. It provides a basis for the Committee's work to be added to as required.
- 4 The Committee are invited to consider the attached proposed work programme for this Committee for the period to April 2004.

**RECOMMENDATION**

**THAT the work programme be confirmed subject to any changes or additions.**

**BACKGROUND PAPERS**

- None identified.



## Social and Economic Development Scrutiny Committee – work programme 2003

19 June 2003	<ul style="list-style-type: none"> <li>• Performance monitoring (outturns)</li> <li>• Budget outturns</li> <li>• Best Value improvement plans</li> <li>• Adult Learning Inspection outcome</li> <li>• Voluntary sector</li> <li>• Strategic Review of Libraries</li> <li>• Staffing Report</li> </ul>
2 October 2003	<ul style="list-style-type: none"> <li>• Sickness figures</li> <li>• Invoice monitoring</li> <li>• Performance monitoring (4 months)</li> <li>• Leisure Trust – first year's achievements</li> <li>• Community Youth Services</li> </ul>
27 November 2003	<ul style="list-style-type: none"> <li>• Internal Audit report</li> <li>• Performance monitoring (6 months)</li> <li>• Best Value Improvement Plans</li> <li>• Parks and open spaces</li> <li>• Implementation of Countryside Rights of Way Act</li> <li>• Staffing Report</li> </ul>
29 January 2004	<ul style="list-style-type: none"> <li>• Herefordshire Plan ambitions monitoring</li> <li>• Invoice monitoring</li> <li>• Performance monitoring (8 months)</li> <li>• Objective 2/RRZ/SRB/Leader + projects</li> <li>• Levering of external funding – achievements</li> </ul>
15 April 2004	<ul style="list-style-type: none"> <li>• Performance monitoring (10 months)</li> <li>• Town centre management</li> <li>• Parish Council liaison</li> </ul>



## **8 MEMBERSHIP OF THE VOLUNTARY SECTOR REVIEW TEAM**

**Report By: Director of Policy and Community**

### **Wards Affected**

County-wide

### **Purpose**

1. To consider membership of the Voluntary Sector Review Team.

### **Considerations**

2. Social and Economic Development Scrutiny Committee on 17th March, 2003 considered a report on the review of Council support to the voluntary sector (attached at Appendix 1). Part of that report was to confirm membership of the Review Team.
3. Membership of the Social and Economic Development Scrutiny Committee and Voluntary Sector Grants Panel has now changed and it is necessary to nominate two Members from the Committee and one Member from the Panel.

### **RECOMMENDATION**

**THAT Members nominate two Members from Scrutiny and one Member from Voluntary Sector Grants Panel to sit on the Voluntary Sector Review Team.**

### **BACKGROUND PAPERS**

- N/A





## **9 POLICY AND COMMUNITY DIRECTORATE 2002/03 FINAL QUARTER PERFORMANCE INDICATORS**

**Report By: Director of Policy and Community**

### **Wards Affected**

County-wide

### **Purpose**

1. To inform members of the national and local performance indicator information for the final quarter of 2002/03 for the non-corporate functions of the Policy and Community Directorate, and to summarise the overall performance against targets for 2002/03.

### **Financial Implications**

2. All expenditure in respect of performance indicators / targets is from approved budgets.

### **Considerations**

3. As reported previously, Service Managers across Policy and Community are providing information on sets of key local indicators for their services. Information on all national Best Value indicators, and those key local indicators where actual performance varies from the target significantly (more than plus or minus 10%) is attached as Appendix 1. For all of these 'exceptional' indicators, a brief explanation of the variance is also provided, as is an indication of trend where this applies.
4. As previously, members also have an overview of the wider performance of individual service areas as each Service Manager has provided a brief narrative that summarises the key activities/achievements of their service during the final quarter of 2002/03.

### **RECOMMENDATION**

**THAT the Directorate's final quarter 2002/03 performance indicator information be noted, subject to any comments which Members may wish to make.**

### **BACKGROUND PAPERS**

- Directorate business plans



## PERFORMANCE OF CULTURAL SERVICES – JANUARY TO MARCH, 2003

**OVERVIEW OF 4TH QUARTER PROVIDED BY SERVICE MANAGER:**

Much of the fourth quarter was involved in delivery of the concluding parts of projects programmed for the year, together with review of outputs and forward planning for next year. It therefore seemed more appropriate to provide details of the key achievements of the service over the whole year:

- Restructuring of Heritage Services.
- Obtaining Regional and EU funding for 2 programmes - Creative Industries and Tourism Enterprise.
- Creation of 3 new full time posts, 2 part time posts and a further part time post increased to full time, as a result of successful Creative Industries and Tourism Enterprise funding bids.
- 'Museum on the Move' visited some new and challenging sites, such as a number of Traveller sites around the County. The service is dedicated to maintaining and developing links with the traditional Traveller community (the largest minority ethnic group in the County) as part of their attempt to tackle the social exclusion and rural isolation experienced by many of their communities.
- Establishment of the Tourism Co-ordination Group.
- Refurbishment of Ross-on-Wye Tourist Information Centre.
- Increased opening hours of Queenswood Tourist Information Centre.
- Establishment of Extra-net for tourism businesses and website for arts based businesses.
- Funding for the development of the Friar Street Store.
- Establishment of Cultural Services new structure with Principal Officers.
- Establishment of new projects and programmes, including the Walking Festival and h.Art (Herefordshire Art Week).
- Production of Herefordshire Arts Strategy and Tourism Strategy.
- Directorate Award for the Heritage Learning Team.
- Record Office Information launched on the Internet as part of a national scheme.
- First Cultural Consortium Funding Fair held.
- Establishment of the Cultural Consortium newsletter.
- Funding for Family Learning Programme within Heritage Services.
- Increased opening hours at Records Office.
- Extension of Record Office monthly phone-in on Local Radio.

CONTINUED .....

**CULTURAL SERVICES - BEST VALUE PERFORMANCE INDICATOR OUTPUTS AND LOCAL PERFORMANCE INDICATOR OUTPUTS BY EXCEPTION:**

	P.I. NO.	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT (July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT (Jan to Mar)	TOTAL FOR YEAR	OUTPUT DETAIL	TREND
☹️	BV 114	Q4	Cultural Strategy - score against a checklist of 16 questions relating to the following areas: Is the strategy widely scoped? Who was involved in drawing up the strategy? Quality of the consultation on the strategy? Whether the strategy is linked to other corporate and relevant external local strategies and plans? Is there an action plan? Are arrangements in place to monitor and review the strategy?	Yes 100%					Yes 83%	The definition of this indicator requires that a 'yes' response must be returned to each of the questions within the six areas detailed, in order to score 16.6% towards the total. The strategy only fails on one of the 16 questions – whether the consultation on the strategy was both inclusive and active. As the strategy was first produced at the time of LGR it was largely based on consultation results contained in strategies produced by the outgoing authorities. That consultation was inclusive and active but does not relate directly to the current document. It is planned that this will be addressed during 2003/04 in order that a 100% score will be achieved.	New indicator received from DTLR for this year therefore no comparative data available
☹️	LOCAL 4	Q4	Number of opportunities taken-up by the Creative Industries Sector	1,300	463	51	160	420	1094	Below target despite attracting significant regional and EU funding for this sector. However, the impact of the programme did not kick-in until September when it started fully. Also, the funding is concerned with the quality, not necessary the quantity of advice. This indicator is not particularly helpful in measuring that quality. As a result, it has been decided to measure with an indicator interested in the quality of service for user and businesses.	Outturn of 1004 against target of 850 for the year 2001/02, so trend is still upward despite being under target.

## PERFORMANCE OF DIRECTORATE SUPPORT UNIT – JANUARY TO MARCH, 2003

### OVERVIEW OF 4TH QUARTER PROVIDED BY SERVICE MANAGER:

During the fourth quarter, further stages of the Directorate Support Unit restructure took place and both the Performance Management Officer and the Directorate Support Officer were appointed to their posts. Also during the period, the Directorate Administration Officer, Performance Monitoring Assistant and Directorate Facilities Officer posts were advertised.

Further work took place with Service Managers across the Directorate on their business plans and performance indicators, and Managers were also asked for their input regarding possible future flexible working.

Installation of equipment for the new CCTV control room began, and Remploy started their recruitment process for the appointment of CCTV Operators and Supervisors.

### BEST VALUE PERFORMANCE INDICATOR OUTPUTS AND LOCAL PERFORMANCE INDICATOR OUTPUTS BY EXCEPTION:

	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT (Jan to Mar)	TOTAL FOR YEAR	OUTPUT DETAIL	TREND
☺ LOCAL 3	Q1	Percentage of users who rate the administration service they receive as both excellent and appropriate to their needs	75%	25%	45%	79%	76%	56% average for the year	The introduction of a system of ongoing customer feedback has enabled the team to dramatically improve and adapt the Service it provides in order to meet customer requirements and expectations. So although the performance for the year when averaged, is less than target, the level of performance for the second half of the year was consistently above it.	One of sustained improvement.

There are no Best Value Performance Indicators for Directorate Support.

## PERFORMANCE OF RECORDS OFFICE – JANUARY TO MARCH, 2003

### OVERVIEW OF 4TH QUARTER PROVIDED BY SERVICE MANAGER:

During this quarter, the priorities of the Service have been to set up an audit to establish the amount of cataloguing required to bring the Service in line with the Freedom of Information Act, to carry out work with schools and local groups, and continue with the partnership working with local history groups within the County.

As there are only two members of staff who are professional archivists, the decision had to be taken to ignore the cataloguing target for this quarter in order to maintain the response time for enquiries. It is anticipated that additional staff time can be allocated to cataloguing during the next quarter in order to compensate.

### BEST VALUE PERFORMANCE INDICATOR OUTPUTS AND LOCAL PERFORMANCE INDICATOR OUTPUTS BY EXCEPTION:

	P.I. NO.	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT (July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT (Jan to Mar)	TOTAL FOR YEAR	OUTPUT DETAIL	TREND
☺	LOCAL 5	Q3	Linear feet of new deposits made available to the public each month	1	1 ft	1 ft	45.6 ft	Nil	4.46 ft per month (average)	The high figure during the 3 <sup>rd</sup> quarter is due to the inclusion of a deposit of Coroner's records, which required minimal cataloguing. No time was available for cataloguing during the 4th quarter due to the necessity to reallocate staff time to tasks relating to the implications of the Freedom of Information Act and the Data Protection Act.	New indicator for this year so no comparative data is available.

There are no Best Value Performance Indicators for this Service.

## PERFORMANCE OF LIBRARIES & INFORMATION SERVICE – JANUARY TO MARCH, 2003

### OVERVIEW OF 4TH QUARTER PROVIDED BY SERVICE MANAGER:

The Libraries & Information Service continues to put in place reliable reporting methods to ensure that performance can be properly evidenced. Continuous electronic visitor counting was installed in all 4 larger sites during 2002/3 and portable electronic counters will ensure that more reliable data is collected from the small branch and mobile libraries. A new library management system was installed in 2002/3, in part to address difficulties previously experienced in using reporting techniques.

The visitor count for 2002/3 shows a pleasing halt to 5 years of declining library visitors. Opening hours were increased in 2002/3 and a further increase will follow a period of user and non-user consultation. The LIS continues to widen its range of services available in order to attract more visitors. It has also undertaken much work on improving remote access by using new technology, this coupled with its long book issue period potentially reduces the need for physical visits to a library and could therefore be seen as detrimental to performance against the number of visits PI, but has to be balanced against the improvement in overall customer service and the commitment to address geographical disadvantage.

The majority (85%) of reservations have been dealt with efficiently. Performance is disproportionately affected by Inter Library Loans as these can take a long time to complete, together with reservations for items prior to publication; these are obviously impossible to obtain until the publication date. Although these situations are largely outside the control of the Service, radical changes are currently being made to the way inter library loans are processed and acquisition of yet to be published items is now generally confined to suppliers who are known to fulfil orders quickly. Overhaul of the delivery arrangements and connecting mobile libraries to the library management system in 2003/4 should demonstrate further improvements.

The number of items being issued has been declining in libraries nationally for some years. However, examination of the local trend data shows that this decline appears to be slowing. Actual issues for 2002/03 were only down by 3%. Our long book issue period of 4 weeks to address geographical disadvantage also reduces our capacity for issues. The LIS is addressing this by investing additional resources into its stock, especially audio-visual. It is also improving its stock management techniques to increase the range and availability of stock.

### BEST VALUE PERFORMANCE INDICATOR OUTPUTS AND LOCAL PERFORMANCE INDICATOR OUTPUTS BY EXCEPTION:

	P.I. No.	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT (July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT (Jan to Mar)	TOTAL YEAR TO DATE	OUTPUT DETAIL	TREND
☹	BV 115	Q4	The cost per physical visit to public libraries	£2.10	Nil return	Nil return	Nil return	£2.83	£2.83	Although 7,000 more visits were achieved - this was offset against the staffing costs associated with increased opening hours, £30,000 invested in library stock and the costs of the physical improvements made to Hereford Library.	Slight increase - last years outturn was £2.74. Note: target set prior to 2001/02 output being known.
☺	BV 117	N/A	The number of physical visits to public libraries per 1,000 population	4,350	Annual Calculation	Nil return	Nil return	Nil return	4390	Although an annual calculation, monitoring tools have been introduced within the service to enable performance to now be monitored quarterly.	Indication is that the trend is pleasingly upward – last year's outturn was 4,271.

These are the two Libraries Best Value Performance Indicators. There are no exceptions to report on their Local Performance Indicators, the bulk of these are measured annually and whilst there are some minor variations between output and target figures none of them exceed the tolerance of +/- 10%.

## PERFORMANCE OF HERITAGE SERVICES – JANUARY TO MARCH, 2003

### OVERVIEW OF 4TH QUARTER PROVIDED BY SERVICE MANAGER:

Ledbury Heritage Centre, usually closed during this period, opened for a few days over the February half term and had an impressive 577 visitors. The Houses, Horses and Hounds exhibition at Broad Street Gallery proved very successful. Science week exhibits were extended due to popularity. Media coverage was good. Ross-on-Wye had enormous success with its 'School Days' school photographs collection. Outreach for schools reached 988 during the quarter, with March seeing its highest figure for 2003 of 11 visits comprising 307 students. Friar Street figures are rising.

Adequate systems for recording enquiries are now in place and data from Old House and Friar Street will help to improve the accuracy of the BV170a figure in the coming year.

All sites achieve level 3 for collection care, the Resource standard for registration, improvements in certain areas mean that level 4 is now being worked towards across all sites. Significant improvements at Friar Street mean that level 4 to 5 has been attained.

The most notable event should be recorded as the purchase of a David Cox painting of Hay-on-Wye. The whole process was a great team effort and afforded agreeable press coverage. The picture was acquired with the support of the V&A fund and the Friends of the Museum at a very reasonable price.

### BEST VALUE PERFORMANCE INDICATOR OUTPUTS AND LOCAL PERFORMANCE INDICATOR OUTPUTS BY EXCEPTION:

	P.I. NO.	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT (July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT (Jan to Mar)	TOTAL YEAR TO DATE	OUTPUT DETAIL	TREND
☹	BV 170a	Q4	The number of visits to/usages of museums per 1,000 population	814	223	317	154	104	798	This indicator counts the total number of users of the museum service, i.e. visitors to, people reached by, letters and e-mails of enquiry received and the number of hits on the website. It is then expressed as per 1,000 people of the current local population figure. Historically, there have been a number of difficulties regarding the systems in place to ensure the accuracy of collecting this data. This has been addressed for 2003/04 to ensure that all users are now logged.	Upward compared to 781 last year. Actual users recorded for this year was 139,507 compared to 136,597 in 2001/02. The required number to achieve target is 142,368.



	P.I. NO.	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT (July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT (Jan to Mar)	TOTAL YEAR TO DATE	OUTPUT DETAIL	TREND
☹	BV 170b	Q4	The number of those visits that were in person per 1,000 population	814	223	301	149	98	771	This indicator extracts the visitors in person figure from the total number of service users. The same historical issues around the accuracy of recording the data apply to this indicator and likewise these have been addressed for 2003/04. The accuracy of the target for this indicator has also been addressed – it has to be smaller than 170a.	Slightly downward outturn for 2001/02 was 773 – reflecting a small shift in the way people are accessing the service.
☹	BV 170c	Less than 10%	The number of pupils visiting museums and galleries in organised school groups	3,000	686	272	1515	503	2,976	Very close to target. Much of this work is achieved through outreach work in schools which has been targeted as a key area for expansion during 2003/04	Up on 2001/02 output of 2,526.
☹	Local 2	Q2	Visitors who rate access to staff and their helpfulness as excellent	75%	No data	57%	62%	61%	60% (average)	A new indicator for this year, with no previous experience on which to base the target. Also, due to the restructuring of the Service this year, there were extended periods of key posts being vacant. However, had the target included responses with a 'good' rating, the target would have been well exceeded. The standard of 'excellent' is being retained for 2003/04.	New indicator – no previous data.

# PERFORMANCE OF PARKS, COUNTRYSIDE AND LEISURE DEVELOPMENT SERVICES – JANUARY TO MARCH, 2003

## OVERVIEW OF 4TH QUARTER PROVIDED BY SERVICE MANAGER:

Key areas of work undertaken:

1. Completion of County Playing Pitch Strategy.
2. Externalisation of Housing Grounds Maintenance to newly created Direct Service Organisation and disaggregation of work from Highway portfolios.
3. Negotiations with Football Foundation over funding package for Aylestone Park Development.
4. Provision of Statistical Information for Sport England Facility Planning Model Study on swimming pools in Herefordshire.
5. Delivery of £55K improvement package for Queenswood Country Park and Bodenham Lake.
6. Disposal of Credenhill and Goodrich Castle Picnic Sites.

## BEST VALUE PERFORMANCE INDICATOR OUTPUTS AND LOCAL PERFORMANCE INDICATOR OUTPUTS BY EXCEPTION:

	P.I. NO.	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT (Jan to Mar)	TOTAL YEAR TO DATE	OUTPUT DETAIL	TREND
😊	Local 3	Q3	External validation of Parks & Green Spaces Quality Scheme	To complete	Not complete	Not complete	Not complete	Not complete	Internal assessment score of 44% against EFQM Model	This scheme, a sector specific adaptation of the EFQM model has been withdrawn nationally due to poor take up. The Service has therefore replaced it with an internal EFQM assessment.	New indicator for this year so no comparative data available.

There are no Best Value Performance Indicators for this Service.

## PERFORMANCE OF SPORTS DEVELOPMENT UNIT – JANUARY TO MARCH, 2003

### OVERVIEW OF 4TH QUARTER PROVIDED BY SERVICE MANAGER:

"A Strategy for the Development of Herefordshire Sports Development & Physical Activity Objectives" has been written and is undergoing consultation with key partners. The strategy action plans will be completed and in place by September 2003.

The Active Sports Programme due to be launched in April 2003 has been deferred by the Lottery and will now be aiming towards a September start.

Funding for a project in partnership with the Community Safety Partnership and Drugs Action Team has been agreed through the Active Communities Development Fund and a co-ordinator will be in post by July 2003.

An Action Plan is now in place for the development of the LIFT scheme in line with the National Quality Assurance Framework, this includes the registering of staff on the National Register of Exercise Professionals. The Parkinson's Disease Group have provided funding to develop the LIFT scheme in two of the Community Hospitals; this has enabled the appointment of an outreach worker who, following an induction period, will commence in May 2003.

### BEST VALUE PERFORMANCE INDICATOR OUTPUTS AND LOCAL PERFORMANCE INDICATOR OUTPUTS BY EXCEPTION:

	P.I. NO.	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT (July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT (Jan to Mar)	TOTAL YEAR TO DATE	OUTPUT DETAIL	TREND
☺	Local 1	Q1	Existing LIFT Programme clients completing the course	30%	42%	52%	44%	49%	47% average	A very pleasing output, well above the target set indicating that the problems of client retention experienced in previous years is now being addressed effectively.	New indicator – prompted by a retention rate of only 29% of clients starting the course completing it during last year.
☺	Local 3	Q4	% of Year One targets met of the Disability Action Plan	70%	Annual calculation				80%	Year One consisted of 12 objectives of which 10 have been achieved. The remaining 2 have been moved to Year 2 following the late start of the post holder.	New indicator – no comparative data available.

There are no Best Value Performance Indicators for this Service.

## PERFORMANCE OF LOCAL COMMUNITY & ECONOMIC DEVELOPMENT – JANUARY TO MARCH, 2003

### OVERVIEW OF 4TH QUARTER PROVIDED BY SERVICE MANAGER:

During this quarter the Voluntary Sector Grants Scheme applications for rounds one and two of 2003/04, were received. The Local Development Team received 49 applications requesting nearly £500,000 of funding, from a budget of £160,000. Round one applications were considered by the Grants Panel on 13<sup>th</sup> March, 2003.

The annual review of the Street Trading Administration Service took place, which identified improvements to service provision to consider, such as better explanations to applicants when their applications for Street Trading Licences had been unsuccessful. Following the review, the Service was handed over to the Environment Directorate on 31st March 2003.

The first applications under the new Community Pride grant scheme were received during this period. The Scheme, which is funded by the Market Towns Initiative, offers community groups in Bromyard and Ledbury the opportunity to apply for funding towards their projects. One such example is the Eastnor Cricket Club who used a grant of £600 to purchase new cricket nets for use by the Community.

The LEADER+ programme had its official launch in March, attended by representatives from Herefordshire and London, with John Craven as the celebrity guest. As a result of the publicity, there has been an increase in the number of enquiries received by the programme team about the grants available.

The Market Towns Initiative was expanded to include both Ross-on-Wye and Leominster, which means that all five Market Towns in the County are now included thereby extending the opportunities to draw funding into the County.

### BEST VALUE PERFORMANCE INDICATOR OUTPUTS AND LOCAL PERFORMANCE INDICATOR OUTPUTS BY EXCEPTION – YEAR TO DATE:

P.I. NO.	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT (July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	TOTAL YEAR TO DATE	OUTPUT DETAIL	TREND

Local Community & Economic Development do not have any Best Value Performance Indicators.

Other than the results of the teams annual Customer Services Satisfaction Survey, reported during the 2nd quarter as having a result of slightly below target and the issues of which are being addressed, their locally set indicators all achieved outputs which were within the tolerance of +/- 10% of target. Therefore there are no exceptions to report for this Service.

## PERFORMANCE OF ECONOMIC INVESTMENT & DEVELOPMENT – JANUARY TO MARCH, 2003

### OVERVIEW OF 4TH QUARTER PROVIDED BY SERVICE MANAGER:

- A new issue of the Funding Directory was produced and distributed in January, and made available on-line on Council and Herefordshire Partnership websites as part of the ongoing signposting and project development service. 45 projects were directly supported and over £2M was made available to projects from various sources over the year, with more applications awaiting decisions.
- The Rural Shows Promotion Scheme came to an end, having provided £100,000 of support and training during 2002 to assist the shows with their recovery from the impact of foot and mouth.
- A new format of the Property Register was introduced in February, providing pictures of properties and ensuring that they appear in all relevant sections, to improve the service to enquirers.
- Development of new units in Twyford Road started and work has continued on plans for the Business Centre at Rotherwas.
- Application was made, and was successful, for Objective 2 funding for the new Leominster Enterprise Park access road.
- Business Start-up Grants were awarded to 18 applicants in this quarter; 48 since the current scheme started in August 2002.
- Management of the Leominster Shop Front Grant Scheme ended - 42 shops have been assisted since November 2000.

### BEST VALUE PERFORMANCE INDICATOR OUTPUTS AND LOCAL PERFORMANCE INDICATOR OUTPUTS BY EXCEPTION:

	P.I. NO.	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT (July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT (Jan to Mar)	TOTAL YEAR TO DATE	OUTPUT DETAIL	TREND
☹	Local 1	Q1	Number of Regeneration Funding enquiries receiving a grant	125	0	15	2	17	25	A total of 516 enquiries were received during the year, of which approx 75% were eligible under the scheme. This has proved not to be a very useful indicator due to the timescale involved in converting enquiries into grants.	New indicator – no comparative data available.
☹	Local 2	Q1	Number of businesses assisted to find premises through the Property Enquiry Service	50	4	13	6	14	37 (An 8.5% conversion rate of the 432 enquiries received)	The weakness of this indicator is that it relies on the assisted business to inform the Service of the success. The numbers involved are therefore likely to be under-reported.	New indicator for this year, no comparative data available.

Economic Investment & Development continued .....

	P.I. NO.	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT (July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT T (Jan to Mar)	TOTAL YEAR TO DATE	OUTPUT DETAIL	TREND
☹	Local 3	Q1	Square meters of new workspace floor space developed	2,500	372	0	0	0	372	Although no new workspace was developed, work has commenced on 6 new starter/intermediate workshop or industrial units at Twyford Road, Rotherwas, which will provide 1930 sq m of space. The units should be available in Autumn 2003.  A new business centre at Rotherwas should be completed in 2004.	As previously reported, due to the nature of these projects it is likely that achieving this target will slip into 2003/04.

There are no Best Value Performance Indicators for this Service.

## PERFORMANCE OF HEREFORDSHIRE PARTNERSHIP SUPPORT SERVICES – JANUARY TO MARCH, 2003

### OVERVIEW OF 4TH QUARTER PROVIDED BY SERVICE MANAGER:

- The Annual Plan for the Rural Regeneration Zone has been submitted (to access between £8 and £10,000,000 for Herefordshire).
- We have provided the expertise and technical assistance to enable the Objective 2 Priority 3 (Action for Regenerating Communities in Herefordshire) Steering Group to approve 12 projects (the total available for the whole programme is now over £3,000,000).
- Approval from West Midlands Social Economy Partnership of £19,000 funding for Voluntary Sector Social Economy activity.
- The Policy and Commissioning team won the Directorate award for Best Practice
- ECHO gets lottery grant (£175k) after input on the application form and business plan by Project Development Team
- Enquiries to Project Development Team - fourth quarter: 44 Jan-Mar 2001, 121 Jan-Mar 2002, 159 Jan-Mar 2003.
- The Adult Learning Plan has been submitted to the Learning and Skills Council to trigger funding of over £100,000.

### BEST VALUE PERFORMANCE INDICATOR OUTPUTS AND LOCAL PERFORMANCE INDICATOR OUTPUTS BY EXCEPTION:

	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT (July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT (Jan to Mar)	TOTAL YEAR TO DATE	OUTPUT DETAIL	TREND
☺ Local 2	Q3	% of people who feel that the Council does enough to give local people the opportunity to influence important decisions	9%	Nil return	Nil return	23%	Nil return	23%	Next proposed measurement Dec 2003. The reason for the difference between target and output will be followed up to identify where the changes are and if necessary iron out any methodological problems	New indicator to provide baseline data, no previous data available.
☺ Local 4	Q2	% of RRZ applications submitted approved to within 90% amount applied for	70%	Nil return	100%	100%	100%	100%	2 Claims. Improved working methods mean that the target will need to be revised in 03/04.	New indicator to establish baseline.
☺ Local 5	Q3	% of Objective 2 grant claims submitted which are accepted first time	60%	Nil return	Nil return	100% (of 4 claims)	100% (of 7 claims)	100% (of 11 claims)	Again due to improved working practices, the target will be increased for next year.	New indicator.

There are no Best Value Performance Indicators for this Service.

## PERFORMANCE OF COMMUNITY YOUTH SERVICE - JANUARY TO MARCH, 2003

### OVERVIEW OF 4TH QUARTER PROVIDED BY SERVICE MANAGER:

The Government has recently, through the publication of the Common Planning Framework (CPF) and its Resourcing Excellent Youth Services document, introduced the first national framework of planning and performance standards for all local authority youth services. The Government's focus is clearly on the social inclusion agenda and is mandating the youth service to work with those disadvantaged groups of young people most likely to be excluded and provide them with educational programmes that re-engage young people with the world of work, education and training. All staff, partner organisations, members and groups of young people have been involved in the consultation on these documents and in the development of the new Youth Service Business Plan for 2003-2006.

The Herefordshire Young Peoples Opinions (HYPO) conference took place, involving groups of young people representing youth forums and councils from across the County. A number of external speakers were invited including Herefordshire Council Members. All evaluations have been positive and it is planned that a countywide group will meet on a monthly basis.

The service has continued to work with more young people than planned despite the continued shortages of part time staff and recently a shortage of full time staff as well. The current vacancy rate within the service is running at 23%. Looking forward, this is going to be an issue, as the targets for 2003/04 require a shift of emphasis in order to concentrate on more intensive work, which will result in more administration requirements from staff.

The Duke of Edinburgh Award Scheme was returned to the Youth Service and we have been successful in developing a post together with the Education Department, which will make a full time officer responsible for D of E and Outdoor Education.

### BEST VALUE PERFORMANCE INDICATOR OUTPUTS AND LOCAL PERFORMANCE INDICATOR OUTPUTS BY EXCEPTION:

	WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT (July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT (Jan to Mar)	TOTAL YEAR TO DATE	OUTPUT DETAIL	TREND
?	BV 33 <sup>1</sup>	Youth Service expenditure per head of population in the Youth Service target age range (13 – 19)	£40.00	Annual Calculation	Annual Calculation	Annual Calculation	£68.02	£68.02	Note the target for this indicator was set prior to final clarification from Audit Commission regarding whether all capital charges should be included in this cost.	2001/02 output was £75.47. Lower this year due to both contact target being higher and total expenditure lower due to increase in income from external sources

<sup>1</sup> As has been raised before – this is a poor indicator because: Is it better to spend more or less? Does not take into account the actual work done with young people and has no quality indication. Feed back to this effect has been given to the Audit Commission.



Youth Services continued.....

		WHEN FIRST +/- 10%	PERFORMANCE INDICATOR	ANNUAL TARGET	1 <sup>ST</sup> QTR OUTPUT (April to June)	2 <sup>ND</sup> QTR OUTPUT (July to Sept)	3 <sup>RD</sup> QTR OUTPUT (Oct to Dec)	4 <sup>TH</sup> QTR OUTPUT (Jan to Mar)	TOTAL YEAR TO DATE	OUTPUT DETAIL	TREND
😊	<b>Local 3</b>	<b>Q1</b>	% of budgets from external sources	8% or £60,320	2.96%	4.08%	5.39%	4.08%	17.6% or £132,647	Income from increased building use and obtaining external funding for extra work has enabled us to over achieve on this target.	Up on last years outturn of 12.35% of budget
😊	<b>Local 4</b>	<b>Q1</b>	% of the total youth population aged 11-25 in contact with the youth service (Individuals Contact Target)	16% or (4,352 individuals	6.43% or 1,751 individuals	5.57% or 1,516 individuals	6.10% or 1,658 individuals	7.50% or 2,051 individuals	25.6% or (6,976 individuals)	We have continued to see more young people than planned despite a staff vacancy rate of 23%	Slightly down on last years over achieved figure of 8,218 individuals – reflecting the shift in emphasis of the service to concentrate on quality rather than quantity.
😊	<b>Local 5</b>	<b>Q4</b>	% of total work that actively involves young people in Youth Forums and the management of delivery of a Youth Project	25%	28%	27% average year to date	26.81% average year to date	(44% for quarter) 31.25% average year to date	31.25% average year to date	Performance in the final qtr has been high due to the HYPO conference.	New indicator no comparative data.
😊	<b>Local 6</b>	<b>Q4</b>	% of young people completing annual satisfaction survey	10% of contact target	Nil return	Nil return	Nil return	28%	28%	After many delays the survey was carried out during this qtr. Results are not yet available but 1,220 forms have been returned – not all of which are from current youth service users.	New indicator no comparative data.

For comparison in 2001/02 our spending was: lowest of our Unitary Benchmarking Grp (total 9), 2<sup>nd</sup> lowest of statistical neighbours (11), 5<sup>th</sup> lowest of all West Midlands LA's (14) and 14<sup>th</sup> lowest of all Unitary Authorities (47).



## **10 PAYMENT OF UNDISPUTED INVOICES WITHIN 30 DAYS**

**Report By: DIRECTOR OF POLICY & COMMUNITY  
AND COUNTY TREASURER**

### **Wards Affected**

Countywide.

### **Purpose**

1. To consider the performance against this performance indicator during the financial year 2002/03.

### **Background**

2. The Government has set a performance target of 100% for 2002/03 for the payment of undisputed invoices within 30 days.
3. Strategic Monitoring Committee requested that reports go to each Scrutiny Committee on the Council's performance against the Payment of Invoices within 30 days Best Value Performance Indicator target.
4. Action has been taken, both corporately, in the Policy and Community Directorate and in the County Treasurer's Department, to achieve preferably the target of 100%, or if not an appreciable improvement in performance.
5. The latest data for the Council as a whole, and for Policy and Community in particular, does show a significant improvement over 2001/02. The improvement is partly because of appropriate changes in the calculation method of the data but there is no doubt the managerial action taken in the Policy and Community Directorate has also had its effect.
6. The attached Appendix 1 shows the latest Policy and Community performance information for 2002/03. The annual 2002/3 percentage for Policy and Community is 88.5% compared with 82.8% in 2001/02 but the Committee will note that the performance figures for the last six months have each exceeded 90% with the last two months being above 95%. There is a clear and definite improvement which must be maintained and worked upon in order to achieve the target of 100% consistently.
7. All the percentages shown relate to payments to outside suppliers in accordance with the terms of the performance indicator. Internal transfers are not included.

### **RECOMMENDATION**

**THAT the report be noted.**

### **BACKGROUND PAPERS**

- None identified.



**SOCIAL AND ECONOMIC DEVELOPMENT  
PAYMENT OF INVOICES WITHIN 30 DAYS**

	<b>2001/02</b>												Total %
	April %	May %	June %	July %	August %	September %	October %	November %	December %	January %	February %	March %	
Economic Development	81.7	88.3	85.5	83.3	83.3	83.2	87.9	71.8	75.8	63.0	80.9	83.4	<b>81.0</b>
Culture Leisure & Education for Life	87.5	84.1	82.6	82.5	84.7	78.4	80.5	81.8	77.6	67.1	87.4	89.2	<b>82.0</b>
Policy and Community - Other	87.2	80.6	91.6	93.0	88.9	95.1	83.1	93.0	91.8	70.8	89.0	94.4	<b>88.4</b>
<b>Total</b>	<b>86.7</b>	<b>84.1</b>	<b>84.2</b>	<b>83.9</b>	<b>85.0</b>	<b>80.7</b>	<b>81.5</b>	<b>83.9</b>	<b>79.8</b>	<b>67.4</b>	<b>86.7</b>	<b>89.3</b>	<b>82.8</b>
<b>2002/03</b>													
Economic Development	80.5	79.8	84.8	79.8	87.7	87.8	89.3	93.8	88.9	88.9	93.0	96.3	<b>86.5</b>
Culture Leisure & Education for Life	88.8	78.0	81.8	79.9	85.5	78.2	89.6	93.5	97.3	93.4	96.3	97.3	<b>88.4</b>
Policy and Community - Other	83.5	96.5	89.8	89.6	89.0	87.4	98.3	89.3	94.2	92.9	94.0	92.1	<b>90.9</b>
<b>Total</b>	<b>87.2</b>	<b>79.5</b>	<b>83.2</b>	<b>81.2</b>	<b>86.2</b>	<b>80.7</b>	<b>90.8</b>	<b>92.9</b>	<b>96.1</b>	<b>92.9</b>	<b>95.6</b>	<b>96.4</b>	<b>88.5</b>



## **11 REVIEW OF COMMUNITY AND PARTNERSHIP INVOLVEMENT IN SCRUTINY**

**Report By: Director of Policy and Community**

### **Wards Affected**

County-wide

### **Purpose**

1. To consider additional membership of outside bodies to the Social and Economic Development Scrutiny Committee.

### **Considerations**

2. Historically a number of outside bodies have been nominated to the Social and Economic Development Scrutiny Committee. These have been the business community through Chamber of Commerce, the voluntary sector through Herefordshire Development Association Network (HDAN) and Herefordshire Association for Local Councils (HALC).
3. The involvement from the wider community of Herefordshire in the work of the committee has been viewed as positive and adds a further dimension to the role of Scrutiny.
4. The establishment of the new committee provides the opportunity to reconsider the position, particularly to determine if there are any other bodies that might make a good contribution to the committee.
5. The committee may wish to taken into account that co-option is only one means of engaging partners and the public and there are times when other methods would be more appropriate, for example in-depth investigations and time-limited investigative review groups.

### **RECOMMENDATION**

**THAT Members are asked to consider whether they wish to extend an invitation to any other groups and who they might be.**

### **BACKGROUND PAPERS**

- None

