

A G E N D A

Community Services Scrutiny Committee

Date: **Wednesday, 14th December, 2005**

Time: **6.00 p.m.**

Place: **Assembly Hall, Town Hall,
Hereford.**

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

For any further information please contact:

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Tel/Fax:01432 2604445*

email - cgoodall@herefordshire.gov.uk

**County of Herefordshire
District Council**

AGENDA

for the Meeting of the Community Services Scrutiny Committee

To:	Councillor	A.C.R. Chappell (Chairman)
	Councillor	H. Bramer (Vice-Chairman)
	Councillors	M.R. Cunningham, Mrs. S.P.A. Daniels, J.G.S. Guthrie, B. Hunt, D.C. Taylor, P.G. Turpin and A.L. Williams
	Co-opted Members	Ms. C. Jones (Chamber of Commerce), G. Jones (Tourism Sector), Mrs. E. Newman ((HALC)) and Mr. P. Thomas (Herefordshire NFU)

	Pages
1. APOLOGIES FOR ABSENCE	
To receive apologies for absence.	
2. NAMED SUBSTITUTES	
To receive any details of Members nominated to attend the meeting in place of a Member of the Committee.	
3. DECLARATIONS OF INTEREST	
To receive any declarations of interest by Members in respect of items on the Agenda.	
4. MINUTES	1 - 8
To approve and sign the Minutes of the meeting held on 5th October 2005.	
5. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY	
To consider suggestions from members of the public on issues the Committee could scrutinise in the future.	
6. OVERVIEW OF HERITAGE AND MUSEUM SERVICES	
To receive a presentation giving an overview of Herefordshire Council's Heritage and Museum Service's from the Principal Heritage Officer.	
7. HEREFORD CITY CENTRE REFURBISHMENT (TO FOLLOW)	
To inform Members of the consultation process that has taken place prior to the commencement of the refurbishment of Hereford City Centre scheduled to take place next year.	
(Note: The attached report has been issued subsequent to the agenda but prior to the meeting).	
8. TOURISM DEVELOPMENT IN HEREFORDSHIRE	9 - 10

To update members on the establishment of a Destination Management Partnership for Herefordshire and to outline how this partnership will encourage a framework for investment in the growing sector of the county as well as the Herefordshire economy and in turn create a successful tourist destination and to update members on the Three Choirs Festival in Herefordshire in 2006.

9. ADULT AND COMMUNITY SERVICES DIRECTORATE

11 - 12

To advise Members of the current structure and delivery arrangements for the Adult and Community Services Directorate.

The following appendix was omitted from the agenda. Copies were issued to Members prior to the meeting and made available at the meeting.

10. PERFORMANCE MONITORING

13 - 26

To report on the available Performance Indicators position and provide information about current performance management work within the Community Services Division within the Adult and Community Services Directorate.

11. ST. KATHERINES SITE - UPDATE

27 - 28

To clarify the current position regarding progress in developing St Katherine's in Ledbury into an integrated Library and Info Shop.

12. WORK PROGRAMME 2006/07

29 - 32

To consider a new work programme for the Committee.

PUBLIC INFORMATION

HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES

The Council has established Scrutiny Committees for Adult Social Care and Strategic Housing, Childrens' Services, Community Services, Environment, and Health. A Strategic Monitoring Committee scrutinises corporate 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

PUBLIC INFORMATION

Public Involvement at Community Services Scrutiny Committee Meetings

You can contact Councillors and Officers at any time about Scrutiny Committee matters and issues which you would like the Scrutiny Committees to investigate.

There are also two other ways in which you can directly contribute at Herefordshire Council's Scrutiny Committee meetings.

1. Identifying Areas for Scrutiny

At the meeting the Chairman will ask the members of the public present if they have any issues which they would like the Community Services Scrutiny Committee to investigate, however, there will be no discussion of the issue at the time when the matter is raised. Councillors will research the issue and consider whether it should form part of the Committee's work programme when compared with other competing priorities.

Please note that the Committees can only scrutinise items which fall within their specific remit (see below). If a matter is raised which falls within the remit of another Scrutiny Committee then it will be noted and passed on to the relevant Chairman for their consideration.

2. Questions from Members of the Public for Consideration at Scrutiny Committee Meetings and Participation at Meetings

You can submit a question for consideration at a Scrutiny Committee meeting so long as the question you are asking is directly related to an item listed on the agenda. If you have a question you would like to ask then please submit it **no later than two working days before the meeting** to the Committee Officer. This will help to ensure that an answer can be provided at the meeting. Contact details for the Committee Officer can be found on the front page of this agenda.

Generally, members of the public will also be able to contribute to the discussion at the meeting. This will be at the Chairman's discretion.

(Please note that the Scrutiny Committees are not able to discuss questions relating to personal or confidential issues.)

Remits of Herefordshire Council's Scrutiny Committees

Adult Social Care and Strategic Housing

Statutory functions for adult social services including:

Learning Disabilities

Strategic Housing

Supporting People

Public Health

Children's Services

Provision of services relating to the well-being of children including education, health and social care.

Community Services Scrutiny Committee

Libraries

Cultural Services including heritage and tourism

Leisure Services

Parks and Countryside

Community Safety

Economic Development

Youth Services

Health

Planning, provision and operation of health services affecting the area

Health Improvement

Services provided by the NHS

Environment

Environmental Issues

Highways and Transportation

Strategic Monitoring Committee

Corporate Strategy and Finance

Resources

Corporate and Customer Services

Human Resources

The Public's Rights to Information and Attendance at Meetings

YOU HAVE A RIGHT TO: -

- 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 five 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 Cabinet and 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, Cabinet, 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 (20p per sheet subject to a maximum of £5.00 per agenda plus a nominal fee of £1.50 for postage).
- Access to this summary of your rights as members of the public to attend meetings of the Council, Cabinet, Committees and Sub-Committees and to inspect and copy documents.

Please Note:

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A public telephone is available in the reception area.

Public Transport Links

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COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL
FIRE AND EMERGENCY EVACUATION PROCEDURE

IN CASE OF FIRE
(no matter how small)

1. Sound the Alarm
2. Call the Fire Brigade
3. Fire party - attack the fire with appliances available.

ON HEARING THE ALARM

Leave the building by the nearest exit and proceed to assembly area at:

CAR PARK AT REAR OF BUILDING

COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

MINUTES of the meeting of Community Services Scrutiny Committee held at St. Katherine's Hall, Ledbury on Wednesday, 5th October, 2005 at 6.00 p.m.

Present:	Councillor	A.C.R. Chappell (Chairman)
	Councillor	H. Bramer (Vice Chairman)
	Councillors	M.R. Cunningham, Mrs. S.P.A. Daniels, J.G.S. Guthrie and D.C. Taylor
	Co-opted Members	C. Harvey (Chamber of Commerce) and Mrs. E. Newman (Herefordshire Association of Local Councils)

In attendance: Councillors B.F. Ashton, J.C. Mayson (Cabinet Member – Rural Regeneration and Strategy, D.W. Rule MBE (Cabinet Member – Children’s Services), R.V. Stockton (Cabinet Member – Community Services) and R.M. Wilson (Cabinet Member – Resources)

The Committee observed a minute’s silence in memory of Councillor G.V. Hyde, former Deputy Leader and Cabinet Member (Economic Development).

10. APOLOGIES FOR ABSENCE

Apologies were received from Councillors R.B.A. Burke, P.G. Turpin and A.L. Williams and from Co-opted Members Ms. C. Jones (Chamber of Commerce) and G. Jones (Tourism Sector).

10. APOLOGIES FOR ABSENCE

Apologies were received from Councillors R.B.A. Burke, P.G. Turpin and A.L. Williams and from Co-opted Members Ms. C. Jones (Chamber of Commerce) and G. Jones (Tourism Sector).

11. NAMED SUBSTITUTES

Councillor R. Mills substituted for Councillor R.B.A. Burke and Mr. C. Harvey substituted for Ms. C. Jones.

12. DECLARATIONS OF INTEREST

There were no declarations of interest.

13. MINUTES

RESOLVED: That the minutes for the meeting held on 13th June 2005, be approved as a correct record and signed by the Chairman.

14. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY

The Chairman announced that the suggestion to scrutinise the county’s museums received at the last meeting had been accepted and would be scheduled in the

Committee's work programme for next year.

The following suggestions were proposed for scrutiny:

- The delivery of youth activities in Ledbury.
- The operation of the police station in Ledbury.
- Highways and traffic in Ledbury.

The Chairman agreed to discuss the operation of the police station in Ledbury with the Community Safety Officer and pass on the suggestion to scrutinise highways and traffic in Ledbury to the Chairman of the Environment Scrutiny Committee.

15. PRESENTATION BY CABINET MEMBER (COMMUNITY SERVICES)

The Committee received a presentation from Councillor R.V. Stockton, Cabinet Member (Community Services) informing them of the policy issues affecting his programme area and the main future priorities.

A report from the Cabinet Member (Community Services) was included in the agenda papers.

In response to questions the Committee was informed that:

- Negotiations were ongoing with Accord to take over the contract of Herefordshire Jarvis Services (HJS) who were still the Council's principal contractor.
- HJS were still delivering services for the Council.
- All staff at HJS were being kept informed of any developments in the situation.
- Public Rights of Way was set to join the Parks and Countryside Service.

16. PRESENTATION BY CABINET MEMBER (RURAL REGENERATION AND STRATEGY)

The Committee received a presentation from Councillor J.C. Mayson, Cabinet Member (Rural Regeneration and Strategy) informing them of the policy issues affecting his programme area and the main future priorities.

A report from the Cabinet Member (Rural Regeneration and Strategy) was included in the agenda papers.

In response to questions the Cabinet Member replied:

- The Moneybox Credit Union had branches in Hereford and Leominster. Moneybox was open to all people who live or work in Herefordshire.
- The Business Rate Relief Scheme currently being piloted in Ross on Wye until September 2006 could become a Countywide scheme if deemed successful.
- The Council was legally obliged to provide a replacement livestock market for Hereford.
- Cabinet would undertake a full and open consultation whilst debating the new location for the livestock market.
- He acknowledged that there were some concerns about how farmers from the Golden Valley would access a new livestock market located to the north west of Hereford.
- There was a high emphasis on Best Value when it came to devolving services to Parishes.

17. HEREFORDSHIRE FESTIVALS 2004/2005

Members received an update on the activity since the Festivals Review, which had been approved by the former Social and Economic Development Scrutiny Committee in November 2003.

Details of current position in respect of Festivals that had taken place in the County from October 2004 were contained in the report.

The Chairman welcomed invitees from the Leominster Festival, Ledbury Poetry Festival and the Three Choirs Festival. The representatives gave an opening address and then responded to questions from the Committee as summarised below.

Mr. Attwood, Chairman of the Leominster Festival, informed the Committee that this year's festival had been a success, with the appearance of the Tashi Lhunpo Monks the highlight and that next year's Festival had already been planned without the aid of a grant from the Council. Funding was instead being gained from local sponsors. Members were informed about the difficulty of recruiting new volunteers to help organise the Festival despite a high profile recruitment campaign.

Mr. Brookes, Chairman of the Ledbury Poetry Festival (LPF), reported to the Committee that the Festival had enjoyed record ticket sales and was the largest poetry festival in the Country. He explained that the LPF was not just a ten-day event in the summer with other events being held throughout the year. He informed Members that the LPF's community programme cost about £20,000 a year to deliver. He believed that it was a great shame that Herefordshire Council could not provide the LPF with a Service Level Agreement (SLA).

Dr. Bennett, Director LPF, called for Herefordshire Council to provide LPF with an SLA as recommended by the Festivals Review Group.

The Chairman commented that the Festivals Review Group had recommended that the LPF be awarded a SLA, however, budget constraints had prevented the implementation of the recommendation at this time.

Mr Wilding, Chairman of the Three Choirs Festival, Hereford, informed Members that the Three Choirs Festival was one of the oldest music festivals in Europe and had been running for over 300 years. He reported that the Festival was returning to Hereford in 2006 and that the Festival organisers were trying to widen the appeal of the festival. He felt that the Festival was not appreciated locally as much as it might be and therefore next year there was going to be a greater emphasis on the fringe festival to try to encourage families and others who would not normally attend the festival to watch a performance or be involved in a workshop. He conceded that tickets for the festival on the whole were not cheap, however, some cheaper tickets were available. He reported the festival was trying to get young people more involved in the festival and that the fringe was currently trying to make arrangements to work with schools during next year's festival.

Mr Dickinson, Administrator for the Three Choirs Festival, discussed a case study report completed by the Arts Council about the audience which had visited the festival in 2004 when the festival was hosted in Gloucester. A copy of the Arts Council report had been circulated separately to Members. Mr Dickinson stated that although the report was based on audience figures at Gloucester that the findings were relevant to Hereford as the audience for the festival was broadly similar each year. He informed that Committee that 57% of visitors to the festival had stayed

overnight when visiting the festival, 45% of visitors had travelled over 60 miles to attend and the average spend on tickets per person at the festival was £55.32. He explained that the report showed that the type of visitor to the festival was relatively affluent. This meant that the Three Choirs Festival was good for the local economy. However, he felt that Hereford needed to provide more hospitality and local shops could do more to stock goods which would be attractive to the typical festival visitor.

Mr Dickinson called for the scheduled refurbishment of Hereford City centre in 2006 to be delayed until after the conclusion of next year's festival.

The Chairman thanked the invitees for attending the meeting and congratulated them on the success of their respective festivals. He informed them that he appreciated their financial needs and would ensure that these were brought to the Budget Panel's attention in preparing the 2006/07 budget.

18. YOUTH MATTERS - GREEN PAPER

Members were informed of the Youth Matters – Green Paper consultation on the future of Youth Services and the Connexions Service, a copy of which had been circulated separately to Members.

The Community Youth Service Manager informed the Committee that the Green Paper had been published on 18th July 2005 and invited views on how to reform services in line with the Every Child Matters and the Children Act 2004. The Green Paper consultation was set to end on 4th November 2005.

The following were the main points from the ensuing discussion:

- Young people had been consulted as part of the wider consultation via a young persons version of the green paper and specialist questionnaire; young people had even gone so far as to develop their own version of the young persons green paper to make it more accessible. A young peoples action group was expected to respond to the consultation shortly.
- All local information would be combined to make up Herefordshire's local offer of available services.
- A Youth Worker for Bromyard and Ledbury had just been appointed.

The Cabinet Member (Children's Services) stated that the Green Paper was likely to change the public perception of the Youth Service. The Youth Service of the future would be based on outcomes and gaining qualifications as a subsidiary to the education service rather than having a more social purpose.

The Cabinet Member (Children's Services) informed the Committee that Herefordshire was set to nominate a representative to the Youth Parliament.

RESOLVED: That the Youth Matters – Green Paper be noted.

19. LEDBURY LIBRARY AND TOURIST INFORMATION SERVICE

Members were informed of the latest position on the relocation of the present Library and the Tourist Information Centre (TIC) into new premises at the Masters House, St. Katherine's, Ledbury.

Two questions from members of the public had been received before the meeting.

Ms. A. Blackmore, Ledbury Resident asked:

1. *"Would the Council confirm that in order for the TIC to perform the services efficiently and productively it needs to be sited in a prominent position.*
2. *The current location is in the best position and we would prefer it remain there. If Herefordshire Council are still considering moving the TIC into the Masters House would they confirm it will be prominently located in the entrance area? The other services such as library, council offices etc do NOT require such prominence.*
3. *If this is not the case, would the Council consider retaining the TIC in the ground floor of The Browning Institute building. This could have an entrance in the Homend – the upper floors could be rented out. This building has been left in trust to Ledbury and should contain a prominent operation such as the TIC. What would be the cost of rent for the ground floor space in this building? (It is understood that the rent is required to offset the maintenance of the building).*
4. *The main reason for removing the TIC from its current location the Council has stated is the rental cost. At present the building has occupants in the upper floors which must offset some of the rent. What is the current rent for the TIC?"*

Mr. R. Kretching, Ledbury resident asked:

"We are constantly being told that we live in the 4th wealthiest nation in the world

Why therefore must the TIC in Ledbury be moved to a small area in the Masters House in a car park away from the Homend (a question of money?)

The current position of the TIC is the eye into Ledbury, where many tourists make it their first port of call to find out about the town.

Local artists and businesses use the windows to sell or promote their services.

It should not be a question of money whether to change the position of the TIC.

If you wish tourists to keep coming to Ledbury the TIC must be easily seen and accessible.

Most towns and cities have TIC's which are easily seen.

Older residents who know the town and the Masters House tell me that they believe there is not sufficient space to occupy the library and TIC together with all the other services already there.

Your comments to us the residents of Ledbury would be greatly appreciated."

The Acting Cultural Services Manager reported to the Committee that the current location of the library in Ledbury was contrary to the requirements of the Disability Discrimination Act (DDA) due to a stepped entrance, narrow doorways and a further staircase within the building without a lift.

She explained that, subject to listed building consent, the library was set to relocate in part to the Masters House in December 2005 or January 2006. However, this was only a temporary move as a Heritage Lottery bid (HLF) was being submitted to facilitate the complete relocation of the library. If the HLF bid failed investigations would be made into funding the relocation through the Council's capital programme.

Regarding the TIC, the Acting Cultural Services Manager explained that the current

lease on the building in which the TIC was located was set to expire in two years time. She explained that the relocation of the TIC to the Masters House would provide an improved service in an historic setting which could become one of Ledbury's foremost tourist attractions in its own right. The TIC would have its own separate entrance, on the doctor's surgery side of the building, and signage from the town centre would be provided. The TIC may also be able to extend its opening hours, as the centralisation of services in the Masters House would allow greater flexibility with staff.

If the TIC were to relocate to the Browning Institute it was not possible to ascertain the costs of relocating as the building was not owned by the Council. It would also not be possible to have window displays if the TIC relocated to the Browning Institute, unlike at the Masters House where the window displays would continue.

Mr. P. Oar, Ledbury resident highlighted the example of Yeovil TIC which had relocated away from a town centre location, and was reporting major reductions in the number of visitors it received as no one knew where to find it.

The Cabinet Member (Community Services) explained to the Committee that he believed that the Masters House would become one of the best tourist attractions in Ledbury. If the TIC relocated to the Masters House it would still be accessible from the high street and the new location would be well signposted. Although local artists might benefit from being able to display their work in the window of the current TIC this was not a principal function of a TIC and not a facility that the Council was obliged to provide.

In closing the item the Chairman stated that the Committee would investigate progress on the issue again in the future and that the issue of signage to the TIC would be passed onto the Chairman of the Environment Scrutiny Committee.

RESOLVED: That the plans for the relocation of both the Library and the Tourist Information Centre in Ledbury be noted.

20. COMMUNITY SERVICES PERFORMANCE REPORT

The Committee received a report on the available performance indicator positions and were provided with information about the current performance management work within the Community Services Directorate

The Director of Adult and Community Services explained to the Committee that a factual error had occurred on page 11 of the performance report in relation to Heritage Services. The report stated that visitor figures to Hereford Museum and Art Gallery were down from last year. In fact visitor figures for July and August 2005 were higher than those recorded in the respective months in 2004.

The Acting Cultural Services Manager informed Members that visitor figures for museums and visitor figures in general regionally and nationally were inconsistent. The museum in Kington was reporting higher visitor numbers than last year, as were museums in Powys and Worcestershire. The Council had conducted its own survey into visitor trends regionally and nationally through Visit Britain and had discovered that many other areas were suffering from lower numbers of overnight stays. It was possible that the recent terrorist attacks in London had contributed to the reduction in the number of visitors to London who then venture out into the rest of the Country.

The Performance Improvement Manger informed the Committee that in future performance reports were likely to be more concise and have a greater focus on

exception reporting.

He added that, in order to gain figures regarding the number of people who use open spaces at least once a month, a representative Best Value survey was carried out every three years.

RESOLVED: THAT the report be noted.

21. SCOPING STATEMENT FOR FOLLO UP REVIEW OF THE COURTYARD CENTRE FOR THE ARTS

The Committee discussed the scoping statement for the proposed follow up review of the Courtyard Centre for the Arts, as requested by Cabinet following the report of the Courtyard Review Group which had been approved by the former Social and Economic Development Scrutiny Committee in January 2005.

The Vice-Chairman explained that Cabinet had accepted a number of the Review Group's previous recommendations. The new review would be monitoring the progress that the Courtyard had made, as outlined in the key questions on the new scoping statement which was attached at Appendix 1 to the report.

The Chairman explained to the Committee that a new Member and Chairman of the Review Group needed to be appointed as the previous Chairman of the Review Group, Councillor J. Stone, had been appointed Vice-Chairman of the Council.

RESOLVED:

THAT (a) Councillor M.R. Cunningham be appointed as a Member of the Courtyard Review Group;

(b) Councillor H. Bramer be appointed Chairman of the Courtyard Review Group;

and;

(c) the scoping statement for the follow up review of the Courtyard Centre for the Arts, as appended to the report, be approved.

In closing the meeting the Chairman accepted a question from Tony Bradford, Ledbury resident, who was concerned about the proposed closure of Ledbury Jobcentre+ and the prospect of disadvantaged Jobcentre+ customers having to undertake a 30 mile round trip to Hereford to participate in compulsory interviews in order to claim benefits.

The Chairman informed Mr. Bradford that the Council could not prevent the closure of Ledbury Jobcentre+ but offered to follow up the issue separately and write back to him in due course.

The meeting ended at 7.59 p.m.

CHAIRMAN

CONSULTATION PROCESS FOR THE SCHEDULED REFURBISHMENT OF HEREFORD CITY CENTRE

Report By: Director of Adult and Community Services

Wards Affected

Central

Purpose

1. To consider the consultation process that was undertaken in respect of the proposed refurbishments to Hereford City Centre.

Financial Implications

2. None.

Background

3. The Council is committed to the upgrading and refurbishment of the city centre. The next phase of refurbishment will be the High Street in January 2006, to be followed by other areas of the city centre in an order that has still to be decided. Officers worked with the Council's consultants, Owen Williams, and their consultants RAA Architects to develop detailed designs and costings for the refurbishment.
4. Cabinet Members were briefed on the design principles being used to produce the design options on 12 September 2005, and agreed that the initial consultation with the public would concentrate on the features in the design. This was proposed due to the complexity of presenting multiple options to the public covering different areas of the city centre using different paving patterns, lighting, street furniture, planting etc. It was agreed that this approach would require a second round of consultation on detailed issues once the more general layouts had been agreed.
5. On 9 August 2005 a presentation on the principles behind the refurbishment was given to Hereford City Council. A further presentation on the design options was given on 25 October 2005, and the City Council provided its views on the preferred option in writing.
6. The Hereford City Partnership received a presentation on the principles behind the refurbishment on 22 August 2005. The Partnership was shown the design options and given time to consider them at its meeting on 7 November 2005.
7. On 20 September 2005 the design principles and outline proposals were favourably received by a group of local property developers.
8. On 4 October 2005 the Hereford City Conservation Panel of the Civic Society was briefed on the proposals.

Further information on the subject of this report is available from Alan Ronald, Economic Regeneration Officer on (01432) 260177

9. Council Members and City Council Members were informed about the public consultation and invited to a preview of the consultation on 21 October 2005 in the Town Hall. Members of Hereford City Partnership, Hereford in Bloom and the Civic Society were also informed and invited to the preview. A letter advising on the public consultation was sent to all retailers around the city centre on 17 October 2005, using addresses from the business rates database.
10. A Press Release announcing the consultation was issued on 18 October 2005 and some editorial appeared in the Hereford Journal and the Hereford Times that week. Adverts were also placed that week and the following one in both papers.
11. From 22 to 29 October 2005 (except Sunday 23 and Monday 24) Officers carried out a public consultation exercise from a trailer in High Town and in the Old House. This comprised a static display and officers were on hand to explain the various considerations contained in the two options. Members of the public were invited to complete feedback sheets.

Consultation Results

12. Some 259 consultees responses have been received to date. This does not reflect the number of people attending the consultation, since many couples completed a single form and many others did not wish to complete a form. It is estimated that 3 to 4 times more people visited than returned sheets.
13. The feedback sheets provided a reasonable indication on the preferred option. Approximately 20% of respondents were against either option, 60% favoured option 2 and only 20% option 1. The feedback will enable the design process to continue and more detailed options will be provided for further consultation in January/February 2006.

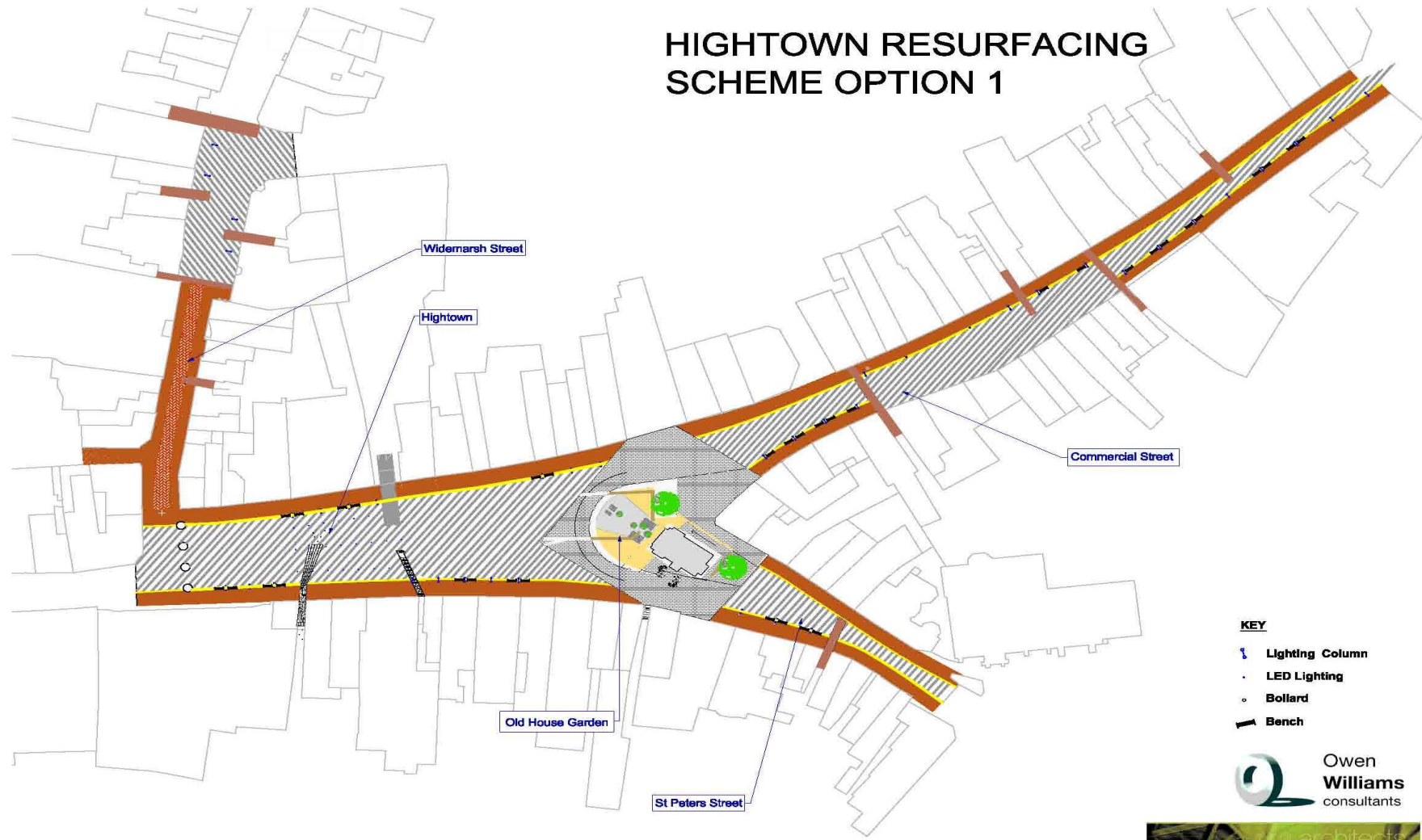
RECOMMENDATION

THAT subject to any comments Members may wish to make, the report be noted.

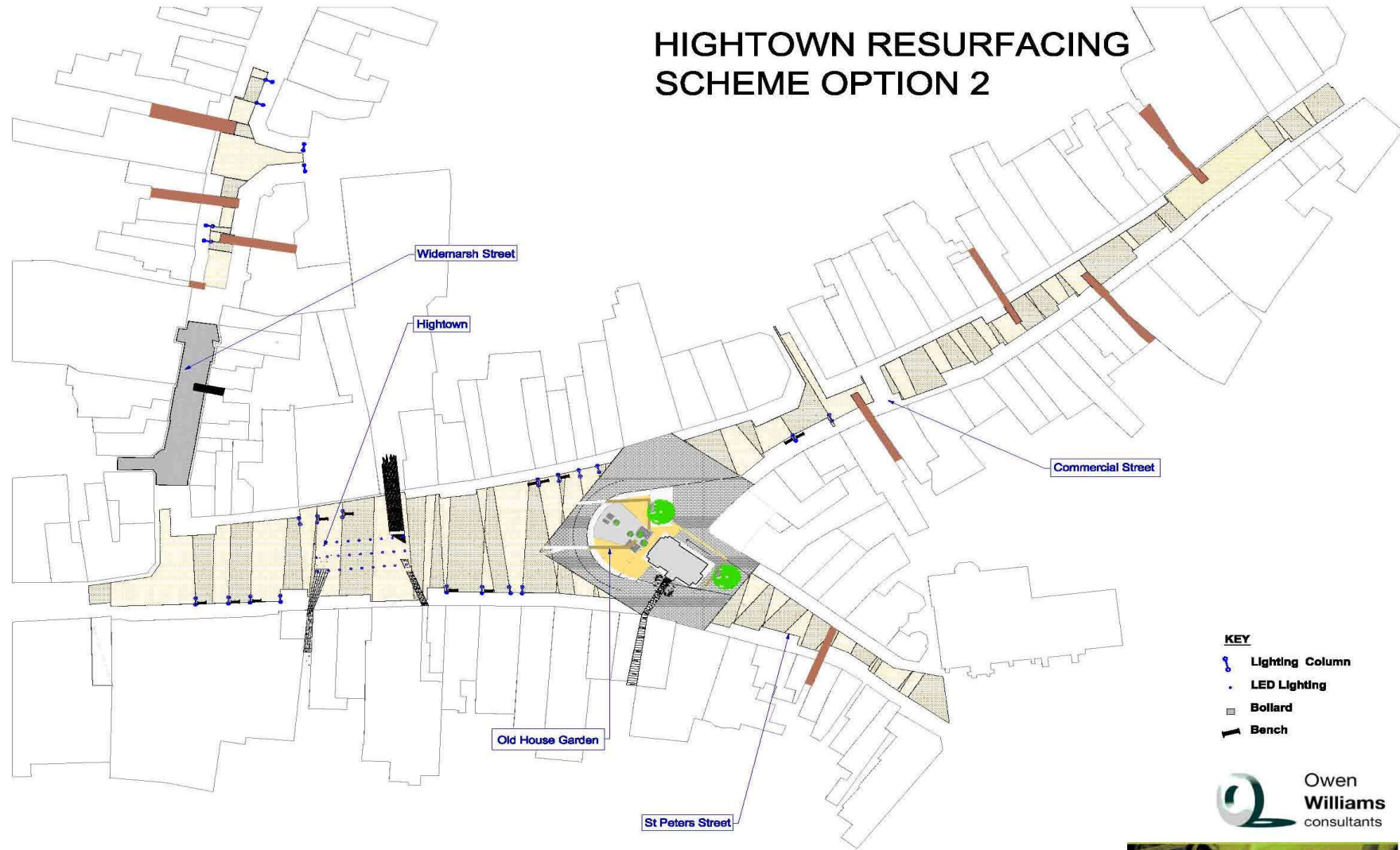
Summary of Hereford City Centre Design Options

The options presented for public consultation are shown below. The key difference is that Option 1 provides a more modern look and will keep the same paving design throughout the City. Option 2 tries to differentiate Hereford from other cities, and emphasise its mediaeval links, by using different patterns to mimic mediaeval paving. Both options would emphasise the Old House and old entrances and passageways around the city.

HIGHTOWN RESURFACING SCHEME OPTION 1



HIGHTOWN RESURFACING SCHEME OPTION 2



- KEY**
- Lighting Column
 - LED Lighting
 - Bollard
 - Bench

Owen
Williams
consultants



TOURISM DEVELOPMENT IN HEREFORDSHIRE

Report By: Principal Tourism Officer

Wards Affected

County-wide.

Purpose

1. To update Members on the establishment of a Destination Management Partnership (DMP) for Herefordshire and to outline how this partnership will encourage a framework for investment in the growing sector of the County as well as the Herefordshire economy and in turn create a successful tourist destination and to update members on the Three Choirs Festival in Herefordshire in 2006.

Financial Implications

2. None at the present time.

Background on the Destination Management Partnership

3. The West Midlands Visitor Economy was launched in April 2004 and contained a recommendation therein that Destination Management Partnerships (DMP's) should be created within the sub-regions to implement and deliver the Regional Strategy and to bring together all the elements that make up the "tourism experience" into one body.
4. The Tourism Co-ordination Group, set up as a result of the Best Value Review of Tourism was originally monitoring the work of the Tourism Enterprise Programme, a European Funded programme that ended in March 2005. This group, made up of representatives of all sectors in the tourism industry, representatives of regions of the County and other statutory bodies has now taken the lead in establishing the DMP in Herefordshire.
5. There has been a considerable amount of consultation with the tourism operators, their businesses and individuals in the County and the majority of the feedback has been positive regarding the establishment of a DMP. The industry representatives feel that this will cut down on duplication and will enable the Partnership to attract external funding in order to deliver tourism in the County. The aim of the group is to establish the Partnership by April 2006 subject to approval being received from Herefordshire Council and the approval of the Shadow Board of the Business Plan.
6. There are a number of issues to determine on how the DMP will deliver the Tourism Service currently provided by Herefordshire Council and how this service will link into the corporate requirements of the Authority. It is aimed to establish a Shadow Board initially and thereafter appoint a full Board from July 2006 at which time the body will become a membership organisation.

Background on the Three Choirs Promotion.

7. As part of the service currently offered to Festivals and Events organisers in the County, Herefordshire Tourism actively promotes all the Festivals in the County within a quarterly publication and on the Herefordshire Tourism Web site. With particular reference to the Three Choirs Festival there is a direct link from the tourism web site to the Three Choirs Web site and the dates have been included within the main Visitor Guide, published by the Association for the Promotion of Herefordshire in partnership with Herefordshire Tourism. The logo of the Three Choirs Festival will also appear on the Direct Mail postcard that will be sent to 80,000 homes in the UK in January, this will encourage interested visitors to request a copy of the programme.

RECOMMENDATION

THAT the report be noted.

BACKGROUND PAPERS

- West Midlands Visitor Economy Strategy.
- Destination Herefordshire – consultation document October 2005.

ADULT AND COMMUNITY SERVICES DIRECTORATE**Report By: Director of Adult and Community Services****Wards Affected**

County-wide.

Purpose

1. To advise Members of the current structure and delivery arrangements for the Adult and Community Services Directorate.

Financial Implications

2. None.

Background

3. The Council reviewed its senior management structures early in 2005 and the review resulted in five new directorates being proposed. These were:
 - Adult and Community Services
 - Environment
 - Children's Services
 - Resources
 - Corporate and Customer Services
4. The Adult and Community Services Directorate is a new Directorate comprising elements of the former Policy and Community Directorate and Social Care and Strategic Housing Directorate.
5. The Director of Adult and Community Services took up post on 1st September, 2005 and an early task was to establish the structures for the new directorate. It is anticipated that new structures will be confirmed early in the New Year. In the mean time services are being managed through the line management structures inherited from the previous directorates.
6. The new directorate provides exciting opportunities to bring together a number of universal community services such as Libraries and Parks and Countryside with the Adult Social Care and Strategic Housing functions. A summary of the services provided and key contact points is attached as appendix one for information.

Further information on the subject of this report is available from
Geoff Hughes, Director of Adult and Community Services on (01432) 260695

RECOMMENDATION

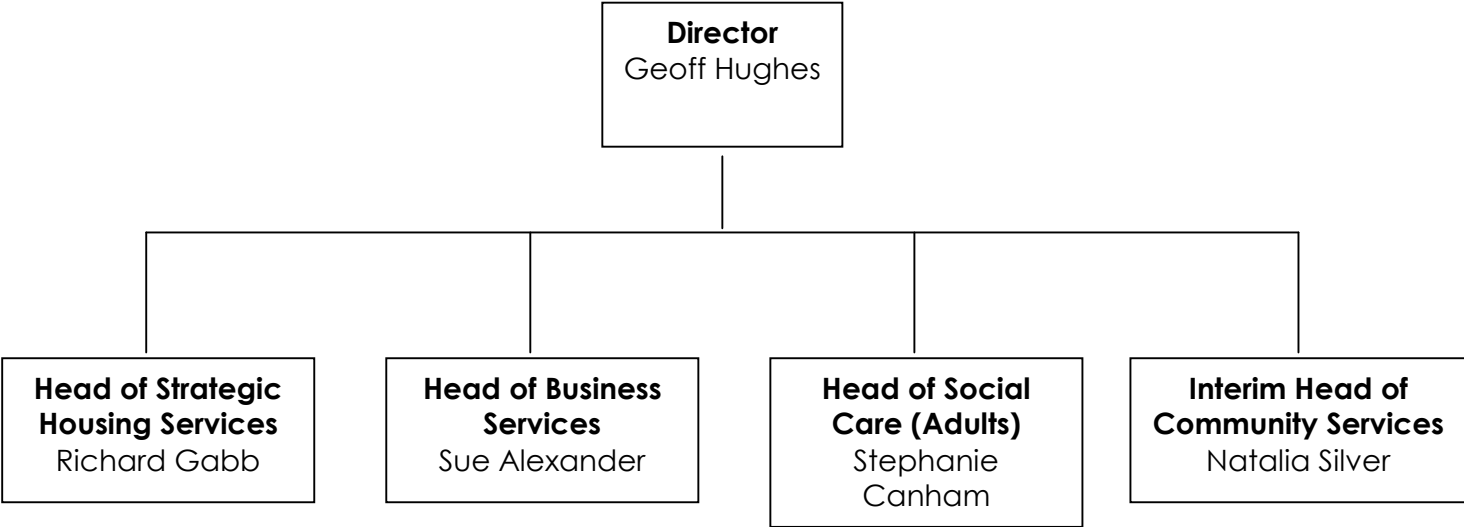
THAT the report be noted

BACKGROUND PAPERS

- None identified.

Further information on the subject of this report is available from
Geoff Hughes, Director of Adult and Community Services on (01432) 260695

Adult and Community Services



Appendix 1

- **Director of Adult & Community Services** – GEOFF HUGHES (tel. 01432 260695, Brockington)
- Head of Adult Services – **STEPHANIE CANHAM** (tel. 01432 260320, Garrick House)
- Head of Business Services – **SUE ALEXANDER** (tel. 01432 260069, Garrick House)
- Head of Community Services – **NATALIA SILVER** (tel. 01432 260732, Plough Lane)
- Head of Strategic Housing – **RICHARD GABB** (tel. 01432 261902, Garrick House)

ADULT SERVICES – STEPHANIE CANHAM

- **Adult Protection.** Manager – **LYNNE HODGMAN** (tel. 01432 261533, Grange Court, Leominster).
- **Commissioning & Contracts.** Manager – **MARTIN SMITH** (tel. 01432 260723, Garrick House).
- **Learning Disabilities.** Interim Manager – **ANDREW LANE** (tel. 02432 373200, Hillrise Centre, Hereford).
- **Older People & People with Disabilities.** Manager – **JANET SCRIVENS** (tel. 01432 261602, Garrick House).
- **Operational Projects.** Manager – **LESLIE LIBETTA** (tel. 01432 260729, Garrick House).
- **Prevention Services: Older People & People with Disabilities.** Manager – **SUE DALE** (01432 261778, Garrick House).

BUSINESS SERVICES – SUE ALEXANDER

- **Finance.** Manager – **ANNE SILLEY** (tel. 01432 260545, Bath Street).
- **Human Resources.** Manager – **MARK GODWIN** (tel. 01432 260741, Garrick House)
Interim Manager – **Liz Wallace** (tel. 01432 383384, Plough Lane).

Appendix 1

- **Performance Improvement.** Manager – **ANDREW HASLER** (tel. 01432 260655, Garrick House).
- **Administration.** Manager – **MAGGIE MORRIS** (tel. 01432 261617, Bath Street).

COMMUNITY SERVICES

- **Community Youth Service.** Manager – **JON RALPH (tel. 01432 383377, Plough Lane).**
- **Cultural Services.** Manager – **to be confirmed.**
- **Directorate Support.** Manager – **JENNY GOLDSBURY** (tel. 01432 260667, Plough Lane).
- **Diversity & Community Leisure Partnerships.** Manager – **CAROL TRACHONITIS** (tel. 01432 260616, Plough Lane).
- **Parks and Countryside Services.** Manager – **TONY FEATHERSTONE** (tel. 01568 798321, Queenswood).
- **Social & Economic Regeneration.** Manager – **PENNY JONES** (tel. 01432 260613, Plough Lane).

STRATEGIC HOUSING – RICHARD GABB

- **Enabling & Housing Needs.** Manager – **JANE THOMAS** (tel. 01432 261910, Garrick House).
- **Home Point.** Manager – **JAMIE BURNS** (tel. 01432 359500, 135 Eign St).
- **Homelessness & Housing Advice.** Manager – **DEREK ALLEN** (tel. 01432 261567, Garrick House).
- **Private Sector Housing.** Manager – **DENISE BRADLEY-LLOYD** (tel. 01432 261913, Garrick House).

Appendix 1

- **Supporting People.** Manager – **IAN GARDNER** (tel. 01432 383074, Leominster).

PERFORMANCE MONITORING

Report By: Performance Improvement Manager

Wards Affected

County-wide

Purpose

1. To report on the available Performance Indicators position and provide information about current performance management work within the Community Services Division within the Adult and Community Services Directorate.

Financial Implications

2. No direct implications.

Background

3. The Performance Management Framework of the Council requires reporting to Scrutiny Committee at 4, 6, 8, 10 and 12 months. This reporting format has been produced to provide coverage and commentary about a selection of Best Value and Local Performance Indicators, all of which are included within the Corporate Plan and are reported in line with the Annual Operating Plan requirements. Issues, challenges and concerns relating to the Performance Indicators will be reported on an exception only basis, when activity levels are not in line with the planned targets.
4. The detail of the performance for each Service Block is given in the attached Appendices.

Other Performance Developments

5. As a Directorate, we are entering into the new round of Service Planning in line with the Corporate Performance Framework. The Performance and Records Management section are supporting this process and offering the opportunity for performance clinics to review and develop indicators and targets.

RECOMMENDATION

THAT (a) the report on Community Services Performance be noted;

And;

(b) areas of concern continue to be monitored

BACKGROUND PAPERS

- None identified.

Further information on the subject of this report is available from
Andrew Hasler, Performance Improvement Manager on (01432) 260655

Key

BVPI = Best Value Performance Indicator

Local PI = These are taken from Directorate and Service plans selected by Service Manager these can include **LPSA** indicators

Out Turn = The previous Year End figures

Target = Figure to be reached or exceed by the end of Year

Quarters

Actual Q1 = 1st April to 30th June

Actual Q2 = 1st July to 30th September

Actual Q3 = 1st October to 31st December

Actual Q4 = 1st January to 31st March

The Figures in the Actual Quarters column can be Percentages, Ratios or actual Numbers, these vary according to the definition of the Indicator. Where a Number or Percentage is recorded this is the Cumulative figure for the latest Quarter.

Status

☺ = The Current Out-Turn Figure is equal to or greater than the Target figure

☹ = The Current Out-Turn Figure is less than the Target figure but an improvement on the previous years Out-Turn

☹ = The current Out-Turn figure is less than the previous years Out-Turn figure

Community Safety									
BVPI	Local PI	Definition	04-05 Out-turn	Target	Actual Q1	Actual Q2	Actual Q3	Actual Q4	Status
	√	Alcohol related crime and disorder incidents in Herefordshire (between 20:00 and 06:00)	2891	2217	735	1296			☹
	LPSA	Criminal damage incidents	2418	2101	666	1115			☹
Life Long Learning									
BVPI	Local PI	Definition	04-05 Out-turn	Target	Actual Q1	Actual Q2	Actual Q3	Actual Q4	Status
	√	200 learners enrolled through subcontract to Herefordshire Literacy project		50 entry level 1 & 2		24			☹
				30 entry level 3		13			☹
					20 level 1		12 Level 2		
	√	Learners engaged on Family Literacy, Language & Numeracy courses	183	180	109				☺
	√	Learners engaged on first steps and OCN accredited courses		450 ACL 169 ESF 500 ARCH*	257	490			☹
Economic Regeneration									
BVPI	Local PI	Definition	04-05 Out-turn	Target	Actual Q1	Actual Q2	Actual Q3	Actual Q4	Status
	√	No. of Commercial Property Inquiries Received	248	250	65	94			☹
	√	No. of Business Start Up Grants Awarded	75	60	22	29			☹

* **Definitions** Open College Network (OCN), Adult and Community Learning (ACL), European Social Funding (ESF) Action for Regenerating Communities in Herefordshire (ARCH)

Success Stories

Indicators

Alcohol related crime and disorder incidents in Herefordshire (between 20:00 and 06:00); HAND scheme is successfully up and running in Hereford City with bans of up to 12 months being issued and enforced by licensees to those committing night time crime and disorder offences.

Issues, Challenges and Concerns

Indicators

Alcohol related crime and disorder incidents in Herefordshire (between 20:00 and 06:00); Alcohol referral scheme now working from Hereford police stations custody unit. Referral numbers have increased as a result of this on site intervention but the number of referrals from A&E continues to be of concern. Work is being progressed by the alcohol implementation group to try and address the issue within Accident & Emergency.

Criminal damage incidents; Criminal damage is an LPSA target and, as yet, the funding has not been agreed. All the same the anti-social behaviour group are in the process of developing initiatives to tackle criminal damage and this work will be progressed as soon as the LPSA funding has been confirmed.

Appendix Two – Parks and Countryside

BVPI	Local PI	Definition	04-05 Out-turn	Target	Actual Q1	Actual Q2	Actual Q3	Actual Q4	Status
	√	% of people who use sports and leisure facilities at least once a month		25% Measured on a 3 yearly basis		75%			😊
	√	% of people who use parks, open spaces, play areas and other community recreational facilities at least once a month		50% Measured on a 3 yearly basis		147%			😊
	√	% of Council-owned or managed land without a nature conservation, managed for biodiversity	0.33%	0.35% Measured annually		0.33%			😐
	LPSA2G indicator and target negotiation	The proportion of relevant land and highways (expressed as a %) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level		To be agreed		14%			😐
	√	EMAS IS014001 Certification		Extend EMAS/IS014001 to other activities Complete certification valid for 3 years		Achieved 23/08/05			😊
	√	% of FOI requests answered within the 20 day time limit	100%	100%	100%	300%			😊
	√	% of appeals to the Information Commissioner that are upheld	0%	0%	0%	0%			😊

Appendix Two – Parks and Countryside

BVPI	Local PI	Definition	04-05 Out-turn	Target	Actual Q1	Actual Q2	Actual Q3	Actual Q4	Status
	√	The level of the Equality Standard for Local Government to which the Authority conforms in respect of gender, race and disability	1	1 (Parks & Countryside compliant) Complete awaiting level 2 target date	1	3			😊
	√	% Personal development plans in place and % of planned activity implemented	100%	95%	93%	193% Complete for year			😊
	√	The % of working days/shifts lost to sickness absence per full-time equivalent employees	Not recorded	7%	0.65%	10.57%			😊
		% Staff turnover	0%	9%	0%	0%			😞

Success Stories

North Herefordshire Swimming Pool

Construction Timetable: Complete. Commissioning of services and plant to commence on connection of gas supply – due last week in November, Opening Date: 1st week in January. Official opening 2nd week in January.

Aylestone Park

Phase 1a complete. Includes the creation of new vehicular access into Aylestone Park and associated works as detailed below.

Phase 1b started w/c 29/08/05. Includes the construction of new gate and pillars and installation of decorative RAF gates, re-used and re-furbished from the SAS camp. Expected completion 1st December 2005.

Financial Performance: To be completed within budget.

Decontamination programme: Work has not started due to Environment Agency consents needing additional risk assessments. Environment risk assessment complete November 7th 2005. Passed to Environment Agency for determination.

Castle Pool Cleansing

English Heritage consent obtained. Environment Agency consent obtained. Tenders are now being sought for the work.

College Estate Replacement Playground

Officially opened 29/10/05. Financial Performance: Within budget.

Luard Walk – Doorstep Green Project

Phase 1 of project complete. Includes work on Existing Play area, Kick about area, Focal Sitting area, Dog exercise area.

Phase 2 awaiting outcome of further funding applications. Includes Installation of existing play equipment (donated from Spring Field Avenue, Herefordshire Housing) (Playground awaiting installation). Financial Performance: Within budget.

Issues, Challenges and Concerns

North Herefordshire Swimming Pool

Financial Performance: £107k deficit reported May 2005.

Parks Contract Budget

The predicted outcome for 2005/6 of a £140,000 overspend is likely to be higher than expected. This is largely due to an unbudgeted increase in Health & Safety type works (which have constituted an unacceptable risk to the Authority) – Vandalism, Hazardous trees and playground decommissioning.

Budget pressures from deterioration of infrastructure are growing annually. All pavilions/changing rooms are at the end of their useful life. Litterbins and seats in parks are now unable to be replaced when damaged/vandalised. Many boundary fences are now inadequate/unsafe – Replacement only takes place when these abut highways where risks are highest.

Costs of contract uplifts continue to exceed inflation allocations.

The corporate estate is growing on an annual basis due to adopted land from planning gain. This is not being compensated for by additions to the base budget.

The effect of commuted sums being lost at the end of their term is impacting seriously on resources. Net impact – reduction in base budget on an annual basis.

Proposed reduction in Hereford City Council contribution to grounds maintenance in the City. Service levels will need to be reduced to compensate for this loss.

Appendix Three – Cultural Services

BVPI	Local PI	Definition	04-05 Out-turn	Target	Actual Q1	Actual Q2	Actual Q3	Actual Q4	Status
	√	% of targets met as listed in the Action Plan		90%		54%			☹
	√	Number of visitors to the tourist information centres.		317.000		233.895			☺
170a		Number of visits to and usage of museums/heritage centres per 1,000 population		820	231	501			☹
	√	Number of library visits per 1,000 population	5177	National 6300 Local 5435		5177			☺
	√	Total number of usage in organised groups by pupils for:		7000	2678	3520			☺
		Outreach at schools not part of BV170C			842	1271			☺
		Museum on the move.			962	Nil			☺
170c		Visits to museums and galleries			874	1287			☺
	√	% of people who use libraries at least once a month		Annual					
170b		Visits To and Use of Museums: visits in person			200	450			☺
220		Compliance Against the Public Library Service Standards (PLSS)	1	2		2			☺

Success Stories

Museums

Indicator

The bracketed figures are cumulative, i.e. the total to date.

Number of visits to and usage of museums/heritage centres per 1,000 population: at 6 month point we seem likely to make this target

Indicator

Visits To and Use of Museums: visits in person, visitor figures across heritage sites low, Ledbury down 4,000 on last year due to lack of volunteers, still hope to meet target

% of Targets met as listed in the Action Plan of Service Plan

Total 54% to end of October - on track as most target are end of year

Number of Visitors to the Tourist Information centres

Figure is just for October - running total 213,750, does not include other forms of enquiries

The TIC indicator does not take account of other forms of enquiries and this can be illustrated for October as:

- In person visitors: 26,556
- Written enquiries: 101 (2,372)
- Telephone: 1,494 (22,669)
- Email: 159 (1,420 to date)

These figures do include Bromyard as a shared site and figures difficult to quantify.

Analysis from Herefordshire Art Week (that took place in August, though research figures were completed in October) show sales made by artists up 45% in 2005 compared to 2004. This pleased the artists as the fees for taking part have increased significantly now the project has reduced funding.

Libraries

Indicator

Number of library visits per 1,000 population; Projection for the year is 4935 mix of full and sample counting

Compliance Against the Public Library Service Standards (PLSS); Range of 1 – 4, 4 is the Best

Recruited Writer in Residence.

Successful bid to UK Online ICT Public Libraries Challenge Fund - £14K

Rural Learning Champions Project commenced - £66K from Aim Higher (HEFC)

Issues, Challenges and Concerns

Indicator

Outreach at schools not part of BV170C, 2nd quarter figures always low due to long summer vacation

Museum on the move. Bus not in county for whole of second quarter.

Appendix four – Diversity and Community Leisure Partnerships

BVPI	Local PI	Definition	04-05 Out-turn	Target	Actual Q1	Actual Q2	Actual Q3	Actual Q4	Status
	✓	Number taking part in the Sports Referral Programme	38	48		80			😊
	✓	% of existing LIFT Exercise Referral clients completing the programme.		45%		58%			😊
	✓	Number. of new referrals to the LIFT Exercise programme	864	1050		660			😊
	✓	Participants completing community based sports leaders awards and coach education programmes	73	60		45			😊
	✓	Number. of schools participating in the Herefordshire Youth Games	23	25		23			😊
	✓	Number of people participating in the SHAPES programme	-	250		230			😊
	✓	Number of people completing qualifications (OCN & ICON)	-	20 Target for July to March		0			😊
	✓	Number of people reporting health improvements	-	50 Target for July to March		0			😊
	✓	Number of Walk Leaders Trained	-	10		15			😊

Success Stories

Indicators

Number, of new referral to the LIFT Exercise programme; Referrals are on target

Participants completing community based sports leaders awards and coach education; No courses have been run during this period but target is still due to be met with planned courses

Number. of Schools participation in the Herefordshire Youth Games; Youth Games is held once a year but target number was achieved although 2 schools were unable to attend on the day

Number of people participating in the SHAPES programme; Participants increasing and on target as new classes are introduced

Number of people completing qualification (OCN & ICON); A number of people are undertaking the training but have not yet completed the courses

Number of people reporting health improvements; This target is due to be measured in March when people have completed courses and are able to assess improvement

Number of Walk Leaders Trained; The target has been met and exceeded

Funding has now been secured to develop the Footprints project countywide. The support is being given by Leader +, Big Lottery and the Herefordshire PCT. The new Co-ordinator should be appointed by January 06 which will enable walks to be developed across the County.

The Herefordshire & Worcestershire County Sports Partnership has now been reformed and is developing a new team to look at the wider agenda for sport. The partnership should be 'Fit for Purpose' by March 06 and a business plan in place to lead the work of the partnership.

A group looking at the 2012 Olympics and Paralympics has been formed locally and is feeding into the West Midlands regional bid for involvement in both the Olympics and in particular the Paralympics.

Issues, Challenges and Concerns

Staff changes in both the Exercise Referral project and Sports Referral Project have now been completed and are expected to progress in the coming months to increase both referrals and completion rates for the LIFT scheme. The Steering Group for each project will monitor progress.

Appendix Five – Community Youth Service

BVPI	Local PI	Definition	04-05 Out-turn	Target	Actual Q1	Actual Q2	Actual Q3	Actual Q4	Status
	KPI Contact	13 – 19 yr olds performance to July 05		20% of youth pop aged 13 –19 (2,966)	4.6% (675)	8.1% (1,194)			☹
	KPI Participation	13 – 19 yr olds performance to July 05		12% of youth pop aged 13 –19 (1,779)	2.8% (408)	4.8% (708)			☹
	KPI Recorded Outcomes	13 – 19 yr olds performance to July 05		60% of Participants (1,076)	9.3% (38)	22.6% (160)			☹
	KPI Accredited Outcomes	13 – 19 yr olds performance to July 05		30% of Participants (533)	6.9% (28)	16.4% (116)			☺
	✓	% of young people aged 13-19 who feel that the Council does enough to give young people the opportunity to influence important decisions	03 -04 survey 13.8%	25%	19.2% '05 Youth Survey				☹

25

Success Stories

- The Service is showing improvement across all 4KPIs areas however the rate of increase is not enough to achieve annual targets by the end of the period.
- The Youth Service completed its JAR self assessment on time.
- Summer programmes and activities have been well received in all areas. Outdoor education (Canoeing and Sailing) have been very successful with schools and SEN groups due to their new access boats and a facilities.
- Hinton Youth Centre is nearing the completion of its £380,000 refurbishment and should be back on line early in October.
- Ross on Wye YC (the Y Zone) closed for a £330,00 refurbishment which should be completed in Jan 2006. Both these refurbishments will vastly improve the quality and range of facilities available to young people. The Y Zone Youth work programme has relocated to Tudorvill YC for the duration.
- Recruitment and retention of full time staff is better than 2004-5, however part time staff has shown no improvement. A new recruitment round will happen early next period.

Issues, Challenges and Concerns

Indicator

Contact 13 – 19 yr olds performance to July 05, Trend remains up, but rate of increase is not sufficient to achieve annual target. Recruitment has been prioritised as high levels of PT staff vacancies are now emerging. Projects aimed at increasing numbers are planned for the Autumn term and start of the new school year. High risk of not achieving this target by year end. Negative impact on JAR Increased partnership with Voluntary sector, Budget pressure for 2006-7.

Participation 13 – 19 yr olds performance to July 06, Clarification has been sought on the National definition of participation, this revision to local guidance will increase the numbers the service can achieve in the area. High risk of not achieving this target by year end. Negative impact on JAR, Increased partnership with Voluntary sector, Budget pressure for 2006-7.

Recorded Outcomes 13 – 19 yr olds performance to July 07, Increase in the numbers of projects delivering recorded outcomes, but these are limited by staff vacancies. High risk of not achieving this target by year end. Negative impact on JAR, Increased partnership with Voluntary sector, Budget pressure for 2006-7.

Accredited Outcomes 13 – 19 yr olds performance to July 08, These programmes can take three months to deliver the outcome this may therefore be a surge of completion in this period and may not be sustainable to the end of the period. Medium risk of not achieving this target by year end. Negative impact on JAR, Increased partnership with Voluntary sector, Budget pressure for 2006-7.

% of young people aged 13-19 who feel that the Council does enough to give young people the opportunity to influence important decisions, This survey is carried out on an annual basis. Increase in work on Youth Forums and Councils to address this area. High risk of not achieving this target by year end. Negative impact on JAR. Increased partnership with Voluntary sector, Budget pressure for 2006-7.

Targets set are very stretching for the level of staffing and resourcing the service has. High levels of stress and discontent at the achievability of the targets and staff workloads are being recorded through supervision and SOS survey results. This is added to by impending Ofsted ? JAR inspection of the Youth Service.

Every Child Matters (ECM) and the recent Youth Matters – Green Paper for Youth Services combined with the Herefordshire Council restructuring has led to an agreement in principle that the Youth Service will be relocated within the new Children's Services Directorate. This move will be planned as part of the change management process for Children's Services to ensure minimum disruption in service delivery. Herefordshire Council has welcomed the Youth Matters Green Paper particularly its focus on providing more facilities and opportunities for young people to be come actively involved.

The Youth Service as part of this process will need to re examine its work priorities to ensure that Children's Services as a whole is meeting the needs of all young people and specifically those more at risk. The Council is currently consulting with young people and its partners to formulate a response to the Green Paper by 4th November.

ST KATHERINE'S SITE UPDATE

Report By: Cultural Services Manager

Wards Affected

Ledbury and surrounding area

Purpose

1. To clarify the current position regarding progress in developing St Katherine's in Ledbury into an integrated Library and Info Shop.

Financial Implications

2. Possibility of increased costs.

Background

3. As part of a first phase project, plans are in place to improve facilities at St. Katherine's in Ledbury to create an integrated Library and Info Shop. This would create a Disability Discrimination Act (DDA) compliant Library for Ledbury and a generally better layout for customers. The original plan was to start work this autumn / winter but that will not be achieved because of the considerations required of the building.
4. An independent Conservation Report was commissioned to assess the historic fabric of the St Katherine's buildings. This report has shown that the buildings are of significant heritage importance to the County. Parts of the building date back to the early 15th Century, though the site was used before that date as a place of "hospitality" for travellers, the elderly, infirm and terminally ill. Combined with its age, the building is historically important, surviving dissolution of 1547 and containing traditional building methods in good condition. Based on detailed research, evidence from paintwork and a Tree-ring Study on the wood contained within the building, the report recommends that only certain areas should be subject to alteration. English Heritage has seen the site and suggested at the time that some of the internal wall could be removed even though the building is Grade II* listed.
5. Before the Conservation Report was received there were existing issues over the best use of the space as a unit of small rooms it does not provide the best solution in terms of an integrated front line service, security and flow of visitors. The security risk can be partly overcome through the installation of CCTV. In addition consideration needs to be made regarding the ICT provision. The initial budget made no provision for ICT or project management and the current network upgrade project has made no provision for St Katherine's. A special provision would need to be made at the site with additional investment implications. All of these issues, have delayed the project with a more likely start date of June / July 2006.
6. The second stage of the project would be to utilise the whole of the building, including upstairs to incorporate other services on the one site and to highlight the

Further information on the subject of this report is available from
Natalia Silver, Cultural Services Manager on (01432) 260732

historic significance of the building. This would be dependent on a Heritage Lottery Fund application.

RECOMMENDATION

THAT the report be noted and any views the Committee may wish to express be forwarded to the Cabinet Member (Community Services) for consideration.

BACKGROUND PAPERS

- None identified.

**COMMUNITY SERVICES SCRUTINY COMMITTEE
WORK PROGRAMME 2006/7****Report By: Chairman, Community Services Scrutiny
Committee****Wards Affected**

County-wide

Purpose

- 1 To consider a new work programme.

Financial Implications

- 2 None

Background

- 3 The current Committee Work Programme expires following the March 2006 meeting. It is intended that the Committee meeting on 24th March 2006 will consider:
 - HALO
 - Final Report of the 18-35 Review Group
 - Scoping Statement for the Proposed Review of the County's Museum Service
- 4 The Committee is therefore requested to consider the proposed work programme for the period April 2006 to the end of March 2007. In accordance with the principles outlined in the Scrutiny Improvement Plan of developing a themed approach to issues debated at Committee, the following programme attached at Appendix 1 has been prepared by myself following consultation with the Director of Adult and Community Services. Members are reminded that guidance for developing an effective work programme is contained in the Scrutiny Handbook previously issued to Members.
- 5 I have elected to keep the work programme relatively clear so that the Committee can consider the most current issues for scrutiny within its remit at that particular time. Should any urgent, prominent or high profile issue arise, as Chairman I may reschedule a planned meeting or consider calling an additional meeting to consider that issue.
- 6 Other issues the Director and I are aware of for consideration as the programme is developed are:
 - Courtyard Review Group;

- Economic impact of the outcome of the Experiment to Pedestrianise Widemarsh Street, Hereford;
 - Any specific issues arising from the Corporate Plan.
- 7 Should Members become aware of any issues they consider may be added to the scrutiny programme they should contact either myself as Chairman or the Vice-Chairman to log the issue so that it may be taken in to consideration when planning future agendas or when revising the work programme.

RECOMMENDATION

THAT subject to any comment or issues raised by the Committee the work programme be approved and recommended to Strategic Monitoring Committee.

BACKGROUND PAPERS

- None identified.

APPENDIX 1

January 2006	
Items	<ul style="list-style-type: none"> • The economic impact of the experiment to pedestrianised Widemarsh Street, Hereford
March 2006	
Items	<ul style="list-style-type: none"> • HALO • Report from the 18-35 Review Group • Scoping Statement for the Proposed Scrutiny Review of the Museum Service
June 2006	
Items	<ul style="list-style-type: none"> • Reports from Cabinet Members
September 2006	
Items	<ul style="list-style-type: none"> • Town Centre Issues
December 2006	
Items	<ul style="list-style-type: none"> • No Items Identified
March 2007	
Items	<ul style="list-style-type: none"> • No Items Identified

