

# A G E N D A

## Community Services Scrutiny Committee

Date: **Friday, 16th June, 2006**

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Time: **10.00 a.m.**

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Place: **The Royal Hotel, Royal Parade,  
Ross on Wye, Herefordshire.**

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

*For any further information please contact:*

*Craig Goodall, Members' Services,  
Tel/Fax:01432 260445*

*email - [cgoodall@herefordshire.gov.uk](mailto:cgoodall@herefordshire.gov.uk)*

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**County of Herefordshire  
District Council**



# AGENDA

## for the Meeting of the Community Services Scrutiny Committee

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

	<b>Pages</b>
<b>1. APOLOGIES FOR ABSENCE</b>	
To receive apologies for absence.	
<b>2. NAMED SUBSTITUTES</b>	
To receive details any details of Members nominated to attend the meeting in place of a Member of the Committee.	
<b>3. DECLARATIONS OF INTEREST</b>	
To receive any declarations of interest by Members in respect of items on the Agenda.	
<b>4. MINUTES (TO FOLLOW)</b>	
To approve and sign the Minutes of the meeting held on 6th June 2006.	
<b>5. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY</b>	
To consider suggestions from members of the public on issues the Committee could scrutinise in the future.	
<b>6. DISCUSSION OF THE ECONOMIC AND TOURIST BENEFIT OF THE RIVER WYE IN HEREFORDSHIRE</b>	
To seek the views from a range of interested parties on the current economic and tourist benefit of the River Wye for Herefordshire and how it can be improved.	
<b>7. ANNUAL REPORT ON COMMUNITY SERVICES</b>	1 - 8
To receive a report from the Cabinet Member (Community Services) on activity in the Community Services programme area for 2005/06.	

**8. END OF YEAR REPORT ON PERFORMANCE MONITORING**

9 - 20

To report on the end of year performance position relating to the Economic and Community Services Division within the Adult and Community Services Directorate.

## **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 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 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:**

Agenda and individual reports can be made available in large print. Please contact the officer named on the front cover of this agenda **in advance** of the meeting who will be pleased to deal with your request.

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 the officer named on the front cover of this agenda 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.



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## **FIRE AND EMERGENCY EVACUATION PROCEDURE**

### **ROYAL HOTEL, ROSS ON WYE**

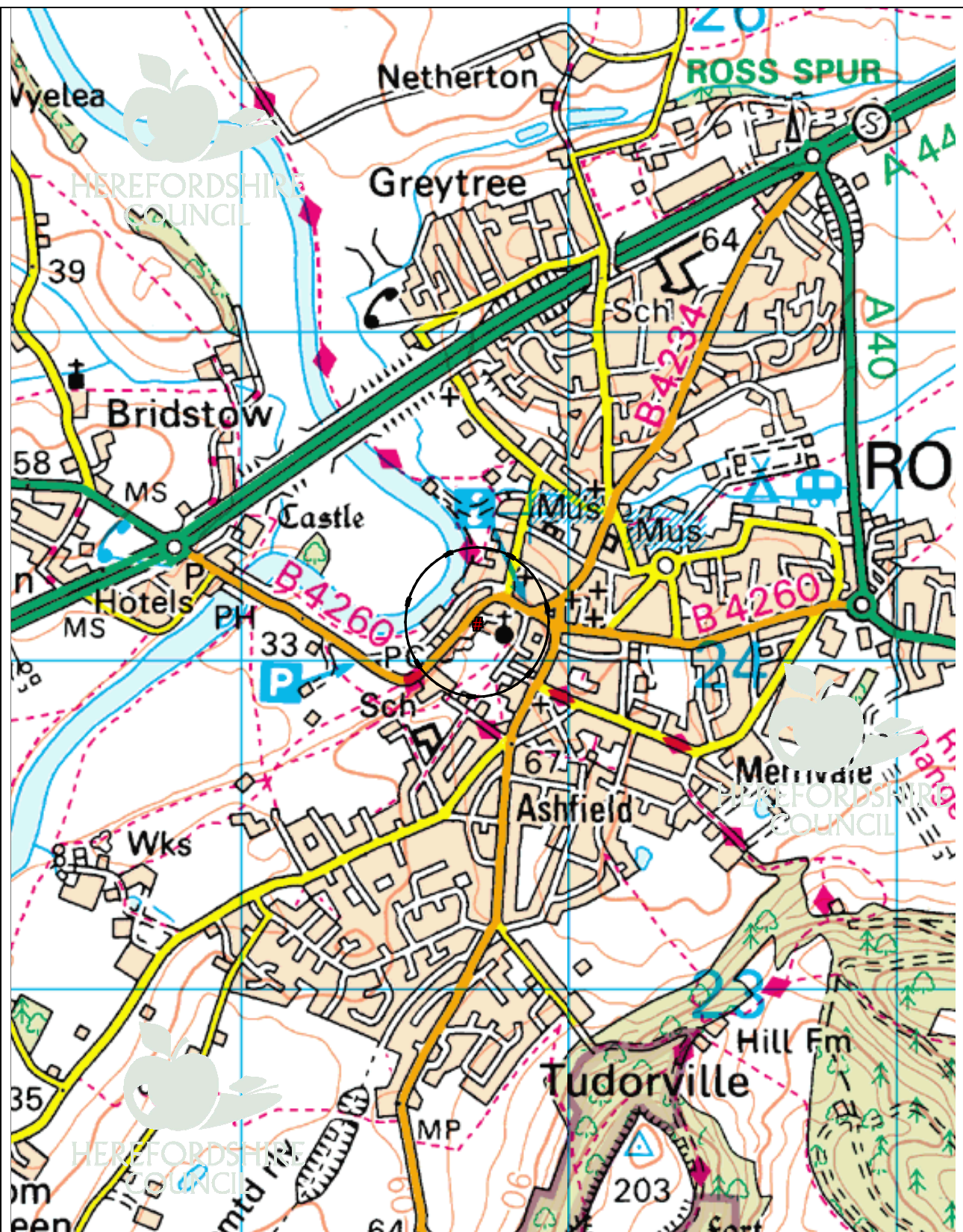
In the event of a fire or emergency the alarm bell will ring continuously.

You should vacate the building in an orderly manner through the nearest available fire exit.

You should then proceed to **FAR BACK CORNER OF THE CAR PARK**. A check will be undertaken to ensure that those recorded as present have vacated the building following which further instructions will be given.

Please do not allow any items of clothing, etc. to obstruct any of the exits.

Do not delay your vacation of the building by stopping or returning to collect coats or other personal belongings.



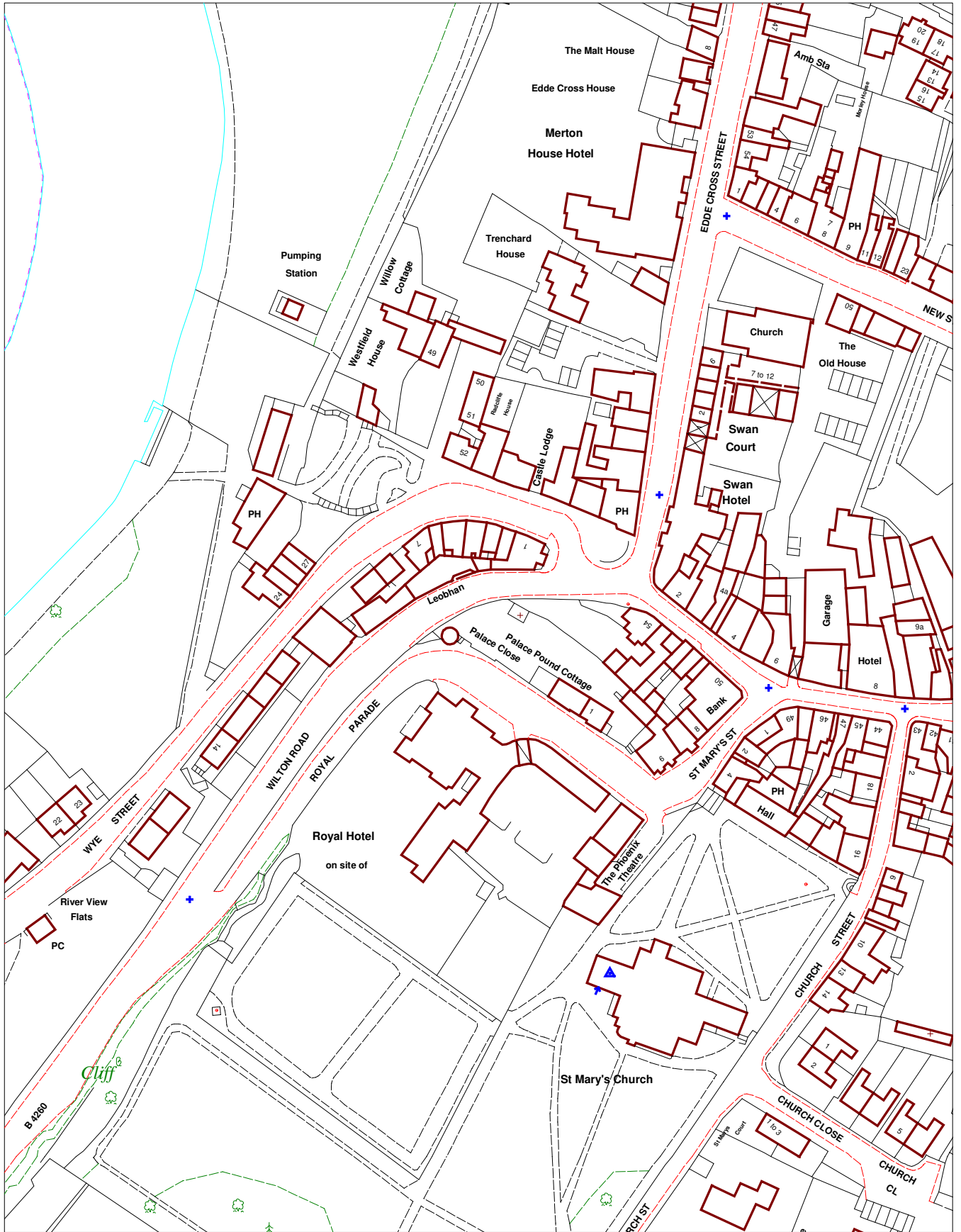
LOCATION PLAN –

Royal Hotel, Royal Parade, Ross-on-Wye



SCALE: 1:15000

Herefordshire Council  
 Brockington  
 35 Hafod Road  
 Hereford  
 HR1 1ZY



**ANNUAL REPORT ON COMMUNITY SERVICES****Report By: Cabinet Member for Community Services****Wards Affected**

Countywide

**Purpose**

1. To receive a report from the Cabinet Member (Community Services) on activity in the Community Services programme area for 2005/06.

**Financial Implications**

2. None

**Background****Lifelong Learning**

3. **Start Here Project**

Funding has been received from the Learning and Skills Council, supported by European Social Funding, to deliver Adult and Community learning in Herefordshire. Phase 1, commencing in June 2005, focused on providing a range of learning opportunities from the South Wye and Riverside Community learning centres. Phase 2, commenced in January 2006 is delivered from the four market towns sixth form colleges/schools. Both projects will run to February 2008. 188 learners have been enrolled on the projects during 2005/06.

4. **Widening Access and Participation Project**

The 18 month Werndee Woods project involved taking disadvantaged and disaffected young adults into a woodland site where they engaged in a number of outdoor based informal learning opportunities. Using traditional and basic approaches, courses included wood turning, 'yurt' building and camp cookery. Learners developed confidence and communication skills, as well as having the satisfaction of creating finished articles. During the 18 months, 80 Learners took part and 22 are awaiting accredited certificates. This project came to an end in March 2006.

5. **E-learning**

Funding has been secured to support an initiative to ensure that 'e-learning' is embedded in all curricula supported by the service. The funds have enabled the purchase of computers, digital cameras, projectors and printers to be made available to tutors in the preparation and delivery of their courses. In addition funding has been made available for tutor training to help them develop their course materials and to use the support equipment provided. This will enable a better quality of provision to the benefit of learners and will support continuing improvement of the service.



## Tourism

### 6. **Destination Management Partnership**

A public private partnership with the aim of delivering a good place to live, work and visit achieved by joint working and getting everyone engaged in promoting the County as one partnership. During the last 18 months a group has been working together to deliver this partnership and it was formed by the 1st April with a board of 15 people (7 public, 7 private and an independent chairman). This organisation will be a membership body and will raise funds for its activities from both within the County and externally. The ultimate aim is to establish a company limited by guarantee that will stand alone but this is a long term objective.

### 7. **Familiarisation Visits to Herefordshire**

During 2005/06 Herefordshire Tourism hosted 35 press visits to the County from overseas journalists organised through Visit Britain and domestic journalists. During the year the main theme for the coverage has been food and drink and walking in the County and in excess of £2million worth of coverage in newspapers and magazines has been generated.

## Arts

### 8. **Start Up Course for Creative industries**

First course received very positive feedback with 14 attendees. Success has resulted in a partnership with Shropshire County Council and the programme being run twice a year - Spring and Autumn to enable increased opportunity to take part.\*

### 9. **Mentoring Programme**

Four businesses are currently going through the programme. There have been mixed results, so the approach for this part of the programme and the definition of true mentor and mentee is being reviewed. A partnership with Shropshire County Council is also happening for this part of the programme, re-launches for revised programme planned.\*

### 10. **Trade Shows**

Eight businesses supported with trade show stands and the introduction of 'introductory tours' has proved popular and successful. Feedback from these introductory tours suggests some new people might gain the confidence and necessary knowledge to apply for future stand support.\*

*\* Funded by the Arts Council with match funding from the local authority*

### 11. **Village Artmarkers**

Village Artmarkers aims to increase opportunities for people in rural areas to experience and participate in the arts and learn more about their heritage. The Parishes involved are Bosbury, Dorstone, Whitchurch & Ganarew, Kinnersley, Bodenham, Cradley, Ewyas Harold and Brockhampton & Fawley. The project in Whitchurch and Ganarew has been completed and a carved green oak Bell Tower now stands at Whitchurch Primary School. The other seven projects are currently underway and artworks are being produced as a result. The projects are helping to build community cohesion. Workshops have been generally well attended by both young and old, including those who would not normally take part in community or arts activities. In Kinnersley, a third of the population have taken part in the project, showing how great the impact can be on a rural community. The Project is funded by Heritage Lottery, the Arts Council and some funding from the local authority.

### Herefordshire Community Safety and Drugs Partnership

#### 12. Safety and Drugs Booklet

During the summer months of last year, the Herefordshire Community Safety and Drugs Partnership started to gather information to develop an A5 size Community Safety and Drugs Partnership Booklet. The booklet was funded by advertisements from partner agencies and contained a mix of advertising of services and editorial on key partnership crime reduction and harm minimisation messages. The booklet covers areas of Alcohol; Domestic Violence; Mobile phone security; Road Safety; Crime reduction measures; Hate Crime; Drug awareness and important numbers and useful websites. 74,282 booklets were delivered in January 2006 to every household and local businesses across Herefordshire, through the local free papers.

#### 13. DIP and PPO Schemes

DIP (Drug Intervention Programme) and PPO (Prolific and other Priority Offenders Schemes) were fully established over the last year. DIP engages with drug using offenders and supports them whilst engaging them into treatment, with the aim to keep them in drug services. DIP has taken 126 referrals over the last year and worked directly with 106. PPO scheme focuses on supporting the most prolific offenders in the County, with the aim of reducing their offending behaviour, and so their impact on the wider community. The PPO scheme is currently working with 14 individuals and monitoring approximately 100 offenders.

### Parks, Countryside and Community Leisure Facilities

#### 14. North Herefordshire Swimming Pool

The long awaited replacement swimming pool project was completed in the late autumn of 2005 and opened in the first week of the new year. To date (end of May) it has exceeded all expectations for usage. Examples of users include: -

Total visits	54,597
Lesson attendances	10,928
School pupil attendances	10,405
Disabled attendances	812
Public swimming attendances	28,489

#### Aylestone Park

1. This development of the Parks infrastructure has continued to progress throughout the year with the following milestones created:

- The paths and entrances to the conservation area and informal slopes were completed.
- Seats were purchased and installed on the upper slopes.
- The former RAF Hereford Gates were restored and erected at the entrance of the Park.
- Environment Agency consent was obtained for the clearance of the canal.

#### 16. Lady Hawkins Community Leisure Centre, Kington - Refurbishment Project

After a consultation period over the Autumn and Winter of 2005, work started in February this year to redevelop the existing underutilised squash courts at the Lady Hawkins Community Leisure Centre, Kington. The two squash courts will be redeveloped and reconfigured to provide a multifunctional area which can provide for dance, drama, aerobic exercise and additional meeting space. As part of the redevelopment additional storage space will be created alongside much needed toilet accommodation to support activity in the recently upgraded performance hall. The

project is a partnership between the High School, Herefordshire Council (Children's Services and Leisure Development), Kington Town Council and the Lady Hawkins Community Leisure Trust. The work is due to be completed in early June.

17. **Castle Pool**

After six years of surveys, investigations and negotiations, work on the cleansing and desilting of the Castle Pool took place during April of this year. The work which has been deemed a success was completed in May with the silt having been deposited at Aylestone Park as a soil improver.

### **Community Regeneration**

19. **Project Development**

The service dealt with 512 enquiries in 2005-6, up from 495 in 2004-5 and an increase of 32.3% on enquiries in the last two years. Notable successes included a Phase 3 Heritage Lottery Bid for the Museum and Learning Resource Centre Project in Hereford, plus successful Lottery bids developed with Burley Gate Pre-School, Vowchurch Village Hall and Hereford Shopmobility, along with several successful Awards For All bids. Internally, successful bids were developed with other departments for LSC Adult Learning, Leominster Pavilion (through MTI) and Halo for Adopt-A-School. The service helped develop 49 projects for the Small Project Fund with local voluntary and community groups as well as issuing two Funding Directories and the 5th Herefordshire Funding Fair, attended by over 150 people with 27 information stalls.

Other outreach events included a Big Lottery presentation plus 1-1 sessions, 2 Heritage Lottery 1-1 Project Development Days and two funding seminars run in conjunction with the Football Foundation at Herefordshire FA.

20. **South Wye Development Trust (SWDT)**

A Trust is in the process of being established to continue the development of a range of regeneration activities in the South Wye area and to develop a local community business owned and managed by the South Wye community. The area adopted by the Trust will be similar to that of the South Wye Regeneration Partnership but will now include the Rotherwas Industrial Estate and the residential area which includes Northolme Road and is bounded by Belmont Road to the south and the Wye to the north. SWDT plans to harness the good work that has evolved from the South Wye Regeneration Partnerships work build on this and introduce a new and entrepreneurial approach which will in the long term create wealth in the South Wye Community and keep it there for the purposes of re-investment in community infrastructure.

21. **Hinton Community Centre**

The refurbished Hinton Youth Centre was launched in 2005 as Hinton Community Centre. The centre was created to provide a focus for residents of the area to provide additional activities for sport, arts and community use. The centre is now in community management and the refurbished building now provides a sports hall, main hall for arts activities including a community film club, an upgraded community café and information point and offices to rent all of which are fully accessible.

### **Library Service**

22. **Free Reservations**

The Library Service removed the charge for reserving any item already listed on our catalogue - removing another barrier to using library services across the County.



This service is also now available online. At the same time a suggestions scheme was introduced for books, music and films not in stock. In the first nine months over 1240 suggestions were made by the public - resulting in 830 titles being ordered - both new and old. Including titles already in stock or on order 85% of suggestions were satisfied.

23. **Reader Development work**

The library service made significant advances in promoting books and reading including employing a Writer in Residence; increasing the number of Reading Groups supported to over 50 including two with MIND; putting full details of the 106 titles available in multi-copy sets on our website; Murder in the Library event at Ross; various author visits arranged; new Chatterbooks group at Bromyard Centre.

24. **Mobiles**

A new mobile library van was purchased in December 2005, and delivered in April 2006. It is a low floor vehicle with access for all customers via a simple ramp. It is easy to clean, has efficient heating and air conditioning for both staff and customers and a table and seating for other Council services that may also use the van. It has a very attractive awning and display boards that fit over the shelving to enable the van to be used as a mobile exhibition. It is currently stored at Rotherwas whilst consultation on the new routes takes place and a second van is being built.

25. **Kington**

Kington library is being refurbished and the current library service is being run from a portacabin. The portacabin has all the main facilities including Internet access and has been well received by customers. The newly refurbished Kington Library is on schedule for opening in Autumn 2006 incorporating an Info Shop.

**Heritage**

26. **Museum Resource and Learning Centre**

2005/2006 saw the completed Phase 2 starting to be used extensively by visitors for collection research, by pre-booked behind-the-scenes tours and on four public open days. With good working conditions, volunteers and work placement students have been able to work alongside our own staff in safety and comfort and collections are now well ordered and accessible. During the financial year 1110 individuals visited the centre, comprising of 355 researchers, 407 people on pre-booked tours (38 tours in total) and 334 visitors to the open days. 1169 hours of volunteer time were given to collections care work at the centre and 14 work placements were supervised at the centre.

The Heritage Lottery Fund made a provisional offer of £1.23 million of funding for phase 3 of the project (the new build extension to house the learning centre, art store, staff facilities and a small display area) in the spring of 2005 which required a detailed stage 2 bid to be worked up and presented at the end of July 2005. At the end of May 2006 construction work started on site at the Museum Resource and Learning Centre specifically realigning some of the internal spaces and building on an extra allocation for the education facility.

27. **Every object tells a story**

One of the major outcomes of the progress with the Museum Resource Centre has been improved access to collections and this was a major factor in being able to create "Every Object Tells a Story", the January to March exhibition for 2006. This was an in-house show entirely created by Officers and included a wide ranging selection of items from the collections held by the local authority. Items were chosen

for the exhibition based on information gathered by the non-visitor survey undertaken in 2005. The exhibition involved some conservation work, for example on the Judges Coach interior, the sedan chair and the sturgeon. Good publicity helped in attracting the most visitors of any show in a month since October 2002 (which was a high profile Photographic exhibition) with close to 7,000 visitors at what is traditionally a quiet time of the year.

The Judges Coach and related items were displayed in the Cathedral in a partnership extension of the exhibition.

A lecture prepared to be delivered as part of the programme of events linked to the exhibition has been adapted and has already been requested by four groups as part of their evening lecture programme.

### **Sports Development and Physical Activity**

#### **28. Olympics**

Herefordshire has been working with a range of partners looking at the lasting legacy for Herefordshire of the Olympics being in London in 2012. The group are considering all aspects including, impact on business, tourism, health, volunteers and opportunities for young people in sport. The group has recently has their logo agreed by LOCOG (London Organising Committee for the Games), the first one in the West Midlands.

#### **29. Herefordshire Youth Games 2006**

The Council is working closely with the Herefordshire School Sports Partnership on the youth games for 2006, to be held in July 2006. The games this year particularly targets work that has been done with the special schools in Herefordshire and includes the introduction of a new game, floor lacrosse. Funding has been secured from the Local Network Fund and Sport Relief to help provide a wider range of activities and also to support some travel grants to enable the more rural schools to attend.

#### **30. SHAPES Training – (South Herefordshire Activity Promotion Education Scheme)**

19 students have completed their OCN's (Open College Network) in fitness and have been submitted to an external verifier. Two students are near completion on their Gym Instructor training and one student has successfully completed her EXTEND training. One student is undertaking her exercise to music course and is expected to complete in September. The total number of new participants since start of project is 390. The classes are held in a wide range of community facilities including a rural fire station, Ross Hospital and the Sports Centre at Ross (managed by Halo Leisure).

#### **31. Sports Referral Project**

The total number of referrals made to the project up until the end of March 2006 has been 142. Out of these 142 referrals, 118 clients have engaged with the project co-ordinator and have been referred through 12 different agencies, including the Youth Offending Team (YOT), Drug Service Hereford (DASH) and Drug Intervention Programme (DIP). The range of sports that the clients have been engaged with include; golf, angling, tai chi, swimming and the gym. The clients are supported to integrate into local clubs or activity programmes.

## **RECOMMENDATION**

**THAT the report be noted.**

**BACKGROUND PAPERS**

- None Identified



**END OF YEAR REPORT ON PERFORMANCE  
MONITORING 2005/06****Report By: INTERIM HEAD OF ECONOMIC AND COMMUNITY  
SERVICES****Wards Affected**

County-wide

**Purpose**

1. To report on end of year performance position for 2005/06 relating to the Economic and 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 and services in general are also reported on. The detail of the performance for each Service Block is given in the attached Appendix 1.
4. The reporting process for 2006/7 will be altered to be in line with reporting on the Integrated Performance Report. There is a new set of indicators that correspond with the Corporate Plan and Local Area Agreement and these are listed in Appendix 2. Many of these indicators are annually measured through the Resident's Survey, but progress to achieve targets will be monitored through service reports.

**RECOMMENDATION**

- That (a) the report on Economic and Community Services Performance be noted;**
- (b) areas of concern continue to be monitored;**
- and;**
- (c) the new indicators, attached at Appendix 2, be noted and adopted.**

**BACKGROUND PAPERS**

None Identified



## 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 = 1<sup>st</sup> April to 30<sup>th</sup> June

Actual Q2 = 1<sup>st</sup> July to 30<sup>th</sup> September

Actual Q3 = 1<sup>st</sup> October to 31<sup>st</sup> December

Actual Q4 = 1<sup>st</sup> January to 31<sup>st</sup> 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 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 SERVICES SCRUTINY COMMITTEE  
**Appendix One – Social and Economic Regeneration**

16TH JUNE 2006

<b>Community Safety</b>						
BVPI	Local PI	Definition	04-05 Out-turn	Target	End of Year Out-Turn 2005-2006	Status
	√	Alcohol related crime and disorder incidents in Herefordshire (between 20:00 and 06:00)	2891	2217	3065	☹
	LPSA	Criminal damage incidents	2418	2101	2690	☹
<b>Life Long Learning</b>						
BVPI	Local PI	Definition	04-05 Out-turn	Target	End of Year Out-Turn 2005-2006	Status
	√	200 learners enrolled through subcontract to Herefordshire Literacy project		50 entry level 1 & 2	235	☺
				30 entry level 3	41	☺
					20 level 1	63
	√	Learners engaged on Family Literacy, Language & Numeracy courses	183	180	155	☹
	√	Learners engaged on first steps and OCN accredited courses		450 ACL 169 ESF 500 ARCH*	301 ACI 169 ESF 500 ARCH	☺
<b>Economic Regeneration</b>						
BVPI	Local PI	Definition	04-05 Out-turn	Target	End of Year Out-Turn 2005-2006	Status
	√	No. of Commercial Property Inquiries Received	248	250	177	☹
	√	No. of Business Start Up Grants Awarded	75	60	55	☹

Further information on the subject of this report is available from  
 Natalia Silver, Interim Head of Economic and Community Services on 01432 260732.



**COMMUNITY SERVICES SCRUTINY COMMITTEE**

**16TH JUNE 2006**

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

## Success Stories

### Community Safety

Crucial Crew started, targeting all Herefordshire primary school leavers.

### Lifelong Learning

Additional funding was provided for the Herefordshire Literacy Project.

### Economic Development

Development of the Market Town programme; progress towards use of industrial land and Rotherwas Relief Road.

## Issues, Challenges and Concerns

### Community Safety

Following several positive police operations to tackle alcohol related crime and disorder, the number of arrests and so the number of associated crime reports, has risen. This proactive work can only be seen as a success, however, it obviously has a negative on us reaching our targets.

With regards to tackling criminal damage, this has already been highlighted as an area of concern. A multi-agency working group has been established, tying in with the Environment's Street Scene work. Hotspots are currently being identified, which will then be proactively targeted.

### Lifelong Learning

There was a late start to the ESF projects which has affected outturn.

**Appendix Two – Parks and Countryside**

BVPI	Local PI	Definition	04-05 Out-turn	Target	End of Year Out-turn 2005-06	Status
	√	% of people who use sports and leisure facilities at least once a month	25%	25%	25%	☺
	√	% of people who use parks, open spaces, play areas and other community recreational facilities at least once a month	50%	50%	49%	☹
	√	% of Council-owned or managed land without a nature conservation, managed for biodiversity	0.33%	0.35%	2.49%	☺
	√	% of FOI requests answered within the 20 day time limit	100%	100%	100%	☺
	√	% of appeals to the Information Commissioner that are upheld	0%	0%	0%	☹
	√	The level of the Equality Standard for Local Government to which the Authority conforms in respect of gender, race and disability	1	1	1	☺
	√	% Personal development plans in place and % of planned activity implemented	100%	95%	100%	☺
	√	The % of working days/shifts lost to sickness absence per full-time equivalent employees *calculated through own data		7%	0.89%*	☺
178		The % of total length of Footpaths and Public Rights of way, which were easy to use by members of the public	45%	47%	52%	☺

### Success Stories

- Award of Aggregates Levy Fund for infrastructure improvements to Bodenham Lake (14k)
- Contribution of £45k from Hereford City Council towards Britain in Bloom campaign.
- Castle Pool desilting and cleansing successfully complete
- Specification for decontamination of Aylestone Park canal section complete. Tendering to be undertaken during June
- Received confirmation of £25k Countryside Agency grant to help implement the Rights of Way Improvement Plan
- Walking Festival tickets selling well (half walks full, over 80% available tickets sold)

### Issues, Challenges and Concerns

- The Queenswood and Hereford Leisure Centre overspill car parks continue to deteriorate and pose increasing Health & Safety risks to users (reported to Council Safety Committee)
- Substantial pressure on processing of Modification and Diversion applications
- In relation to “% of Council-owned or managed land without a nature conservation, managed for biodiversity” there is a significant difference due to better measurement of the indicator combined with better monitoring

## Appendix Three – Cultural Services

BVPI	Local PI	Definition	04-05 Out-turn	Target	End of Year Out-turn 2005-06	Status
	√	% of targets met as listed in the Action Plan	85%	90%	88%	☹
	√	Number of visitors to the tourist information centres.	300,426	317,000	305,932	☹
170a		Number of visits to and usage of museums/heritage centres per 1,000 population	781	820	778	☹
170b		Visits to and use of museums: visits in person per 1,000	715	795	693	☹
170c		Visits to and use of museums and galleries in school groups	3835	5435	2101	☹
	√	Total number of usage in organised groups by pupils for:		7000	6673	☺
		Outreach at schools not part of BV170C			2863	☺
		Museum on the move.			1709	☺
	√	Number of library visits per 1,000 population	5177	National 6300 Local 5435	4690	☹
	√	% of people who use libraries at least once a month		Annual	32%	☹
220		Compliance against the Public Library Service Standards (PLSS)	1	2	2	☺

Further information on the subject of this report is available from  
Natalia Silver, Interim Head of Economic and Community Services on 01432 260732.

## Success Stories

**Tourism** - During 2005/06 work took place to establish the Destination Management Partnership with the aim of promoting the County as one partnership. There were 35 press visits to the county from overseas journalists creating in excess of £2million worth of coverage in newspapers and magazines. Key publications included a Discover Guide listing attractions and activities which included a passport scheme as an incentive for people to use more than one attraction. Flavours of Herefordshire guide was produced and linked to Flavour Awards; Walking Festivals took place in Summer and Winter – sold out for Winter, and 225 out of 2000 remaining for summer walks; promotional work took place with specific groups including the Cider Route with cider producers, creating an additional cider cycling route in Pembridge and Black and White Villages, also Caravan and Camping promotion linked to exhibition at NEC in February.

**Arts** - Arts based businesses continue to received support with Arts Council funding including support for Start-Up businesses; a mentoring programme to gain knowledge across the sector; and trade shows to enable business to promote their work out of County. This year has seen a greater partnership with Shropshire who has been “buying into” the programmes.

A key project for the arts has been the Village Artmarkers to increase arts opportunities in rural areas. There has also been increased public art work including at Rotherwas and replacements of tree sculptures at King George V Playing Fields (yet to be installed).

**Libraries** - There has been improvements within the service enabling people to physically access libraries and via the web. Two new library vans have been purchased (one so far delivered) and development of a new route has taken place during the year. Opening times have changed at Belmont Library and Kington Library is being refurbished.

**Heritage** - 2005/2006 saw the completion of Phase 2 of the Museum Resource and Learning Centre, with increased usage of the centre – specifically by researchers. Meanwhile, Heritage Lottery application was prepared for Phase 3 which was successful.

A range of exhibitions took place during the year – with significant success of Every object tells a story using objects from the Heritage Collection, with many of the pieces needing behind the scene conservation work.

## Issues, Challenges and Concerns

Generally performance is slightly down with annual data coming from the Resident’s Survey. It is difficult to pin-point a single reasons and some further research will take place to give more of an insight as to why attendance and satisfaction is down.

### Library Service

Visitor numbers declined sharply at the Central Library but remained more or less static at all other libraries.

The service improved performance to now meet 5 out of 10 national standards – with the potential to meet a sixth following the October satisfaction survey. Three population-related standards show a small decline due to the continued increase of the county’s population.

### Heritage Services

Bromyard Heritage Centre has been closed due to a drop in visitor number over a number of years and choices needing to be made over allocation of expenditure.

### Arts

A number of programmes are grant depended and many of these will be coming to an end at 2006/7.

**Appendix four – Diversity and Community Leisure Partnerships**

BVPI	Local PI	Definition	04-05 Out-turn	Target	End of Year Out-turn 2005-06	Status
	✓	Number taking part in the Sports Referral Programme	38	48	76	☺
	✓	% of existing LIFT Exercise Referral clients completing the programme.		45%	-	☹
	✓	Number of new referrals to the LIFT Exercise programme	864	1050	-	☹
	✓	Participants completing community based sports leaders awards and coach education programmes	73	60	57	☹
	✓	Number of schools participating in the Herefordshire Youth Games	23	25	28	☺
	✓	Number of people participating in the SHAPES programme	-	250	390	☺
	✓	Number of people completing qualifications (OCN & ICON)	-	20	19	☹
	✓	Number of people reporting health improvements	-	50	-	☹
	✓	Number of Walk Leaders trained	-	10	15	☺

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Further information on the subject of this report is available from  
Natalia Silver, Interim Head of Economic and Community Services on 01432 260732.

## Success Stories

The Walking for Health Scheme in South Wye is now being taken Countywide with Big Lottery funding so the number of trained voluntary walk leaders should increase.

SHAPES has enabled members of the local communities to be involved in a secondary learning route being developed using Open College Network training.

12 referral agencies are now engaged with the Sports Referral Scheme with some successful integration of clients into local voluntary sports clubs.

The Olympic work and development of the wider remit for the Herefordshire & Worcestershire County Sports Partnership is moving forward and can both provide some new and innovative areas for future work.

## Issues, Challenges and Concerns

The LIFT exercise referral scheme steering group is now being chaired by the PCT and is looking to develop the retention of clients into physical activity.

There are a number of externally funded projects within the section, which have varying timescales. Ensuring sustainability has a big time resource implication and continued sourcing of future funding is proving difficult.

The methods for measuring health improvements through the SHAPES project are being developed and information will be available within the next 6 months.



**APPENDIX 2**

Listed Below are the Indicators that will be reported to the Economic and Community Services Scrutiny Committee meetings, in 2006/2007

Indicator	Definition	Service Area	Report
Directorate	Number taking part in sports referral programme	Community Leisure Partnership	Scrutiny
Directorate	% of existing LIFT Exercise Referral clients completing the programme	Community Leisure Partnership	Scrutiny
BVPI 170 a	The number of visits to/usages of Local Authority funded or part-funded museums and galleries per 1,000 population	Cultural Services	Scrutiny
BVPI 170 b	The number of those visits to Local Authority funded, or part-funded museums and galleries that were in person, per 1,000 population	Cultural Services	Scrutiny
BVPI 170 C	The number of pupils visiting museums and galleries in organised school groups	Cultural Services	Scrutiny
BVPI 220	Compliance against the Public Library Service Standards (PLSS)	Cultural Services	Scrutiny
HCS	% of people who use theatres or concert halls at least once every 6 months	Cultural Services	Scrutiny
Directorate	Usage at the Courtyard Centre for the Arts	Cultural Services	Scrutiny
Directorate	% of people who use museums or galleries at least once every 6 months	Cultural Services	Annual Scrutiny
Directorate	Residents satisfaction of libraries	Cultural Services	Annual Scrutiny
Directorate	Residents satisfaction museums/galleries	Cultural Services	Annual Scrutiny
Directorate	Resident satisfaction theatres/concert halls	Cultural Services	Annual Scrutiny
Directorate	Number of library visits per thousand population	Cultural Services	Scrutiny
Directorate	Visitor numbers for Tourist Information Centres	Cultural Services	Scrutiny
LAA	% of people who use libraries at least once a month	Cultural Services	Scrutiny
Directorate	The number of working days / shifts lost annually to sickness absence per full time equivalent	Directorate Support	Scrutiny
Directorate	% annual staff turnover	Directorate Support	Scrutiny
BVPI 178	% of length of footpaths easy to use	Parks and Countryside	Scrutiny
Directorate	Usage of Halo facilities	Parks and Countryside	Scrutiny
Directorate	Residents satisfaction sport/leisure facilities	Parks and Countryside	Annual Scrutiny
LAA	Resident satisfaction parks/open spaces	Parks and Countryside	Annual Scrutiny

Further information on the subject of this report is available from Andrew Hasler, Performance Improvement Manager on 260665

LAA	% of people who use sports and leisure facilities at least once a month	Parks and Countryside	Scrutiny
LAA	% of people who use parks, open spaces, play areas and other community recreational facilities at least once a month	Parks and Countryside	Scrutiny
LPSA2G	Number of violent crimes in Herefordshire (violence against the person, sexual offences and robbery as set out in the recorded crime statistics)	Social & Economic Regeneration	Scrutiny
LPSA2G	Number of criminal damage incidents in Herefordshire as recorded by West Mercia Police;	Social & Economic Regeneration	Scrutiny
LPSA2G	To reduce the percentage of people who think that: (a) speeding traffic is a problem (b) vandalism, graffiti and other deliberate damage to property or vehicles is a problem (c) people using drugs is a problem (d) people dealing drugs is a problem (e) people being drunk or rowdy in public places is a problem	Social & Economic Regeneration	Scrutiny

## Key:

HC – Herefordshire Community Strategy

LAA – Local Area Agreement

BVPI- Best Value Performance Indicator

LPSA – Local Public Service Agreement