

A G E N D A

Community Services Scrutiny Committee

Date: **Monday, 8th October, 2007**

Time: **10.00 a.m.**

Place: **: The Council Chamber, Brockington,
35 Hafod Road, Hereford**

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

For any further information please contact:

Democratic Services, Tel/Fax:01432 260239

email - tbrown@herefordshire.gov.uk

**County of Herefordshire
District Council**

AGENDA

for the Meeting of the Community Services Scrutiny Committee

To: Councillor TM James (Chairman)
Councillor RH Smith (Vice-Chairman)

Councillors CM Bartrum, DJ Benjamin, PGH Cutter, DW Greenow, KS Guthrie, MAF Hubbard, B Hunt, PM Morgan and RV Stockton

Co-opted Members: Ms J Evans (National Farmers Union), Mr G Woodman (Chamber of Commerce), Mrs E Newman (Herefordshire Association of Local Councils), Mr P Hands (Tourism)

	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 To approve and sign the Minutes of the meeting held on 2nd July, 2007.	1 - 8
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. PRESENTATION BY CABINET MEMBER - ECONOMIC DEVELOPMENT AND COMMUNITY SERVICES To receive a presentation by the Cabinet Member (Economic Development and Community Services) informing the Committee of policy issues affecting this programme area and the main priorities.	
Additional Paper	
The attached paper has been issued to members since distribution of the agenda.	
7. ACTION PLANS FOR CULTURAL SERVICES INSPECTION, REVIEW OF HEREFORD CITY PARTNERSHIP AND THE 18-35 REVIEW To inform the Committee of action plans arising from the Cultural Services	9 - 20

	Inspection, Review of Hereford City Partnership, and the 18-35 Review.	
8.	LEDBURY TOURIST INFORMATION CENTRE	21 - 22
	To update Members on the proposal to relocate the Tourist Information Centre in Ledbury.	
9.	REVENUE BUDGET 2007/08 (TO FOLLOW)	
	To provide an update on the revenue budget.	
	Report for Item 9 Revenue Budget	
	The attached report has been issued to members since publication of the agenda.	
10.	ECONOMIC AND COMMUNITY SERVICES PERFORMANCE MONITORING	23 - 26
	To report on the performance indicators position and other performance management information for the Economic and Community Services Division within the Adult and Community Services Directorate.	
11.	WORK PROGRAMME	27 - 32
	To consider the Committee's work programme.	

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

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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.

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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

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COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

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COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

MINUTES of the meeting of Community Services Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Monday, 2nd July, 2007 at 10.00 a.m.

Present: Councillor TM James (Chairman)
 Councillor RH Smith (Vice Chairman)

Councillors CM Bartrum, DJ Benjamin, DW Greenow, KS Guthrie, MAF Hubbard, B Hunt, TW Hunt and PM Morgan

Co-opted Members Mr G. Woodman (Hereford and Worcester Chamber of Commerce), Ms B Heavens (Tourism)

In attendance: Councillors: PA Andrews, AJM Blackshaw (Cabinet Member – Economic and Community Services) and PJ Edwards.

1. APOLOGIES FOR ABSENCE

Apologies were received from Councillor P Cutter and Ms C Jones (Chamber of Commerce).

2. NAMED SUBSTITUTES

Councillor T. Hunt substituted for Councillor P Cutter, Mr G Woodman substituted for Ms C Jones, Ms B Heavens substituted for the Tourism Sector.

3. DECLARATIONS OF INTEREST

Name	Item	Interest
Councillor CM Bartrum	14, Proposed Review of Tourism.	Personal
Councillor DW Greenow	12, Work Programme.	Personal
Councillor KS Guthrie	13, Proposed Review of Agreement with Halo Leisure Trust.	Personal
B. Heavens	14, Proposed Review of Tourism.	Personal
Councillor MAF Hubbard	9, Economic and Community Services Performance Monitoring. 11 Proposed Review of Tourism.	Personal Personal
G. Woodman	14, Proposed Review of Tourism	Personal

4. MINUTES

RESOLVED: That the minutes of the meeting held on 26th March 2007, be approved as a correct record and signed by the Chairman.

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

No suggestions were received from members of the public.

6. CO-OPTED MEMBERSHIP

The Committee reviewed its co-opted membership.

Members felt that it would be beneficial to continue with the appointment of co-opted members from the Chamber of Commerce, Herefordshire Association of Local Councils, Herefordshire National Farmers Union and the Tourism Sector to the Committee.

With regard to the list of Committee Advisors, as listed at Appendix 1 to the report, Members felt that it would be better to stop the practice of holding a standing list of advisors in favour of inviting relevant people to meetings as and when they were required. It was noted that the Committee Advisors had not often been called upon to assist the Committee with its work. It was also noted that many of the people listed as advisors had moved on.

RESOLVED:

That:

- (a) the practice of appointing co-opted members from the Chamber of Commerce, Herefordshire Association of Local Councils, Herefordshire National Farmers Union and the Tourism Sector be continued;**
 - (b) the term of office of the nominee should be at the relevant organisations discretion, subject to the nomination being reconfirmed after the four-yearly elections to Herefordshire Council;**
- and;**
- (c) the practice of holding a list of advisors be discontinued in favour of inviting relevant advisors to meetings on a needs basis.**

7. CULTURAL SERVICES COMPREHENSIVE PERFORMANCE ASSESSMENT REPORT

The Committee were informed of the outcome of the Cultural Services Inspection by the Audit Commission.

The Head of Economic and Community Services reported that the outcome of the inspection was that Cultural Services in Herefordshire provided 'a fair service that has promising prospects for improvement'. The last time the service was inspected the Audit Commissions rating had been 'a fair service with uncertain prospects' though that inspection focused solely on library services.

Cultural Services had been rated at the top end of the 'fair' grading but because certain standards were being missed it was not possible for a 'good' rating to be awarded.

The key areas which prevented a good rating being achieved were:

- Not meeting all public library standards, including distance to a library for all residents, spending on book stock and opening hours.
- Not displaying service standards at all facilities.

- Non-compliance with the Disability Discrimination Act (DDA) at Ledbury Library.
- Lack of benchmarking the cost of services.

Appendix 1 to the report contained a summary of recommendations and proposed improvements. The Cabinet Member (Economic and Community Services) informed the meeting that he expected to receive an action plan on the proposals during the summer. The Chairman requested that the action plan be presented to the Committee.

In response to a question the Head of Economic and Community Services confirmed that a lot of the recommendations were around processes. The Audit Commission were keen for the Council to be able to evidence its performance and achievements.

A Member noted that there were a number of problems based around libraries and asked what precisely these problems were. The Director of Adult and Community Services reported that some key core standards were being missed. The key standards being missed were as follows:

1. Ledbury Library was not compliant with the DDA. Plans were being developed to rectify this.
2. The rural nature of the County meant that it was impossible for each resident to live within 2 miles of a library as desired by library standards.
3. Not enough money spent replenishing and adding to the book stock. This was something that could easily be addressed but had to be considered with other competing priorities.

The Head of Economic and Community Services confirmed that it was unacceptable for Ledbury Library to not comply with the DDA and that this had to change. Improvements were also required at Hereford Library.

The Cabinet Member reported that the development of a new Library on the Edgar Street Grid (ESG) site should solve all the problems currently experienced at Hereford Library. In relation to tourism he reported that tourism spending and the cost of Tourist Information Centres (TIC's) was being investigated.

The tourism representative added that Visit Britain was conducting a national consultation on the changing needs of visitors. She added that once the report was complete it would be presented to Visit Herefordshire.

In response to a query it was explained that childcare provision at the Counties leisure centres was considered to be inconsistent by the Audit Commission because it was not available in all of the centres all of the time. The Head of Economic and Community Services acknowledged the need to meet the demand but explained that it was not economical to have childcare provision on permanent standby.

RESOLVED:

That: (a) the Action Plan being prepared based on the outcomes of the Audit Commission inspection of Cultural Services be presented to the Committee;

and;

(b) the report be noted.

8. REVIEW OF THE SUPPORT FOR MUSEUMS AND HERITAGE CENTRES - CABINET'S RESPONSE

The Committee considered Cabinet's response to the recommendations made to it following the Committee's Review of Museums and Heritage.

The Head of Economic and Community Services took the Committee through the recommendations made by the Review Group and Cabinet's response to each one. The recommendations and responses can be found at Appendix 1 to the report.

In response to a question the Head of Economic and Community Services clarified that, in paragraph 19 of the appendix, guidelines issued by the Department for Culture, Media and Sport would be used to measure the impact of tourism. This would enable national benchmarking to take place in the future.

The tourism representative reported that she was pleased that Cabinet had decided to retain the title 'Heritage Services' as heritage was an internationally recognised word within the tourism industry and to visitors.

The Head of Economic and Community Services clarified that the Museum Development Officer (MDO) was in place to support the independent museum sector including gaining accreditation. The MDO was regionally funded at no cost to the Council. Museums in the County could also utilise the services of a Collections Officer.

It was noted that the majority of museums that had converted to Trust status held a collection of national or international importance.

RESOLVED: That the report be noted.

9. ECONOMIC AND COMMUNITY SERVICES PERFORMANCE MONITORING

The Committee were informed of the performance indicators position and other performance management information for the Economic and Community Services Division within the Adult and Community Services Directorate.

The Improvement Manager informed Members that many of the statistics were collected quarterly so there was some information awaiting collation. However it was possible to compare last years performance against targets set.

The following are the principle points from the ensuing discussion:

Concern was expressed that 70% of residents surveyed thought that speeding traffic was a problem. A Member suggested that perhaps this indicated that residents were in favour of 20mph speed limits being enforced in certain areas.

The Committee noted that a persons perception of a problem could often be different from the reality. Members were informed that the questions asked to measure perception in this area were prescribed by the Home Office so there had been no scope to adjust the manner of questioning to remove negative connotations.

The Director of Adult and Community Services agreed with a suggestion by a Member that it was important that the Council communicated positive messages to the community to try and help improve the public views on issues which were perceived to be problems but in reality were not.

The Head of Economic and Community Services informed Members that the Community and Safety Drugs Partnership had its own media officer who could be used to communicate the type of messages the Committee had been discussing. Following a question Members were informed that the Partnership delivered the majority of its education work through schools.

It was commented that graffiti in the County was on the increase and that this should just be accepted as a fact of life by residents and the Council.

Targets HCS 65a (% of adults who use: Sports and Leisure facilities at least once a month) and 65e (% of adults who use: Parks, open play areas and other recreational facilities at least once a month) were three year targets, so were not adjusted annually.

RESOLVED: That the report be noted.

10. SERVICE PLAN FOR ECONOMIC AND COMMUNITY SERVICES

The Committee were advised of the work of the Economic and Community Service reflected in the work service plan for the division. A copy of the Service Plan had been despatched separately to Members and was available to members of the public on request.

The Head of Economic and Community Services advised Members that the Service Plan contained comprehensive details on all activities that took place in the Economic and Community Services Division. The plan was split into two parts. The first part dealt with the services and priorities that were the focus of the Division. The second was a detailed action plan on how and when those services and priorities would be delivered. This followed the corporate guidance.

The Service Plan was updated quarterly to monitor progress.

A Member commented that the Plan was difficult to understand, contained a lot of bullet points and lacked referencing.

In response to a question the Head of Economic and Community Services informed the Committee that there were a number of challenges facing the Parks and Countryside Service. These challenges included the introduction of new legislation and issues with resources. Tourist Information Centres faced similar challenges. Both topics were issues that the Committee could consider assisting with.

The Committee noted that on page 41 of the Service Plan the risk rating was ranked out of twelve and not eight.

RESOLVED: That the report be noted.

11. HEREFORDSHIRE SATISFACTION SURVEY

The Committee were advised of the range of data provided by the Herefordshire Satisfaction Survey.

The Senior Research Officer gave a presentation on the Herefordshire Satisfaction Survey, what it was and what information it provided.

The Council carried out a satisfaction survey annually. Last year 4,000 questionnaires were sent out of which over 2,000 were returned. 1100 returns were required for accuracy. The questionnaire focused on four themes, namely:

1. Quality of life
2. Services
3. Communications
4. People

Once the questionnaire results were received and analysed, focus groups with local residents, through Herefordshire Voice, were held to establish the reasons behind significant trends in the questionnaire responses.

Reports were also produced containing the findings of the survey and national comparisons.

Members were informed of the results on a range of best value performance indicators and the way that different types of information could be combined to inform the work of the Council and the way it delivered its services.

The Head of Policy and Performance informed Members that they could use Herefordshire Voice to inform their work. Due to the cost and time required to set up a Herefordshire Voice meeting it was recommended that it was only used for long term projects.

The Chairman stated that the three big issues for residents were generally: crime, health and congestion. The Senior Research Officer confirmed that these were regularly important issues.

The Committee were informed that responses to each question could be broken down to identify issues that were relevant to individual wards using postcodes but that the match was not perfect. A Member recalled the Ward profiles that all members had received upon their election to the Council.

In response to a question the Senior Research Officer reported that the findings of the Survey were circulated amongst the Council and its Partners.

A Member asked what Herefordshire Voice was and how it was formulated. The Committee were informed that 1200 people had been randomly asked to join Herefordshire Voice which should ideally be a representative sample of the local population. However, the group was currently over represented by older people but steps were being taken to address this. Questionnaires were sent out 2/3 times a year to the members of Herefordshire Voice to inform the work of the Council.

It was acknowledged as being difficult to recruit younger people into Herefordshire Voice. Adverts were placed in local cinema magazines and at local colleges. It was not possible to offer incentives to young people to complete questionnaires for the statutory surveys. Members felt that if incentives were available then this might encourage young people to participate in Herefordshire Voice and other Council surveys.

The Head of Economic and Community Services informed Members that a teenage lifestyles survey was undertaken annually and a youth service survey every other year.

Members felt that a summary of the research undertaken by the Council would be useful as it would enable them to be informed of what data was available to inform

their work. The Head of Policy and Performance confirmed that this could be provided.

RESOLVED:

That: (a) a summary report of completed research and survey reports be made available for all Members;

and;

(b) the report be noted as a source to inform future scrutiny work and assist in choosing topics for scrutiny that were of importance to the public.

12. WORK PROGRAMME

The Committee considered its work programme.

It was clarified that the proposed Review of the Community and Safety Drugs Partnership scheduled to commence in April 2008 was to focus on the Partnership's community engagement.

The possibility of examining the work of the Hereford Regeneration Group was raised but not added to the work programme.

RESOLVED: That the work programme be approved and reported to the Strategic Monitoring Committee.

13. PROPOSED REVIEW OF AGREEMENT WITH HALO LEISURE TRUST

The Committee considered a scoping statement for a proposed review of the agreement with Halo Leisure Trust.

The Head of Economic and Community Services informed the Committee that this review had arose out of the Audit Commission inspection of Cultural Services which had suggested that the Council's agreement with Halo needed to be more robust. All the issues identified by the inspectors had been included in the Review Groups scoping statement.

RESOLVED:

That: (a) the scoping statement for a review of the agreement with Halo Leisure trust be agreed;

(b) Councillors CM Bartrum, DJ Benjamin, PGH Cutter, DW Greenow, KS Guthrie and TM James be appointed to the Review Group;

and;

(c) Councillor TM James be appointed as Chairman of the Review Group.

14. PROPOSED REVIEW OF TOURISM

The Committee considered a scoping statement for a proposed review of tourism in Herefordshire.

The Head of Economic and Community Services reported that tourism in the County and particularly Tourist Information Centre (TIC) provision had been criticised by the Audit Commission during the recent Cultural Services inspection. A key part of the proposed Review was the TIC model used in the County and its ability to meet the needs of its customers in view of local and national trends.

It was desirable that if the Review was agreed that it started imminently so its conclusions could potentially influence next years budget.

A Member requested that the structure and decision-making processes of Visit Herefordshire were investigated as part of the Review. It was noted that this aspect was within the scope of the review as drafted.

RESOLVED:

That: (a) the scoping statement for a review of tourism be agreed;

(b) Councillors B Hunt, TM James, PM Morgan, RH Smith and MAF Hubbard (subject to clarification of his personal interest) be appointed to the Review Group;

and;

(c) Councillor TM James be appointed as Chairman of the Review Group.

The meeting ended at 12.26 p.m.

CHAIRMAN

ANNUAL REPORT ON ECONOMIC AND COMMUNITY SERVICES

Report By: **CABINET MEMBER FOR ECONOMIC AND COMMUNITY SERVICES**

Wards Affected

Countywide

Purpose

To share with Members current issues and priorities for the next 12 month period, as well as highlight areas which need performance improvement and areas which are likely to be discussed by Cabinet.

Background

1. The service covers Cultural Services (libraries, arts, creative industries, tourism heritage, sports, the Courtyard Contract); Social and Economic and Regeneration (economic development; community regeneration; life long learning; Herefordshire community safety and drugs partnership); Parks, Countryside and Leisure Development (public rights of way; parks; countryside, commons and Halo contract).
2. Number of staff: 285 fte (full time equivalent)
3. Number of sites: 20
4. The 2007/8 budget is £10,175,044 (take off £646,219). This is divided into:

Service Area	£ (2007/8)
Cultural Services	3,882,639
Parks, Countryside and Leisure Development	3,419,119
Economic and Community Regeneration	2,227,067

Points regarding the budget:

£1,232,980 is for the Amey contract covering public rights of way, parks and countryside.

£1,491,613 covers the leisure facilities including Halo.

£379,407 is the service level agreement to the Courtyard.

£272,000 is the ICT contract with Corporate and Customer Services.

£493,265 relates to premise costs e.g. utilities, rent, rates, insurance and cleaning.

£407,710 is allocated to community regeneration / development service level agreements with organisations such as Herefordshire Voluntary Action, Community First, Citizen's Advice, etc.

£517,950 allocated to the Edgar Street Grid Company.

Current Issues

5. Budget – in line with the Medium Term Financial Strategy adopted by Cabinet, no inflation is applied to budgets, with the exception of salaries. Services are required to find savings within budgets to cover where inflation must be applied because of commitments or contracts – this includes contracts for Amey (formerly HJS); energy costs at premises; internal ICT charging; inflation on grants where commitment is made. For 2007/8 this equates to £108,000; 2008/9 - £110,947; 2009/10 - £118,314; 2010/11 - £126,526.
6. Remodelling of Tourist Information Centres – emerging from the Comprehensive Performance Assessment (CPA) of Cultural Service was a recommendation to review the operation of tourism, specifically relating to remodelling TICs to using savings to reinvest in services.
7. Compact – a Compact is a mutually agreed framework to promote and support partnership working between the third sector (i.e. voluntary, community and not for profit organisations) and public bodies. Consultation on the draft Compact is now complete. A report will go to Cabinet in the Autumn to agree the wording of the Compact, which will then be signed by the Chief Executives of Herefordshire Partnership. The next stage is to implement the Compact and accompanying Codes of Conduct, which will go into more detail in terms of the delivery of services.
8. Flood Recovery Grant - £130,000 has been allocated by Central Government for households in Herefordshire affected by the July floods. This is being administered through the Delegated Grants Section of the Community Regeneration Team. All Herefordshire residents or residential landlords whose homes have been flooded, can apply for a grant. The grant awarded will depend on the level of hardship which applicants have suffered. Grant payments will be made in early October.
9. Post Office closures – In December 2006 the Government announced the closure of a maximum of 2,500 Post Offices nationally that were deemed to be unprofitable, and this will certainly have an impact in Herefordshire. It is proposed to develop and evaluate sustainable options to deliver post office services in Herefordshire. These options will address needs in communities where the post office is at risk of closure but they can also meet latent demand in communities that currently do not have any post office provision.
10. Countryside Rights of Way Act – the new legislation bought out in 2000 continues to be rolled out as the whole act is implemented. The most recent being the Right to Apply which will require decisions on public path order applications to be made within 4 months. This is likely to be introduced in Autumn 2008 with a revised charging policy.
11. Changes to EU funding – Herefordshire has benefited considerably from EU funding schemes, however with new regulations funding to the region and country will be

significantly reduced. There is still funding available, and a bid will be prepared around Eco/Bio economic development schemes linked to the fulfilment of the Economic Development Strategy, and learning programmes linked to work within Lifelong Learning. Also, Herefordshire Council will be working with partner organisations to develop a Leader+ programme to improve access to services.

12. Review of Crime and Disorder Act – the review of the 1998 act will impact on the way Herefordshire Community Safety and Drugs Partnership operates. Changes are likely to focus on improving community engagement, requirement for statutory audit and strategy development process, including development of a dedicated Scrutiny Committee.
13. Commons Act – The 2006 Act brings forward a new statutory framework for the management and regulation of common land. It also strengthens existing protections against abuse encroachment and unauthorised development. It also contains provision for the overhaul of the commons registration system to include the digitization of records. These provisions will provide significant challenges to both the service and the Council, as there are currently no dedicated resources in place to manage this function.
14. Performance Indicators – it is likely that the majority of indicators for the Division will change as from April 2008. This is in line with the national framework to reduce and revise the number of indicators collected by the local authorities and to have closer links with the delivery of LAAs.

Cross Service Issues

15. Transfer of Community Asset Fund – the recent Quirk Review (2007) outlined recommendations to transfer assets owned by the local authorities to local ownership which would be beneficial to communities and feasible for councils. This approach is endorsed by the Local Government White Paper where enabling communities to take control of services and facilities is a key way forward in transforming where people live.
16. New planning guidance – Parks and Countryside Services and CCTV have benefited significantly from section 106 agreements (where a developer contributes to a service that could face impact as a result of a new scheme). However, this opportunity is likely to extend to libraries, heritage centres and community centres with their inclusion in the new guidance.
17. Older Peoples Strategy – the Division in its various services contributes to the key objective of keeping older people fit, active and in their homes as they get older. The Community Regeneration Team operates a new grant programme engaging older people in their community; Cultural Services has specific schemes to enable older people's participation; Community Safety addresses people's perception of crime, especially the elderly.

Priorities

18. The Audit Inspection of Cultural Services – the inspection resulted in a “fair service with promising prospects for improvement” with a range of recommendations and areas and improvement. The resulting action plan will be delivered over a number of years and monitored by the Scrutiny Committee.
19. Inspection of Adult Learning – a positive result for the Adult Learning Team resulted in only a few recommendations around tracking the progressions of participants. An action plan has been produced to the Ofsted format.

20. Inward Investment Strategy – the strategy will address a host of projects and issues that aim to attract businesses to the area as well as support home-grown enterprise to expand. The strategy will be produced for implementation and marketing in the New Year.
21. Community Safety Priorities – A national review of community safety policy will influence priorities at local level. The national policy should be released in the autumn for implementation locally in April 2008.
22. Herefordshire Community Safety and Drugs Partnership – a review of the partnership was undertaken in 2007 instigated by an approach from Government Office in relation to the performance of key performance indicators. The implementation of the recommendations that formed an action plan will be monitored by the Strategy Group of the Partnership.
23. Raising Our Game – the Council is working at both a local and regional level to prepare for the Olympic Games in 2012. This includes attracting teams to train in the County for the Paralympics, supporting emerging talent and celebration events linked to the games.
24. Edgar Street Grid (ESG) – a major project for the County, with some key progress planned in 2008 including selection of the retail provider, with progress on moving the cattle market and confirmation of public sector requirements.
25. Rotherwas Futures – the access road is due for completion early in the New Year with completion of the enterprise hub on the estate. Activity will also take place on the development of the first 2 phases of the Futures proposals.
26. Library Facilities – during 2008 Ross Library will be developed to incorporate Info; a decision on the future of Ledbury library will be made in late 2007; options regarding the location and scope of Hereford Library/Info on the ESG will also be considered.
27. Development of Model Farm – 2008 should see the planning permission gained for the future development of this enterprise park on the outskirts of Ross-on-Wye.
28. Improved Access to Services – the Community Regeneration Team will be seeking to secure external funding, through the new Leader programme (European funding) and Multi-use Facilities Strategic Framework (Regional Development Agency funding) to improve access to services in rural communities.

Expected Decisions

29. Review of TIC and Tourism by Economic and Community Scrutiny Committee.
30. Review of Management Agreement with Halo by Economic and Community Scrutiny Committee.
31. Major Schemes – decisions regarding ESG; Rotherwas Futures; library facilities.
32. A Local Compact for Herefordshire.
33. Update on the Future of Post Office Services in Rural Herefordshire (11th October).

Current and targets for improved performance

34. Most indicators for Cultural Service reflect the financial position in being low spending with low or medium performance next to national comparisons. The service performs

poorly in terms of some of the library standards, specifically, “annual items added through purchase per 1,000 population” which is 148 when the lower threshold is 183 and upper threshold 216. Also the aggregated scheduled opening hours per 1,000 population for all libraries” is in the lower threshold and has an impact on other indicators such as satisfaction with libraries overall. Satisfaction with other cultural indicators has generally risen except “satisfaction with theatres and concert halls”. The “% of footpaths and rights of ways easy to use by the public” continues to hover around the lower threshold at 50%.

35. A key indicator for the economic success of the County is the wage level in the county compared to the regional and national average (£351.20 for Herefordshire, £402.50 for the West Midlands). Herefordshire currently performs poorly and this is a priority for improvement in 2008/9.
36. As regards Community Safety there are in total 104 indicators that need reports through the Council’s Integrated Performance Report, to Government Office and via the Herefordshire Partnership. The Best Value Performance Indicators compared to national average shows Herefordshire as a low crime area, though some indicators linked to the LAA are progressing negatively.
37. With ever increasing pressure on budgets it will be a continuing challenge to maintain performance and strive for improvement.
38. For more performance information please see performance monitoring report.

RECOMMENDATION

THAT the report be noted

**ACTION PLANS FOR CULTURAL SERVICES INSPECTION,
REVIEW OF HEREFORD CITY PARTNERSHIP AND THE 18-35
REVIEW****Report By: Head of Economic And Community Services****Wards Affected**

Countywide

Purpose

1. To inform the Committee of action plans arising from the Cultural Services Inspection, Review of Hereford City Partnership, and the 18-35 Review.

Financial Implications

2. Financial implications are based with action plans.

Background

3. As reported to the Committee on 2nd July, for the Cultural Services Inspection the Audit Commission inspectors were on site between 5th and 9th February 2007 meeting a range of Members, officers and partners to make a judgement on the quality of cultural services provided by the local authority. As well as interviews the judgement was based on a review of over 100 documents sent to the inspectors. The judgement is divided into two parts – how good is the service and this can be out of poor, fair, good, or excellent, the second part is concerned with what are the prospects for improvement and that can be out of poor, uncertain, promising or excellent. The result for Herefordshire is “*fair service that have promising prospects for improvement*”. A full copy of the Inspection report is available in the Members Room. The action plan adopted by Cabinet is attached as Appendix 1 and highlights the specific recommendations (named R) but also key criticisms in the document with a reference to their page number. The Scrutiny Committee will receive regular reports monitoring the implementation of the plan.
4. The Community Services Scrutiny considered the 18-35 Review on the 26th March, 2007. The purpose of the review was to establish the reasons why 18-35 year olds leave the county and to focus on measures the Council could put in place to retain the age group and attract them to live in the county. The review focused on key themes concerned with employment; housing; leisure; education and skills; transport and image. The action plan adopted by Cabinet on 6th September in response to the Scrutiny Review is attached as Appendix 2 and reflects the key recommendations made by the Scrutiny Committee.
5. The Community Services Scrutiny presented a report on the “Review of the Hereford City Partnership” on the 26th March, 2007 to consider the recommendations. The purpose of the Review was to undertake an examination of the Hereford City Partnership (subsequently referred to as HCP), which is supported by several partners, one of which is Herefordshire Council. The action plan, attached as Appendix 3, reflects the recommendations accepted by Cabinet on 6th September

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

with additional actions concerned with a work programme and establishing outcome measures.

RECOMMENDATION

THAT the report be noted, subject to any comments the Committee wishes to make.

BACKGROUND PAPERS

- Cultural Services inspection report for Herefordshire.
- Review of How can Herefordshire retain 18-35 year olds in the County and attract them to it?
- Review of Hereford City Partnership.

Action Plan for CPA Cultural Services Inspection

Ref	Improvement	Action	Timescale	Resources required / lead
R1a	Develop local performance measures and targets for cultural services to measure quality of life, social inclusion, health and economic growth	Research Team and Cultural Services. Explore the establishment of indicators using existing research. The establishment of outcome indicators to mirror new indicators being developed by DCMS to measure the impact of cultural services.	September 2007 January 2008	Existing staffing resource Maxine Bassett and Jane Lewis
R1b	Performance measures concerned with value for money, e.g. cost per head and cost per resident.	Finance Team. Establish a methodology that measures cost per user and cost per resident.	September 2007	Existing staffing resource Shirley Coultas
R1c	Measure the effectiveness of tourism	Cultural Services. Apply methodology for measuring tourism spend year on year to enable benchmarking with other authorities (STEAM system).	June 2007 (research started)	From within current budgets Jane Lewis
R1d	Include new PIs in partner agreements (ref: R1a and b)	Cultural Service. Include new PIs for quality of life and value for money in revised agreements for the Courtyard and Halo in line with other SLA for sport and arts.	February 2008	Existing staffing resource Jane Lewis and Tony Featherstone
R2a	Produce clearer improvement plan for Cultural Services	Head of Service. Include improvement plan in the Medium Term Financial Strategy for the Division.	November 2007	Existing staffing resource Natalia Silver

R2b	New Cultural Strategy	Cultural Services. Revise the cultural strategy working with the cultural consortium to use current research and align to the community strategy themes.	January 2008	Existing staffing resource Jane Lewis
R3	Improve approach to procurement with cultural services with particular reference to the Halo and Courtyard Trusts: <ul style="list-style-type: none"> ▪ Sets out clear investment levels ▪ Medium to long term ▪ Transfers risk ▪ Includes non-financial targets ▪ Includes value for money measures 	Cultural Services. Agree approach to agreements through cabinet briefing. Set new agreements for 2008/9 financial year.	September 2007 February 2008	Existing staffing resource Jane Lewis and Tony Featherstone
36	Cultural services do not feature prominently in the corporate plan or community strategy nor is their contribution to current priorities made clear.	Policy and Performance Team and Herefordshire Partnership. Inclusion of cultural PIs in the revised LAA.	March 2008	Existing staffing resource Chris Bucknell
42	The websites are not fully developed for people with visual impairment or for people who may speak different languages.	Corporate and Customer Services - ICT. Explore the best way to provide access through different languages published through the council's websites. Listen to tool currently available through the Herefordshire portal. Find ways to use the support for those with visual impairments or different language requirements provided by the Herefordshire portal myherefordshire.com to improve external council websites such as Visit Herefordshire.	March 2008	Existing staffing resource. Ellen Pawley
43	Marketing for cultural services is fragmented and not always fully evaluated.	Cultural Services. Bring together promotion within the Cultural Services section to benefit from a	November 2007	Existing staffing resource

		joint marketing plan/mix, recognising that marketing is aimed at specific target audiences. Raise issues of evaluating marketing with Halo and the Courtyard at vision groups.		Jane Lewis
44a	The library in Ledbury does not comply with the requirements of DDA.	Cultural Services. Pursue funding for a new library and establish contingency options with Resources linked with corporate property asset review.	September 2007	Lottery funding Mick Ligema
44b	Childcare provision within leisure centres is inconsistent.	Cultural Services. Childcare provision is currently linked to targeted events to meet demand. Also physical constraints on the buildings require resource to create dedicated spaces that comply with Ofsted. Explore options and evidence in relation to value for money of requirement for a report to cabinet member.	November 2007	Potential cost for premise costs and on-going revenue. Tony Featherstone
44c	The national indicator for accessibility for rights of way is amongst the worst 25% of councils nationally.	Cultural Services and Resources. A likely change in PI methodology for March 2008. Revise procurement of services in relation to the HJS contract.	October 2007	To make a significant difference there needs a change in procurement or additional investment. Rob Hemblade
45	The Council is not fully clear on how it wishes to use pricing to promote access or how effective current arrangements are.	Cultural Services. Establish pricing framework linked to partner delivery.	March 2008	Existing staffing resource. Jane Lewis and Tony

				Featherstone
46	Apart from Halo no other elements of cultural services have specific service standards	Cultural Services. Introduce service standards in libraries, heritage centres, and TICs. Service standards for outside sites to be available on the web site. Discuss with the Courtyard to introduce service standards.	November 2007	Existing staffing resource. Mick Ligema
47	The Council does not have robust data about people from BME communities living in Herefordshire to inform planning, delivery and improvement of services.	Corporate and Customer Services - Equality Team and Research Team. Data on BME (Black and Minority Ethnic) must be as robust as the rest of the country. Update detailed data available in the State of Herefordshire report. Collaborating on additional economic impact study of migrant workers in the West Midlands commissioned by the LSC.	June 2007 October 2007	Existing staffing resource. Charlotte Devereux
50	Parks, play areas and sport development do not work towards any form of accreditation.	Cultural Services. Play areas currently are accredited by ROSPA. Refer sports development accreditation to County Sports Partnership. Explore accreditation Green Flag award for Queenswood.	March 2008	Additional resource of £400 and staffing for submission. Tony Featherstone
51	Roll-out of the shared facilities model	Cultural Services and Corporate and Customer Services (Info) Pursue the following projects: Ross-on-Wye part of development of the Library. Ledbury based on a Lottery Application. Hereford as a part of ESG.	2009 2010 2112	Capital funding bid to be considered for 2008/9 Mick Ligema working with

				Info colleagues
52a	Satisfaction is below the median quartile for libraries and parks and open spaces (spend low, satisfaction low)	Cultural Services. Realign investment in library service and build new facilities. Additional resources will be required to improve performance in parks. This will be considered in the budget process	March 2008	Additional resource needed for significant improvement Jane Lewis
52b	Non-user satisfaction is low	Cultural Services and Public Relations. Marketing to coincide with residents satisfaction survey linked to PR. Continue schemes to raise usages, e.g. reading challenge and schools programme.	September 2007	Existing staffing resource. Jane Lewis
52c	Libraries, parks and open spaces reported usage is amongst the worst 25% of councils nationally	Cultural Services. Focus marketing on libraries and parks and countryside.	On-going	Existing staffing resource. Jane Lewis
61	Given the ageing population of the county the council has not given older people proportionate focus within cultural services.	Cultural Services. Mini-summit with Liverpool and Shropshire to explore good practice in working with older people. Feed into the prevention services agenda, including "green gym". Major art and older people scheme for the county based on lottery funding.	June 2007 Proposals for July March 2008	Existing staffing resource. Jane Lewis
63	Tourism spend is comparatively high against positive un-audited satisfaction levels.	Cultural Services. Remodel TICs to reinvest spending in tourism product linked to scrutiny review of tourism.	October 2007	Existing staffing resource. Jane Lewis
66	Address high cost of Tourism Information Centres.			
64	Halo – benchmark value for money with other local authority areas	Resources. Establish value for money indicators for Halo based on cost per user and cost	September 2007	Existing staffing resource. Tony

		residents.		Featherstone
83	Some partnership agreements do not specify desired outcomes and contain few targets from which the council can assess and improve their performance.	Cultural Services. New agreement for Halo.	March 2008	Existing staffing resource. Tony Featherstone

13 July

2008

Action Plan for 18-35 Review

Ref	Recommendation	Action	Timescale	Lead officer
I.	That young people are involved in the shaping of major regeneration schemes and developments, specifically looking at how these can incorporate into their recreation, cultural, and employment needs. This should include detailed and targeted inwards investment promotion and working with property agents and developers to influence private investors and brand name companies.	<ul style="list-style-type: none"> • Inward Investment strategy examines potential to provide attractions, services and facilities to attract and retain young people starting or growing their business. • Encourage developers and agents to attract/target brand name companies, which will prove to be attractive to young people. • Establish consultation with young people via the college network and the youth council to address the relevance of regeneration scheme with the needs of young people. 	By Dec 07	Paul Bradley-Lloyd
II.	Due to the over provision of University places generally within the Country, avenues exploring other methods of retaining and attracting college graduates and young people to Herefordshire are pursued.	<ul style="list-style-type: none"> • Investigate the viability of providing live/work units targeted at young people/starter businesses (one bedroom units). • Explore the concept of providing workshop units within the ESG development targeted at young people/starter businesses. 	By March 08 By March 08	John Passmore Nick Webster
III.	Given that the figures demonstrate that there is an outflow of young people aged between 18 and 24, yet a net influx of people aged 25 to 35, available resources are concentrated on improving the Counties Social and Economic	<ul style="list-style-type: none"> • Economic Development Partnership Group to investigate ways in which partners can allocate resources and priorities to the 25-35 age group. 	By Dec 07	Alan Ronald

	offer to this age group.			
IV.	That the business start-up programme is promote to young people to support entrepreneurship	<ul style="list-style-type: none"> • When revisiting the criteria for the business start up grant consider revising to favour young people. • When revisiting the criteria for the business start up grant consider removing a proportion of the funding to use exclusively for young people's businesses. • Continue to work with and support the Princes Trust and Young Enterprise. 	By Sept 07 By Sept 07	Alan Ronald / Rachel Jones Alan Ronald / Rachel Jones
V.	That the council continues a programme of affordable housing linked to major developments	<ul style="list-style-type: none"> • To be conducted by Planning (Development Control and Forward Planning). Economic Regeneration to input thoughts into new Local Development Framework process on this aspect. 	By March 08	Nick Webster / Paul Bradley-Lloyd

Action Plan for the Review of Hereford City Partnership

Ref	Accepted recommendation	Action	Timescale	Lead officer
1	That Herefordshire Council reinstates the Cabinet Member Portfolio with responsibility for Economic Development. This Cabinet Member should take the lead on a strategic vision for Hereford City with support from partner organisations such as HCP and ESG, and ensure links with the wider County.	Councillor Blackshaw is the council representative on the Hereford City Partnership Board to receive regular reports via attendance at the meetings, with officer attendance by the Social and Economic Regeneration Manager (ref. recommendations: 17.1; 17.2 and 17.3)	From June 2007	Councillor Blackshaw and Penny Jones
2	That the Hereford City Manager's job particulars have a person specification prepared to go with the job description.	Recommendation endorsed and passed to the City Partnership for implementation as providing the line management and as a matter of best practice. (ref. recommendations: 17.5)	Date to be confirmed by the City Partnership	Line manager for City Centre Manager
3	The Membership of Hereford City Partnership be reviewed to ensure that all areas of the City are represented including the addition of major retailers as Members.	Recommendation to be considered by the City Partnership (ref. recommendations: 17.7)	Date to be confirmed by the City Partnership	City Partnership
4	That Hereford City Council investigates the possibility of increased support for HCP through the level of precept levied in the city.	Recommendation passed Hereford City Council to respond. (ref. recommendations: 17.10)	Date to be confirmed by Hereford City Council	Hereford City Council
5	That Hereford City Partnership commences regular budgeting procedures and produce income and expenditure accounts.	Recommendation endorsed and passed to the City Partnership for immediate implementation (ref. recommendations: 17.11)	Date to be confirmed by Hereford City Partnership	Cynthia Spaul to action
6	That Hereford City Partnership concentrate their main activities on the City Centre's economic and environmental wellbeing.	Recommendation for the City Partnership to evaluate the merits of reducing the boundaries of responsibility and for	Date to be confirmed by Hereford City Partnership	Cynthia Spaul to action

		Council officers and members to be involved in that discussion (ref: recommendation 17.12).		
7	That Hereford City Partnership liaise with other key partners with an interest in the City, including Hereford City Council, Herefordshire Council, Edgar Street Grid, South Wye Development Trust, and Rotherwas Futures.	Recommendation endorsed and passed to the City Partnership (ref: recommendation 17.13).	Date to be confirmed by Hereford City Partnership	Cynthia Spaul to action
8	That Hereford City Partnership fully instigates the proposed retail membership scheme with varying levels of membership to generate income.	Recommendation passed to the City Partnership for discussion and decision (ref: recommendation 17.16).	Date to be confirmed by Hereford City Partnership	Cynthia Spaul to action
9	Linked to the desired outcomes of the review, a set of performance measures are formed for which milestone in achievement are monitored at each board meeting.	Recommendation forwarded to the City Partnership to implement in liaison with local authority officers (additional recommendation).	November 2007	Cynthia Spaul to action and agree with the Partnership Board
10	A work programme detailing events for the forthcoming six months is circulated to partners including the local authority to ensure co-operation and a joint approach to High Town Management.	Recommendation forwarded to the City Partnership to implement (additional recommendation).	November 2007	Cynthia Spaul to action

LEDBURY TOURIST INFORMATION CENTRE**Report By: Head of Economic and Community Services****Wards Affected**

Countywide

Purpose

1. To update Members on the proposal to relocate the Tourist Information Centre in Ledbury.

Financial Implications

2. The lease costs of Ledbury Tourist information Centre are £27,350, plus £8,094 rates per annum. This would present a saving when relocated to a Council owned property.

Background

3. The decision to move Ledbury Tourist Information Centre (TIC) was called-in by the Community Services Scrutiny Committee on 18th October 2006. The proposal was to relocate the TIC to the Masters House in Ledbury to make a budget saving and to utilise an under-used site. However, there was considerable local objection due to moving the TIC from the main High Street and withdrawal of window space to promote local businesses, as well as a view that the Masters House in its current state was not suitable and would be subject to vandalism.
4. The Scrutiny Committee recommended an approach from the Ledbury and Area Development Trust to commission a business plan for the future use of the Masters House. The Cabinet Member agreed this recommendation based on producing an Audience Development Plan (commissioned by Herefordshire Council but funded by Heritage Lottery Funding to the value of £15,000) to inform a business plan paid for by Ledbury Town Council and Ledbury Civic Society.
5. The Ledbury and Area Development Trust have conducted a wide range of consultation and research involving 2 open days and questionnaire responses from 500 people. The initial timetable for completing this work was 31st August 2007 to allow time for any works to be complete on a new location for the TIC before the lease expires in February. However, following the failure to secure £2 million lottery funding for a new library in Ledbury, the report will not be complete until the end of October, which will be presented to Council to coincide with work completed by officers on the future use of facilities in the town – both reports are tied together.
6. However, key findings emerging from the consultation on the Masters House, show that people are supportive of the TIC being based at the site but only as part of wider improvements of the Masters House.
7. It is worth noting that since the meeting in November 2006 a strong recommendation from the Audit Commission was to revisit the TIC operation to be more relevant and

responsive to visitor needs, whilst being more efficient. They endorsed the approach to rationalise TICs, but wanted it to take place at a quicker pace.

RECOMMENDATION

THAT the report be noted, subject to any comments the Committee wishes to make.

BACKGROUND PAPERS

- None

REVENUE BUDGET

Report By: INTERIM FINANCE MANAGER FOR ADULT AND COMMUNITY SERVICES

Wards Affected

County-wide

Purpose

1. To provide an update on the projected outturn for financial year 2007/08 for Economic and Community Services.

Financial Implications

2. These are contained in the report.

Background

3. The Community Services Scrutiny Committee receives periodic budget monitoring reports. This report covers the period from 1st April, 2007 to 31st August, 2007 and project an overspend of £40k for the year 2007/08.

Summary

4. The position at 31st August 2007 is as follows:

	2007/8 Budget	Projected Outturn 2007/08	Projected (under)/overspend
	£m	£m	£m
Cultural Services	3.892	3.927	0.035
Parks, Countryside & PROW	2.027	2.032	0.005
Community Leisure	1.395	1.395	0.0
Social & Economic Regeneration	2.152	2.152	0.0
Management	0.769	0.709	0.0
Total	10.235	10.275	0.040

5. The above indicates a projected overspend of £40k. A detailed breakdown on the expenditure is presented at Appendix A
6. In line with agreed corporate budget strategy for 2007/8, the service has absorbed the impact of inflationary increases in non –pay areas such as contracts, which in Economic and Community Services has been significant (est £108k). The service has proposed a number of strategies for bringing expenditure back in line with budget but these have been delayed. These include the relocation of Ledbury Tourist Information Centre (TIC) (£25k), seasonal opening for Leominster TIC (£6k).
8. The service is focusing on the £40k projected overspend and will ensure that the budget is balanced by the end of the year using one off payment. The requirement to meet inflation commitments is year on year and reductions not found in 2007/08 will need to be found in 2008/09. The Committee should also note that provision has been made to cover a forecast loss of income from Hereford City of £138k for grounds maintenance. The funding is provided from general fund balances.

RECOMMENDATION

THAT **Scrutiny Committee notes and comments on the projected outturn for financial year 2007/8 for Economic and Community Services.**

BACKGROUND PAPERS

- None

Economic & Community Services Projected Outturn 31/08/07

Appendix A

	Full Year Budget	Actual to	Budget to	(Underspend)	Full year Projected	Estimated
	31/08/07	31/08/07	31/08/07	Outturn	Outturn	Outturn
	£	£	£	£	£	variance
Arts	595,255	379,519	347,833	31,686	599,255	4,000.00
Cultural Services Staff	213,211	60,274	88,838	(28,564)	213,211	0
Heritage	562,342	262,176	261,826	350	562,342	0
Leisure Services	182,843	66,923	76,185	(9,261)	182,843	0
Library Service	1,853,315	652,579	650,861	1,718	1,853,315	0
Tourism	484,705	250,124	206,106	44,018	515,705	31,000.00
Total for Cultural Services	3,891,671	1,671,595	1,631,648	39,947	3,926,671	35,000.00
Community Leisure	21,813	3,213	9,089	(5,876)	21,813	0
Leisure Client	1,372,967	592,177	571,424	20,753	1,372,967	0
Total for Community Leisure + Halo	1,394,780	595,390	580,513	14,877	1,394,780	0
Countryside	1,448,654	527,381	598,532	(71,151)	1,453,654	5,000.00
Prow	578,239	218,665	240,958	(22,293)	578,239	0
Total for Parks Countryside & Prow	2,026,893	746,046	839,490	(93,444)	2,031,893	5,000.00
Economic Regeneration	941,399	602,053	519,072	82,981	941,399	0
Community Safety	115,472	-561	46,287	(46,848)	115,472	0
Community Regeneration	1,050,456	157,948	437,300	(279,352)	1,050,456	0
Life Long Learning	44,664	29,920	19,445	10,475	44,664	0
Total for Social & Economic Regeneration	2,151,991	789,359	1,022,104	(232,745)	2,151,991	0
Total for Management	769,376	318,102	322,849	(4,747)	769,376	0
Community Services Total	10,234,711	4,120,493	4,396,605	(276,112)	10,274,711	40,000.00

ECONOMIC AND COMMUNITY SERVICES PERFORMANCE MONITORING**Report By: Improvement Manager****Wards Affected**

Countywide

Purpose

1. To report on the performance indicators position and other performance management information for the Economic and Community Services Division within the Adult and Community Services Directorate.

Financial Implications

2. No direct implications.

Background

3. The Performance Improvement Framework of the Council requires regular reporting to the Scrutiny Committee. This report covers the first and second year quarters.
4. However, due to the nature of many of the PIs within Economic and Community Services many of these are calculated on an annual basis and therefore do not provide in-year results.
5. These indicators as listed here are either Best Value Performance Indicators (BVPIs which are nationally set indicators) for Local Public Service Agreement 2 indicators (LPSA2) agreed as specifically important to the County. These are not all the indicators for the division, but a broad range which reflects the services undertaken. The indicators, where data is available, are benchmarked against national standards. Many of the cultural services indicators are used to "score" the service by the Audit Commission, using a lower and upper threshold. Other indicators are measured on where they are positioned within the lower, median and upper quartiles as compared with other local authorities. This should be considered along side spend to give a full picture of how an authority is performing next to the resources available.
6. The Status column indicators set out in Appendix 1 (using traffic lighting) show whether the current position demonstrates progress in line with the agreed target – Green, Amber, Red. Where there is an annual figure comparison is made with previous years results and in relation to lower or upper benchmark.
7. It is proposed that future reports will only raise exception reporting, specifically focusing on where improvement needs to be made.
8. Areas of performance to note are:
9. Generally, compared to the national average Herefordshire is a low crime area.

10. Actions against domestic violence is particularly well performing and on track for 2007/8 target.
11. However, records of criminal damage are heading in the wrong direction and will not meet the 2007/8 target and violent crimes are increasing.
12. Satisfaction with libraries by users has increased and is close to the national comparison position. However, opening hours, annual items added through the purchase per 1,000 and active borrowers per % population are in the lower threshold.
13. Satisfaction overall of cultural services has increased apart from theatres and concert halls.
14. Population volunteering in sport is high compared to thresholds, but % of adults participating in sport at least three times a week could improve.
15. There has been a drop in community regeneration indicators that reflect satisfaction and involvement with communities.
16. PROW indicators remain around the lower threshold.

RECOMMENDATION

THAT (a) the report on performance be noted;

and

(b) areas of concern and exception continue to be monitored.

BACKGROUND PAPERS

- None Identified

Scrutiny Report - Adult and Community Services

	Key Pls	2005-06 actual	2006-07 actual	National comparative position	Lower Threshold	Upper Threshold	lower quartile	median quartile	upper quartile	2007-08 plan	Q1 April - June	Q2 July - Sept	Q3 Oct - Dec	Q4 Jan - March	Status
	Crime and Disorder														
BV126	Domestic burglaries per 1,000 household	4.9	4.2	10.9	1.80	46.14	13.9	na	6.3	4.2	0.9				Green
BV127a	Violent crime per 1,000 population	14.7	15.1	17.76	0.35	49.10	23.4	na	12.4	14.7	4.7				Amber
BV127b	Robberies per 1,000 population	0.2	0.4	0.61	0.00	41.80	1.5	na	0.3	0.4	0.1				Green
BV128	Vehicle crime per 1,000 population	5.5	5.1	11.83	0.32	36.50	14.7	na	7.3	5.1	1.3				Green
BV225	Action against domestic violence	63.6%	81.8%	56.64%	0.0%	100.0%	45.0%	na	72.7%	81.8%	81.1%				Green
BVPI126	Record no more than 600 domestic burglaries	376	327	na	na	na	na	na	na	600	72				Green
BVPI128	Record no more than 1086 vehicle crimes	973	904	na	na	na	na	na	na	1,086	229				Green
LPSA2	Reduce violent crime in Herefordshire	2821	2706	na	na	na	na	na	na	2,553	848				Red
LPSA2	Reduce incidences of criminal damage	2690	3095	na	na	na	na	na	na	2,101	785				Red
LPSA2	Monitor fear of crime: a. speeding traffic is a problem	80.6%	70%	(wmc 72%)	na	na	na	na	na	76.6%	n/a				Amber
LPSA2	Monitor fear of crime: b. vandalism, graffiti and other deliberate damage to property or vehicles is a problem	59.8%	52%	(wmc 60%)	na	na	na	na	na	56.8%	n/a				Amber
LPSA2	Monitor fear of crime c. people using drugs is a problem	59.7%	60%	(wmc 58%)	na	na	na	na	na	56.7%	n/a				Amber
LPSA2	Monitor fear of crime d. people dealing drugs is a problem	52.8%	53%	(wmc 50%)	na	na	na	na	na	50.2%	n/a				Amber
LPSA2	Monitor fear of crime e. drunken disorder in public places	52.7%	51%	(wmc 55%)	na	na	na	na	na	50.1%	n/a				Green
	15% reduction in overall British Crime Survey comparator recorded crime	5988	6533	bbc	na	na	na	na	na	5,873	1864				Red
	Cultural Services														
BVPI118c	% library users who were satisfied with the library service overall	88% 2003/4	90%	92%	na	na	90%	93%	94%	90%	Annual	Annual	Annual	Annual	Green
BVPI119b	% satisfied with libraries	64%	70%	72%	63%	72%	69%	72%	75%	72%	Annual	Annual	Annual	Annual	Green
BVPI220 C2b	Aggregate schedules opening hours per 1,000 population for all libraries	115	118	128	102.4	128	na	na	na	118	Annual	Annual	Annual	Annual	Amber
BVPI220 C2c	Number of library visits per 1,000 population	4690	4480	6300	4410	6300	na	na	na	4480	Annual	Annual	Annual	Annual	Red
BVPI220C3a	% of static libraries providing access to electronic information	100%	100%	100%	<100%	na	na	na	na	100	Annual	Annual	Annual	Annual	Green
BVPI220 C4	Active borrowers as a % of population	17.8	18.52%		20.40%	27.30%	na	na	na	19%	Annual	Annual	Annual	Annual	Amber
BVPI220 C11b	Annual items added through purchase per 1,000 population	148	160	216	183.6	216	na	na	na	160	Annual	Annual	Annual	Annual	Amber
BVPI220 C13	Cost per visit (libraries)	2.665	£3.00	£3.37	£3.37	£2.46	na	na	na	£3.00	Annual	Annual	Annual	Annual	Green
BVPI119d	% satisfied with theatres and concert halls	52%	48%	50%	36%	56%	40%	51%	62%	54%	Annual	Annual	Annual	Annual	Amber

BVPI220 C16	% of 5 to 16 year olds in school sports partnerships engaged in two hours a week minimum on high quality PE and school sport within an beyond the curriculum (School sport and club links survey)	88%	88%	new	85%	new	new	new	new	new	89%	Annual	Annual	Annual	Annual	Green
BVPI220 C17	% of adults participating in at least 30 minutes moderate intensity sport and active recreation on three or more days a week (Active people survey)	24%	20%	new	27%	new	new	new	new	new	(23%) 23%	Annual	Annual	Annual	Annual	Amber
BVPI220 C18	% of population volunteering in sport and active recreation for at least one hour per week (Active people survey)	6%	17%	new	7%	new	new	new	new	new	20%	Annual	Annual	Annual	Annual	Green
BVPI220 C19	% of population that are within 20 minutes travel time (urban areas by walk; rural areas by car) of a range of three different sports facility types, of which one has achieved a specified quality assured standard (Active places database)	68%	68%	new	50%	new	new	new	new	new	69%	Annual	Annual	Annual	Annual	Green
BVPI119c	% satisfied with museums and galleries	42%	45%	46%	50%	37%	47%	56%	46%	Annual	46%	Annual	Annual	Annual	Annual	Green
BVPI170a	Number of visits to usage of museums per 1,000 population	774	876	1869	na	482	916	1850	880	199	880	Annual	Annual	Annual	Annual	Amber
BVPI170b	Number of those visit that were in person per 1,000 population	693	689	887	na	270	529	869	720	178	720	Annual	Annual	Annual	Annual	Green
BVPI170c	Number of pupils in organised school trips visiting museums and galleries	3810	6491	15072	na	3326	9736	21138	6500	733	6500	Annual	Annual	Annual	Annual	Amber
BVPI119e	% satisfied with parks and open spaces	66%	69%	54%	77%	69%	74%	79%	69%	Annual	69%	Annual	Annual	Annual	Annual	Green
BVPI178	% of footpaths and rights of way easy to use by the public	52%	49%	78.8%	90%	71.7%	82.7%	89.9%	50%	Annual	50%	Annual	Annual	Annual	Annual	Red
BVPI119a	% satisfied with sports and leisure facilities	49%	58%	57%	60%	54%	58%	63%	58%	Annual	58%	Annual	Annual	Annual	Annual	Green
	Economic Development															
LAA	Average (median) weekly earnings in Herefordshire compared with the average in the WIM	£351.20 Hlds	tbc	£402.50 West Mids	na	na	na	na	na	na	£394.57	Annual	Annual	Annual	Annual	Amber
LPSA2	Number employed in technology and knowledge intensive industries	9,339	tbc	na	na	na	na	na	na	na	9900	Annual	Annual	Annual	Annual	Amber
	Community Regeneration															
LAA	% of adult residents satisfied with their local community as a place to live	80% (2005)	79% (2006)	na	na	na	na	na	na	na	87%	Annual	Annual	Annual	Annual	Amber
LAA	% of adult residents reporting that they have engaged in formal volunteering for an average of two hours or more per week	17% (2005)	15% (2006)	na	na	na	na	na	na	na	22%	Annual	Annual	Annual	Annual	Amber
LAA	% of respondents finding it easy to access:															
	a: Local Shop	89%	90%	na	na	na	na	na	na	na	91%	Annual	Annual	Annual	Annual	Green
	b: post office	84%	85%	na	na	na	na	na	na	na	86%	Annual	Annual	Annual	Annual	Green
	h: shops selling fresh fruit and veg	80%	81%	na	na	na	na	na	na	na	82%	Annual	Annual	Annual	Annual	Green
	i: cultural and recreation facilities	55%	56%	na	na	na	na	na	na	na	57%	Annual	Annual	Annual	Annual	Green
	Lifelong Learning															
	Number of enrolments per 1,000 population	12	11	na	13	na	na	na	na	na	11	Annual	Annual	Annual	Annual	Amber
	% achievement of learning aims	58%	69%	na	80%	na	na	na	na	na	86%	Annual	Annual	Annual	Annual	Green

WORK PROGRAMME

Report By: Head of Legal and Democratic Services

Wards Affected

County-wide

Purpose

- 1 To consider the Committee's work programme.

Financial Implications

- 2 None

Background

- 3 In accordance with the Scrutiny Improvement Plan a report on the Committee's current work programme will be made to each of the scheduled quarterly meetings of this Scrutiny Committee. A copy of the outline work programme is attached at appendix 1.
- 4 The programme may be modified by the Chairman following consultation with the Vice-Chairman and the Director of Adult and Community Services in response to changing circumstances.
5. Appendix 2 monitors progress against recommendations made by the Committee where action is ongoing or outstanding. The list does not include all the issues considered by the Committee, rather it summarises those instances where the Committee has requested that specific action be taken and the response to that request .
6. Should any urgent, prominent or high profile issue arise, the Chairman may consider calling an additional meeting to consider that issue.
7. Should Members become aware of any issues they consider may be added to the scrutiny programme they should contact either the Director of Adult and Community Services or Democratic Services 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 Committee work programme be approved and reported to the Strategic Monitoring Committee.

BACKGROUND PAPERS

- None identified.

Community Services Scrutiny Committee – Work Programme 2007/08

December 2007	
Items	<ul style="list-style-type: none"> • Budget • Performance Monitoring • Review of Museums and Heritage Centres Group – Executive Response – Monitoring • Performance Monitoring • Executive’s Response to Review of the Courtyard Centre for the Arts
Scrutiny Reviews	<ul style="list-style-type: none"> • To report the findings of Scrutiny Review of Tourism with specific reference to Tourist Information Centres
April 2008	
Items	<ul style="list-style-type: none"> • Budget • Performance Monitoring • Review of Tourism with specific reference to Tourist Information Centres – Executive’s response • Review of how to retain 18-35 yr olds in Herefordshire – Monitoring of Executive’s response • Review of Hereford City Partnership - Monitoring of Executive’s response
Scrutiny Reviews	<ul style="list-style-type: none"> • To report the findings of the Scrutiny Review of the Agreement with Halo Leisure Trust
Other issues	
	<ul style="list-style-type: none"> • Review of Herefordshire’s Future Economic Policy
	<ul style="list-style-type: none"> • Review of Community and Safety Drugs Partnership

Further additions to the work programme will be made as required.

Date	Issue and Decision	Resultant Outcome or Action
26/03/07	<p>March 2007 Progress Report Following the Conclusion of the Review of the Courtyard</p> <p>The Courtyard Trust Board be informed of the concerns expressed about policing arrangements in the car park located at the Courtyard Centre for the Arts.</p>	Report due to Cabinet in October
08/01/2007	<p>January 2007 Livestock Market Relocation</p> <p>(a) The Griffiths Site (Site 5) be considered the best site of the final six sites considered as the new location for Hereford Livestock Market;</p> <p>(b) Road improvements be carried out at Stretton Sugwas on roads leading to the A438 Brecon Road;</p> <p>(c) All potential highway problems be assessed and remedied before the new market opens including designated HGV routes and adequate signage;</p> <p>(d) The possibility of increasing the rent paid by Hereford Market Auctioneers should be investigated;</p> <p>(e) Local residents and Members should be involved in pre-planning consultation.</p> <p>(f) High quality buildings be constructed on the new site;</p> <p>(g) Appropriate landscaping of the new market site take place;</p> <p>and;</p>	

	<p>(h) Appropriate transport links from the new site to Hereford City Centre be put in place.</p>	
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