

Community Services Scrutiny Committee

Date: **Monday, 17th December, 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:

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**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 8th October, 2007.	1 - 6
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. ROTHERWAS FUTURES PROJECT To update the Committee on the Rotherwas Futures Project.	7 - 8
7. ECONOMIC AND COMMUNITY SERVICES PERFORMANCE MONITORING 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 Division.	9 - 12
8. REVENUE BUDGET 2007/08 (REPORT TO FOLLOW) To provide an update on the revenue budget.	
Report for Revenue Budget 2007/08	

Agenda Item 8 indicates that the report would follow. The attached report has now been issued to Committee Members prior to the meeting.

9. ACTION PLANS FOR CULTURAL SERVICES INSPECTION; REVIEW OF HEREFORD CITY PARTNERSHIP; THE 18-35 REVIEW AND THE REVIEW OF MUSEUMS AND CULTURAL CENTRES 13 - 32

To inform the Committee of progress in implementing the action plans arising from the Cultural Services Inspection; Review of Hereford City Partnership; the 18-35 Review and the Review of the Museums and Heritage Centres.

10. COMMITTEE WORK PROGRAMME 33 - 38

To consider the Committee's work programme.

EXCLUSION OF THE PUBLIC AND PRESS

In the opinion of the Proper Officer, the next item will not be, or is likely not to be, open to the public and press at the time it is considered.

RECOMMENDATION

That the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Schedule 12(A) of the Act.

11. SCRUTINY REVIEW OF THE COURTYARD CENTRE FOR THE ARTS 39 - 60

To advise the Committee on the action plan for the Courtyard Centre for the Arts in response to the recommendations of the 2006 review.

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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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.

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(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

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- 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.
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COUNTY OF HEREFORDSHIRE DISTRICT COUNCIL

BROCKINGTON, 35 HAFOD ROAD, HEREFORD.

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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, 8th October, 2007 at 10.00 a.m.

Present:	Councillor Councillor	TM James (Chairman) RH Smith (Vice-Chairman)
	Councillors	CM Bartrum, PGH Cutter, DW Greenow, KS Guthrie, MAF Hubbard, PM Morgan and RV Stockton
	Co-opted Members	Mr P Hands (Visit Herefordshire) Mrs. E. Newman ((HALC)) Mr G Woodman (Chamber of Commerce)

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

15. APOLOGIES FOR ABSENCE

No apologies were received.

16. NAMED SUBSTITUTES

There were no named substitutes.

17. DECLARATIONS OF INTEREST

Councillors MAF Hubbard, TM James, and RWV Stockton declared personal interests.

18. MINUTES

RESOLVED: That the Minutes for the meeting held on 2nd July, 2007, be approved as a correct record and signed by the Chairman.

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

There were no suggestions from Members of the Public.

20. PRESENTATION BY CABINET MEMBER - ECONOMIC DEVELOPMENT AND COMMUNITY SERVICES

Councillor AJM Blackshaw (Cabinet Member – Economic Development and Community Services) presented his report, copies of which were circulated at the meeting.

The report set out current issues and priorities for the next 12 month period, major decisions expected to be taken, and areas identified for performance improvement.

The Cabinet Member concluded by noting that with ever increasing pressure on budgets it would be a continuing challenge to maintain performance and strive for improvement.

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

- A question was asked about the approach to making budget savings, suggesting that the measures under consideration seemed to involve service reduction rather than focusing on cost reduction. In this context reference was made to the proposal to reduce the opening time for Leominster Tourist Information Centre to six months which it was stated would have a big impact on service but would only generate a small saving. The Cabinet Member said that consideration had to be given to making savings on non-statutory services. It was difficult to make significant savings and the focus was therefore on making small reductions across a number of areas.
- The Head of Economic and Community Services noted that there was an immediate pressure to meet the fact that budgets for 2007/08 had only been increased to account for pay inflation. To balance the budget for 2007/08 savings of £108,000 would need to be secured. The position at Leominster was being reviewed and it was now proposed to delay a decision for a year and look at other options.
- The national thinking regarding the transfer of assets owned by local authorities to local ownership and the possibility of a role for the Herefordshire Association of Local Councils was raised. It was suggested that a protocol could be developed.
- A further question was asked as to whether the Council could inform Community Groups of proposed disposals and liaise with them over ways in which those groups might take local ownership of assets. The Cabinet Member said that discussions were taking place. A Member noted that the maintenance costs of buildings were often beyond the abilities of local bodies to meet.
- The Cabinet Member commented that he was mindful of the desire to maintain a presence in the Market Towns. However, it was important to manage assets effectively. This could involve wider working across the directorate and also across directorates as a whole.
- In response to a question about the proposed development of Ross Library the Cabinet Member confirmed his intention to engage with Local Members.
- It was questioned whether the resource was available to meet the new requirement that decisions on public path order applications be made within 4 months.
- That it was important that the resource implications of the Crime and Disorder Act and the change to the operation of the Community Safety and Drugs Partnership were reflected in the Medium Term Financial Management Strategy.
- That consideration should be given to the potential role Parish Councils might have in relation to the Commons Act 2006.
- The performance indicator on the percentage of footpaths and rights of way easy to use by the public, described as hovering around the lower threshold of 50%, was discussed having regard to tourism implications. The Director of Adult and

Community Services said that although he did not think additional resources could be allocated to address the pressures on maintenance and the backlog in Diversion Orders he did think resources could be targeted on those routes linked to the Council's tourism promotions. In response to further comments about the accessibility of the network he added that the interpretation of the definition of the performance indicator target was being checked to establish whether it was a true reflection of the situation on the ground.

- The Cabinet Member welcomed the suggestion that Parish Councils, and organisations such as the Ramblers Associations and Herefordshire Nature Trust should be invited to assist in identifying priority routes.
- A question was asked about how the new grant programme designed to engage older people in their community could be accessed. The Head of Economic and Community Services reported that information on the scheme had been widely circulated, including to Parish Councils and Age Concern.

The Chairman thanked the Cabinet Member for his presentation.

21. ACTION PLANS FOR CULTURAL SERVICES INSPECTION, REVIEW OF HEREFORD CITY PARTNERSHIP AND THE 18-35 REVIEW

The Committee was informed of action plans arising from the Audit Commission's Cultural Services Inspection and the scrutiny reviews of the Hereford City Partnership and how Herefordshire could retain 18-35 year olds in the County and attract them to it (the 18-35 review).

The Head of Economic and Community Services presented the report.

Further to the report to the Committee in July 2007 she reported that work to complete the actions in the Cultural Services action plan, a copy of which was appended to the report, was on track.

Following consideration by the Committee in March 2007 the Scrutiny Review of the Hereford City Partnership and the 18-35 Review had been considered by Cabinet on 6th September 2007. Action plans reflecting those recommendations accepted by Cabinet were also appended to the report.

It was proposed to present a progress report on each of the three action plans to the next meeting.

In the ensuing discussion the following principal points were made:

Cultural Services Inspection

It was asked what progress was being made against recommendation 1b: the development of performance measures concerned with value for money. It was reported that value for money measures were contributing to the review of the Halo Contract Scrutiny Review. Measures for cost per user and cost per resident had been developed for libraries and tourist information centres.

A question was asked about action R1c: measure the effectiveness of tourism. The Head of Economic and Community Services said that an assessment had been made using the Cambridge model. This showed tourism benefited the County to the sum of £291 million. It was requested that a copy of the report be sent to Members undertaking the Scrutiny Review.

18-35 Review

A Member expressed disappointment that the review contained no cutting edge, innovative approaches. As a rural County there was surely an opportunity to be at the forefront of developing green, sustainable initiatives.

It was suggested that promotion of existing businesses was overlooked.

Reference was made to the "Young Chamber" run by the Chamber of Commerce and Business Start Up schemes.

That the mixed development of the former Ledbury Cottage Hospital to include business units should be monitored to see if that model could be successfully applied and supported elsewhere.

The Cabinet Member (Economic Development and Community Services) said that the need to engage young people was recognised. There was a challenge both to attract businesses and to ensure that talent was available to employers within the County.

The Director of Adult and Community Services commented that whilst there were low levels of unemployment in the County wage levels were also low. The key was to improve the skills of the workforce. The development of the Edgar Street Grid, Rotherwas and the learning village did present opportunities. The Council was supporting partners such as the College of Technology and encouraging training and vocational activities with the business community.

It was suggested that the statistics on wage levels may not be entirely reliable because of the number of small businesses where a Director might be the main employee and would technically pay themselves a low salary.

The importance of Broadband access to attracting businesses was highlighted.

Hereford City Partnership

The issue of support for the City Centre Manager was discussed. The Director of Adult and Community Services said that support for the Partnership as a whole would need to be considered as part of the budget process.

RESOLVED: that a report on progress against the three action plans be reported to the next meeting.

22. LEDBURY TOURIST INFORMATION CENTRE

The Committee was informed of the position on the proposed relocation of the Tourist Information Centre (TIC) in Ledbury.

The Head of Economic and Community Services presented the report. She noted that Ledbury and Area Development Trust (LADT) was finalising its report on future use of the Masters House and this needed to be linked to work by the Council on future use of facilities in the Town. It was intended that a further report would be made to the Committee's next meeting.

Councillor Swinburne as Local Member welcomed the way in which a recent meeting with the LADT had been open to a range of options. She commented on the importance of the TIC's link to local businesses. She emphasised the importance of

explaining the issues relating to the future of the TIC clearly to the public and demonstrating that the level of service to them would not be diminished.

The Cabinet Member (Economic Development and Community Services) endorsed the need for communication and emphasised the role of local members in that process.

A Member noted that the role local members could play and their accountability for and ownership of proposals depended on the extent to which they had been consulted on proposals and had contributed to them.

RESOLVED: That a further report be presented to the next meeting.

23. REVENUE BUDGET 2007/08

The Committee considered an update on the projected revenue budget outturn for 2007/08 for Economic and Community Services.

The report showed a projected overspend of £40,000. The Director of Adult and Community Services reported that he expected that the budget would be brought into balance by the year end. He noted that the impact of absorbing inflationary increases in non-pay areas in accordance with the corporate strategy had been significant, amounting to £108,000.

In response to a question he confirmed that the outturn took account of the required Gershon efficiency savings.

RESOLVED: that the projected revenue budget outturn for 2007/08 for Economic and Community Services be noted.

24. ECONOMIC AND COMMUNITY SERVICES PERFORMANCE MONITORING

The Committee considered the performance indicators position and other performance information for the Economic and Community Services Division.

It was noted that future reports would report performance on an exception basis.

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

- It was requested that where it was indicated that an indicator was only measured annually the date when the measurement would take place should be indicated in the report.
- In relation to the LPSA 2 target for reducing violent crime it was noted that if performance for the remaining three quarters was equal to the target for the first quarter the number of crimes would greatly exceed the target. Similarly the LPSA 2 target for a 15% reduction in overall British Crime Survey recorded crime would be missed because performance indicators on criminal damage and violent crimes contributed to this overall indicator.
- Performance against BVPI 178: percentage of footpaths and rights of way easy to use by the public was also raised, noting that this compared very unfavourably with upper quartile performance. It was suggested in reply that engaging volunteer help might generate some improvement in performance.

The Committee noted the report.

25. WORK PROGRAMME

The Committee noted that taking account of discussions earlier in the meeting reports on Ledbury TIC, and progress reports on various action plans would be added to the programme for the next meeting, together with a report on Rotherwas Futures.

A report on the Edgar Street Grid would be scheduled for April 2008.

It was proposed to bring scoping reports forward for the future reviews of Future Economic Policy and the Community and Safety Drugs Partnership.

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

The meeting ended at 11.43 a.m.

CHAIRMAN

ROTHERWAS FUTURES PROJECT**Report By: HEAD OF ECONOMIC AND COMMUNITY SERVICES****Wards Affected**

Hollington Ward specifically but benefits countywide.

Purpose

1. To update the Committee on the Rotherwas Futures Project.

Financial Implications

2. The Rotherwas Futures project is budgeted to cost £18.7M in total, of which over £6M has already been spent. Advantage West Midlands are contributing a £6.5M grant towards the project and investing £3M in the infrastructure that is required to make new employment land plots available. The investment can be called in by AWM when sufficient plots have been disposed of to repay it, or they can choose to invest it in further development of the Northern Magazine area. The balance of costs for the project are being met by contributions from the Local Transport Plan, plot disposal and rental income on Rotherwas, and prudential borrowings.

Background

3. Development of Council owned land at Rotherwas has been increasingly constrained over recent years due to flooding and highways capacity issues. In addition the low railway bridge was a constraint on the work that could be undertaken by some of the manufacturing companies on the estate.
4. Rotherwas is the prime employment site for Hereford, with over 125 companies and 2500 employees. It is also the only brownfield site with capacity for expansion once the constraints are overcome. To consider the issues AWM and Herefordshire Council commissioned a feasibility study into ways of maximising the development potential of Rotherwas. The report identified several options for moving forward, ranging, broadly, from doing nothing to developing all available land on the site. The most cost effective, and selected, option included:
 - Development of a new access road from the A49;
 - Providing a flood relief scheme to make available plots off the Straight Mile Road (Phase 1);
 - Developing the Southern Magazine with infrastructure to provide new plots (Phase 2);
 - Refurbishing unused industrial buildings to bring them back into use;
 - Initiating a programme of refurbishment for all Council owned buildings;
 - Pro-actively managing the estate and making the changes necessary to attract the types of higher paying businesses identified in the economic strategy.

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

5. As a result of the Feasibility Study, which reported in April 2006, an application for funding was made to AWM in September 2006, and a joint venture agreement with AWM was signed in March 2007, to take forward the development of the estate. The Rotherwas Access Road is the first major element of the project to progress. The contractors, McAlpines, started work on the road in March 2007, following completion of the necessary land purchase, and the road is scheduled to open in spring 2008.
6. The main estate work has focused on finding a solution to the flooding issues and the preparation work associated with Phase 2. A consultant is currently working with flood models supplied by the Environment Agency, to establish possible flood relief schemes. Owen Williams, the Council's engineering consultants, have undertaken the initial topographic surveys and the necessary ground state, archaeological, environmental and ecological studies are being arranged. The aim is to have some plots of land on the market as soon as possible after the road opens.
7. Since the project started it has been possible to dispose of the two buildings that it had been planned to refurbish, on long lets, so this element of work is not needed. Refurbishment of other buildings has started and will progress as existing leases allow.

RECOMMENDATION

THAT the report be noted

BACKGROUND PAPERS

- Rotherwas Futures Study – Final Report – April 2006
- Cabinet Paper – Rotherwas Futures – 28 September 2006

ECONOMIC AND COMMUNITY SERVICES PERFORMANCE MONITORING**Report By: HEAD OF ECONOMIC AND COMMUNITY SERVICES****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 reporting to Scrutiny Committee at 4, 6, 8, 10 and 12 months. This report covers the performance indicator out-turns as at **30th September 2007**, target figures for 2007-08, along with information about forecast, direction of travel and status, which are defined as:
 - ◇ Forecast – the anticipated out-turn at year end based on current information and intelligence;
 - ◇ Direction of Travel (**DoT**) – indicates whether the current position demonstrates improvement against the previous year's out-turn. If there is no movement on the PI this is seen as a negative DoT;
 - ◇ Status – indicates (using traffic lighting) whether the current position demonstrates progress in line with the agreed target – G = Green, A = Amber, R= Red.
3. These indicators as listed here are either Best Value Performance Indicators (BVPIs which are nationally set indicators) or 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. These should be considered along side spend to give a full picture of how the authority is performing next to the resources available.

The table in Appendix One includes details of the Economic and Community Services Performance Indicators.

Overall, the performance position as at the end of November, 2007 for Economic and Community Services is looking healthy. There are twenty nine performance indicators that are on target or better and have a green status, eleven which are rated as amber and five highlighted as red. Twenty nine Performance Indicators are performing better than the 2006-07 position.

THAT (a) the report on performance be noted;

and

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

BACKGROUND PAPERS

- None Identified

Community Services Scrutiny Committee

17th December 2007

Scrutiny Report - Adult and Community Services

REF	Key PIs	Measured in	National comparative position	2005-06 actual	2006-07 actual	2007-08 plan	Q1 April - June	Q2 July - Sept	DOT	Status	2007-08 forecast	Comments
Crime and Disorder												
BV126	Domestic burglaries per 1,000 household	Number (per thousand households)	10.9	4.9	4.2	4.2	0.9	0.8	↑	G	3.6	Good result in National comparison and direction of travel.
BV127a	Violent crime per 1,000 population	Number (per thousand households)	17.76	14.7	15.1	14.7	4.7	4.0	↓	A	16.7	An Officer has been appointed within WMC to look at volume crimes including violent crime. As a result in September and October the figures have significantly reduced.
BV127b	Robberies per 1,000 population	Number (per thousand households)	0.61	0.2	0.4	0.4	0.1	0.1	↑	G	0.2	
BV128	Vehicle crime per 1,000 population	Number (per thousand households)	11.83	5.5	5.1	5.1	4.8	1.1	↓	G	5.1	
BV225	Action against domestic violence	%	56.64%	63.6%	81.8%	81.8%	81.8%	72.7%	↑	G	72.7%	Good result in National comparison and direction of travel.
BVPI126	Record no more than 600 domestic burglaries	Number	N/A	376	327	600	72	64	↑	G	272	Figures continue to be low.
BVPI128	Record no more than 1086 vehicle crimes	Number	N/A	973	904	1,086	229	193	↑	G	844	Figures continue to be low.
LPSA2	Reduce violent crime in Herefordshire	Number	N/A	2621	2706	2,553	848	710	↓	R	2,978	Forecast showing exceeding target. Forecast based upon Q2 figures, as started to reduce and should continue to do so for 07/08.
LPSA2	Reduce incidences of criminal damage	Number	N/A	2630	3095	2,101	785	623	↑	R	2,816	Forecast showing exceeding target. Year to date for Quarters 1 and 2 is red, however figures have started to reduce.
LPSA2	Monitor fear of crime: a. speeding traffic is a problem	%	(wmc 72%)	80.6%	70%	76.6%	n/a	n/a	↑	G	74% (actual)	Annual data taken from West Mercia Constabulary joint crime and safety survey.
LPSA2	Monitor fear of crime: b. vandalism, graffiti and other deliberate damage to property or vehicles is a problem	%	(wmc 60%)	59.8%	52%	56.8%	n/a	n/a	↓	A	61% (actual)	Annual data taken from West Mercia Constabulary joint crime and safety survey.
LPSA2	Monitor fear of crime c. people using drugs is a problem	%	(wmc 58%)	59.7%	60%	56.7%	n/a	n/a	↓	A	61% (actual)	Annual data taken from West Mercia Constabulary joint crime and safety survey.
LPSA2	Monitor fear of crime d. people dealing drugs is a problem	%	(wmc 50%)	52.8%	53%	50.2%	n/a	n/a	↓	A	55% (actual)	Annual data taken from West Mercia Constabulary joint crime and safety survey.
LPSA2	Monitor fear of crime e. drunken disorder in public places	%	(wmc 55%)	52.7%	51%	50.1%	n/a	n/a	↓	A	54% (actual)	Annual data taken from West Mercia Constabulary joint crime and safety survey.
LPSA2	15% reduction in overall British Crime Survey comparator recorded crime	%	tbc	5988	6533	5,873	1864	1526	↓	R	6,780	Results influenced by criminal damage results and violent crimes. Year to date is red, however Q2 has seen a decrease in figures.
Cultural Services												
BVPI118c	% library users who were satisfied with the library service overall	%	92%	88% (2003/4)	90%	90%	Annual	Annual	↓	G	90%	Based on triennial survey last carried out in 2006 so will be no revision to figure.
BVPI119b	% satisfied with libraries	%	72%	64%	70%	72%	Annual	Annual	↑	G	72%	Based on annual survey, results published March each year and so no change to plan or forecast. Up on last year.
BVPI220 C2b	Aggregate schedules opening hours per 1,000 population for all libraries	Number (per thousand households)	128	115	118	118	Annual	Annual	↓	A	118	The 2006/7 outturn and 07/08 plan and forecast have been recalculated to take account of the revised ONS population figures. If there is significant population growth, above trend this year performance may fall, this is however unlikely. Amber compared national standards.
BVPI220 C2c	Number of library visits per 1,000 population	Number (per thousand households)	6300	4690	4480	4480	Annual	Annual	↓	R	4419	2006/7 outturn has been adjusted to take account of revised ONS population data. Current performance is within 1.5% of 06/07, however the projected increase in population will lead to a drop in final outturn. A loyalty scheme is planned for January-March.
BVPI220C3a	% of static libraries providing access to electronic information	%	100%	100%	100%	100%	Annual	Annual	↓	G	100%	No predicted change in performance as no plans to remove internet access from any libraries.
BVPI220 C4	Active borrowers as a % of population	%	216	17.80%	18.52%	19%	Annual	Annual	↓	A	18.61%	2006/7 outturn adjusted to allow for revised ONS population figures. Forecast figure adjusted by percentage increase in loans in first half 2007/8 compared to 2006/7 (100.4%) as indication of active borrowers and then calculated using 2007 ONS population.
BVPI220 C11b	Annual items added through purchase per 1,000 population	Number (per thousand households)	216	148	160	160	Annual	Annual	↑	G	161	2006/7 outturn adjusted to show revised ONS population figures. More stock is now being bought in paperback which should lead to an increase in amount acquired however inflation will lessen the impact and so the 2006/7 out-turn figure has been used.
BVPI220 C13	Cost per visit (libraries)	£		£2.67	£3.00	£3.00	Annual	Annual	↑	G	£2.74	Budgeted net expenditure for 2007/8 used as base figure, with £221,000 added for support services and £100,000 for IT SLA costs. Current spend is 3% under budget. Visitor figure used is same as used for C2c.
BVPI119d	% satisfied with theatres and concert halls	%	50%	52%	48%	54%	Annual	Annual	↑	A	54%	Amber due to comparison to previous years.
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)	%	new	88%	88%	89%	Annual	Annual	↑	G	89%	Targets have been exceeded and Herefordshire have now been identified to attain the new 5 hour (curriculum and beyond) target by 2009 instead of 2010.

Scrutiny Report - Adult and Community Services

REF	Key PIs	Measured in	National comparative position	2005-06 actual	2006-07 actual	2007-08 plan	Q1 April - June	Q2 July - Sept	DOT	Status	2007-08 forecast	Comments
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)	%	new	24%	20%	23%	Annual	Annual	↑	G	23%	Our main target for both HC and The Sports Partnership Herefordshire & Worcestershire is the increase by 1% year on year for this target group.
BVPI220 C18	% of population volunteering in sport and active recreation for at least one hour per week (Active people survey)	%	new	6%	17%	20%	Annual	Annual	↑	G	20%	The 2007/8 forecast figures still stand as there are no interim measures.
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)	%	new	68%	68%	69%	Annual	Annual	↑	G	69%	
BVPI119c	% satisfied with museums and galleries	%	46%	42%	45%	46%	Annual	Annual	↑	G	46%	This information is gathered from an annual survey, data not yet with the service. In-house surveys of users continues to return satisfaction rates in the 90% range.
BVPI170a	Number of visits to usage of museums per 1000 population	Number (per thousand households)	1669	774	876	880	218	264	↑	G	880	
BVPI170b	Number of those visit that were in person per 1000 population	Number (per thousand households)	887	693	689	720	192	241	↑	G	720	
BVPI170c	Number of pupils in organised school trips visiting museums and galleries	Number	15072	3810	6491	6500	847	680	↓	R	3054	Insufficient education staff to deliver sessions, timing of Mobile Museum tours favoured adult groups and poor take up at start of year.
BVPI119e	% satisfied with parks and open spaces	%	54%	66%	69%	69%	Annual	Annual	↑	G	69%	The 2007/08 forecast figures still stand as there are no interim measures.
BVPI178	% of footpaths and rights of way easy to use by the public	%	78.8%	52%	49%	50%	Annual	Annual	↑	A	50%	Footpath surveys in progress. Final figures to be available by 07/12/07.
BVPI119a	% satisfied with sports and leisure facilities	%	57%	49%	58%	58%	Annual	Annual	↓	G	58%	The 2007/8 forecast figures still stand as there are no interim measures.
LAA	Economic Development Average (median) weekly earning in Herefordshire compared with the average in the WM	£	£402.50 West Mids	£351.20	tbc	£394.57	Annual	Annual	↑	A	£394.57	Annual survey result. Planned figure is still less than the West Midlands figure.
LPSA2	Number employed in technology and knowledge intensive industries	Number	N/A	9,339	tbc	9900	Annual	Annual	↑	G	9900	
LAA	Community Regeneration % of adult residents satisfied with their local community as a place to live	%	N/A	80% (2005)	79% (2006)	87%	Annual	Annual	↑	A	87%	Not sure that the result is achievable.
LAA	% of adult residents reporting that they have engaged in formal volunteering for an average of two hours or more per week	%	N/A	17% (2005)	15% (2006)	22%	Annual	Annual	↑	G	22%	
LAA	% of respondents finding it easy to access a Local Shop	%	N/A	89%	90%	91%	Annual	Annual	↑	G	91%	
LAA	% of respondents finding it easy to access a post office	%	N/A	84%	85%	86%	Annual	Annual	↑	G	86%	
LAA	% of respondents finding it easy to access fishshops selling fresh fruit and veg	%	N/A	80%	81%	82%	Annual	Annual	↑	G	82%	
LAA	% of respondents finding it easy to access cultural and recreation facilities	%	N/A	55%	56%	57%	Annual	Annual	↑	G	57%	
LAA	Lifelong Learning Number of enrolments per 1,000 population	Number (per thousand households)	N/A	12	11	11	Annual	Annual	↓	G	11	Change in LSC policy.
	% achievement of learning aims	%	N/A	56%	69%	86%	Annual	Annual	↑	G	86%	

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 is up to period 8 (30th November 2007) and projects an overspend of £19k for the year 2007/08.

Summary

4. The position at 30th November 2007 is as follows:

	2007/8 Budget	Projected Outturn 2007/08	Projected (under)/overspend
	£m	£m	£m
Cultural Services	3.892	3.921	0.029
Parks, Countryside & PROW	2.043	2.052	0.009
Community Leisure	1.395	1.395	0.0
Social & Economic Regeneration	2.150	2.154	0.004
Management	0.238	0.215	(0.023)
Total	9.718	9.737	0.019

A detailed breakdown of the position can be found in Appendix I.

5. The previous Scrutiny Committee report up to 31st August indicated a projected overspend of £40k. Since that time mitigating action has been taken to reduce the identified overspend to a break-even position.
6. The recently settled pay negotiations have resulted in a pay award of 2.475%. This is greater than the 2% increase that was originally budgeted for. The pay budget shortfall will be addressed next year as part of the Medium Term Financial Management Strategy (MTFMS) however the immediate impact in 2007-08 will have to be met by Directorates. The impact on Community Services is an increase of £19,000. There is no flexibility remaining at this point in the financial year to address this issue.
7. 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 some of these have been delayed including one off savings in year. They include the relocation of Ledbury Tourist Information Centre (TIC) (£25k) and seasonal opening for Leominster TIC (£6k).
8. The requirement to meet inflation commitments is cumulative so there will be similar pressures in 2008-09. There is a diminishing level of flexibility within Community Services budgets to manage such pressures without fundamental decisions on future service provision being taken. The total saving required in 2008/9 is £181,447, which includes savings from the base budget which were not achieved in 2007/8.

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 period 8

Appendix A

	Full Year Budget £	Actual to period 8 £	Budget to period 8 £	(Underspend) / overspend £	Original Projected Outturn £	cost of pay award > 2% budget provision	Full year Projected Outturn	Estimated Outturn variance overspend (underspend) £
Arts	595,255	436,560	514,392	(77,832)	599,255	397	599,652	4,397
Cultural Services Staff	213,211	111,306	142,141	(30,835)	197,711	714	198,425	(14,786)
Heritage	562,342	420,568	384,421	36,147	562,342	1,808	564,150	1,808
Leisure Services	182,843	86,273	121,895	(35,622)	182,843	500	183,343	500
Library Service	1,853,315	1,073,163	1,106,477	(33,314)	1,853,315	5,921	1,859,236	5,921
Tourism	484,705	322,402	324,768	(2,366)	514,705	1,733	516,438	31,733
Total for Cultural Services	3,891,671	2,450,272	2,594,094	(143,822)	3,910,171	11,073	3,921,244	29,573
Community Leisure	21,813	5,712	25,875	(20,163)	21,813	108	21,921	108
Leisure Client	1,372,967	1,240,906	1,148,778	92,128	1,372,967	0	1,372,967	0
Total for Community Leisure + Halo	1,394,780	1,246,618	1,174,653	71,965	1,394,780	108	1,394,888	108
Countryside	1,464,732	1,010,526	962,471	48,055	1,469,732	2,363	1,472,095	7,363
Prow	578,239	412,828	385,493	27,335	578,239	1,522	579,761	1,522
Total for Parks Countryside & Prow	2,042,971	1,423,354	1,347,964	75,390	2,047,971	3,885	2,051,856	8,885
Economic Regeneration	939,389	714,375	795,326	(80,951)	939,389	1,133	940,522	1,133
Community Safety	115,472	112,554	74,170	38,384	115,472	65	115,537	65
Community Regeneration	1,050,456	410,122	635,882	(225,760)	1,050,456	2,201	1,052,657	2,201
Life Long Learning	44,664	40,879	29,776	11,103	44,664	189	44,853	189
Total for Social & Economic Regeneration	2,149,981	1,277,930	1,535,154	(257,224)	2,149,981	3,588	2,153,569	3,588
Total for Management & Support	237,866	163,289	158,946	4,343	214,366	890	215,256	(22,610)

Community Services Total	9,717,269	6,561,463	6,810,811	-249,348	9,717,269	19,544	9,736,813	19,544
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**ACTION PLANS FOR CULTURAL SERVICES INSPECTION;
REVIEW OF HEREFORD CITY PARTNERSHIP; THE 18-35
REVIEW AND THE REVIEW OF THE MUSEUMS AND
HERITAGE CENTRES****Report By: HEAD OF ECONOMIC AND COMMUNITY
SERVICES****Wards Affected**

Countywide

Purpose

1. To inform the Committee of progress in implementing the action plans arising from the Cultural Services Inspection, Review of Hereford City Partnership, the 18-35 Review and Museums and Heritage Centres.

Financial Implications

2. These will be contained within the existing budgets.

Background

3. The Cultural Services Inspection was undertaken by the Audit Commission between 5th and 9th February, 2007. A copy of the Inspection Report and Action Plan were considered by the Scrutiny Committee at its meeting on 2nd July 2007. The Action Plan is attached at Appendix 1.
4. The Community Services Scrutiny agreed the 18-35 Review on the 26th March, 2007. The action Plan attached at Appendix 2 reflects the key recommendations made by the Scrutiny Committee and sets out an update on progress as of the end of November 2007.
5. The Community Services Scrutiny agreed a report on the "Review of the Hereford City Partnership" on the 26th March, 2007. The action plan, attached at Appendix 3, reflects the recommendations accepted by Cabinet with additional actions concerned with a work programme and establishing outcome measures.
6. The Community Services Scrutiny agreed a report on the "Review of the Support for Museums and Heritage Centres" on Wednesday, 20th December, 2006. The action plan, attached at Appendix 4, responds to the recommendations that were agreed at Cabinet on 21st June and presented to Community Services Scrutiny on 2nd July 2007.

RECOMMENDATION**THAT the reports be noted.****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.
- Review of Museums and Heritage Centres.

Action Plan for CPA Cultural Services Inspection

Ref	Improvement	Action	Timescale	Progress 1 st November	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.	Sep 2007 Jan 2007	Existing research explored with some links. Agreement that additional questions can be asked in the residents survey relating to outcomes.	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.	Sep 2007	Achieved. Cost per user established for leisure centres, libraries and TICs. To feed into Scrutiny reviews and service planning.	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)	Cambridge model adopted showing an economic impact benefit of tourism of £291 m.	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	Initial discussion to take place in early December based on indicators from the new performance framework.	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	Complete, waiting for Director and Cabinet Member sign off.	Existing staffing resource Natalia Silver

Ref	Improvement	Action	Timescale	Progress 1 st November	Resources required / lead
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	Workshop sessions with Cultural Consortium taken place, first draft produced.	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	Principle of approach agreed by Cabinet Member at briefing of 3 rd October 2007. New agreement being established with first meeting with partners in December.	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	Cultural Consortium suggesting a form of words to include as priority area for the new LAA.	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	March 2008	Action Plan for Equality Impact Assessments being prepared for a December deadline.	Existing staffing resource. Ellen Pawley

Ref	Improvement	Action	Timescale	Progress 1 st November	Resources required / lead
43	Marketing for cultural services is fragmented and not always fully evaluated.	external council websites such as Visit Herefordshire. Cultural Services. Bring together promotion within the Cultural Services section to benefit from joint markets and advertising, recognising that marketing is aimed at specific target audiences. Raise issues of evaluating marketing with Halo and the Courtyard at vision groups.	November 2007	Joint advertising on specific projects taking place. E.g. Hereford Contemporary Crafts Fair and LIFT scheme. Wider opportunities explored through agreement with organisations.	Existing staffing resource 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	Application to the Big Lottery fund for new Library unsuccessful. Pursuing use of the Masters House in Ledbury as a base for the library using internal capital funds.	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	Report presented to Cabinet Member on 3 rd October 2007. Cost benefit analysis does not prove value for money. But to review customer demand on a regular basis and negotiate arrangements with existing childcare provision.	Potential cost for premise costs and on-going revenue. Tony Featherstone

Ref	Improvement	Action	Timescale	Progress 1 st November	Resources required / lead
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	Methodology of PI relating to PROW will change, but option of introducing a local PI. Involvement in negotiations with Amey (formally HJS) regarding any contract re-negotiations.	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	To be established.	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	Generic Directorate wide standards produced, development of service specific with a robust process of measure progress.	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 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	New data made available and information provided in the State of Herefordshire report. Also up to date figures availability in the Ethnicity of Herefordshire Population report produced in October 2007	Existing staffing resource. Charlotte Devereux

Ref	Improvement	Action	Timescale	Progress 1 st November	Resources required / lead
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	Cabinet Member briefing submitted on 3 rd October 2007. Decision to not have accreditation for Green Flag Award for Queenswood because of the resource (human and financial).	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	Ross – options and drawing in progress. Ledbury – revised project for developing the Masters House Hereford – draft feasibility study produced for a centre on the ESG site.	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. Unlikely to improve performance in parks considering the resource challenges.	March 2008	New building plan for libraries on track as outlined above. Financial Plan outlines opportunity to raise external funding and generate income to support service improvement.	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	2006 results of satisfaction survey shows increase from 2005 in all areas except “theatres and concert halls”.	Existing staffing resource. Jane Lewis

Ref	Improvement	Action	Timescale	Progress 1 st November	Resources required / lead
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	LAA funding successfully applied for to introduce a passport scheme for libraries and museums to encourage increased use by children and their parents / guardians.	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	Actions achieved. Mini summit provided a useful sharing of experience and approach in order to plan services. Prevention services schemes submitted and awaiting outcome. The Arts and Older people project not successful with external funding and looking at internal resources to support the scheme.	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	Scrutiny Members started review in July and outcome of report due for January 2008. Remodelling work already prepared with a "shared service	Existing staffing resource. Jane Lewis

Ref	Improvement	Action	Timescale	Progress 1 st November	Resources required / lead
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 residents.	September 2007	approach" to feed into the Scrutiny review with a halving of the costs. Established and shared with the Scrutiny Review Committee looking at the Halo Agreement.	Existing staffing resource. Tony Featherstone
66	Address high cost of tourist information centres	Cultural Services. Remodel TICs to reinvest spending in tourism product linked to scrutiny review of tourism.	October 2007	As outlined in point 63.	Existing staffing resource. Jane Lewis
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	A new agreement for Halo to be established linked to outcomes and revised agreement for the Courtyard.	Existing staffing resource. Tony Featherstone

30th November 2007

Action Plan for 18-35 Year Review – Update December 2007

Ref	Recommendation	Action	Timescale	Progress
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.	<p>Inward Investment strategy examines potential to provide attractions, services and facilities to attract and retain young people starting or growing their business.</p> <p>Encourage developers and agents to attract/target brand name companies, which will prove to be attractive to young people.</p> <p>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.</p>	<p>By Dec 07</p> <p>By Dec 08</p> <p>By March 08</p>	<p>Inward Investment Strategy document in progress. Currently identifying the Herefordshire “Offer”, next phase is to identify potential markets and niches to target for investment.</p> <p>ESG looking for developers of the Retail Quarter to bring in multiple retailers to the City, will include niche retailers. Once final developer picked can advise as to intention to retain young people and deliver targeted leisure and retail opportunities.</p> <p>Initial meeting with College network.</p>
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.	<p>Investigate the viability of providing live/work units targeted at young people/starter businesses (one bedroom units).</p> <p>Explore the concept of providing workshop units within the ESG development targeted</p>	<p>By March 08</p> <p>By March 08</p>	<p>The potential for live/work units is being explored at several sites across the County. Probability for Live/Work at one site is very high where there is ongoing investigation and site development. Once sites are known, targeted marketing and smaller scale units will be encouraged</p> <p>Work on-going. ESG met with Hereford Arts College. Work on the best options for various elements of the ESG site is</p>

Action Plan for 18-35 Year Review – Update December 2007

		<p>at young people/starter businesses.</p>		<p>on-going, this includes examination of starter units, workshop units, and retention of young people.</p>
<p>III.</p>	<p>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 offer to this age group.</p>	<p>Economic Development Partnership Group to investigate ways in which partners can allocate resources and priorities to the 25-35 age group.</p>	<p>By Dec 07</p>	<p>On agenda item for next Partnership meeting.</p>
<p>IV.</p>	<p>That the business start-up programme is promote to young people to support entrepreneurship</p>	<p>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.</p>	<p>By Sept 07 By Sept 07</p>	<p>Business Start Up Grant no longer running because not presented as effective in meeting objectives of Economic Development Strategy. Revised program of support being established for 2007/8 financial year.</p>
<p>V.</p>	<p>That the council continues a programme of affordable housing linked to major developments</p>	<p>That the council continues a programme of affordable housing linked to major developments</p>	<p>By March 08</p>	<p>Sites within the ESG Urban Village currently programmed to have affordable element in line with Council policy.</p>

Action Plan Resulting from the Review of Hereford City Partnership

Ref	Accepted recommendation	Action	Timescale	Progress November	Lead Partner
17.1	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 HCP Board, with officer attendance by the Social and Economic Regeneration Manager. Discussions will begin with HCP and other partner organisations, such as ESG Herefordshire Ltd, to develop a strategic vision for Hereford City to fulfil the desired outcome of the scrutiny review	June 2008	Stakeholder on establishing a vision due to start in April 2008.	Councillor Blackshaw, HCP Board and partner organisations in the City
17.4	Herefordshire Council relocates the Hereford City Manager to one of its City Centre office spaces.	City Manager moved to a temporary desk space in the Town Hall that is available until December 2007. A decision needs to be made regarding the office location from this time.	December 2007		Herefordshire Council
17.5	That the City Manager's job particulars have a person specification prepared to go with the job description	Recruitment competencies were agreed by the Board and attached to the job description prior to advert in April 2004. These are still relevant to the post but need updating.	January 08	Action completed	City Centre Manager
17.6	The Hereford City Manager be provided with administrative support	HCP to confirm the level of administrative support that is required	December 2007		Chairman of the Board and City Manager
17.7	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.	Asda have already been invited to be on the Board and the new manager of M&S will be approached to join when they are appointed.	April 2008		City Partnership

Ref	Accepted recommendation	Action	Timescale	Progress November	Lead Partner
17.8	That additional funding is put into HCP to support the Hereford City Manager and administrative support be provided in the short term prior to the emergence of a whole city vision and the development of ESG	HCP to draw up proposals for additional funding that will be considered by the Council as part of the 2008/09 budgetary process	November 2007	Process underway	HCP Management Committee
17.9	That the annual funding of £16,000 which is put into HCP by Hereford City Council is matched by Herefordshire Council over the next three years, plus HCP maintains its existing funding and infrastructure support commitments to continue and develop its activities and events	See response to 17.8	As above		As above
17.10	That Hereford City Council investigates the possibility of increased support for HCP through the level of precept levied in the city.	This is already in hand as the City Council are prepared to pay additional grant towards events in the City e.g. the Hereford Health & Wellbeing Event	On going	On Going	City Manager and Hereford City Council
17.11	That Hereford City Partnership commences regular budgeting procedures and produce income and expenditure accounts.	Already being actioned by HCP	December 2007	Completed	Chairman & City Manager and Company Secretary
17.12	That Hereford City Partnership concentrate their main activities on the City Centre's economic and environmental wellbeing.	City Partnership to evaluate the merits of this and to decide on the main activities for the company in discussion with the Cabinet Member for Economic Development.	February 2008		HCP Board
17.13	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.	See response for 17.12	February 2008		HCP Board

17.16	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	March 2008	Under consideration	City Manager
Additional Recommendations		Action	Timescale		Lead Partner
1.	Linked to the desired outcomes of the review, a set of performance measures are formed for which milestones in achievement are monitored at each Board meeting.	Action Plan based on Business Plan updated and reviewed at every Board Meeting. HCP to explore additional performance milestones	December 2007		HCP Board
2.	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.	The City Manager and the Social & Economic Regeneration Manager to meet with Markets & Fairs to discuss an annual activity and event plan for the City centre	November 2007	Event plan for 2008 agreed with Markets & Fairs	Social & Economic Regeneration Manager and City Manager

Action Plan for the Review of Museums and Heritage Centres – Update December 2007

Ref	Recommendation	Actions	Update – November 200	Lead officer
1.	All Museums in the County should be encouraged to complete the Museum Associations Accreditation process;	<p>Hereford Museum & Art Gallery, Old House, Waterworks Museum, Butcher Row House Museum and Kington Museum all achieved Full Accreditation during 2007. Museum Resource & Learning Centre currently has Provisional Accreditation.</p> <p>Kington Museum and Weobley Museum have submitted applications.</p> <p>Leominster Folk Museum will be invited to apply in July 2007. Herefordshire Light Infantry Museum and Mappa Mundi and Chained Library will be invited to apply.</p> <p>The three National Trust and one English Heritage sites in the county will be invited to apply.</p> <p>Two other sites have expressed interest and may choose to apply in late 2009 at the end of the current application window.</p>	<p>Achieved.</p> <p>Museum Resource and Learning centre accreditation pending, being fully open to the public in January 2008.</p> <p>Weobley Museum has submitted an application but a change in charity law regulations for small charities has delayed processing of this application.</p> <p>Leominster Folk Museum and the Cider Museum are in the process of applying and will submit in January 2008.</p> <p>Planned for 2009.</p>	Museum Development Officer/ Sue Knox replacement MDO plus curatorial advisors for sites

		<p>Other sites in the county are either ineligible or not significantly developed at this point.</p>	<p>In place by the end of 2007.</p>	<p>Kate Andrew, Principal Heritage Officer</p>
<p>II.</p>	<p>It is to be hoped that the MDO project will continue through the support of the Hub and the MLA;</p>	<p>Funding for this project has been provided by Renaissance West Midlands on a two year funding cycle ending in March 2008 and is delivered via the Marches Curator's Group partnership.</p> <p>Business Planning for the 2008-2010 cycle is currently underway. The West-Midlands wide MDO work package is well regarded, lobbying for continued support is being undertaken by Marches Curator's Group and County Officers at a regional level.</p>	<p>Business Planning was changed to a single interim year in July 2007 to enable all MLA funded projects to operate on the same cycle. As of December 07, the proposal is for the MDO project to be funded in the interim at existing level plus an uplift to cover inflation, other regional projects have been cut in order to accommodate overall 25% reduction in funding.</p>	
<p>III.</p>	<p>Independent museums in the county to be reminded that they can apply for Community Grant Funding;</p>	<p>Museum Development Officer (MDO) will be attending the Herefordshire Funding Fair in October 2007. MDO is actively promoting all relevant grant schemes.</p>	<p>The current MDO left the service in September, so information at the funding fair was delivered by a poster and leaflets. The grant scheme information and contact information has been updated for the 2008 funding directory.</p>	<p>Museum Development Officer Covered by Kate Andrew during interregnum</p>
<p>IV.</p>	<p>The possibility of a partnership insurance scheme for the Herefordshire Museums Forum members should be explored. This could be pursued by the Museum Development Officer on the</p>	<p>The insurance policy for Heritage Services collections was extensively revised during summer 2006.</p> <p>Loans to independent museums meeting appropriate environmental and security</p>	<p>Achieved summer 2006</p> <p>Achieved.</p>	<p>Andrew Rewell Risk Officer and Virginia Mayes-Wright, MDO. Covered by Kate Andrew during interregnum, to be taken up by Sue</p>

	Forum's behalf;	standards from Heritage Services collections are now covered by the Council policy. Further work to investigate a partnership insurance scheme will be undertaken. Investigations completed by March 2008	Initial discussions over a partnership insurance scheme have been held with Council risk officer and the matter will be raised at the 5 th December Museum Forum meeting to establish a working group. Research completed autumn 2006.	Knox
V.	A small hiring collection should be established to loan objects along the lines of the Reading Corporate Loans scheme. (The recommendation to be pursued with an outline scheme presented to the Cabinet Member).	Options were researched and outline costs were presented to the scrutiny review panel in autumn 2006. Paper to be submitted to Cabinet Member by March 2008	Possibility of extending the Mobile Museum exhibition via this route is currently being considered. A significant investment in hardware will be required to achieve this.	Kate Andrew Principal Heritage Officer
VI.	A formula should be developed to measure Heritage's impact on both tourism and also to demonstrate its social and economic impact.	Recent data from the 2006 Tourism survey showed that 85% of tourists responding to the survey were visiting the county in order to visit see a county heritage attraction. The Inspiring Learning for All framework for Museums Libraries and Archives will publish Generic Social Outcomes that can be used to inform a new indicator.	National agencies and regional bodies are currently trying to achieve a suitable methodology to measure the social and economic impacts of heritage. A refined self-assessment format is due to be published in December 2007 The Inspiring Learning for All framework for Museums Libraries and Archives has now been produced and a number of staff have attended the training on this new evaluation method. Evaluation of the 2008/09 Mobile Museum work will use a Value of Culture indicator formula.	Jane Lewis Cultural Services Manager Kate Andrew Principal Heritage Officer

VII.	Prevention measures should be taken to protect Kington Museum from being struck by reversing lorries to a nearby store.	Cast iron bollards installed and letter to Spa to inform any drivers coming to Kington of this problem.	Achieved, August 2006.	Tom Davies, Highways and Transportation
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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 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

April 2008	
Items	<ul style="list-style-type: none"> • Budget • Performance Monitoring • Edgar Street Grid • 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 • Review of Museums and Heritage Centres Group – Executive Response – Monitoring • Monitoring of Cultural Services Inspection Action Plan • Future of facilities in Ledbury, including the TIC and Library
Scrutiny Reviews	<ul style="list-style-type: none"> • To report the findings of the Scrutiny Review of the Agreement with Halo Leisure Trust • To report the findings of Scrutiny Review of Tourism with specific reference to Tourist Information Centres
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 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>	<p>Report made to Cabinet on 29 November. Report elsewhere on Committee's agenda fro 17 December.</p>
08/01/2007	<p>January 2007 Livestock Market Relocation</p> <ul style="list-style-type: none"> (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; (b) Road improvements be carried out at Stretton Sugwas on roads leading to the A438 Brecon Road; (c) All potential highway problems be assessed and remedied before the new market opens including designated HGV routes and adequate signage; (d) The possibility of increasing the rent paid by Hereford Market Auctioneers should be investigated; (e) Local residents and Members should be involved in pre-planning consultation. (f) High quality buildings be constructed on the new site; (g) Appropriate landscaping of the new market site take place; <p>and;</p> <ul style="list-style-type: none"> (h) Appropriate transport links from the new site to Hereford City Centre be put in place. 	

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