

# A G E N D A

## Community Services Scrutiny Committee

Date: **Friday, 12th December, 2008**

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Time: **10.00 a.m.**

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

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

*For any further information please contact:*

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**Herefordshire Council**



# AGENDA

## for the Meeting of the Community Services Scrutiny Committee

<b>To:</b>	<b>Councillor</b>	<b>TM James (Chairman)</b>
	<b>Councillor</b>	<b>PM Morgan (Vice-Chairman)</b>
	<b>Councillors</b>	<b>DJ Benjamin, GFM Dawe, BA Durkin, DW Greenow, KS Guthrie, MAF Hubbard, B Hunt, RH Smith and RV Stockton</b>
	<b>Co-opted Members</b>	<b>Mrs J Evans (National Farmers Union), Mr PH Hands (Visit Herefordshire) and Mr G. Woodman (Hereford and Worcester Chamber of Commerce)</b>

### 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.

#### GUIDANCE ON DECLARING PERSONAL AND PREJUDICIAL INTERESTS AT MEETINGS

The Council's Members' Code of Conduct requires Councillors to declare against an Agenda item(s) the nature of an interest and whether the interest is personal or prejudicial. Councillors have to decide first whether or not they have a personal interest in the matter under discussion. They will then have to decide whether that personal interest is also prejudicial.

A personal interest is an interest that affects the Councillor more than most other people in the area. People in the area include those who live, work or have property in the area of the Council. Councillors will also have a personal interest if their partner, relative or a close friend, or an organisation that they or the member works for, is affected more than other people in the area. If they do have a personal interest, they must declare it but can stay and take part and vote in the meeting.

Whether an interest is prejudicial is a matter of judgement for each Councillor. What Councillors have to do is ask themselves whether a member of the public – if he or she knew all the facts – would think that the Councillor's interest was so important that their decision would be affected by it. If a Councillor has a prejudicial interest then they must declare what that interest is and leave the meeting room.

<b>4. MINUTES</b>	To approve and sign the Minutes of the meeting held on 17 October 2008.	1 - 4
<b>5. SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY</b>	To consider suggestions from members of the public on issues the Committee could scrutinise in the future.	
<b>6. REVENUE BUDGET 2008/09</b>	To provide an update on the projected revenue outturn for financial year 2008/09 for the Economic and Community Services Division within the Regeneration Directorate and Cultural Services functions within the Environment and Culture Directorate.	5 - 8
<b>7. ENVIRONMENT &amp; CULTURE AND REGENERATION DIRECTORATES: PERFORMANCE FOR THE SIX-MONTH PERIOD TO SEPTEMBER 2008</b>	To report on the performance indicator position and other performance management information for the Economic and Community Services Division within the Regeneration Directorate and Cultural Services functions within the Environment and Culture Directorate.	9 - 20
<b>8. RESPONSE TO COMMUNITY SERVICES SCRUTINY REVIEW OF THE EDGAR STREET GRID SCHEME</b>	<ul style="list-style-type: none"> <li>a) To receive a report on the Support for Businesses relocating from the Grid.</li> <li>b) To receive a report on the options for the Hereford United Football Ground.</li> </ul>	21 - 28
<b>9. THE HEREFORD CITY CENTRE REGENERATION STRATEGY PRESENTATION</b>	To receive a presentation on the Hereford City Centre Regeneration Strategy.	
<b>10. SCRUTINY REVIEW OF COMMUNITY ENGAGEMENT IN HEREFORDSHIRE COMMUNITY SAFETY AND DRUGS PARTNERSHIP</b>	To consider the findings of the Scrutiny Review of the Community Involvement in the Herefordshire Community and Safety Drugs Partnership.	29 - 44
<b>11. FLAVOURS OF HEREFORDSHIRE FOOD FESTIVAL</b>	To receive a report on the <i>Flavours of Herefordshire</i> Food Festival	45 - 46
<b>12. PACT MEETINGS</b>	To receive a report on the operation of the PACT Meetings.	47 - 50
<b>13. REPORT ON THE CHARTER FOR HEREFORDSHIRE COUNCILS</b>	To consider the current Charter dated November 2002 and its implications for the relationship between Herefordshire Council and Town and Parish Councils in Herefordshire.	51 - 62
<b>14. PUBLIC RIGHTS OF WAY (TO FOLLOW)</b>	To receive a report on the condition of the County's Public Rights of Way.	
<b>15. WORK PROGRAMME</b>	To consider the Committee's work programme.	63 - 66

## **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

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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.

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

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

## **Remits of Herefordshire Council's Scrutiny Committees**

### **Adult Social Care and Strategic Housing**

*Statutory functions for adult social services including:  
Learning Disabilities  
Strategic Housing  
Supporting People  
Public Health*

### **Children's Services**

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

### **Community Services Scrutiny Committee**

*Libraries  
Cultural Services including heritage and tourism  
Leisure Services  
Parks and Countryside  
Community Safety  
Economic Development  
Youth Services*

### **Health**

*Planning, provision and operation of health services affecting the area  
Health Improvement  
Services provided by the NHS*

### **Environment**

*Environmental Issues  
Highways and Transportation*

### **Strategic Monitoring Committee**

*Corporate Strategy and Finance  
Resources  
Corporate and Customer Services  
**Human Resources***

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

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HEREFORDSHIRE COUNCIL

**MINUTES of the meeting of Community Services Scrutiny Committee held at Committee Room 1, Shire Hall, St Peter's Square, Hereford on Friday, 17 October 2008 at 2.00 p.m.**

**Present:** Councillor TM James (Chairman)  
Councillor PM Morgan (Vice Chairman)

Councillors: DJ Benjamin, PGH Cutter, GFM Dawe, BA Durkin,  
DW Greenow, KS Guthrie, B Hunt, RH Smith and RV Stockton

**In attendance:** Councillors WLS Bowen and PJ Edwards

**64. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor MAF Hubbard and Mr G Woodman.

**65. NAMED SUBSTITUTES**

There were no named substitutes.

**66. DECLARATIONS OF INTEREST**

Name	Item	Interest
Councillor TM James	6	Personal – City Partnership
Councillor DJ Benjamin	6	Personal – City Partnership
Councillor RH Smith	6	Personal – as Council appointed Board Member, Courtyard Centre for the Arts.
	8	Personal – as Council appointed Board Member, West Mercia Police Authority.

**67. MINUTES**

**RESOLVED:** That the Minutes for the meeting held on 17 July 2008, be approved as a correct record and signed by the Chairman.

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

There were no suggestions from the public for future scrutiny.

**69. SCRUTINY REVIEW OF THE EDGAR STREET GRID PROJECT**

The Committee considered a report on the Scrutiny Review of the Edgar Street Project, held on 30<sup>th</sup> September 2008 at the Courtyard Centre for the Arts, Hereford, presented by the Head of Economic and Community Services.

The Cabinet Member (Economic Development and Community Services) replied to a query from a Member by saying that the Council was adopting a holistic approach to the regeneration of the city, and that this included the carbon footprint. Measures were being considered ranging from Park & Ride, the transport infrastructure and the passage of traffic through and around the city. Discussions were underway with Arriva regarding the Transport Hub, and the first meeting of the Working Group to address the matter would take place in January 2009. Consideration was also being

given to the issue of lorry and freight transport into the city. He added that the reduction of emissions from traffic travelling around the city looking for car parking spaces should not be underestimated.

A Member thanked Officers for the report, and suggested that it would be possible to get better engagement with the project if greater linkage could be demonstrated between the project and the city, especially on Widemarsh and Catherine Streets. The Chief Executive, ESG Ltd said that there was a great deal of work in hand with the project, and one of the options was to siphon more traffic out of the inner ring road. One way of doing this would be to increase the size of the link road. The Cabinet Member added that Ben Hamilton-Bailey had been engaged as an urban design consultant and was nationally renowned in his field. It was important that the image of the city itself should be carefully considered, and central to this was the impact of Blue School Street and the link with Widemarsh Street. There would need to be a commonality of image for the area and choice of materials that would provide a link to the city in visual terms. Mr Hamilton-Bailey would help to ensure that the single city concept was achieved.

The Committee considered the recommendations of the report. It was agreed that Cabinet be requested to consider Recommendation 7.1, that the scheme be referred to as 'The Expanded City Centre'. It was further agreed that Cabinet be requested to consider Recommendation 7.2, subject to the following amendment:

Consultation – The importance of full consultation is recognised both to ensure the best results for the people of Herefordshire, but also to ensure compliance with planning regulations. ESG Ltd should continue with its current consultation (both giving and receiving) and to investigate and use other innovative methods of consultation as appropriate.

It was agreed that Cabinet be requested to consider Recommendations 7.3 and 7.4.

A Member stated that it was imperative that better linkages should be created to the Courtyard, and asked that the recommendation be strengthened. The Chief Executive, ESG Ltd replied to a comment from another Member by saying that there was ongoing detailed analysis of the project, and that consideration had been given to move the proposed multiplex cinema development further North on the site, and therefore closer to the Courtyard.

In reply to a further question, he went on to say that a bridge across the A49 was not entirely out of the question, but that it was not necessarily the best solution to the problem. A bridge was appropriate were there was a differential of levels between the sides that were to be joined, but it was more appropriate wherever possible to keep pedestrians at the same level they were starting out from. A bridge at this point over Edgar Street would also be extremely costly, and would not be an efficient use of public money. The Director of Regeneration added that a solution to the issue of the A49 coming through the City was required. The Council would continue to work with the Highways Agency to construct an outer distributor road and therefore allow the A49 through Hereford to be downgraded. After a brief discussion it was agreed that Cabinet be requested to consider Recommendation 7.5 of the report.

#### **RESOLVED:**

- That**
- (a) the report of the Edgar Street Grid Review, in particular its Recommendations set out at section 7, as amended in item 7.2, should be submitted to Cabinet.**
  - (b) the Executive's response to the Review including an action plan be reported to the first available meeting of the Committee after the Executive had approved its response;**
  - (c) a further report on progress with respect to the Review be made**

after six months with consideration then being given to the need for any further reports to be made.

and;

- (d) **A further report on the following areas should be brought back to the next meeting of the Committee: Hereford City Centre Regeneration Strategy; Support for Businesses relocating from the Grid and Inclusion of the Football Ground in the development.**

#### **70. REVENUE BUDGET 2008/09**

The Committee noted the Community Services Revenue outturn 2007/08. The Environment & Culture Accountant reported that the total Community Services budget for 2008/09 had increased to £9,925,722 from £9,789,458. The net increase of £136,264 related to the transfer of budget relating to the annual contributions to Job Evaluation costs for staff transferred to HALO and Amey Wye Valley Ltd. The budget had previously been held centrally. The Council was required to meet the financial impact of increases in pay of the transferred posts affected by the single status agreement. The original central budget had been set based on reasonable assumptions about pay grades but funding had become insufficient as staff progressed through the grades. Cabinet had agreed that this should be covered by reserves. There was a reduction of £165k in Economic Development which related to income from commercial premises previously used to fund Edgar Street Grid (ESG) operational costs. The funding had now ceased and Advantage West Midlands would now directly grant fund the operational costs of ESG. There was a reduction of Management budget by £28,231 following the disaggregation of the Head of Service budgets. This reflected a transfer of the budget associated with the reorganisation of Directorates.

A Member expressed concern that the report did not include a clear exposition of what actions were being undertaken with regard to the budget out-turn. He asked that reports should not, in the future, condone apparent inactivity.

In reply to a query, the Director of Environment and Culture said that the main area of overspend in Cultural Services was as a result of the cost of maintaining the public access computers within libraries. There had been an increase in the Service Level Agreement, and whilst there was capital to purchase computers, there was no revenue to support their operation. The amount was not insignificant, and measures were being taken to address the issue. He undertook to circulate a note to Members laying out the detail of the measures. The Interim Head of Culture and Leisure added that there were eighty PC's in a network, and the contract allowed for the maintenance of the infrastructure, the network and the PC's themselves. The charges were consistent across the Authority.

**RESOLVED: That the report be noted and that the next report should indicate action taken to address the projected overspends.**

#### **71. ECONOMIC AND COMMUNITY SERVICES PERFORMANCE MONITORING**

The Committee noted the report on the performance indicator position and other performance management information for the Economic and Community Services Division within the Regeneration Directorate and Cultural Services functions within the Environment and Culture Directorate. The Improvement Manager reported that following the merger of the two Directorates, the report still had a transitional format. It was intended that the report would be harmonised with the performance reports

that were submitted to the Strategic Monitoring Committee and Cabinet. In the ensuing discussion, the following points were raised:

- In reply to concerns from Members over the veracity of the data and its bearing on the status of the PI, the Improvement Manager said that, in this baseline year, if there was no historical data the PI was flagged as amber. The Committee would be provided with a clearer view at future meetings, when the new indicators were fully operational. He concurred with Members that there should be no discrepancy between the reporting of amber and green PIs, and that this would be rectified in the future.
- In reply to further concerns, the Head of Economic and Community Services said that the PIs that were reported on were designed to provide the Committee with a cross section of the work of the service. Some of the national PIs were not prioritised within the County, and it was not considered appropriate to include them in the report.
- Councillor Smith thanked Officers for the report, but said that he did not consider the document to be fit for purpose in its existing format, and proposed that it should be rejected. The Improvement Manager suggested that an informal meeting of the Directors and the Chairman and Vice Chairman be held to address the structure of the report and to address the issues that had been raised.

**RESOLVED:**

- That: (a) the report on performance be noted,**  
**and;**  
**(b) areas of concern and exception continue to be monitored.**

**72. WORK PROGRAMME**

The Committee considered its work programme.

The work programme at Appendix 1 was noted. It was agreed that a report on the Flavours of Herefordshire Food Festival would be received at the next meeting as well as a report on the PACT meetings.

**RESOLVED: That subject to the above amendments, the work programme be approved and reported to the Strategic Monitoring Committee.**

**Statement from the Cabinet Member (Economic Development and Community Services)**

The Cabinet Member (Economic Development and Community Services) reported that of the twelve finalists for the 2008 Enterprising Britain awards, Herefordshire had won the Runner up prize, with Scarborough taking the title of UK Enterprise Capital. The Awards Ceremony had been held at 11 Downing Street the previous evening. He thanked the Head of Economic and Community Services and her team for all the work they had put into the project, and congratulated them on their success.

The Council had taken a holistic vision for Herefordshire and the City that would be used as the building blocks to help regenerate the County. The City itself would be taken forward to the 2009 competition with the intention of winning.

The meeting ended at 3.25 p.m.

**CHAIRMAN**

**REVENUE BUDGET MONITORING 2008/09****Report By: Director of Resources****Wards Affected**

County-wide.

**Purpose**

1. To advise members of the financial position for the Community Services budgets for the period to 31<sup>st</sup> October 2008. The report lists the variances against budget at this stage in the year and a projected outturn for 2008/09.

**Financial Implications**

2. The current position for Community Services is a projected overspend of £230,000. The Community Services Scrutiny Portfolio includes services within the Environment & Culture Directorate and the Regeneration Directorate. Those services projected to overspend all sit within the Environment & Culture Directorate.

**Considerations**

3. The detailed Budget Monitoring Report to 31<sup>st</sup> October 2008 is attached at Appendix I for Members' consideration.
4. The total Community Services budget for 2008/09 has increased to £9,953,992 from the amount reported to previous meeting, which was £9,925,722.
5. This increase of £28,270 results from the re-alignment of Head of Service budgets following the reorganisation of directorates.

The summary position is set out in the table below.

<b>2008/09</b>	<b>Budget</b>	<b>Projected Outturn</b>	<b>Overspend</b>
<b><u>Service Area</u></b>	<b>£000</b>	<b>£000</b>	<b>£000</b>
<b>Cultural Service</b>	3,939	3,969	30
<b>Community Leisure &amp; HALO</b>	1,617	1,817	200
<b>Parks, Countryside &amp; PROW</b>	2,190	2,190	-
<b>Economic &amp; Community Services</b>	1,957	1,957	-
<b>Management</b>	251	251	-
<b>Community Services Total</b>	<b>9,954</b>	<b>10,184</b>	<b>230</b>

**Cultural Services**

6. There is a predicted overspend of £80k in relation to the cost of maintaining public access PCs within Libraries. Savings of £50k on other Library expenditure have been identified to reduce the overall pressure to £30k.

**Community Leisure & HALO**

7. Leisure is expected to overspend by £200k in relation to the HALO Job evaluation payment issue. The Council has a legal requirement to meet in full the financial impact of increases in pay of transferred posts affected by the single status agreement. The original central budget was set based on assumptions that were reasonable at the time about pay grades. Over time funding has become insufficient as staff have progressed through pay grades.

**Recovery Plans**

8. Following the initial budget outturn projections for 2008/09 that projected an overspend of £1.671m across the Council; the Chief Executive gave clear instructions that Directorates are to deliver balanced budgets. As a result all directorates have put together budget recovery plans with the support of Financial Services. The plans are based on the latest projected outturns and include actions to deliver a balanced 2008/09 budget. The plans will form part of the directorate routine budget monitoring and will be updated as the year progresses so that actions can be changed if necessary.
9. Both the Environment & Culture and Regeneration directorates have significant budget pressures in 2008/09. Action is being taken to identify savings to reduce the forecast overspends. Progress has been made around vacancy management and limiting uncommitted expenditure. £30k further savings have been identified in Cultural Services through vacancy management. There are also potential savings of up to £50k in Economic and Community Services Regeneration as in year savings sourced from freeze on community grants, delayed spend on projects and reduced promotional activity.
10. The overspend on job evaluation costs outlined in paragraph 7 will be met at year end from general fund reserves. The treatment of the position in 2009/10 will be reviewed as part of the budget setting process.

**RECOMMENDATION**

**THAT the report be noted.**

**BACKGROUND PAPERS**

- None identified

**APPENDIX**

Appendix 1 – Summary Revenue Budget Monitoring Report 2008/09 to 31<sup>st</sup> October 2008



**SUMMARY REVENUE BUDGET MONITORING REPORT 2008/09  
PERIOD TO 31ST OCTOBER 2008**

	Full Year Budget £000	Actual to Period 7 £000	Budget to Period 7 £000	Variance Overspend/ (Underspend) to Period 7 £000	Forecast Outturn Variance Overspend (underspend) £000
Arts	592	361	443	(82)	
Cultural Services Staff	215	105	113	(8)	
Heritage	583	399	391	8	
Leisure Services	198	105	113	(8)	
Library Service	1,886	949	963	(14)	30
Tourism	465	232	277	(45)	
<b>Total for Cultural Services</b>	<b>3,939</b>	<b>2,151</b>	<b>2,300</b>	<b>(149)</b>	<b>30</b>
Community Leisure	22	10	13	(3)	
Leisure	1,595	1,279	1,295	(16)	200
<b>Total for Community Leisure + Halo</b>	<b>1,617</b>	<b>1,289</b>	<b>1,308</b>	<b>(19)</b>	<b>200</b>
Countryside	1,579	717	808	(91)	
Prow	611	363	347	16	
<b>Total for Parks Countryside &amp; Prow</b>	<b>2,190</b>	<b>1,080</b>	<b>1,155</b>	<b>(75)</b>	<b>0</b>
Economic Development	770	541	421	120	
Community Safety	117	145	102	43	
Community Regeneration	961	331	446	(115)	
Life Long Learning	109	59	62	(3)	
<b>Total for Economic &amp; Community Services</b>	<b>1,957</b>	<b>1,076</b>	<b>1,031</b>	<b>45</b>	<b>0</b>
<b>Total for Management</b>	<b>251</b>	<b>181</b>	<b>144</b>	<b>37</b>	<b>0</b>
<b>Community Services Total</b>	<b>9,954</b>	<b>5,777</b>	<b>5,938</b>	<b>(161)</b>	<b>230</b>



## **ENVIRONMENT & CULTURE AND REGENERATION DIRECTORATES: PERFORMANCE FOR THE SIX- MONTH PERIOD TO SEPTEMBER 2008**

**Report By: Improvement Manager**

### **Wards Affected**

County-wide

### **Purpose**

1. To update Members on the progress towards achievement of targets for 2008-09 relevant to the Community Services Scrutiny Committee and contained within the Environment & Culture and Regeneration Directorates Plans. This report adopts a similar format to that of the Integrated Corporate Performance Report (ICPR).

### **Financial Implications**

2. None.

### **Background**

3. The Council's Corporate Plan sets out its objectives, priorities, targets and key actions for each of the three years 2008-11. It includes all the indicators and targets in the new Local Area Agreement (LAA), as well as those in the Herefordshire Community Strategy (HCS). Each Directorate's plan sets out the contribution, in terms of objectives, priorities, targets and key actions, it will make to achieving the objectives of the Council's Corporate Plan as well as to the achievement of other Directorate priorities. Progress needs to be assessed regularly, together with the risks to achievement and the action being taken to address these and improve performance.
4. The overall position shows an improvement in the number of indicators judged to be Green. The provision of data and more information about actions that should contribute to improved performance has enabled a rating as Green or Amber for a significant number of previously Red rated indicators.
5. For those indicators where it is possible to show comparative direction of travel the position has improved slightly since July. There has also been an increase in the number of indicators where comparative data is available.

### ***Progress against the Council's Corporate Plan and Directorate Plans***

6. Following is an analysis of performance against target in relation to both the Corporate Plan and Directorate plans. For comparison, July's figures are in brackets:

	No. of indicators	On course to achieve target (or establish baseline)	Some progress, but data not available to determine whether the target will be achieved	Not on target / no activity reported
Corporate Plan (including LAA and HCS)	25 (25)	18 (10)	7 (10)	0 (5)
of which				
Economic Development and Enterprise theme	10 (10)	6 (5)	4 (5)	0 (0)
Safer and Stronger theme	13 (13)	10 (5)	3 (4)	0 (4)
Sustainable communities theme	2 (2)	2 (0)	0 (1)	0 (1)
Local Area Agreement (LAA)	12 (12)	9 (4)	3 (5)	0 (3)
Herefordshire Community Strategy (HCS)	17 (17)	12 (7)	5 (7)	0 (3)
All ICPR reported National Indicators (NIs)	20 (20)	15 (10)	5 (7)	0 (3)
All Directorate reported NIs	45 (45)	26 (19)	19 (9)	0 (17)
All ICPR reported indicators	33 (33)	22 (13)	10 (12)	1 (8)
All Directorate reported indicators	47 (47)	26 (17)	22 (14)	1 (16)

### ***Direction of travel***

7. Analysis of those indicators where it is possible to assess direction of travel is detailed below:

<b>Direction of Travel</b>		
	<b>July</b>	<b>September</b>
Improving	5	7
No real change	3	3
Deteriorating	1	2
<b>Total</b>	9	12

### ***Overall performance***

8. There continues to be little substantive performance information for a significant number of indicators, since many of them are part of the new National Indicator set and have as their target that baselines should be established this year. However,

reporting of both data and activity against indicators has improved significantly between July and September.

9. Only one indicator is now judged Red – robberies; this is a former Best Value Performance Indicator where performance to September was worse than for the same period last year.
10. Details of the indicators reflecting each of the Corporate Plan themes are given in **Appendix A**. Within each theme indicators are separated into those that are included in the ICPR and other, related, indicators that are included in the Directorate Plans.

### ***Customer satisfaction***

11. Some services in both Directorates have had the benefit of regular monthly customer satisfaction surveys since March 2008, with results being available from June based on the new directorate structures. Coverage has gradually increased in the Environment and Culture Directorate, but only covers the Planning and Transportation division in the Regeneration Directorate at present. The survey is currently limited to requests for service which are received either through Info by Phone or through the highways inspection system. A group, from across both Directorates, is currently reviewing current arrangements for establishing customer satisfaction with the aim of encouraging a more consistent and systematic approach to the collection and analysis of customer data.

## **RECOMMENDATION**

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

### **BACKGROUND PAPERS**

- Appendix 1



Reference		Indicator	Lead Directorate	2007-08 Outturn	2008-09 Target	Latest Outturn		Activity Reported		RAG rating		Direction of Travel		Reason for judgements
NIS	LAA					HCS	CP	BVPI	APA	July	September	September	July	
<b>Economic Development and Enterprise</b>														
<b>ICPR indicators</b>														
162	Yes	Working age people on out of work benefits	Regeneration		Establish baseline	Outturn available November		Support businesses to diversify through new grant schemes Diversity and Rural Enterprise (DARE) Grant application to be sent to AWM by mid December. Targeted towards pre-start businesses, women, people with disabilities, and hard to reach groups.	A	G				Activity reported that should impact on the baseline
161	Yes	Learners achieving a Level 1 qualification in literacy	Regeneration	58	32	Outturn available April		Achievement data for each academic year will be available in the April following the end of the academic year. i.e. 2008/09 will be generated in April 2010. This is contracted out to the skills for life voluntary sector organisation - learning activities have been negotiated and agreed by us and the organisation.	A	A				Activity showing progress towards target, but no outturn available
162	Yes	Learners achieving an Entry Level 3 qualification in numeracy	Regeneration		Establish baseline	Outturn available April		See points for NI 161 immediately above.	G	G				Activity reported that should impact on the baseline
163	Yes	Working age population qualified to at least Level 2 or higher  The data for this indicator will be derived from the Department for Innovation, University and Skills (DIUS) and will be available as calendar year data from the Office for National Statistics (ONS) Annual Population Survey (APS). The results of which will be available the following August.	Regeneration		Establish baseline	Outturn available August 2009		This is a new National Indicator, a baseline needs to be established.  Initiatives, including the College of Technology and Train to Gain, are being developed to involve learners throughout the county in a range of learning activities which may lead to qualifications. 25% of those in disadvantaged wards are being targeted.	G	G				Activity reported that should impact on the baseline
164	Yes	Working age population qualified to at least Level 3 or higher  These are National Statistics collected via ONS' Annual Population Survey and are available with an 8 month time lag.	Regeneration		Establish baseline	Outturn available August 2009		See points for NI 163 above.	G	G				Activity reported that should impact on the baseline
165	Yes	Working age population qualified to at least Level 4 or higher  These are National Statistics collected via ONS' Annual Population Survey and are available with an 8 month time lag.	Regeneration		Establish baseline	Outturn available August 2009		See points for NI 163 above.	G	G				Activity reported that should impact on the baseline

NIS	Reference		Indicator	Lead Directorate	2007-08 Outturn	2008-09 Target	Latest Outturn		Activity Reported	RAG rating		Direction of Travel		Reason for judgements
	LAA	HCS					CP	BVPI		APA	July	September	July	
166	Yes		Average earnings of employees in the area+A3	Regeneration	£384.40	>£384.40	Outturn available October 2009	September	<ul style="list-style-type: none"> <li>Progression on the ESG scheme</li> <li>- AWM funding applications completed for planning phases of infrastructure.</li> <li>- Urban Village development partner selected in July 08.</li> <li>- Promotion of Rotherwas as key business location</li> <li>- Access Road opened in June 08.</li> <li>- Pre planning work commenced on Phase Two - employment units on the Southern Magazine</li> <li>- Establish LiveWork units on Model Farm - Ross-on-Wye August 08.</li> <li>- Tendering process for LiveWork developer commenced in August 08.</li> <li>- Master planners for entire site appointed in September 08.</li> <li>- Scoping of surveys needed for planning permission underway.</li> </ul>	A	A	July	September	Activity showing progress towards target, but no outturn available
171	Yes	Yes	New business registration rate per 100,000 resident population aged 16+	Regeneration	40.1 (2006)	>40.1	Outturn available October 2009	September	<ul style="list-style-type: none"> <li>Rural Enterprise Grants (REG):</li> <li>- New REG scheme launched on 1st October 08.</li> <li>- Will support micro-enterprises and farm households.</li> <li>- First applications due to be approved January 09.</li> <li>- Home Business Support:</li> <li>- Home Business Officer started in June 08.</li> <li>- Research into home business needs commenced in July 08.</li> <li>- Programme of home business support events to start in November 08.</li> <li>- Inward Investment Strategy:</li> <li>- Strategy commences in October 08.</li> </ul>	A	A	July	September	Activity showing progress towards target, but no outturn available
172		Yes	% of small businesses in an area showing employment growth	Regeneration		Establish baseline	Outturn available April 2009	September	<ul style="list-style-type: none"> <li>Support for businesses, including Enterprise Centres (Hereford) and Enterprise Hubs (Leominster - open, Ross in planning stage). Also introducing new development programme for rural businesses to improve premises.</li> </ul>	G	G	July	September	Activity reported that should impact on the baseline
		Yes	Number employed in knowledge and technology intensive industries	Regeneration	10,923	>10,923	Outturn available April 2009	September	<ul style="list-style-type: none"> <li>Model Farm development:</li> <li>- Tendering process for live/work developer commenced in August 08.</li> <li>- Master planners for entire site appointed in September 08.</li> <li>- Scoping of surveys needed for planning permission underway.</li> <li>- Inward Investment Strategy:</li> <li>- Strategy commences in October 08.</li> <li>- Promotion of Rotherwas as a key business location:</li> <li>- Access Road opened in June 08.</li> <li>- Pre planning work commenced on Phase Two - employment units on the Southern Magazine.</li> </ul>	A	A	July	September	Activity showing progress towards target, but no outturn available
<b>Other related indicators</b>														
151			Overall employment rate These are National Statistics collected via ONS' Annual Population Survey and are available with an 8 month time lag.	Regeneration	78.70%		No data	September	<ul style="list-style-type: none"> <li>Schemes in place to fulfil the economic development strategy, including ESG; Rotherwas and Model Farm in Ross-on-Wye</li> <li>- Participation in National Enterprise Week starting 17th Nov with an exhibition at the Shire Hall to support new businesses and new business development</li> </ul>	A	A	July	September	Activity showing progress towards target, but no data available



NIS	Reference		Indicator	Lead Directorate	2007-08 Outturn	2008-09 Target	Latest Outturn		Activity Reported	RAG rating		Direction of Travel		Reason for judgements
	LAA	HCS					CP	BVPI		APA	July	September	July	
153			Working age people claiming out of work benefits in the worst performing neighbourhoods Data is reported quarterly by Jobcentre Plus with a 6 month time lag	Regeneration		Establish baseline	No data	No data	Schemes being developed to address "Worklessness" schemes funded by EU sources. Also encourage new business start up via enterprise week and business link.	A	A			Activity showing progress towards target, but no data available
173			People falling out of work and on to incapacity benefits*	Regeneration		Establish baseline	No data	No data	Schemes being developed to address "Worklessness" schemes funded by EU sources. Also DARE scheme project being developed to address working age people out of work.	G	G			Activity reported that should impact on the baseline
174			Skills gaps in the current workforce reported by employers This data is collected by the LSC from a biennial survey. The next survey is due in 2009.	Regeneration		Establish baseline	No data	No data	Working with the 6th Form College and Hereford Group training to identify and address skills gap for the future.	G	G			Activity reported that should impact on the baseline
<b>Safer and Stronger Communities</b>														
<b>ICPR indicators</b>														
4	Yes	Yes	% of people who feel they can influence decisions in their locality Data is collected through the Place survey biennially and will be available by March.	Regeneration		Establish baseline by March 2009			Parish Councils – Democracy First leaflets distributed with Herefordshire Matters in June to inform residents of the role of Parish Councils. Post Offices – Action Plan agreed by Cabinet on 10th July on how to respond to the forthcoming announcement on post office closures. Since the announcement on 27th August on the proposed closures in Herefordshire announcing 20 closures, replacing 9 with outreach services, a briefing was held for members, MPs and parish councillors on 3rd September with further 7 local meetings facilitated where there was demand and submission made to Post Office Ltd on 26th September 08. Removal of telephone boxes – publicity organised by the Council to raise awareness with local communities - formal response made to BT on 26th September. Parish Plans – reduced development support work due to lack of funding for Community First also review of "Community Planning" submitted to Herefordshire Partnership.	G	G			Activity reported that should impact on the baseline
6	Yes	Yes	Participation in regular volunteering Data is collected through the Place survey biennially and will be available by March.	Regeneration		Establish baseline by March 2009			After an initial workshop for all stakeholders on 9th May, the draft Compact Volunteering Code went out to consultation with a closing date of 24th October. There have been a number of events across the county to engage local voluntary and community groups in the development of an implementation plan.	G	G			Activity reported that should impact on the baseline

NIS	Reference		Indicator	Lead Directorate	2007-08 Outturn	2008-09 Target	Latest Outturn		Activity Reported	RAG rating		Direction of Travel		Reason for judgements
	LAA	HCS					CP	BVPI		AFA	July	September	July	
9	Yes		Use of public libraries	Environment & Culture		Establish baseline by March 2009			Awaiting tenders for the refurbishment of Belmont Library. Briefs for the development of new Centres in Ledbury and Ross incorporating Libraries and Info have been agreed. National Year of Reading Library card design competition – roadshow of all entries and winners, the winning entries are being designed for production. Success of summer Reading challenge currently being analysed. Consultation on review of mobile library service due to close on 31st October.	A	G			Activity reported that should impact on the baseline
11	Yes		Engagement in the arts	Environment & Culture		Establish baseline by March 2009			h,art successfully completed. The advice day for schools seeking "Artsmark" is now fully booked. Virtual surgeries will take place for 1st time. 4th year of film and literacy project completed successfully. Detailed planning stage of the Body Image project underway (due for delivery in 2009). Art of Life – pilot project in Canal Road Day centre due to commence in October.	A	G			Activity reported that should impact on the baseline
17	Yes	Yes	Perceptions of anti-social behaviour Data is collected through the Place survey biennially and will be available by March.	Environment & Culture		Establish baseline by March 2009			A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns.	A	G			Activity reported that should impact on the baseline
21		Yes	Dealing with local concerns about antisocial behaviour and crime by the local council and police Data is collected through the Place survey biennially and will be available by March.	Environment & Culture		Establish baseline by March 2009			A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns.	G	G			Activity reported that should impact on the baseline
30	Yes		Re-offending rate of prolific and priority offenders (PPO)	Regeneration	64	<52	No data	27	Herefordshire PPO scheme provides intensive supervision to all selected PPOs with the objective of reducing their reoffending and helping lead a purposeful life.	R	A	Δ		Latest outturn is better than last year but marginally behind target
39	Yes (Local)		Alcohol-harm related hospital admission rates per 100,000	Regeneration	1199	1260		272.8 (@ June)	Quarterly data is available approx 8 weeks following quarter end. Draft Alcohol Strategy is currently out to consultation. New dedicated alcohol nurse based at A&E at Hereford County Hospital. Project officers continue to promote alcohol harm reduction messages in the community e.g. Fresher's Fair, Hereford Six Form College, Hereford Health & Wellbeing Event.	R	G	Δ		Outturn to the end of June (not available for the last report) shows performance to be on target and better than last year

NIS	Reference			Indicator	Lead Directorate	2007-08 Outturn	2008-09 Target	Latest Outturn		Activity Reported	RAG rating		Direction of Travel		Reason for judgements
	LAA	HCS	CP					BVPI	APA		July	September	July	September	
40	Yes			Drug users in effective treatment	Regeneration	494	504	Due November	Due February	The targets have changed and the way this is reported through NDTMS is for the latest 12 month period that can fully be reported. There will always be a 3-month lag, so the April to June data will be included in the next report. Pharmacy Needle Exchange Pilot Scheme was launched 1st September. This provides an additional means to engage problematic drug users. Drug and Alcohol Support Service for Herefordshire (DASH) currently carrying out an internal assessment matching current service to the Service Level Agreement. Project officer working with providers to develop action plan to engage problematic hard to reach drug users. Specialist Hepatitis C clinic has now been commissioned in Hereford (previously clients went to Birmingham for this).	R	A			Activity showing progress towards target, but no outturn available
47	Yes	Yes	99a	People killed or seriously injured in road traffic accidents	Regeneration	133 (2007)	129 (2008)	36 (January to June)	56 (January to August)	Compared with 84 for the same period last year.	G	G	Δ	Δ	Latest outturn is better than last year and on track to achieve target.
48			99b	Children killed or seriously injured in road traffic accidents	Regeneration	11 (2007)	11 (2008)	4 (January to June)	4 (January to August)	Compared with 10 for the same period last year.	G	G	Δ	Δ	Latest outturn is better than last year and on track to achieve target.
			99c	The number of people slightly injured in road traffic collisions	Regeneration	713	<713	301 (January to June)	395 (January to August)	Compared with 464 for the same period last year.	R	G	▽	Δ	Latest outturn is better than last year and on track to achieve target.
			126	Domestic burglaries per year, per 1,000 households in the Local Authority area	Regeneration	3.9	<3.9	0.8	2	Domestic burglary remains low in the county with less than one burglary per day across the whole county. A slight increase has been due to a spate of distraction burglaries and arrests have already been made in relation to these. Correction to Qtr 1 data actual figure was 0.8 and not 0.9. Last year, 1.9 at end of September.	A	A	◁▷	◁▷	Latest outturn is similar to the same position last year, although likelihood of achieving target remains challenging
			127a	Violent crime per year, per 1,000 population in the Local Authority area	Regeneration	15.6	<15.6	3.7	7.6	The number of violent crimes have increased slightly during quarter 2 compared to quarter 1. Work continues by West Mercia Police to address violent crime. Last year, 8.7 at end of September.	G	G	Δ	Δ	Latest outturn is better than last year and on track to achieve target.
			127b	Robberies per year, per 1,000 population in the Local Authority area	Regeneration	0.2	<0.2	0.1	0.2 (29 robberies)	Robbery is rare in Herefordshire and reported robberies are typically bag and mobile phone snatches. Last year, 0.1 at end of September (17 robberies)	A	R	◁▷	▽	Latest outturn is worse than the same period last year
			128	The number of vehicle crimes per year, per 1,000 population in the Local Authority area	Regeneration	5	<5	1.2	2.5 (450 vehicle crimes)	Levels of thefts of a vehicle is unchanged from previous qtr, however there has been an increase in thefts of fuel and catalytic converters. This is a recent trend which is being seen across the UK. Police are using a range of measures to tackle this trend, including deployment of vehicles equipped with ANPR (Automatic Number Plate Recognition) software, targeting suspected criminals and working with Customs & Excise and neighbouring forces. Last year, 2.4 at end of September (422 vehicle crimes)	G	A	Δ	▽	Latest outturn is marginally worse than the same period last year
			225	Actions against domestic violence	Regeneration	81.8	>81.8	No data	81.8	Calculation is based upon the answers to 11 questions about Domestic Violence from various partner organisations. The number of "yes" responses provides the outturn, therefore 9/11 questions answering yes = 81.8%	R	A	◁▷	◁▷	Latest outturn shows no change from last year
Yes				Overall crime numbers	Regeneration	11,172	<11,172	3,850	5,662		A	A	◁▷	◁▷	Proportionately, latest outturn is similar to last year

NIS	Reference		Indicator	Lead Directorate	2007-08 Outturn	2008-09 Target	Latest Outturn		Activity Reported	RAG rating		Direction of Travel		Reason for judgements
	LAA	HCS					CP	BVPI		APA	July	September	July	
			Perception of speeding traffic as a problem in your local area	Regeneration		Establish baseline by March 2009	July	September	Reductions in the number of road accidents (NIS 47 and 48) should impact on this indicator. Data will be available following the Herefordshire Quality of Life Survey in early 2009.	R	G			Activity reported that should impact on the baseline
	Yes								Annual data to be collected through the Herefordshire Quality of Life Survey. Herefordshire Community Safety and Drugs Partnership Reassurance Group meeting monthly. Reassurance Marketing plan has been devised and a number of publicity initiatives have been launched over the past quarter. e.g.: Hereford Journal "wrap" in August, and the "Herefordshire is a safe place to have fun" campaign in September.	R	G			Activity reported that should impact on the baseline
	Yes		Fear of crime as measured through the new Place Survey	Regeneration		Establish baseline by March 2009								
			Substance Misuse: the proportion of young people with identified substance misuse needs who receive specialist assessment within 5 working days and, following the assessment, access the early intervention and treatment services they require within 10 working days (Substance Misuse Assessment)	Regeneration	100%	To meet or exceed 95%	100%	100%	This measure continues to be on course to meet set national target of 95%. Activity conducted through agencies to address misuse.	G	G			Latest outturn is at the highest level achievable
<b>Other related indicators</b>														
7			Environment for a thriving third sector	Regeneration		Establish baseline by March 2009			Jan 2008 launched the Herefordshire Compact, setting out principles for improved joint working between the third sector and public sector bodies. July 2008, launched the consultation on the Volunteering code of good practice. The community regeneration team now make strategic investments in local third sector infrastructure organisations against the Council's strategic investment framework. Survey of Council's support to local ycs is also to be undertaken.	G	G			Activity reported that should impact on the baseline
10			Visits to museums and galleries	Environment & Culture		Establish baseline by March 2009			Amateur project for Hereford Museum and Art Gallery – first stage bid to Arts Council accepted. Full application almost complete. Museum on the Move Summer Tour – 6,381 visits (venues included 40 schools and 5 day care centres). Museum Resource and Learning Centre - 2 schools booked for "Britain Since 1948" in for Sep/Oct and interest from one other school.	G	G			Activity reported that should impact on the baseline
15			Serious violent crime rate	Regeneration			No data	0.331	Not a priority area for HCSDP - data monitored	R	A			Data reported but no detail available yet of past performance or target
16			Serious acquisitive crime rate	Regeneration			No data	3.565	Not a priority area for HCSDP - data monitored	R	A			Data reported but no detail available yet of past performance or target
18			Adult re-offending rates for those under probation supervision	Regeneration			No data	No data	Targeted programme to engage PPO's in reducing offending.	R	A			
20			Assault with injury crime rate	Regeneration			No data	3.167	Not a priority area for HCSDP - data monitored	R	A			Data reported but no detail available yet of past performance or target

NIS	Reference			Indicator	Lead Directorate	2007-08 Outturn	2008-09 Target	Latest Outturn		Activity Reported	RAG rating		Direction of Travel		Reason for judgements
	LAA	HCS	CP					BVPI	APA		July	September	July	September	
22				Perceptions of parents taking responsibility for the behaviour of their children in the area	Environment & Culture		Establish baseline by March 2009		September	A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns	G	G			Activity reported that should impact on the baseline
24				Satisfaction with the way the police and local council deal with antisocial behaviour	Environment & Culture		Establish baseline by March 2009		September	A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns	G	G			Activity reported that should impact on the baseline
25				Satisfaction of different groups with the way the police and local council deal with anti-social behaviour	Environment & Culture		Establish baseline by March 2009		September	A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns	G	G			Activity reported that should impact on the baseline
27				Understanding of local concerns about anti-social behaviour and crime by the local council and police Data is collected through the Place survey biennially and will be available by March	Environment & Culture		Establish baseline by March 2009		September	A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns	G	G			Activity reported that should impact on the baseline
28				Knife crime rate	Regeneration		No data	0.078	September	Not a priority area for HCSDP - data monitored. There have been 14 knife crime offences in the period April to September 2008 (106 for the West Mercia Force as a whole over the same time period)	R	A			Data reported but no detail available yet of past performance or target
29				Gun crime rate	Regeneration		No data	0.028	September	Not a priority area - data monitored. There have been 5 gun crimes recorded in Herefordshire between 01 April and 30 September 2008, compared to 47 in the West Mercia Force as a whole during the same period. Correction to Qtr1 figures - should have been 0.022 and not 0.168 as previously reported as this was for the West Mercia Force as a whole	R	A			Data reported but no detail available yet of past performance or target
32				Repeat incidents of domestic violence	Regeneration		Establish baseline by March 2009		September	Indicator still under development. HCSDP are currently monitoring repeat victims of DV which has been agreed locally with WMC. Supported through Women's Aid and Domestic Abuse Forum	R	G			Activity reported that should impact on the baseline
33				Arson incidents	Regeneration		No data	Quarter 1&2 data a) 1.35 b) 4.20	September	These indicators are based on the actual figures of 24 deliberate primary fires and 75 deliberate secondary fires from April 2008 to September 2008. The Hereford & Worcester Fire and Rescue Service continues to undertake arson prevention work and are in the process of recruiting a new education assistant with specific responsibility for Herefordshire	R	A			Data reported but no detail available yet of past performance or target
34				Domestic violence – murder	Regeneration		No data	0	September	Not a priority area - data monitored	R	A			Data reported but no detail available yet of past performance or target
38				Drug-related (Class A) offending rate	Regeneration		Establish baseline by March 2009		September	The definition of this indicator is still under development. DIP activity to support users giving up dependency on drug use and related crime	R	G			Activity reported that should impact on the baseline
41				Perceptions of drunk or rowdy behaviour as a problem	Environment & Culture		Establish baseline by March 2009		September	A multi-agency tasking and coordination group has been established and this meets fortnightly to share intelligence information and use its shared resources to target identified hotspots. The police and relevant representatives of the Council attend each PACT meeting to identify and respond to local concerns	G	G			Activity reported that should impact on the baseline

NIS	Reference		Indicator	Lead Directorate	2007-08 Outturn	2008-09 Target	Latest Outturn		Activity Reported	RAG rating		Direction of Travel		Reason for judgements
	LAA	HCS					CP	BVPI		APA	July	September	July	
42			Perceptions of drug use or drug dealing as a problem	Regeneration		Establish baseline by March 2009	July	September	Data will be available following the Herefordshire Quality of Life Survey in early 2009. Work through the drug forums to address perceptions.	R	A		September	Data reported but no detail available yet of past performance or target
49			Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks	Regeneration			No data	Quarter 1&2 data a) 76.22 b) 0.00 c) 1.68	There have been no fatalities from primary fires in Herefordshire in the first half of 2008-09. The other parts of this indicator are based on the actual figures of 136 primary fires and 3 injuries from April 2008 to September 2008. The Hereford & Worcester Fire and Rescue Service continues to undertake prevention work in Herefordshire focusing on hard to reach "at risk" groups. Please note a) for period April - July was 48.76.	R	A			Data reported but no detail available yet of past performance or target
143			Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence	Regeneration			No data	81%	Herefordshire = 98 living in suitable accommodation from 121 reviews = 81% as at end September 2008. This is currently on course to meet target. Performance for West Mercia region to 30 Sept achieved 78%.	R	A			Data reported but no detail available yet of past performance or target
144			Offenders under probation supervision in employment at the end of their order or licence	Regeneration			No data	53%	Herefordshire = 52 in employment from 99 reviews = 53% as at end September 2008. This is currently on course to meet target. Performance for West Mercia region to 30 Sept achieved 47%. Linked to activity of the PPO scheme	R	A			Data reported but no detail available yet of past performance or target
<b>Sustainable Communities</b>														
<b>ICPR indicators</b>														
									The Performance Indicator is yet to be determined with targets due to awaiting the results of the Place Survey due end of February 2009. This will determine priority areas. Activity is already taking place including establishing a network of multi use centres and facilities. Public Transport routes linked to services. Improved health care provision eg Dentists. A campaign to support rural shops linked to the negative effect of the withdrawal of post offices in certain areas is being carried out.	R x5	G x5			Activity reported that should impact on the baseline
Yes			Ease of access to services	Regeneration		Establish baseline by March 2009			The Place Survey is to be completed on a biennial basis by the Council in accordance with guidance issued by the Department for Communities and Local Government (CLG). b. see NI 155 c. see NI 171/172 d. Partnership with Local Police on addressing fear of crime entitled 'Not in Herefordshire' see HCS 42c e. see NI 167 f. see NI 166	A x5	G x5			Activity reported that should impact on the baseline

## RESPONSE TO COMMUNITY SERVICES SCRUTINY REVIEW OF THE EDGAR STREET GRID SCHEME

**Report By: HEAD OF ECONOMIC AND COMMUNITY  
SERVICES**

### **Wards Affected**

Countywide

### **Purpose**

1. To inform Members of the Cabinet Member's response to the Community Services Scrutiny Committee Review of the ESG scheme.

### **Financial Implications**

2. There are no direct financial implications of this report.

### **Background**

3. The Community Services Scrutiny Committee conducted a review of the ESG scheme as a major project taking place in Herefordshire which will have significant impact on the county.
4. The interviews for the review took place on the 30<sup>th</sup> September, with a subsequent meeting on the 2<sup>nd</sup> October for Members to formulate key considerations, themes and recommendations.
5. All of the recommendations are accepted by the Cabinet Member as a reasonable assessment of consideration and concerns arising from the ESG scheme.
6. Recommendation 1: The Expanded City Centre – that the scheme is referred to as the expanded City Centre to reflect the “one city” approach in creating benefit for and linkages between the whole of the city centre area.
7. Response: that this recommendation is accepted and currently being enacted through the Hereford City Centre Regeneration Strategy.
8. Recommendation 2: Consultation – The importance of full consultation is recognised both to ensure the best result for the people of Herefordshire, but also to ensure compliance with all planning regulations. ESG to continue with its current consultation (both giving and receiving) and to investigate and use of other innovative methods of consultation as appropriate.
9. Response: This recommendation is accepted. That consultation on the ESG development continues and specific consultation on individual elements is conducted through the planning procedure.
10. Recommendation 3: Town Centre Impact Study – That the Town Centre Impact Study, commissioned by Stanhope as part of the planning process, is independently verified or conducted.

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

11. Response: This recommendation is agreed. Stanhope will commission the Town Centre Impact Study from a third party to be submitted to the Council as part of the planning application for the development. Herefordshire Council, as local planning authority, will commission an independent assessment of the Study as part of the processing of the planning application.
12. Recommendation 4: Business as Usual – that a partnership approach lead by the City Partnership is taken to address any down turn in use of the City Centre during construction work.
13. Response: The recommendation is agreed. The Hereford City Partnership has a key role to play in the promotion of the City to address the current down-turn in the economy as well as the construction phase of key projects. Taking this lead role, the Hereford City Partnership will be requested to work on marketing and promotion of the City, supported by ESG (Herefordshire) Ltd, Herefordshire Council and other relevant partners.
14. Recommendation 5: Linkage to the Courtyard – consideration is given to creating better linkage to the Courtyard Centre for the Arts for the venue to be part of the wider leisure offer presented as part of the expanded city development;
15. Response: This recommendation is agreed in giving consideration to ensuring linkage with the Courtyard and reported back to Scrutiny Committee when proposals have been formed.
16. Recommendation 6: Hereford City Centre Regeneration Strategy - The Hereford City Centre Regeneration Strategy is a ten-year ambition is endorsed. The strategy should be presented to Committee specifically outlining the implementation of schemes through a partnership approach.
17. Response: This recommendation is agreed. A report is to be presented to the Community Services Scrutiny Committee on 12 December 2008.
18. Recommendation 7: Support for Businesses - For the committee to fully understand via written report the current and intended support to businesses to relocate from the ESG site.
19. Response: This recommendation is agreed. A report is to be presented to the Community Services Scrutiny Committee on 12 December 2008.
20. Recommendation 8: Inclusion of the Football Ground – For officers of the council to submit a report to committee on the current legal position and options available to enable the development of the Football Ground.
21. Response: This recommendation is agreed. A report is to be presented to the Community Services Scrutiny Committee.
22. An action plan on the implementation of recommendations is enclosed and will be reported to Community Services Scrutiny Committee at every-other meeting. The action plan contains a joint response from Herefordshire Council, ESG Herefordshire Ltd, and the Hereford City Partnership. This is reflected of the combined approach adopted to implement the ambitions of the City Centre Regeneration Strategy.

## **RECOMMENDATION**

**THAT the report and action plan be accepted in response to the Review of the ESG scheme.**

## **BACKGROUND PAPERS**

- Appendix 1 : The Action Plan



**Action Plan in response to Community Services Scrutiny Review of Edgar Street Grid Development**

<p><b>Recommendation: 1</b></p>	<p>The Expanded City Centre – That the scheme is referred to as the expanded City Centre to reflect the “one city” approach in creating benefit for and linkages between the whole of the city centre area.</p>
<p><b>Actions</b></p>	<ul style="list-style-type: none"> <li>• Use the term “expanded City Centre” in any form of marketing, PR, etc., to reflect the focus of new developments to create a thriving and economic prosperous City Centre</li> <li>• Progress with the development of the expanded city centre project, starting with infrastructure improvements with link road planning application submitted in 2009</li> <li>• Establish design strategy to cover the extended City Centre and historic centre through a commission to Ben Hamilton-Baillie to produce the strategy for adoption in April 2009</li> <li>• Make improvements to Widemarsh Street as a key linkage to the expanded City Centre with agreed process for detailed design, costs/inclusion in Capital Programme by February 2009.</li> </ul>
<p><b>Recommendation: 2</b></p>	<p>Consultation – The importance of full consultation is recognised both to ensure the best result for the people of Herefordshire, but also to ensure compliance with all planning regulations. ESG to continue with its current consultation (both giving and receiving) and to investigate and use other innovative methods of consultation as appropriate.</p>
<p><b>Actions</b></p>	<ul style="list-style-type: none"> <li>• Consultation, both formal and informal, will continue as the development progresses. Specific events on the integrated transport hub, business relocation, the new area, the retail quarter, strategic flooding and sustainability are all planned by ESG for the early part of 2009. Other opportunities for people to comment and raise issues will come through the establishment of an information stall in the Butter Market, meetings, the ESG website and a regular programme of newsletters.</li> <li>• Specific formal consultation will be undertaken on elements of the scheme as these reach the stage of submission of planning applications. This consultation will be carried out by ESG and development partners prior to submission and by the Council as local planning authority during the consideration of schemes after submission, all to meet the requirements of the Council’s Statement of Community Involvement.</li> </ul>
<p><b>Recommendation: 3</b></p>	<p>Town Centre Impact Study – That the Town Centre Impact Study commissioned by Stanhope as part of the planning process, is independently verified or conducted.</p>
<p><b>Actions</b></p>	<ul style="list-style-type: none"> <li>• Stanhope to commission independent company to prepare Impact Study to accompany planning application submission.</li> <li>• Herefordshire Council to verify information submitted and subject to public scrutiny as part of the planning process, following established procedures. This includes the commissioning by the Council of an independent audit of the Study to provide expert advice to the local planning authority.</li> </ul>

<b>Recommendation: 4</b>	Business as Usual – that a partnership approach lead by the City Partnership is taken to address any down turn in use of the City Centre during construction work.
<b>Actions</b>	<ul style="list-style-type: none"> <li>• That the Hereford City Partnership create a plan of action by April 2009 to address marketing requirements during construction work, including development work for the Cathedral Close.</li> </ul>
<b>Recommendation: 5</b>	Linkage to the Courtyard – consideration is given to creating better linkage to the Courtyard Centre for the Arts for the venue to be part of the wider leisure offer presented as part of the expanded city development.
<b>Actions</b>	<ul style="list-style-type: none"> <li>• To be taken forward in detailed design of the new development on the Livestock market site.</li> </ul>
<b>Recommendation: 6</b>	Hereford City Centre Regeneration Strategy - The Hereford City Centre Regeneration Strategy as a ten-year ambition is endorsed. The strategy should be presented to Committee specifically outlining the implementation of schemes through a partnership approach.
<b>Actions</b>	<ul style="list-style-type: none"> <li>• That a report is presented to Community Services Scrutiny Committee.</li> </ul>
<b>Recommendation: 7</b>	Support for Businesses - For the committee to fully understand via written report the current and intended support to businesses to relocate from the ESG site.
<b>Actions</b>	<ul style="list-style-type: none"> <li>• That a report is presented to Community Services Scrutiny Committee at the first opportunity.</li> </ul>
<b>Recommendation: 8</b>	Inclusion of the Football Ground – For officers of the Council to submit a report to Committee on the current position and options available to enable the development of the Football Ground.
<b>Actions</b>	<ul style="list-style-type: none"> <li>• That a report is presented to Community Services Scrutiny Committee at the first opportunity.</li> </ul>

## **ESG BUSINESS RELOCATION SUPPORT**

**Report By: ECONOMIC DEVELOPMENT MANAGER**

### **Wards Affected**

Central

### **Purpose**

1. To consider the support given to business required to relocate from within the ESG redevelopment area.

### **Financial Implications**

2. To be determined.

### **Background**

3. The ESG area is a 100 acre redevelopment site to the North of the existing Hereford City Centre. Bounded by Edgar Street to the West, the Cardiff to Shrewsbury railway line to the North, Commercial road to the East and Newmarket and Blueschool Streets to the South. A map of the ESG area is attached at Appendix 1.
4. ESG Herefordshire Ltd is a joint venture company set up, following Cabinet approval on 15<sup>th</sup> July 2004, by Herefordshire Council and Advantage West Midlands (AWM) to coordinate the redevelopment of the site. Since its inception there has been close liaison between the ESG Company the Economic Development Service within Herefordshire Council, and AWM.
5. Both organisations have been co-ordinating jointly with regard to one of the most important issues connected with the ESG redevelopment, that of business relocations.
6. To progress the wider ESG scheme it is essential to relocate a number of businesses from their existing location to alternative locations. Whilst the total number of businesses to be relocated is estimated to be between 60 and 70, these relocations will not happen at the same time.
7. Given that businesses should be given as much certainty over relocation as possible, a decision has been taken to concentrate initially on those businesses affected by the first, infrastructure, phase of the ESG project. It is expected that businesses within this phase may be required to relocate by the end of 2010.
8. It is clearly understood that business relocations are very much a concern for those businesses affected by the ESG proposals and for their representative support agencies and indeed for the future health of the local economy. As a consequence ESG Herefordshire, Herefordshire Council, and AWM have agreed to jointly co-ordinate a response to this need.

### **Individual Business Support**

9. Due to the diversity of businesses and business operations within the ESG area it is obviously necessary to consider each business on its own merits and own requirements. A programme of communication has been established with each

business, some have been engaged with more success than others. In the first instance each business within the ESG area was written to earlier this year informing them of the ESG proposals and the likelihood of the need to relocate.

10. Businesses were encouraged to contact either the Council's Economic Development Service or ESG Herefordshire to establish a direct line of communication. Since this request one to one meetings have been held with approximately 60% of the first phase businesses. The purpose of this set of meetings was to open negotiations on a personal basis, to provide businesses with a joint point of contact, and to begin to understand and establish individual business requirements.
11. As more certainty with regard timescales, relocation sites, routes of infrastructure, etc, has come forward this information has been communicated to ESG businesses.
12. Businesses within the first phase have recently been provided with details of potential relocation opportunities. An exercise was conducted whereby the details of empty commercial property within the city were sent to targeted businesses; the requirements of businesses were matched to specific units to demonstrate that suitable properties were currently available on the market.
13. Whilst the initial response to this communication has not been encouraging it is felt that this is a valuable method of informing businesses of the opportunities available to them and it is proposed to repeat this exercise on a quarterly basis to reflect the changing commercial property market and to continue to demonstrate that there is already a number of potentially suitable units available.
14. Two businesses have already successfully relocated from within the ESG area, both of these had assistance from ESG and Herefordshire Council. In both cases a degree of financial compensation has been agreed and in one case support for a change of use planning application on a relocation unit and negotiation and engagement with their agent was given.
15. The support open to both these companies is available to any of the other companies required to relocate. Businesses are being recommended to negotiate relocation and compensation by agreement as this approach brings certainty over compensation and timing, and allows businesses to better plan for any move. All businesses have been advised that they should engage with their own property and legal advisors to enable them to make an informed decision over relocation.

### **Strategic Support**

16. In addition to engagement with businesses on an individual basis it has been necessary to review the wider strategic position with regard to land availability within the City and the relocation needs of the ESG businesses.
17. Herefordshire Council have commissioned a Relocation Study conducted by independent commercial property consultants Drivers Jonas. This study focused on the demand for employment land and premises that would be generated by the ESG proposals, and determined the level of supply of this land and property currently available within Hereford.
18. This study which is still in draft form compiled using a comprehensive business survey where approximately 80% of those businesses needing to relocate in the first phase responded to interviews. The purpose of the study is provide a robust planning document that can be used in planning applications and appeals to obtain permissions and defend employment land allocations. It is not an assessment of where businesses should relocate.

19. To provide assurance to businesses on relocation Herefordshire Council and ESG are developing a Relocation Framework that will document:
- What accommodation will be provided;
  - What financial and other assistance a business can expect to receive;
  - How businesses will be treated and what information they will be sent;
  - What, and when, action will be taken by the Council and ESG.
- This document is currently being drafted and will be completed by January 2009. It is currently envisaged that this will contain a number of guiding principles and flexible actions and that the document content will change over time to reflect the current position.
20. To back up the work of the Relocation Framework and Relocation Strategy, ESG have employed property surveyors Lambert Smith Hampton to establish potential compensation claims and relocation costs. This research is due to finish by the end of the year and will help establish what the overall cost of relocating businesses is expected to be. This work will help form the basis for compensation claims both through a negotiated process, and, if necessary, for any CPO process.
21. The Three Elms Trading Estate has been purchased by AWM to help facilitate relocations from within the ESG site. AWM will be submitting a planning application for new site infrastructure and approximately 50,000 to 60,000 sqft of employment units by the end of the year. If permission is gained then construction of these units is due to start in the next financial year for completion in 2010.

### Communication

22. As mentioned above both ESG and Herefordshire Council have been in regular communication with affected businesses. This communication has ranged from community consultation events, specific business workshops, business only masterplan viewing days, email updates, direct mail outs, and numerous one-to-one meetings and telephone calls.
23. It is acknowledged that in the early stages of the development communication with businesses could have been improved. This has led to the formation of an internal project group who meet on a monthly basis and consists of representation from ESG, AWM and Herefordshire Council Economic Development and Property Services.
24. This has led to a more consistent message being delivered to businesses and ensures that businesses have more coordinated contact with ESG and the Council. This process will be further refined as the Relocation Framework is developed and adopted.

### RECOMMENDATION

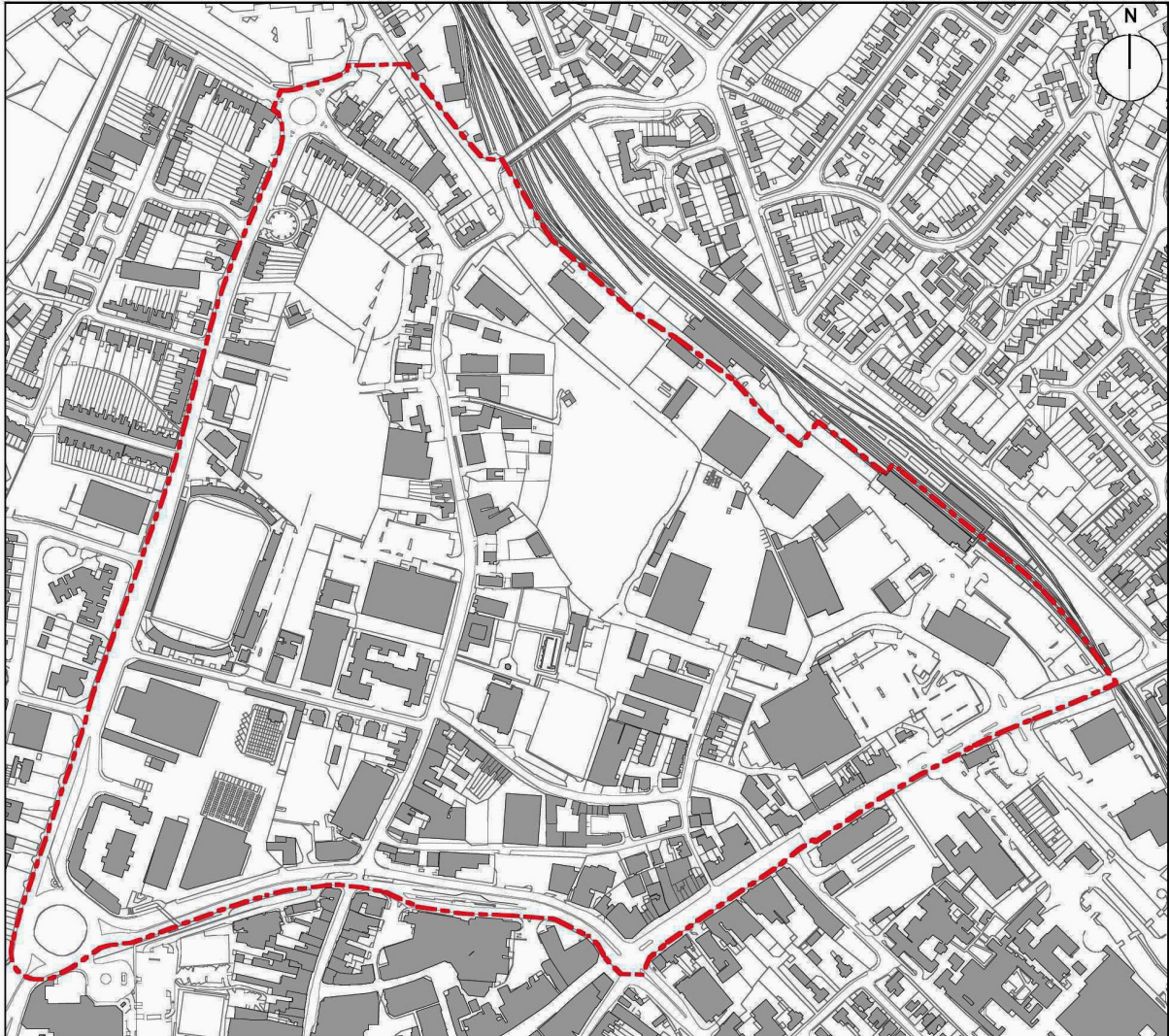
**THAT;**

- (a) The content of the report be noted.**

### BACKGROUND PAPERS

- Appendix 1: Map of the ESG site

Appendix 1



Current Ordnance Survey Plan, (Approximate Study Area boundary shown in red, N.T.S)

**REVIEW OF COMMUNITY ENGAGEMENT IN  
HEREFORDSHIRE COMMUNITY SAFETY AND DRUGS  
PARTNERSHIP**

**Report By: HEAD OF ECONOMIC AND COMMUNITY  
SERVICES**

### **Wards Affected**

Countywide

### **Purpose**

1. To outline the findings of the Review of Community Engagement in the Herefordshire Community Safety and Drugs Partnership (HCSDP).

### **Financial Implications**

2. None.

### **Background**

3. At its 18th April 2008 meeting the Community Services Scrutiny Committee accepted the Scoping Statement for the Review of Community Engagement in relation to the work of HCSDP.
4. The review group appointed was chaired by Cllr PM Morgan, with membership from Councillors PGH Cutter, DW Greenow, KS Guthrie, WU Attfield and BA Durkin.
5. As outlined in the attached report the review consisted of:
  - Interviews with representatives involved in community engagement with specific reference to community safety;
  - Desk research through policies, strategies and government guidance;
  - Attendance at partnership meetings;
  - Focus group for Town and Parish Councils.
6. The review activity lead to the Review Group agreeing a set of recommendations that are outlined in the report.

### **RECOMMENDATION**

**THAT the Recommendations are agreed and forwarded to the Cabinet Member for Economic Development and Community Services (or other relevant Cabinet Member) for a response.**







# **Review of Community Engagement in the Herefordshire Community Safety and Drugs Partnership**

## **Report by the Scrutiny Review Group December 2008**

**For presentation to the Community  
Services Scrutiny Committee on  
12 December 2008**

***Working in Partnership for the People of  
Herefordshire***



# **Review of Community Engagement in the Herefordshire Community Safety and Drugs Partnership**

**By Review Group of Community Services Scrutiny Committee**

## **1. Introduction**

At its meeting on 17th December 2008, the Community Services Scrutiny committee resolved to add a review of Community Engagement in the Herefordshire Community Safety and Drugs Partnership to its work programme.

This review examined one aspect of the work of the Community Safety and Drugs Partnership – the way communities are engaged in shaping policy and practice in reducing and preventing crime, and a scoping statement for the Review (Appendix 1), including terms of reference, was approved by the Community Services Scrutiny Committee at its meeting on 18th April 2008. It was agreed that the Review Group would comprise of six Members: Councillor PM Morgan (Chairman); Councillor PGH Cutter; Councillor DW Greenow and Councillor KS Guthrie.

The Review took place between 18 July 2008 and 9th October 2008. This report summarises its findings concluding with its recommendations to the Community Services Scrutiny Committee and Cabinet.

## **2. Methodology**

The review group consisted of members from the Community Services Scrutiny Committee chaired by Councillor PM Morgan. The key activity was the interview of representatives from organisations involved in community safety and community engagement (see Appendix 1 for list of interviewees). The interviews were supported by:

- Observation visits by members of the review group – Multi Agency Tasking group; drug and alcohol forums in Ledbury, Bromyard and Leominster; Domestic Violence Forum
- Focus Group for town councils, including Hereford City Council
- Written evidence from Government Office
- Supporting reports, policies and documents
- Attendance at PACT meetings

(A focus group for parish councils was organised but cancelled due to lack of attendance).

The focus for the review was on community engagement by the Community Safety and Drugs Partnership, however the review did touch on the wider crime prevention agenda and wider engagement in shaping policy and practice. This is reflected in the report.

## **3. Background**

### **What is the community safety partnership?**

It is a statutory requirement of the Crime and Disorder Act (1998) to have a community safety and drugs partnership operating in a local authority area. In summary the partnership aims to create benefit by different agencies and organisations working together to address the root and branch of crime.

The Herefordshire Community Safety and Drugs Partnership is directed by a Strategy Group who consist of representatives from:

- Herefordshire Council (member and officer)
- Hereford and Worcester Fire and Rescue Service
- Herefordshire Housing (representing residential social landlords)
- Herefordshire Primary Care Trust
- Hereford and Worcester Youth Offending Service
- West Mercia Constabulary
- West Mercia Police Authority
- West Mercia Probation Trust

Based on available data and consultation the Strategic Group have prioritised five areas where resources are targeted:

- Reducing Crime through Offender Management and other interventions
- Reducing drugs and alcohol harm
- Promoting and delivering increased road safety
- Providing community reassurance in anti-social behaviour, disorder and crime
- Multi-agency and community dynamic tasking and co-ordination

Two other themes have been identified as having such impact across all other areas, that they should be considered within each of the other five groups priorities. They are:

- Young people – (victims and offenders)
- Violent crime

Linked to each of the priorities is a sub-group chaired by a member of the Strategy Group. Each of these sub-groups produces an action plan that relevant partners have a role in implementing.

### **Community Engagement Requirement**

A key element of the work of the partnership is community engagement which is the basis of the scrutiny review work. The HCSDP has agreed to define its work using the Local Government Associations definition of community safety which has community engagement at its heart.

The definition is: “**community safety is defined as promoting the concept of community based action to inhibit and remedy the causes and consequences of criminal, intimidation and other related anti-social behaviour. Its purpose is to secure sustainable reductions in crime and the fear of crime in local communities**”.

There are three important references that can be taken from this definition:

1. Community safety should involve community based action
2. To address the causes of crime, not just the crime itself
3. Reduce crime itself and fear of crime

### **The work of the Community Safety and Drugs Partnership Team**

Supported by a range of grant funding, Herefordshire Council employs a team of officers (13 fte posts) to administrate the partnership. Their role is to ensure the added benefit of organisations working together is realised. Key activities include:

- Facilitate priority groups and ensure the delivery of the action plans
- Commissioning drug and alcohol reduction activity
- Gathering and presenting data
- Reporting performance to funding agencies
- Joint promotion and marketing activity
- Facilitate drugs and alcohol forums
- Keeping abreast of regional and national policy and guidance that informs the work of the partnership
- Be part of the national network of community safety partnerships
- Produce the Three Year Strategic Plan and Strategic Assessment

In terms of the Three Year Plan the latest document was launched in April 2008. This will be updated annually through a strategic assessment, which gathers the evidence base to ensure the plan and its priorities are still relevant.

## **4. Review Findings**

### **Requirements of Strategic Assessment**

Information gathered to inform the Strategic Assessment took place between October 2007 and January 2008 to include:

- Trailer-tour to the market towns and Hereford City
- Survey results from the West Mercia Constabulary and Herefordshire Council
- Data from partners

- Desktop analysis of all the available data.

The Strategic Assessment document also mentions that focus groups took place with “hard to reach” groups but acknowledges that improvement can be made in this area.

226 people responded to the community consultation that contributed to the Strategic Assessment. The table below outlines priority areas:

<b>What problems or issues encountered</b>	<b>Number of respondents</b>
Alcohol/Drugs	65
Anti-Social Behaviour	39
None	32
Lack of Police Presence	25
Road/Traffic Safety	25
Crime* <sup>1</sup>	18
Litter	10
Youths Miscellaneous	7
Immigrants	1
Environment	1
Other	3
<b>Total respondents</b>	<b>226</b>

The quality of the Strategic Assessment and Three Year Plan is assessed by Government Office and is judged against meeting the “Hallmarks”. One of the requirements of the Hallmarks is to hold at least one public meeting. As part of the annual refresh of the Strategic Assessment in October 2008 the HCSDP ran three public events in collaboration with West Mercia Police. A role of these public meetings is to feedback figures on crime and the community safety activity. Comments made by the public at the meetings will inform the revised strategy, along with contributions from public consultation held at Tesco Superstore in the centre of Hereford on the 24th October 2008.

As ascertained as part of the review process consultation takes place beyond preparing for the Strategic Assessment. This either relates to regular contact with target groups e.g. drug users through the Drugs Intervention Programme, or for specific projects – see case studies.

### **Community Support Officers (West Mercia Police)**

As discovered during the course of this review there is many forms of community engagement, with many levels of involvement. This can range from “shallow” engagement in completing a questionnaire, to “deep” involvement in being part of a police operation. Community Support Officers are an important link between the community and the partnership – they are a direct route for members of the public to become involved in crime reduction.

The Community Support Officers know the issues affecting their “patch” and can report safety issues directly through their chain of command. They have a wider role in bringing partner organisations together to solve a problem that is multi-faceted e.g. linked to housing, school attendance, family support, health. They are members of some of the key groups within the community and can bring awareness of crime matters but also respond to the concerns that groups are raising. They also play a key role in the success of drug and alcohol forums (discussed later).

### **Neighbourhood Watch**

The Review Group were impressed with the inroads West Mercia Police have made in Neighbourhood Watch. A database of 25,000 households are registered with Neighbourhood Watch, reaching approximately one third of the population, with 662 individual groups. The coverage of the

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<sup>1</sup> Crime: relates to a range of crime experiences such as burglary, criminal damage to vehicles, assault (victim of hate crime), vandalism and theft.

watch groups range from a street to a parish with the common aim of creating safer communities and more aware individuals.

A watch officer monitors their “patch” and has close contact with Community Support Officers. The Review Group heard the quality of the watch and involvement of the community did hinge on the watch officers being proactive. The attendance at the recent neighbourhood watch AGM was disappointing with 42 local co-ordinators attending out of a potential of 662. Initial recruitment is a challenge, but also retaining interest and enthusiasm is difficult.

The ambition is for the whole county to be covered by neighbourhood watch. Early next year a road show will be visiting locations in the county to generate interest in the watch scheme. In addition to neighbourhood watch there is farm watch, pub watch and rural watch. A youth watch is in the pipeline and initial contact with the secondary school head teachers has been positive.

### **Involvement of Town and Parish Councils**

The current involvement of town and parish councils is either through surveys, parish plans or where intervention needs to take place. It is unrealistic to expect the partnership team to attend each parish and town council meeting, even once a year, but the town and parish councils provide a ready resource of local knowledge, contacts, manpower and even finance. At a minimum the councils need to know the work of the partnership.

The review group found that the most proactive areas are those with parish and town councillors who were actively involved, and the more they became involved the stronger the commitment to addressing community safety.

A focus group was arranged for Parish Councils but the lack of attendance could be a demonstration that community safety and wider crime reduction is not a strong issue for the parishes; or the Parish Councils had not heard of the HCDSF and did not see the relevance of attending a focus group.

### **Drug and Alcohol Forums**

Drug and Alcohol Forums operate in each of the five market towns. The forums consist of representatives of key organisations. This membership varies from group to group but can include town councillors, the police and sometimes the PCT – the groups are facilitated by members of the partnership team. Their effectiveness is in the bringing together of local knowledge and expertise to form solutions and actions at a very local level. During the course of the review members were able to attend the Bromyard and Leominster forums, and at the Town Council Focus Group a member of Ledbury Drugs Forum was able to share his involvement in the local forum. All these groups were considered effective in implementing projects, although it is difficult to measure the impact of schemes.

The forums were able to demonstrate that the £3,000 awarded to them via the partnership was making a real difference in working locally. The financial support was not the most important factor, but the confidence to be able to tackle drug abuse with knowledge and understanding. It was clear the forums operated in different ways with different approaches. This is to be welcomed as it demonstrates the forums are responding to the distinct needs of the local community.

The operation and effectiveness of Drug and Alcohol Forums is inconsistent in the county and depends on local commitment. The funding for the forums comes from Pooled Adult Treatment and is restricted to being spent on drug misuse or alcohol linked misuse. This creates a tension as members of the forums see that drug misuse is often linked to other crime, and a joint solution is needed not a narrow one. This does not stop the forums addressing other forms of crime and disorder, but this is not funded activity and is not the key purpose of the forums.

A consideration is to change the nature of the forums to become “Local Community Safety and Drug Forums”, and as such extending the remit to include all aspects of community safety and crime reduction. The grant would need to be increased to reflect the wider remits, and potentially led by Community Support Officers. A stronger involvement of the Town Council may be profitable. That the partnership team provides information on “areas” to feed back to the groups and these forums can come together for an annual meeting to share good practice to add to the current quarterly meetings of the chairs of the groups.

## **Parish Plans**

Parish Plans are action plans developed at a local level, with every member of the community having an opportunity to contribute. They set out a vision for the future and list what actions will need to take place to achieve that vision. Some of the activity can be conducted by the local community, but more often the ambitions have implications for public services (most often Herefordshire Council). There is a great deal of work involved in producing a parish plan, including community consultation.

To date 45 parish plans have been produced out of a potential of 142, which compares favourably to national completion rates. Also, 14 are group plans representing 53 parishes. Town Councils are also able to produce parish plans as well as Hereford City Council. Since 2006 Herefordshire Council has allocated funding to support the survey and analysis work that is required. There is also support to guide parishes through the planning process. This is especially in response to some of the early plans not receiving the guidance required to ensure plans were well considered, robust and achievable.

The Review Group heard there is a lack of co-ordination and resource to make the plans as effective as they could be and in particular influence policy. The evidence suggests that a wealth of information is gathered, but actions are often not acted upon with no mechanism in place to monitor implementations of plans.

In terms of the profile of community safety in parish plans there was a strong dominance of road safety, specifically reducing speeding through villages. In response a signal indicator device (SiD) has been purchased with the support of the partnership.

## **Partners and Communities Together (PACT)**

Local Area Forums were introduced in 1999, and changed to Community Forums in 2005 with nine pilot areas, to eventually become twelve areas. From February 2008 the forums became known as Partners and Communities Together - or PACT meetings.

The aim is to allow members of the public to raise issues from their own communities with representatives from Herefordshire Council and West Mercia Police. The meetings give a brief update on progress made towards addressing the issues raised at the previous meetings, as well as providing the opportunity to raise new issues. Meetings take place in each of the twelve PACT areas at least four times a year. They are open to anyone living, working or spending time in the area.

The Review Group heard some strong reservations regarding the PACTs in terms of purpose and format. The PACTs have a potential role in galvanising interest in community safety and addressing the fear of crime. To maximise that potential the Review Group felt the following points apply:

- That feedback from Herefordshire Council and the Police is given on an area at the start of the meeting including key issues regarding community safety (not feedback on the last meetings issues – these can be posted on the website or even directly sent to people)
- That people are welcomed to the PACT meetings by local members as local people's representatives but also to give local members a sense of involvement and ownership in the PACTs
- That parish and town councils have joint ownership of the PACTs with their representatives contributing key agenda items reflecting local issues
- That the chairperson is from the area who can share local knowledge and understanding
- To have agenda items and presentation of key issues affecting the area e.g. a new development being presented to Planning Committee, etc.
- That the meetings are more proactively promoted including through village newsletters

## **Public Consultation and Engagement**

A key issue raised during the review was that community engagement, real engagement not surveys and questionnaires, could have a positive effect on perceptions of crime. From the data available the perception of crime is higher than the reality in Herefordshire, and it is perception that will restrict peoples quality of life and involvement in the community.

The studies and government guidance the Review Group has seen makes this point clear. Through the interview process the review group members heard that when people are engaged through activities such as neighbourhood watch or forums, there is a sense of empowerment and control, and as a result overcome the fear of crime. There is little fact based data to support this view, and though

national guidance points to the positive side of community engagement examples of good practice were not readily available (attempts were made to interview a “good practice” authority but it proved difficult to identify a partnership strong in community engagement and available for interview).

In terms of consultation a key theme that emerged during the course of the review is the need to feedback to the public. This is to let people know the results of surveys they complete, or the difference their intervention made to reduce crime. Also, that their activity is making a difference and they are part of the wider “community safety family” alongside the members of the community safety partnership.

The review group heard that a MORI poll<sup>2</sup> had shown that of the total population only 6-7% were engaged in community issues, whilst 20% would get involved and the rest were regarded as apathetic. This conflicts with the government commissioned review entitled “Engaging Communities in Fighting Crime” that “75% of the public would be prepared to play an active role in tackling crime”<sup>i</sup>.

Whilst consultation is an important part of policy setting there is potential for “consultation overload” and not everyone wishes to become engaged in community activity. Where consultation and engagement takes place it should be relevant and tailored to the community it targets, and linked to existing forms of community involvement.

### **Vulnerable People**

Sometimes referred to as “hard to reach groups”, vulnerable people are often those closest and most affected by crime. General surveys, open meetings, public forums, often do not capture the voice of these groups and creative solutions need to be found to reflect the issues and concerns of the whole of the community. Some inroads have been made in attempting to reach groups who are not currently engaged and who may be excluded, for example consultation at Eastern European shops, through the drugs intervention programme and drug users involvement in sessions. Attempts to reach groups should not be done by the partnership alone and should link to other council, partner and voluntary sector initiatives.

## **5. Key Considerations**

The review group learnt about the different methods of community engagement either undertaken by the partnership or available to the partnership. These ranged from paper surveys to small local groups. The review group considered that there is a wealth of activity taking place and information available.

Emerging from the review process was six areas of concern and consideration:

- Need to make better use of the current community engagement activity and the networks already in existence – including through town and parish councils, PACTs and forums
- Improve feedback to communities as a method of improving engagement and as an opportunity to address perceptions of crime
- That engagement with “hard to reach” and vulnerable people had improved, but innovative ideas are always needed
- A balance needs to be struck between resource implication and the amount of community consultation / engagement
- Measuring the quality and success of community engagement is difficult. That national guidance points to community engagement as having a positive effect but without hard and fast data to support this. Currently available data can be included to indicators concerned with:
  - Crime figures
  - Percentage of people who feel they can influence decisions in their locality
  - Perceptions of crime
- The review group found through individual case studies and anecdotal evidence that community engagement is a valuable tool in addressing crime and perception of crime.

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<sup>2</sup> The Consultation Institute 2007

<sup>i</sup> June 2008



## 6. Recommendations

- Improve relationship with Town and Parish Councils taking into consideration resource implications and likely outcome.
- Town Council Champions created as the anchor between the partnership and newly formed Local Community Safety and Drugs Forums.
- PACT meetings could be a valuable tool, but the review had deep concerns as to how well they are working. A separate review should be undertaken, possibly via Local Area Member Briefings to improve PACT meetings.  
Items to be considered:
  - “Ownership” – should PACT meetings be owned by Herefordshire Council, Police, Town or Parish Councillors or a combination of all four?
  - Improving feedback and using this as an opportunity for communication
  - More effective advertising of meetings
- The Drug and Alcohol Forums become the Local Community Safety and Drugs Forums with a lead Community Support Officer, and additional funding sought for the forums to address the wider issue of reducing crime.
- That partnership officers are involved in the parish plan process to ensure community safety is included in the production of effective plans.
- To continue engagement with “hard to reach” groups and investigate linkages with other council, partner and voluntary sector consultation initiatives.
- That the new community pride grants for the county include support for small initiatives that aim to design out crime.
- The importance of feedback is emphasised to all officers and partners both to improve community engagement and to address perception of crime. All opportunities for giving feedback should be exploited e.g. PACT meetings, Parish Councils, Neighbourhood Watch.
- Public engagement is a valuable tool to improve public safety and public services by truly understanding the needs of residents. A separate review should be undertaken to evaluate the quantity and quality of the consultation and public engagement events that are taking place or likely to take place within the whole Council.

### **Case Study 1: Anti Social Behaviour in Clehonger**

Raised through the HCSDP Community Safety Officer attending weekly meetings with the Police was the increased and ongoing anti-social behaviour in the Clehonger area.

This included criminal damage to the youth shelter, anti social driving in the village hall car park, underage drinking and stone throwing at the bus windows (the evening bus has now been rerouted to stop outside the village due to consistent damage).

As a short-term measure HCSDP and Community Safety Team produced and disseminated a poster asking for any information on the offenders who caused criminal damage. A3 Posters were also located in hotspot and community areas such as village hall, youth shelter, etc.

HCSDP's Community Safety Officer attended the local Parish Council and through this meeting it was agreed community consultation would take place to find out the route cause of ASB issues. Four community consultations were organised in the January period of 2008. Two meetings were specifically aimed at young people and two for the rest of the community. Separate meetings allowed for resident's views to be heard without the fear of reprisals. A trained facilitator chaired the meetings to ensure the meetings were proactive and constructive as possible. A confidential box was also set up.

Interventions that were agreed consisted of improving the youth shelter and the area where it was situated. Also established was a stakeholders group consisting of local representation with the young people as the main lead.

To date the stakeholder group has been successful in submitting and achieving an approved £15,000 application by the Youth Opportunities Fund for a new vandal proof youth shelter and swings. The group is currently progressing the project by looking at new sightings for the shelter, timescales, ordering of equipment etc and it looks hopeful that the shelter will be installed in early 2009. To also encourage children to use the playing field young people requested that swings were situated on the site so that the area was as user friendly as possible.

There has been a dramatic decrease in the report of criminal damage, starting at the first week of the consultation.

### **Case Study 2 - Blake Gardens, Ross-on-Wye**

An issue at Blake Gardens was raised by a Community Support Officer at the Ross on Wye Drug Forum that there was a number of incidents regarding alcohol related disorder and underage drinking. The Drug Forum agreed that a small working team should meet to look at solutions.

2 community consultations were held, with feedback and regular communication kept residents updated on activity as well as receiving information on what to do if there was a problem. Targeted work took place with some year 9 children in the summer on alcohol education as part of another project by the Drug Forum. The police increased their visibility by adding the area to their beat route around Ross on Wye. The CSO's walk the area regularly with police with visibility increased to at least 2 hours a week. 2 residents have been made into capable guardians and they are encouraged to report any ASB to the police. Young people appear to have stopped gathering in this area as the main perpetrators have been reprimanded by the police.

As a result of the intervention there have been no verbal or formal reports of problems at Blake Gardens since February 2008.

#### Key:

ASB – anti-social behaviour

CSO – Community Support Officers

HCSDP – Herefordshire Community Safety and Drugs Partnership

PACT – Partners and Community Together



<b>REVIEW:</b>	<b>Community Engagement in Herefordshire Community Safety and Drugs Partnership</b>	
<b>Committee:</b>	Community Services Scrutiny Committee	<b>Chair: Councillor P M Morgan</b>
<b>Lead support officer:</b>	Natalia Silver, Head of Economic and Community Services	

**SCOPING****Terms of Reference****The objectives of this review:**

- To understand the mechanism in which communities currently engage in the Herefordshire Community Safety and Drugs Partnership.
- To look at models of engagement in other merged partnerships through desk research and interviews in relevant parties, e.g. Government Office and best practice elsewhere.
- To recommend ways, if required, of enhancing community engagement that is effective for the partnership and productive for the community in addressing local crime.
- To align these recommendations with national and regional guidance and practices.

**Desired outcomes**

- To gain an understanding of current practice for community engagement in Herefordshire Community Safety and Drugs Partnership.
- For community engagement to address the issue of perceptions of crime and contribute to address key issues of community safety impacting on the County.
- To recommend ways of enhancing community engagement if required, and methods of promoting that engagement to enable local delivery of community safety.

**Key questions**

- How are communities able to engage in the work of HCSDP?
- How are the opportunities for engagement promoted?
- What influence does the consultation and involvement of the community have in influencing strategy or local activity?
- What, if any, are the barriers to communities becoming involved, influencing and shaping community safety policy and activity?
- How does the engagement of community marry with national and regional guidance in operating Herefordshire Community Safety and Drugs Partnership?
- Are there other areas of good practice that can be used in Herefordshire?
- What are the best mechanisms for community engagement considering resources available, relevance to the work of the HCSDP and best utilisation of individuals / communities time?

**Corporate Plan Priorities**

Stronger and Safer Communities

**Timetable (some of the facilities are only open seasonally and will influence the time table)**

<i>Activity</i>	<i>Timescale</i>
Agree approach, programme of consultation/research/provisional witnesses/dates (first meeting with members)	June 08
Collect current available data	July to August 08
Analysis of data	September 08
Final confirmation of interviews of witnesses	July / August / September 08
Carry out programme of interviews	September / October 08
Update to Scrutiny Committee	To be confirmed

Final analysis of data and witness evidence	November 08
Present Final report to Scrutiny Committee	January 09
Present options/recommendations to Cabinet	February 09
Cabinet response	March 09
Implementation of agreed recommendations	April 09 onwards

<b>Members</b>	<b>Support Officers</b>
Councillor PGH Cutter	Laura Tyler, Community Safety Officer
Councillor DW Greenow	
Councillor KS Guthrie	

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## FLAVOURS OF HEREFORDSHIRE FOOD FESTIVAL

Report By: Cultural Services Manager

### Wards Affected

County-wide

### Purpose

1. To update the Cabinet Member on the Flavours of Herefordshire Food Festival 2008.

### Key Decision

2. This is not a key decision.

### Reasons

3. The Flavours of Herefordshire Food Festival is now in its' 3<sup>rd</sup> year and is recognised locally and regionally as a good example of a local food festival where over 80% of the producers are from the county. The Festival was originally funded by Rivers Leader + and Herefordshire Council with some private sponsorship in year 2. The Leader + funding has now finished and the 2008 Festival has been fully funded by Herefordshire Council, sponsorship from businesses, Advantage West Midlands and projected income from gate takings.

### Considerations

4. The Festival is recognised as an excellent showcase for local producers in Herefordshire and for this year there are 110 producers of which 80 are from Herefordshire. This is a very different Festival to Ludlow and Abergavenny, the biggest rivals to the Festival who do not work on a policy of only attracting local producers in the first instance. There are a number of new producers exhibiting this year and the celebrity draw for the Festival will be the Hairy Bikers. The timing of the Festival is quite good because the Hairy Bikers currently have a series on the television which may offer us an opportunity to promote the Festival nearer the time.

The total cost of staging the Festival is £64,000 this includes the payment of a Festival co-ordinator and all infrastructure cost. The income from cash sponsorship for the 2008 Festival amounts to £9,000 and in kind sponsorship of £12,000. The in kind sponsorship is for marketing, the demonstration kitchen and infrastructure. The projected income from ticket sales is £17,000 and £8,000 from stall holders. A grant of £28,000 was received from Advantage West Midlands at the end of the last financial year which was used to pay for infrastructure and the project management. This has left a shortfall of £2000 plus the cost of marketing activity, amounting to £8,000 which has been budgeted by Visit Herefordshire.

The marketing activity for the Festival has included both local and national advertising and press coverage. A number of press visits have already been arranged into the county for the Daily Telegraph, Daily Express, Birmingham Post, Western Daily Press and the Gloucester Star. The programme has been mailed to all addresses captured from the 2007 Food Festival competition and through all the Tourist Information Centres, producers and at the Farmers Markets in the county.

## **Risk Management**

5. Inclement weather reducing the number of visitors to the Festival and not achieving the projected sales at the gate.

## **Alternative Options**

6. Recommendations reviewed.

## **Consultees**

7. Cultural Services Manager  
Producers in Herefordshire.  
Visit Herefordshire

## **Background Papers**

- none



**PACT MEETINGS 2008****Report By: PACT Organiser****Wards Affected**

Countywide

**Purpose**

1. To provide the Committee with a position report of the newly restyled Partners and Communities Together (PACT) meetings.

**Financial Implications**

2. None.

**Background**

3. At the last meeting, Members requested that a position report regarding the PACT meetings be provided to the Committee. The eighth round of the new style meetings started on 3rd November, with 12 meetings running throughout the month. Since the first round of PACT meetings in November 2006, a number of changes have been made, and are outlined in this paper.

**RECOMMENDATION**

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

**BACKGROUND PAPERS**

- None Identified



## **PACT MEETINGS: CURRENT POSITION AS AT 25 NOVEMBER 2008**

### **History**

1. The eighth round of new-style PACT meetings started on 3 November, with 12 meetings running throughout the month of November. Since the first round of PACT meetings in November 2006, a number of changes have been made:
  - They are now called PACT meetings, rather than Community Forums;
  - Meetings are badged as Herefordshire Partnership and are managed and co-ordinated through the partnership team;
  - The number of meetings has increased from the original six to twelve over a period of time. The Working Group steering and developing the PACTs keeps this under constant review;
  - Meetings are chaired by a mix of elected members and independent volunteers from organisations such as the Federation of Small Businesses and Community First. This approach has proved to be popular with those attending.
  - There is regular attendance by officers in the Environment Directorate, who try to answer questions on the night.
  - Herefordshire Partnership team members may also attend, and there is a move to make the meetings more a two-way communication mechanism, providing information on subjects such as parish planning and other issues of interest to the community

### **Current position**

2. Attendance remains around 15 to 20 people on average at each meeting. However, PACT meetings are just one element in a programme of community involvement initiatives. Others are conducted under the West Mercia Constabulary PACT initiative and some are general council consultations and involvement activities. Lately, these have increasingly, been coordinated between the Council and the PCT, due to the Council's Senior Community Involvement Officer's temporary appointment as manager of the PALS/Involving People Team of the PCT. PACT meetings also complement Town and Parish Council meetings and other community meetings. Seen in this context, PACT meetings reach an estimated 180 - 240 people every quarter who might otherwise not be reached.
3. In May 2008, Members were invited to attend a seminar to bring them up to date with current developments and to provide an opportunity for them to discuss their views and put forward ideas for making the meetings more relevant to their constituents.
4. More partners and organisations are gradually becoming involved in the PACT process, for example, representatives of Housing Associations and the Fire and Rescue Authority. We also expect that the PCT will become involved in due course (although other health forums exist).
5. More than half the issues raised at PACT meetings relate to Council Services, and most of the Council issues relate to the Environment and Culture Directorate. Most of these issues are taken back to the Environment Directorate for response at the next meeting, although often the issues have to be added to existing lists of outstanding work. Because the police generally are able to respond to questions on the night, or undertake to deal with issues personally, this can raise expectations that the Council can also respond instantly to issues raised and there is work to be done to inform communities about how the Council provides services.

6. There is clearly a role for ward Members attending the PACT meetings to explain Council policies and manage the expectations of those attending the meetings. In response to members' concerns, there is now provision for presentations at the PACT meetings, providing an opportunity to improve public perceptions and understanding.

**The future**

7. The Working Group continues to develop the meetings on the basis of experience. Issues to be addressed in the coming months are:
- Responding to Members' suggestions and developing PACT meetings in a way that encourages public engagement with their elected members, and, in particular, offering elected members the opportunity to 'commission' short, locally relevant presentations at the beginning of the PACT meetings to ensure that we can pass on information to local people;
  - Developing the system of action sheets to improve the quality of responses;
  - Targeting PACT publicity to improve effectiveness and reduce costs, including having an annual schedule of PACT meetings across the County which will enable publicity through Parish and Community newsletters
  - Exploring the possibility of running PACT meetings during the day where appropriate or in locations where a captive audience exists (e.g. in local schools at the end of the school day)

The above needs to be seen also in the context of the 'duty to involve' (Local Government and Public Involvement in Health Act 2007) and the emergence of the Herefordshire Partnership Engagement Framework, which sees PACTs amongst a range of other involvement activities provided by partners within the Herefordshire Partnership.

8. Figures for attendance and an analysis of issues:

	<b>Attendance</b>	<b>Average per PACT</b>
<b>Nov 06</b>	252	28
<b>Feb 07</b>	160	18
<b>May/Jun 07</b>	158	18
<b>Sept 07</b>	253	21
<b>Jan/Feb 08</b>	338	28
<b>Apr/May 08</b>	147	12
<b>Jul/Aug 08</b>	128	11
	<b>1,436</b>	<b>19</b>

## **REPORT ON THE CHARTER FOR HEREFORDSHIRE COUNCILS**

**Report By: PARISH LIAISON AND RURAL SERVICES OFFICER**

### **Wards Affected**

County-wide

### **Purpose**

1. To consider the current Charter dated November 2002 and its implications to the relationship between Herefordshire Council and Town and Parish Councils in Herefordshire.

### **Financial Implications**

2. There are no direct financial implications.

### **Background**

3. The Rural White Paper, 'Our Countryside: The Future. A Fair Deal for Rural England', published in November 2000, set out a number of measures to give local people the opportunity to become more involved in the development of their communities. The Government argued that parish and town councils, as the tier of government that is closest to local communities, have a central role to play in improving local quality of life.
4. It states: "Parish and town councils are the democratic bodies with the closest direct links to their communities and as such are ideally placed to contribute to the long-term vision and the priorities contained in the community strategies which principal local authorities are responsible for preparing. The Government expects principal local authorities and parish and town councils to work together to provide an effective local government for local people".
5. The White Paper proposed a number of initiatives designed to enhance the role of parish and town councils; to develop a framework for partnership working; and to equip parish and town councils to take on a stronger role for the benefit of the local community. A central proposal was the introduction of the concept of a Quality Parish Council and a Charter for all councils in the area.
6. There are 134 parish and town councils in Herefordshire and 4 parish meetings. To date 5 parish councils and 1 town council have achieved Quality status.
7. The Charter produced in 2002 sets out how the principal local authority and Town and Parish Councils will work in partnership. A copy of the Charter is attached at Appendix 1. It is in two parts. The first part concerns the relationship between the principal local authority and **all** the parish councils in the county. This part gives details of general working practices for achieving improved partnership working, including the process of preparing and implementing community strategies, information flow and dialogue between the tiers. The second part sets out the enhanced role that Quality Parish

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Further information on the subject of this report is available from Anthony Bush, Parish Liaison and Rural Services Officer on 01432 260611.

Councils can expect to play, specifically, the devolution of particular functions and services which can take place, subject to full discussion and agreement between the parties.

8. The Charter states: "Herefordshire Council (the principal council) acknowledges and recognises that parish and town councils are the grass-roots level of local government. By working with them and the Herefordshire Association of local councils (HALC), the principal council aims to act in partnership with local communities, while balancing the needs of the wider locality."
9. Since its inception the Charter has served its purpose by improving the working relationship between the tiers. Key to this has been the appointment of a Parish Liaison Officer underlining the commitment to the Charter by Herefordshire Council. As there have been so few parishes gaining Quality Parish Status the second part of the Charter has not been utilised.
10. Since the Charter has been in existence for 6 years best practice would suggest that it should be updated and reviewed. It is planned to review the Charter by year end 2008. The main amendments to be considered will be the requirements of the Local Government and Public Involvement in Health Act 2007, specifically allowance for the introduction of the "power of well-being" for parish councils and the introduction of a protocol for devolving functions and services to parish councils.

## **RECOMMENDATION**

**THAT the report be noted.**

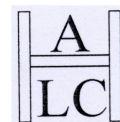
## **BACKGROUND PAPERS**

- Appendix1 : The Charter November 2002

# CHARTER FOR HEREFORDSHIRE COUNCILS

CHARTER BETWEEN  
HEREFORDSHIRE COUNCIL  
AND TOWN AND PARISH  
COUNCILS WITHIN  
HEREFORDSHIRE

**November 2002**



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## INTRODUCTION

1. The councils in the area of the County of Herefordshire District Council (hereafter referred to as Herefordshire Council) have agreed to publish a charter which sets out how they aim to work together. This Charter is the result of discussions locally and across Herefordshire to confirm existing good practice and to establish some new ways of working. There are 134 parish and town councils in Herefordshire all playing a valuable role in local democracy and service provision.
2. The Councils (together with Herefordshire Council) jointly represent all levels of democratic local government, to whose principles they are all committed. They are all keen to see continued efforts made to improve our system of local democracy and to see greater public participation in and appreciation of the system.
3. Herefordshire Council (the principal council) acknowledges and recognises that parish and town councils are the grass-roots level of local government. By working with them and the Herefordshire Association of Local Councils (HALC), the principal council aims to act in partnership with local communities, while balancing the needs of the wider locality.
4. In their role as democratically accountable bodies, parish and town councils (local councils) offer a means of shaping the decisions that affect their communities. They offer a means of decentralising the provision of certain services and of revitalising local communities. In turn, they recognise the strategic role of the principal council and the equitable distribution of services which they have to achieve.
5. This Charter reflects the increasing importance attached by Central Government to partnership working and the development of *QUALITY* status for parish and town councils. The first part of this Charter (Part 1) applies to all parish and town councils. The second part (Part 2) applies to *QUALITY* councils only. It will be formally reviewed after five years in operation.

## ***PART 1 - ALL PARISH AND TOWN COUNCILS***

### **Sustainability**

6. Herefordshire Council will work in partnership with parish and town councils to promote sustainable social, economic and environmental development in Herefordshire.

### **Community Strategies and Local Strategic Partnerships**

7. Herefordshire Council and the Herefordshire Partnership will involve parish and town councils in the processes of preparing and implementing the community strategy to improve the economic, social and environmental well-being of the area, and the role which local councils should take. Herefordshire Council and Herefordshire Partnership undertake meaningful consultation with local councils about the content and direction of the community strategy as it affects the local communities they represent.

### **Local Governance**

8. Herefordshire Council will seek to involve parish and town councils in its local governance arrangements and for liaison in the following ways:
  - a) Herefordshire Council will maintain its close working relationship with HALC through
    - the regular attendance of the Parish Liaison Officer at its meetings
    - informal quarterly meetings between senior Council Members and Officers of Herefordshire Council and HALC
    - an annual meeting to which all parish and town councils will be invited;
  - b) Representatives of parish and town councils will be invited to sit on Herefordshire Councils' nine Local Area Forums;
  - c) Parish and Town Councils will invite appropriate Members and Officers of Herefordshire Council to their meetings.
9. Herefordshire Council will organise the administration of parish and town council elections. The respective authorities will work together to limit the costs of holding such elections.

### **Consultation**

10. Herefordshire Council will aim to give parish and town councils the opportunity to comment before making a decision which affects the local community. In furtherance of this, Herefordshire Council will:
  - Send a copy of the Forward Plan to all members of the HALC Executive and to all parish and town councils on a monthly basis, and be responsive to requests from HALC for county briefings

- forward a copy of its public reports to Programme Panels, Committees, Local Area Forums etc. to HALC at the same time as they are sent to members of the Council so that it can respond directly or through the Local Members
- advise all clerks of the dates of all its public meetings
- make copies of its agendas available on the Council's web site as soon as possible

It should be recognised that in some circumstances, the timescales set for receipt of comments on consultation documents are imposed externally, and are occasionally very short. However, only in exceptional circumstances will appropriate consultation not take place, and in such cases, a written explanation will be given on request.

11. To help achieve the objectives laid down in this Charter, liaison and consultation (both formal and informal) will be further developed at parish and town council level through regular meetings or specific service consultative groups and, at Officer level, individually or through working parties and groups e.g. Market Towns Liaison meetings, Highways & Transportation Liaison meetings.
12. Officers of Herefordshire Council will attend meetings with parish and town councils (or groups of local councils) at a mutually agreed time to discuss matters of common interest when requested to do so and given sufficient notice.
13. Parish and town councils will send copies of their agendas and papers to the Herefordshire Council's Parish Liaison Officer and to local Councillors on request. Officers and Councillors of Herefordshire Council will be given an opportunity to speak at local council meetings on matters of mutual interest if they request to do so.

## **Information and Complaints**

14. When Herefordshire Council consults local councils, it will provide them with sufficient information to enable them to reach an informed view on the matter, and give them adequate time (avoiding holiday periods whenever possible) to respond in accordance with the statutory requirements where applicable.
15. Herefordshire Council will acknowledge letters, and provide substantive answers to letters which need a reply in accordance with the provisions of its Customer First policy. Herefordshire Council and parish and town councils will send a full substantive reply or an acknowledgement within 15 working days.
16. If a local council is dissatisfied with the principal Council's actions, their response to a request for information, or their failure to consult, it may initiate the Council's formal complaints procedure.

## **Standards Committee**

17. Both Herefordshire Council and the majority of parish and town councils have adopted codes of conduct, based on the national model code of conduct. The local councils will work with Herefordshire Council's Standards Committee to promote and maintain high standards of conduct. Herefordshire Council has consulted and agreed with HALC that HALC will appoint a representative to serve on the Standards Committee.

## **Delegating Responsibility for Service Provision**

18. If a local council (or group of local councils) wishes to take on delegated responsibility for service delivery, Herefordshire Council will actively encourage this, where it is best value (taking account of cost, *QUALITY*, local preferences and practicability). Where this is not the case or not practicable, Herefordshire Council will, in consultation with the local council, explore alternative solutions to encourage more local level input into service delivery.

## **Financial Arrangements**

19. Herefordshire Council has set out its financial arrangements for parish and town councils at Appendix 1 in accordance with the principles of good practice guidance.
20. Where a parish or town council takes on the provision of certain services, the level of funding will be agreed by the principal council and the local council. A non-exhaustive list of possible functions which will be considered for delegation by mutual consent is given at Appendix 2.

## **Local Community Life**

21. The Herefordshire Council will promote local community life through e.g. community buildings grant scheme, provision of advice to parish councils preparing Parish Plans.

## **Practical Support**

22. Herefordshire Council will, where practical, offer local councils access to its own support services, to enable them to take advantage of facilities such as printing and purchasing, at a mutually agreed price. In particular, assistance will be offered in identifying and helping to meet the training needs of local councils.

## **PART 2 - QUALITY PARISH AND TOWN COUNCILS**

23. In addition to the above, Herefordshire Council has agreed to work in the following ways with those local councils which are recognised as having attained *QUALITY* standard.

### **Community Strategies**

24. Where a *QUALITY* council (or group of *QUALITY* local councils) has prepared a parish plan, the principal authority will take account of its proposals and priorities in developing and implementing the community strategy as it affects the local areas concerned. Herefordshire Council will strengthen links between these local councils and the local strategic partnership in order to improve delivery of local priorities.

### **Information and Access Points**

25. If a *QUALITY* local council (or group of *QUALITY* local councils) wishes to become a local information and/or access point for the Herefordshire Council services the Herefordshire Council will help it to do so. In particular it will:
- Issue to the local council (and up-date as necessary) relevant written information and application forms for its services;
  - Give electronic access to similar information and forms (where it provides these electronically) provided the local council has appropriate technology;
  - Provide suitable briefing, training and support to staff of the parish council.

### **Land Use and Development Planning**

26. Where a *QUALITY* local council (or group of *QUALITY* local councils) has prepared (in consultation with Herefordshire Council) a village or town plan which includes proposals concerning land use and development planning issues (e.g. a village design statement), the Herefordshire Council will adopt this as Supplementary Planning Guidance (provided it meets the requirements set out in national and local planning guidance).
27. Where the village or town plan proposals imply some changes to the current development plan for the area, Herefordshire Council will consider and discuss the proposals with the local council (or councils) as part of its next review of that plan.

### **Delegation of Functions and Service Provision**

28. Herefordshire Council has agreed to offer a *QUALITY* local council (or group of councils) the opportunity to take on one or more of the services and functions listed in Appendix 2 (to be developed), or parts of them, in accordance with the practical and financial arrangements set out in Appendix 1.
29. As part of its Best Value arrangements, Herefordshire Council will give *QUALITY* councils (or groups of *QUALITY* councils) who wish to, the opportunity to put forward proposals to take on aspects of the delivery, management and/or monitoring of services provided by Herefordshire Council.

This Charter is a working document which will be reviewed on a regular basis.

## Appendix 1

The financial arrangements between Herefordshire Council and local councils are governed by the following principles:

- Fairness between council tax bills in parished and non-parished areas, and between different local councils;
- Fairness in the provision of services (and access to them) by the principal authority between different parts of their area;
- Simplicity – to keep administrative costs of operation to a minimum;
- Transparency – to help understanding;
- Democratic control and accountability – to let local council support additional services with additional expenditure whilst ensuring accountability to all those responsible for funding. This means distinguishing between funding by principal authorities (for a service carried out by a local council) and funding raised by local councils themselves (e.g. using their precepting powers)
- Finance following function – where provision of a service is devolved or transferred from a principal authority to a local council, funding is also transferred, with the amount involved being agreed by the principal authority and the parish or town council.

## Appendix 2

Possible functions which might be considered for delegation to all parish and town councils by the principal authority by mutual consent (in accordance with paragraph 21 above)

Control of Markets

Street Cleaning

Maintenance of Highway Verges, footways and footpaths

Litter Collection and Litter Control Measures

Street Lighting (other than principal routes)

Recycling Provision

Street naming

Parking Restrictions (and related matters)

Issue of bus and rail passes

Road Safety Measures

Noise and Nuisance Abatement

Tree Preservation Orders

Some aspects of Development control

Some aspects of the management of Libraries and Museums

Some aspects of Leisure and Tourism provision (e.g. bowling greens, playing fields, issue of Leisure permits)

Public Conveniences

Allotments

### **Appendix 3**

Locally drafted arrangements for delegation of functions and service provision to QUALITY parish and town councils in accordance with paragraph 29 above will be determined by discussion between Herefordshire Council and parishes at the appropriate time.



## COMMITTEE 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 Regeneration and the Director of Environment & Culture in response to changing circumstances.
5. Should any urgent, prominent or high profile issue arise, the Chairman may consider calling an additional meeting to consider that issue.
6. Should Members become aware of any issues they consider may be added to the scrutiny programme they should contact both the Director of Regeneration and the Director of Environment & Culture 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 PRESENTED FOR CONSIDERATION ON 12 DECEMBER 2008

<b>6th April 2009</b>	
Items	<ul style="list-style-type: none"><li>• Budget</li><li>• Performance Monitoring</li><li>• Edgar Street Grid – Update</li><li>• Visit Herefordshire Presentation</li><li>• Consider the Executive's response to the Scrutiny Review of Tourism</li><li>• Consider the Executive's response to the Scrutiny review of the Community and Safety Drugs Partnership</li></ul>
Scrutiny Reviews	<ul style="list-style-type: none"><li>• Herefordshire's Future Economic Policy</li></ul>
<b>July 2009</b>	
	<ul style="list-style-type: none"><li>• Budget</li><li>• Performance Monitoring</li><li>• Edgar Street Grid – Update</li></ul>
Scrutiny Reviews	

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

