

# AGENDA

## Community Services Scrutiny Committee

Date: **Friday 8 October 2010**

---

Time: **10.00 am**

---

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

---

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

For any further information please contact:

**David Penrose, Democratic Services Officer, Tel: 01432  
383690**

Tel: 01432 383690

Email: [dpenrose@herefordshire.gov.uk](mailto:dpenrose@herefordshire.gov.uk)

---

If you would like help to understand this document, or would like it in another format or language, please call David Penrose, Democratic Services Officer, Tel: 01432 383690 on 01432 383690 or e-mail [dpenrose@herefordshire.gov.uk](mailto:dpenrose@herefordshire.gov.uk) in advance of the meeting.

# Agenda for the Meeting of the Community Services Scrutiny Committee

## Membership

**Chairman**                      **Councillor TM James**  
**Vice-Chairman**              **Councillor KG Grumbley**

**Councillor PL Bettington**  
**Councillor GFM Dawe**  
**Councillor BA Durkin**  
**Councillor DW Greenow**  
**Councillor KS Guthrie**  
**Councillor MAF Hubbard**  
**Councillor B Hunt**  
**Councillor SJ Robertson**  
**Councillor RH Smith**

<b>Non Voting</b>	<b>Mrs Gillian Churchill</b>	HALC
	<b>Mrs. J. Evans</b>	National Farmers Union
	<b>Mr P Hands</b>	Visit Herefordshire
	<b>Mr Gary Woodman</b>	Hereford and Worcester Chamber of Commerce

## **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. A Councillor who has declared a prejudicial interest at a meeting may nevertheless be able to address that meeting, but only in circumstances where an ordinary member of the public would be also allowed to speak. In such circumstances, the Councillor concerned will have the same opportunity to address the meeting and on the same terms. However, a Councillor exercising their ability to speak in these circumstances must leave the meeting immediately after they have spoken.

**AGENDA**

	<b>Pages</b>
<b>1. APOLOGIES FOR ABSENCE</b> To receive apologies for absence.	
<b>2. NAMED SUBSTITUTES</b> To receive any details of Members nominated to attend the meeting in place of a Member of the Committee.	
<b>3. DECLARATIONS OF INTEREST</b> To receive any declarations of interest by Members in respect of items on the Agenda.	
<b>4. MINUTES</b> To approve and sign the Minutes of the meeting held on 28 June 2010.	1 - 8
<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. UPDATE ON THE EDGAR STREET GRID PROJECT</b> To receive a report on the progress made with the Edgar Street Grid project.	9 - 14
<b>7. SCOPING REPORT FOR THE SCRUTINY REVIEW OF THE STRATEGIC DIRECTION OF THE EDGAR STREET PROJECT</b> To consider a scoping statement for a Scrutiny Review of the Strategic Direction of the Edgar Street Grid Project and to nominate Members to serve on the Review Group.	15 - 18
<b>8. REVENUE AND CAPITAL BUDGET MONITORING REPORT</b> To provide an update on the revenue forecast outturn position for the Sustainable Communities Directorate as at 31 July 2010 and the progress of the 2010/11 Capital programme for the Directorate.	19 - 26
<b>9. PERFORMANCE OUT-TURN TO THE END OF AUGUST 2010</b> To report on the performance indicator position and other performance management information for the Sustainable Communities Directorate for the three-month period to June 2010.	27 - 36
<b>10. SAFER HEREFORDSHIRE PARTNERSHIP SCRUTINY - UPDATE</b> To receive an update on the Safer Herefordshire Review Group's examination of the Crime and Disorder Reduction Partnership.	37 - 40
<b>11. PRESENTATION ON THE FUTURE OF TOURISM AND TOURIST INFORMATION CENTRES</b> To provide the Committee with an overview of the future of Tourism and Tourist Information Centres (TICs) in the County.	41 - 42
<b>12. SCOPING REPORT FOR THE SCRUTINY REVIEW OF FESTIVALS IN HEREFORDSHIRE</b> To consider a scoping statement for a Scrutiny Review of Festivals in Herefordshire and to nominate Members to serve on the Review Group.	43 - 46
<b>13. COMMITTEE WORK PLAN</b> To consider the Committee's Work Programme.	47 - 50



## **PUBLIC INFORMATION**

### **HEREFORDSHIRE COUNCIL'S SCRUTINY COMMITTEES**

The Council has established Scrutiny Committees for Adult Social Care and Strategic Housing, Children's Services, Community Services, Environment, and Health. An Overview and Scrutiny Committee scrutinises corporate matters and co-ordinates the work of these Committees.

The purpose of the Committees is to ensure the accountability and transparency of the Council's decision making process.

The principal roles of Scrutiny Committees are to

- Help in developing Council policy
- Probe, investigate, test the options and ask the difficult questions before and after decisions are taken
- Look in more detail at areas of concern which may have been raised by the Cabinet itself, by other Councillors or by members of the public
- "call in" decisions - this is a statutory power which gives Scrutiny Committees the right to place a decision on hold pending further scrutiny.
- Review performance of the Council
- Conduct Best Value reviews
- Undertake external scrutiny work engaging partners and the public

Formal meetings of the Committees are held in public and information on your rights to attend meetings and access to information are set out overleaf

## **PUBLIC INFORMATION**

### **Public Involvement at Scrutiny Committee Meetings**

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

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

#### **1. Identifying Areas for Scrutiny**

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

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

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

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

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

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

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

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

*Statutory functions for adult social services including:*

*Learning Disabilities*

*Strategic Housing*

*Supporting People*

*Public Health*

### **Children's Services**

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

### **Community Services Scrutiny Committee**

*Libraries*

*Cultural Services including heritage and tourism*

*Leisure Services*

*Parks and Countryside*

*Community Safety*

*Economic Development*

*Youth Services*

### **Health**

*Planning, provision and operation of health services affecting the area*

*Health Improvement*

*Services provided by the NHS*

### **Environment**

*Environmental Issues*

*Highways and Transportation*

### **Overview and Scrutiny Committee**

*Corporate Strategy and Finance*

*Resources*

*Corporate and Customer Services*

*Human Resources*

# **The Public's Rights to Information and Attendance at Meetings**

## **YOU HAVE A RIGHT TO: -**

- Attend all Council, Cabinet, Committee and Sub-Committee meetings unless the business to be transacted would disclose 'confidential' or 'exempt' information.
- Inspect agenda and public reports at least five clear days before the date of the meeting.
- Inspect minutes of the Council and all Committees and Sub-Committees and written statements of decisions taken by the Cabinet or individual Cabinet Members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
- Access to a public Register stating the names, addresses and wards of all Councillors with details of the membership of Cabinet and of all Committees and Sub-Committees.
- Have a reasonable number of copies of agenda and reports (relating to items to be considered in public) made available to the public attending meetings of the Council, Cabinet, Committees and Sub-Committees.
- Have access to a list specifying those powers on which the Council have delegated decision making to their officers identifying the officers concerned by title.
- Copy any of the documents mentioned above to which you have a right of access, subject to a reasonable charge (20p per sheet subject to a maximum of £5.00 per agenda plus a nominal fee of £1.50 for postage).
- Access to this summary of your rights as members of the public to attend meetings of the Council, Cabinet, Committees and Sub-Committees and to inspect and copy documents.



## **Please Note:**

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

The Council Chamber where the meeting will be held is accessible for visitors in wheelchairs, for whom toilets are also available.

A public telephone is available in the reception area.

## **Public Transport Links**

- Public transport access can be gained to Brockington via the service runs approximately every half hour from the 'Hopper' bus station at the Tesco store in Bewell Street (next to the roundabout junction of Blueschool Street / Victoria Street / Edgar Street).
- The nearest bus stop to Brockington is located in Old Eign Hill near to its junction with Hafod Road. The return journey can be made from the same bus stop.

If you have any questions about this agenda, how the Council works or would like more information or wish to exercise your rights to access the information described above, you may do so either by telephoning the officer named on the front cover of this agenda or by visiting in person during office hours (8.45 a.m. - 5.00 p.m. Monday - Thursday and 8.45 a.m. - 4.45 p.m. Friday) at the Council Offices, Brockington, 35 Hafod Road, Hereford.



Where possible this agenda is printed on paper made from 100% Post-Consumer waste. De-inked without bleaching and free from optical brightening agents (OBA). Awarded the Nordic Swan for low emissions during production and the Blue Angel environmental label.

## **HEREFORDSHIRE COUNCIL**

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

### **FIRE AND EMERGENCY EVACUATION PROCEDURE**

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

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

You should then proceed to Assembly Point A which is located at the southern entrance to the circular car park. A check will be undertaken to ensure that those recorded as present have vacated the building following which further instructions will be given.

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

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

HEREFORDSHIRE COUNCIL

**MINUTES of the meeting of Community Services Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Monday 28 June 2010 at 10.00 am**

**Present:** Councillor TM James (Chairman)  
Councillor KG Grumbley (Vice Chairman)

**Councillors:** PL Bettington, Churchill, GFM Dawe, BA Durkin, KS Guthrie, MAF Hubbard, B Hunt, SJ Robertson, RH Smith and RV Stockton

**In attendance:** Councillors AJM Blackshaw, WLS Bowen, PJ Edwards, JG Jarvis and AT Oliver

**1. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor DW Greenow and Mr G Woodman.

**2. NAMED SUBSTITUTES**

Councillor RV Stockton substituted for Councillor DW Greenow.

**3. DECLARATIONS OF INTEREST**

<b>Name</b>	<b>Item</b>	<b>Interest</b>
Cllr KS Guthrie	8 – Revenue Budget Monitoring Report	Personal, Council appointee to the Board of Trustees of the Courtyard Centre for the Arts
Cllr B Hunt	10 - Safer Herefordshire Partnership Scrutiny - Update	Personal, Council Representative on the West Mercia Police Authority
Cllr RH Smith	10 - Safer Herefordshire Partnership Scrutiny - Update	Personal, Council Representative on the West Mercia Police Authority
Cllr MAF Hubbard	11. Independent Review of the Destination Management Partnership. 13. Edgar Street Grid - update.	Personal, Council appointee to Board of Visit Herefordshire  Personal, Director, It's Our City Campaign Group.

**4. MINUTES**

**RESOLVED:** That the Minutes for the meeting held on 12 April 2010, be approved as a correct record and signed by the Chairman.

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

Mr Leon Wolfson asked that the Committee consider reviewing the Edgar Street Grid project in the light of the substantial alteration in the economic climate since the initial review was undertaken, and the apparent lack of funding for the link road, the planning of which had disrupted local business.

He suggested that the Committee look at the plans for the Grid, but this time with input from local businesses.

**RESOLVED: That the matter would be considered later in the meeting, under item 13 on the Agenda.**

**6. PRESENTATION BY THE CABINET MEMBER (ECONOMIC DEVELOPMENT AND COMMUNITY SERVICES)**

The Committee received a presentation from the Cabinet Member (Economic Development and Community Services) of achievements for the year and challenges for the future.

During his presentation, the Cabinet Member highlighted the following areas:

- That local authorities now had a duty to produce a Local Economic Assessment, which would be completed in August and would inform a new economic development strategy to be produced by December 2010.
- a Tourism Transition Group had been established to support the next stage in the development of tourism in the county, working with the Destination Management Partnership. Work would include the production of a new strategy and refreshed branding.
- The County suffered with areas of little or no broadband coverage or low speeds. An intentions paper had been published which outlined an approach to support broadband and a conference took place in March 2010.
- Whilst Herefordshire had a relatively low unemployment rate, the economic downturn had created an 80-100% increase in claimant rates. New programmes, including Future Jobs Fund, had been helpful in supporting people into work or training.
- That Jesse Norman MP was supporting the University Gateway, the development of Higher Education Funding provision for Herefordshire on the ESG site.

**RESOLVED: That the report be noted**

**7. PACT MEETINGS - UPDATE**

The Committee received an updated report on the progress of the PACT meetings.

The Head of Partnership Support reported that Members had raised a number of concerns in relation to PACT meetings, particularly around the level of involvement from West Mercia Police, the venues used, the action sheets and attendance by senior Council Officers.

Recent informal analysis of the January/February PACT meetings indicated that some of the concerns of Members regarding input from senior officers in the Council and its partners had improved. A representative from JMT attended each meeting and there was regular input from Amey, Herefordshire Housing (or other relevant registered social landlord) and the Community Protection Team. In addition, attendance by Parish Councils in a large number of areas was consistent, albeit generally from the surrounding areas of the venue. Community attendance was variable, and dependant on current local issues.

In the ensuing discussion the following points were made:

- That attendance by the local ward Member at the meetings was important

- Although the public who did attend the meetings were not, on the whole, concerned about the police, consideration might be given to finding an alternative name for the PACTS.
- It was important that the Council should have a presence at these meetings, and there should be a clear understanding by the partners of Safer Herefordshire as to the ownership of the meeting.

**RESOLVED:**

**that**

- a) the report be noted; and;**
- b) the intention to review the future operation and purpose of these meetings as part of an engagement framework for the Herefordshire Partnership should be reported to a meeting in six months time.**

**8. REVENUE BUDGET MONITORING REPORT**

(Councillor Guthrie declared an interest)

The Committee received a report on the final revenue outturn position for Community Services for 2009/10 and the agreed budget for 2010/11.

The Community Services Accountant reported that the final position for Community Services for 2009/10 was an under spend of £155k. She went on to say that there had been an under spend on Sports Development as a result of staff vacancies, and an under spend on Parks and Countryside of £179k. The expected staff savings had been increased from £40k to £55k.

She went on to say that there was an overspend on Tourism of £79k which had resulted from a number of factors, including staff costs. Economic Development had overspent as a result of extra expenditure incurred on the Model Farm project in Ross-on-Wye, but this had been mitigated by under spends within Community Regeneration and the Regeneration Directorate as a whole.

In the ensuing discussion the following points were raised:

- That the Sustainable Communities Directorate had been created as a result of the merging of the Regeneration and Environment Directorates.
- The Assistant Director Highway, Transport & Community Services said in reply to a query that the play facilities delivered through the Play Builders project were funded through the Area Based Grant, and this initiative would be frozen as the Council undertook a strategic view on its spending. He added that the under spend on Parks and Countryside would not have an impact on public rights of way work (PROW) as it was an under spend, not a saving against budgets. There had been no impact on the PROW work, as the team was managed by Amey, and there was a full complement of staff. The matter would be considered in full at the next meeting of the Environment Scrutiny Committee, to be held on 13 July 2010.
- That as the Central Government had removed funding for free swimming; the initiative would finish at the end of July 2010. The Council's subsidy for free swimming would be used to fund efficiency savings.

**RESOLVED: That the report be noted.**

## 9. SAFER HEREFORDSHIRE PARTNERSHIP SCRUTINY - UPDATE

(Councillors Hunt and Smith declared an interest)

The Committee received a report on the scrutiny of the Safer Herefordshire Partnership.

The Chairman of the Safer Herefordshire Scrutiny Review Group reported that there had been two meetings of the Group at which documentation had been reviewed. The Group had looked at NI 39 (Rate and number of alcohol harm related admissions), a Local Area Agreement and World Class Commissioning Target. The Group had been reassured that the Alcohol Harm Reduction Group was working to put into place a strategic plan to address the issue. The Group would look continue to look at how priorities and budgets were set by the Partnership.

### **RESOLVED:**

**That:**

- (a) A member of the review group attends the Safer Herefordshire Strategy Group meeting when the Strategic Assessment is presented and priority settings are carried out;**
- (b) The Council income streams be rationalised so that funding for the partnership is received from a central source within the council, and that the Director of Resources should be invited to ensure that funding is coherently managed;**
- (c) A more extensive breakdown of integrated offender management should be provided to a future meeting;**
- (d) In order to provide a true costing, the Council expenditure on the budget should include the teams hidden costs, a figure of approximately £94k;**
- (e) A breakdown of Council contributions to the Partnership should be provided to the review group;**
- (f) Elected members should be asked to encourage their Parish Councils to reply to any future information/survey requests pertaining to the Safer Herefordshire Partnership and;**
- (g) All alcohol commissioning should be centralised and the commissioning of services by the Alcohol Harm Reduction Strategy Group should be targeted through the Joint Commissioning Group.**

## 10. COMMUNITY SERVICES PERFORMANCE OUTTURN FOR 2009/2010

The Committee received a report on the outturns for the key national performance indicator targets for Community Services within the new Sustainable Communities Directorate.

In the ensuing discussion, the following points were raised:

- That a business satisfaction survey was sent to businesses on a monthly basis, from which the data for NI 182 (Business satisfaction with regulatory authorities) was derived. There was a target of returns of the survey of 72%.
- That a briefing note providing clear definitions of the performance indicators would be circulated by the Director of Sustainable Communities.

**RESOLVED: That the report be noted.**

## **11. INDEPENDENT REVIEW OF THE DESTINATION MANAGEMENT PARTNERSHIP**

(Councillor Hubbard declared an interest)

The Committee received a report that outlined proposals contained in a report undertaken by the Stevens View Partnership, who were appointed to review the operation of Herefordshire's Tourism promotion.

The Assistant Director, Economy and Culture, reported that the review had found that the DMP (Destination Management Partnership) needed to take the next step in its development, and a number of changes had been suggested. These included the establishment of a new DMP with a more strategic role, and a Chief Executive Officer with administration support.

The review had also recommended that the DMP should not be a membership based organisation. The geographic membership groups would be co-ordinated by a Federation that would have representation on the board of the new DMP.

The Cabinet Member (Economic Development and Community Services) confirmed that the Review had his support. A final decision would be taken at Cabinet on the structure of the new DMP.

**RESOLVED: That the report be noted.**

## **12. SCRUTINY REVIEW OF VOLUNTEERING IN HEREFORDSHIRE**

The Committee received a report on the Scrutiny Review of Volunteering in Herefordshire.

The Vice Chairman thanked all the volunteers who had attended the two days of interviews that had formed the basis of the report. He said that the work of volunteers was of great importance to both the County and the Council, and volunteering should be encouraged as much as possible. A good forum for promoting volunteering was the Hearts of Herefordshire and the PACT meetings.

**RESOLVED:**

**THAT:**

- (a) the Committee considered the report of the Volunteering Scrutiny Review Group, in particular its recommendations should be submitted to Cabinet.**
- (b) subject to the Review being approved, the Executive's response to the Review including an action plan be reported to the first available meeting of the Committee after the Executive has approved its response; and;**
- (c) a further report on progress in response to the Review be made after six months with consideration then being given to the need for any further reports to be made.**

### 13. EDGAR STREET GRID - UPDATE

(Councillor Hubbard declared an interest)

The Committee received an updated report on the Edgar Street Grid Project.

The Economic Development Manager reported that the budgets of Advantage West Midlands and the Homes and Communities Agency (HCA) had been significantly reduced and as a result the Agency had said that it might have to scale back some of the programmes to which it was committed. The HCA had received a budget cut of £230m for the current year, with an additional £610m considered to be at risk.

Given the uncertainty over funding, the ESG Board had decided to suspend negotiations with businesses in the second and third phases of the Link Road project. This pause would not affect those businesses on the Livestock Market Site, nor those in the first phase of the Link Road.

The Chief Executive of ESG Herefordshire Ltd reported that all the businesses on the Link Road had been written to the previous week in order to appraise them of the situation, and they would be continually updated whenever there was additional important news. All businesses had also been rung up to let them know what was happening as soon as the HCA funding had been suspended.

The letter had consisted of four main parts:

- Reassurance that the Government was continuing to support infrastructure projects
- That a clearer picture regarding funding was expected by the end of the current year.
- That it was not clear what the funding position from HCA was
- That the Link Road had been registered with the Treasury for tax increment financing, a way of using future gains in taxes to finance current improvements.

The Chief Executive, ESG Herefordshire Ltd went on to say that a review of the business case for the Higher Education Centre was also underway, and discussions were taking place with Hereford United FC concerning options to redevelop the club's grounds.

In the ensuing discussion the following points were raised:

- A Member raised concerns about the mixed messages that he perceived were being given out. The Birmingham Post had announced the imminent demise of AWM, which did not bode well for the long term funding position of the project. The businesses on the route of the Link Road were under a great deal of pressure as it was obviously difficult to formulate a business plan if it was unclear where the business would be located in 12 months time.
- In reply to a comment, the Sustainable Communities Director said that Herefordshire was in discussion with Shropshire and Telford & Wreakin councils regarding the Local Enterprise Partnerships that were likely to be instigated to replace the Regional Development Agency. The councils wanted to be well placed in the Region in order to maximise funding opportunities.
- A Member said that whilst he supported regeneration in the City, he was concerned about the way it was being undertaken, and requested that a review of the support packages that were being provided to businesses should be considered in the light of the current economic climate.



- A Member replied that he believed that progress on the project to date had been transparent and had been fully endorsed by Council. He suggested that the proposal was too narrow, and that should a review be considered, it ought to include the strategic direction of the project.

**RESOLVED:**

**That:**

- a) A Scoping Statement for a short Scrutiny Review of the strategic direction of the Edgar Street Project be considered at the next meeting; and;**
- b) The Committee should receive a briefing paper on assets purchased by Advantage West Midlands pertaining to the Edgar Street Grid Project.**

**14. UPDATE ON THE RELOCATION OF THE OPEN RETAIL MARKET FROM THE FORMER CATTLE MARKET SITE TO COMMERCIAL STREET, HEREFORD**

(Councillor Hubbard declared an interest)

The Committee received an updated report on the relocation of the Open Retail Market from the Livestock Market Site to High Town.

In the ensuing discussion the following points were made:

- That the Market had received support from the public, and was in the optimum place in the City.
- That the City Partnership did not feel that there was a successful overarching guiding strategy for the development of markets in the City Centre. There was concern as to whether the Butter market regeneration was sufficient to help raise the profile of High Town and the City.
- That there should be a greater concentration on the quality of stalls in the market, rather than just on the quantity of stallholders.
- That there were still several stalls in the Cattle Market, including two selling meat that would not be able to move to High Town because of the size of their lorries.

**RESOLVED: That the report be noted.**

**15. ACTION PLAN MONITORING: REVIEW OF THE HEREFORDSHIRE ECONOMIC DEVELOPMENT STRATEGY 2005-25**

The Committee received a report on the progress of recommendations from the Scrutiny Review of the Herefordshire Economic Development Strategy 2005-25.

The Assistant Director, Economy and Culture, reported that, together with the recommendations from the review, a survey of employers in the County that was underway would help to form the basis of the next iteration of the Economic Development Strategy, which would be completed by the end of the year.

**RESOLVED: That the report be noted.**

**16. ACTION PLAN MONITORING: REVIEW OF COMMUNITY ENGAGEMENT IN THE HEREFORDSHIRE COMMUNITY SAFETY & DRUGS PARTNERSHIP**

The Committee received a report on the progress of recommendations from the Scrutiny Review of the Community and Safety Drugs Partnership.

The Partnership Manager, Safer Herefordshire reported that the report was an updated Action Plan from that received by the Committee on 29 June 2009. The Community Safety and Drugs Partnership had now been subsumed into the Safer Herefordshire Partnership.

In the ensuing discussion, the following points were made:

- A Member expressed concern over the Action Plan, and pointed out that the first two recommendations listed were incorrect, as they were not those listed in the Review.
- He asked that a sample of the actions that had been taken under Recommendation 7 (That the new community pride grants for the County include support for small initiatives that aim to design out crime) be provided to the Committee.
- A Member pointed out that there was no progress stated against Recommendation 9.

**RESOLVED: That the areas of concern be noted, and a further reported be provided to the Committee at the next meeting.**

**17. COMMITTEE WORK PROGRAMME**

The Committee noted the Work Programme.

**RESOLVED: That the work programme be approved and reported to the Overview and Scrutiny Committee.**

The meeting ended at 12.50 pm

**CHAIRMAN**

<b>MEETING:</b>	<b>COMMUNITY SERVICES SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>8<sup>TH</sup> OCTOBER 2010</b>
<b>TITLE OF REPORT:</b>	<b>UPDATE ON THE EDGAR STREET GRID PROJECT</b>
<b>REPORT BY:</b>	<b>Economic Development Manager</b>

**CLASSIFICATION:** Open

### **Purpose**

To receive a report on the progress made with the Edgar Street Grid (ESG) project.

### **Recommendation(s)**

**THAT: the report be noted;**

### **Key Points Summary**

- The national position regarding public sector funding is still an unknown, as is the detailed impact and implication for the Edgar Street Grid project.
- The detailed implications of any changes in structure of finance are not yet known.
- The Council has recently commissioned a survey of the Station Approach Trading Estate.
- A Compulsory Purchase Order (CPO) Inquiry has been held for the Flood Alleviation Scheme.
- A number of properties have been acquired using Advantage West Midlands funding, locations are attached.

### **Reasons for Recommendations**

1. To update the Community Services Scrutiny Committee on the Edgar Street Grid project.

### **Introduction and Background**

2. 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.
3. The Scrutiny Committee Members received an update on ESG progress in April and June 2010, and all Members had further opportunity to be informed of the ESG proposals in May 2010.

### **Key Considerations**

4. The pressure on, and scrutiny of, Public Sector funding is still considerable and has yet to be exactly quantified, the Government Spending Review scheduled for publication on the 22 October should give greater clarification of the national situation, if not the impact on local projects.

5. As mentioned in previous updates to scrutiny the ESG project has been identified by the Joint Strategy and Investment Board (a regional body bringing together local authority Leaders and senior officers from regional government bodies such as AWM, GOWM, and the Homes and Communities Agency) as an Impact Investment Location (IIL), and as such is considered to be one of the West Midlands region's twenty most important regeneration projects.

## **Business Relocations**

6. Given that progress is being made on advancing the Retail Quarter development the businesses located within the current Livestock Market will be contacted, again, in early October informing them of the need to make contact with the Council, as their landlord, to discuss their tenancy. Potential relocation sites will be included with any communication.
7. The Scrutiny Committee was informed in June that due to the uncertainty over funding, the Hereford Futures Board had decided to pause the negotiations with businesses in the second and third phases of the Link Road project. The funding situation is still not clarified and it is unlikely that more information will be obtained until the final outcome of the AWM project review is known later in October, consequently the pause in negotiations is still in effect.
8. Property Services have recently commissioned, and are in the process of undertaking, a condition survey of the units at Station Approach, this will help inform the future management of the estate. In order to give a degree of certainty to Council tenants on Station Approach whose leases have expired they have been offered an extension of three years minus one day.

## **Flood Alleviation Scheme**

9. Planning permission and funding for the Flood Alleviation Scheme (FAS) was gained in autumn last year. In order to acquire the necessary land and access ownerships a Compulsory Purchase Order (CPO) process was initiated in early 2010. The majority of the CPO Inquiry associated with this process was held between the 4<sup>th</sup> and 6<sup>th</sup> August this year, with additional days for the hearing and site visits held on 13<sup>th</sup> and 25<sup>th</sup> August. A decision from the Planning Inspectorate is anticipated to be published in late October 2010.

## **Property Acquisitions**

10. Advantage West Midlands (AWM) has made considerable investment into the ESG project since its inception, including the release of funds to the Council for the acquisition of numerous property holdings across the ESG site. Below is a listing of the properties acquired by the Council utilising AWM finance:
  - Station Approach Trading Estate.
  - Franklin House, Blueschool Street.
  - Blueschool House, Blueschool Street.
  - No. 3 Blackfriars Street.
  - No. 5 Blackfriars Street.
  - No. 32 Coningsby Street.

Appendix 1 shows these properties on a map of the ESG area.

## **Communication**

11. Businesses have been contacted and communicated with on a number of occasions over the summer, this included:
  - A letter from Hereford Futures sent on the 25<sup>th</sup> June.
  - A business meeting was held on 15<sup>th</sup> July.
  - A letter from Hereford Futures sent on the 27<sup>th</sup> August.
12. The Economic Development team, in conjunction with Hereford Futures are continuing to provide information to individual business as to the available land and premises that match their identified requirements.

## **Community Impact**

13. Not Applicable.

## **Financial Implications**

14. Officers of the Council and Hereford Futures are considering the detailed financial implications a reduction in Public Sector funding would cause. Once it is apparent that there is more certainty over the future remit and budget of organisations such as AWM and HCA, further updates will be given to Members and other interested parties.

## **Legal Implications**

15. None Identified.

## **Risk Management**

16. As mentioned above Officers of the Council and Hereford Futures are considering the detailed financial implications a reduction in Public Sector funding would cause. This will include a review of the current development programme and what timescale issues may arise should funding not come forward as predicted.

## **Consultees**

17. None Identified.

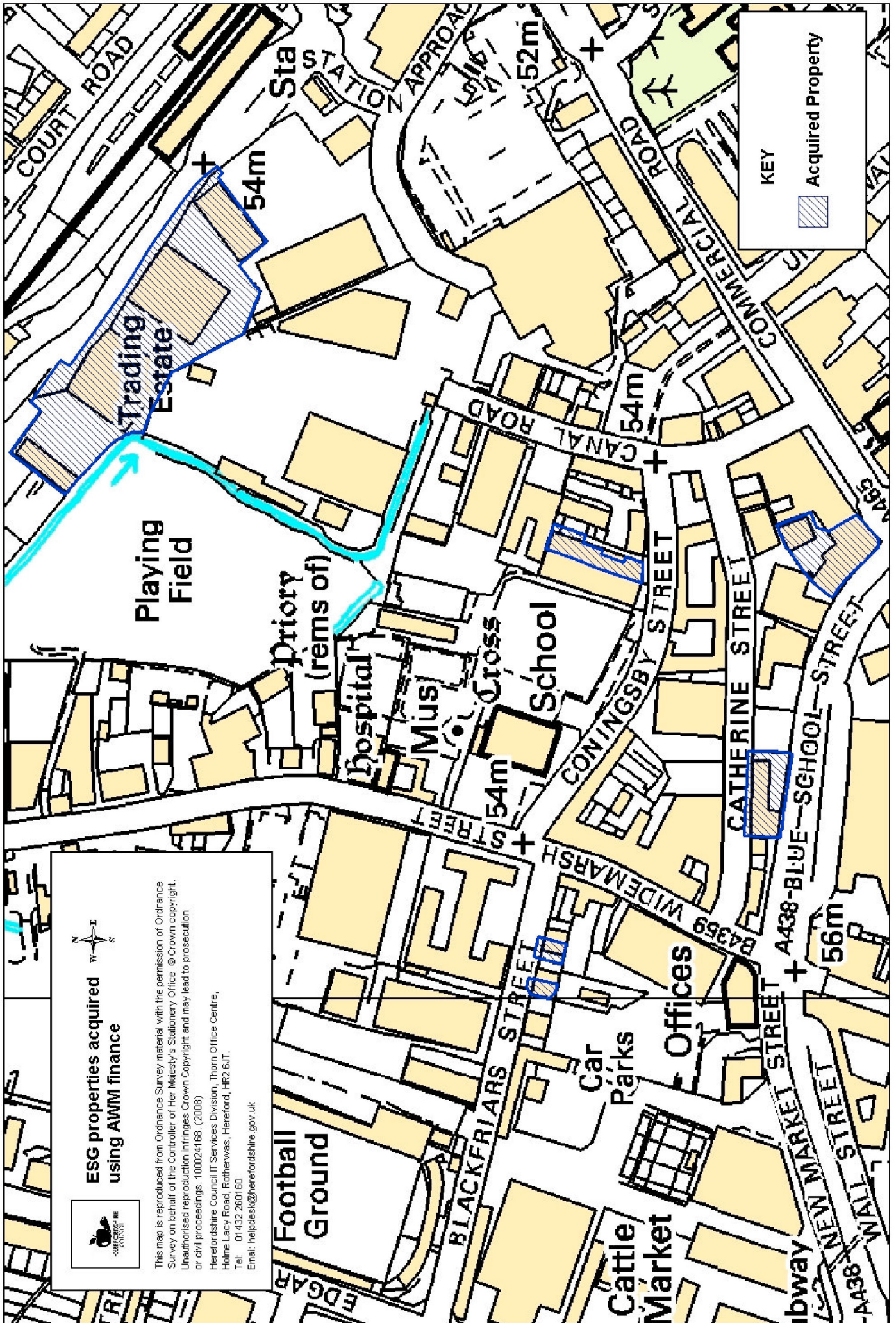
## **Appendices**

18. Appendix 1 – Properties.


## **Background Papers**

21. None identified.





**ESG properties acquired using AWM finance**



This map is reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office. © Crown copyright. Unauthorised reproduction infringes Crown Copyright and may lead to prosecution or civil proceedings. 100024168. (2008)

Herefordshire Council IT Services Division, Thorn Office Centre,  
 Holme Lacy Road, Rotherwas, Hereford, HR2 6JT.  
 Tel: 01432 260160  
 Email: helpdesk@herefordshire.gov.uk





<b>MEETING:</b>	<b>COMMUNITY SERVICES SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>8<sup>TH</sup> OCTOBER 2010</b>
<b>TITLE OF REPORT:</b>	<b>SCOPING REPORT FOR THE SCRUTINY REVIEW OF THE STRATEGIC DIRECTION OF THE EDGAR STREET GRID PROJECT</b>
<b>PORTFOLIO AREA:</b>	<b>ECONOMIC DEVELOPMENT AND COMMUNITY SERVICES</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide

### **Purpose**

To consider a proposal to scrutinise the Strategic Direction of the Edgar Street Grid Project.

### **Recommendation**

- THAT** (a) the Scoping Statement as appended is approved;
- (b) the Membership of the Review Group is approved; and
- (c) a Chairman of the Review Group be appointed.

### **Key Points Summary**

- It is proposed to commission a Scrutiny Review in order to gauge an understanding of the overall strategic direction of the Edgar Street Grid Project.

### **Alternative Options**

- 1 That the Committee does not undertake the Review, or modifies the Scoping Statement.

### **Introduction and Background**

- 2 This Committee agreed to include a Review of the Strategic Direction of the Edgar Street Grid Project in its Work Programme on 28 June 2010. The Scoping Statement for the Review is attached as Appendix 1.

### **Financial Implications**

- 4 There are no direct financial implications.

## **Legal Implications**

5 There are no legal implications.

## **Consultees**

6 Consultees are listed in the Scoping Statement, at Appendix 1.

## **Appendices**

7 Appendix 1 Scoping Statement.

## **Background Papers**

- None.

<b>REVIEW:</b>	<b>Review of the Future Strategy of the ESG Project</b>	
<b>Committee:</b>	Community Services Scrutiny Committee	<b>Chair:</b> Cllr TM James
<b>Lead support officers:</b>	Natalia Silver	

## SCOPING

### Terms of Reference

This review covers:

- The future strategy of the Edgar Street Grid project as part of Hereford Futures Programme.

### Desired outcomes

- To create an understanding of current and long term strategy for the ESG project.
- To identify how the future strategy will be resourced and implemented.
- To understand how the future plans contribute to the wider regeneration of Hereford City and the county.
- To reflect on priorities in relation to the current financial climate.

### Key questions

- What is the current and long term strategy of the ESG project?
- How does the project meet the economic development ambitions of the city and the wider county?
- How has the financial climate had an impact on a change of strategy?
- How will the strategy going forward be financed?
- What is the role of private business?
- What are the predicted outcomes and impacts?

### Corporate Plan Priorities

Economic and Enterprise

### Timetable

<i>Activity</i>	<i>Suggested Timescale</i>
Pre-meeting with scrutiny members	Mid November 2010
1 review day with partners and stakeholders	Beginning December 2010
Discussion Session	End December 2010
Scrutiny Meeting – report presented	February 2011



<b>MEETING:</b>	<b>COMMUNITY SERVICES SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>8 OCTOBER 2010</b>
<b>TITLE OF REPORT:</b>	<b>REVENUE AND CAPITAL BUDGET MONITORING REPORT</b>
<b>PORTFOLIO AREA:</b>	<b>ECONOMIC DEVELOPMENT AND COMMUNITY SERVICES</b>

## Wards Affected

County-wide

## Purpose

To provide an update on the revenue forecast outturn position for the Sustainable Communities Directorate as at 31 July 2010 and the progress of the 2010/11 Capital programme for the Directorate.

## Recommendation

**THAT the report be noted.**

## Key Points Summary

- The current revenue forecast position for Community Services for 2010/11 is an under spend of £40k.
- The capital budget for Community Services is £13,977k and as at 31<sup>st</sup> July £249k has been spent.

## Reasons for Recommendations

- 1 To enable the Committee to carry out its function in relation to the Community Services revenue budget for 2010/11.
- 2 A detailed Budget Monitoring Report to 31<sup>st</sup> July 2010 is attached at Appendix 1 for Members' consideration.
- 3 The total Community Services Revenue budget for 2010/11 has decreased by £84k to £9,532k from the amount reported to the previous meeting, which was £9,616k. This relates to:
  - An increase of £35k, due to a transfer from central reserves, held specifically to assist with the effects of the economic downturn. This was in respect of a one off payment to Marches Credit Union.

- There is also a net reduction of £24k within Parks and Countryside. This relates to the allocation of savings and inflation budgets. which are managed within the Amey contract, but fall within the remit of Community Services Scrutiny.
- A reduction of £95k in Directorate Management and support. This is due in the main to a transfer of £66k savings delivered through the Connects Programme following the introduction of the performance plus system. There were a number of smaller reductions within the Sustainable Communities directorate management budgets that now fall within Highways and Transportation and within the remit of Environment Scrutiny.

4 The summary position is set out in the table below and included in full in Appendix 1.

2010/11	Annual Budget	Projected Outturn	Under/-Over spend
<u>Service Area</u>	£000	£000	£000
<b>Parks, Countryside and Leisure</b>	3,203	3,163	40
<b>Communities</b>	787	787	0
<b>Economy and Culture</b>	5,018	5,018	0
<b>Directorate Management and Support</b>	524	524	0
<b>Community Services Total</b>	<b>9,532</b>	<b>9,492</b>	<b>40</b>

#### **Parks and Countryside and Leisure**

5 Parks and Countryside are forecasting an under spend of £40k due to staff vacancy savings.

#### **Communities**

6 Communities expect to come in within budget this year. Community safety and safer roads partnership funding is heavily reliant upon Area Based Grant funding. Any significant reduction in this funding could result in potential redundancies and a reduction in support to partner organisations. The funding has not yet been confirmed and more clarity on this funding is expected in October.

#### **Economy and Culture**

7 Services within Economy and Culture are all forecasting to spend within budget.

8 Library services reported an over spend on budget of £96k last year, which related in the main to employee and building running costs. To address these issues and bring spending within budget, the service is undergoing a remodelling exercise; resulting in a reduction to the numbers of posts within its establishment. The service has also successfully renegotiated its cleaning contract which is expected to save approx £6k per year.

#### **Recovery Plans**

9 The savings forecast within Parks and Countryside, will be used to mitigate overspends within other services that form part of the Sustainable Communities Directorate.

## **Capital Budget 2010/11**

10 The Capital budgets for Community Services for 2010/11 are shown in appendix 2, on an individual scheme basis with funding arrangements indicated in overall terms. The total of the Capital Programme has increased to £13,977k from £11,267k, being the budget figure reported at the previous meeting and the relevant virements have been completed. This is a net increase of £2,710k and relates to:

- An increase of £1m to the Livestock Market development, which also includes associated sustainable transport improvements. Following the hold on the Hereford Park and Ride scheme (within the remit of Environment Scrutiny) £600k from the Growth Point Grant, (which is available to support infrastructure provision to support the development of Hereford), has been re-allocated to the Livestock development. This will enable the delivery of the necessary sustainable transport improvements, to provide for pedestrians and cyclists within the vicinity of the livestock development. £400k previously profiled to be funded from 2011/12 capital receipts reserve has also been re-profiled to fund expenditure in 2010/11.
- An allocation of £1.5m to Grange Court. This expenditure on the scheme is being funded by the Big Lottery Community Assets fund and The Rural Development Programme for England grant scheme. The total cost of the project is expected to be approximately £2.8m.
- A reduction of £22k in respect of Safer Stronger Communities resulting from a recently announced reduction in the grant receivable from the Home Office.
- An addition of £14k in relation to CCTV, being funded from section 106 monies.
- An increase of £218k in respect of Rotherwas Futures. This is in respect of work on the North Magazine that will be necessary to prepare that land for future development This increased expenditure is being funded from an AWM grant for £205k and prudential borrowing of £13k.

## **Financial Implications**

11 These are contained in the body of the report.

## **Legal Implications**

12 None.

## **Risk Management**

13 The risks are set out in the body of the report.

## **Appendices**

14 Appendix 1 – Summary Community Services Revenue Budget 2010/11

15 Appendix 2 – Summary Community Services Capital Programme Budget 2010/11

## **Background Papers**

- None Identified.





**SUMMARY COMMUNITY SERVICES REVENUE BUDGET REPORT 2010/11****TO 31ST JULY 2010**

<b>COMMUNITY SERVICES</b>	<b>Annual Budget £000</b>	<b>Forecast Outturn £000</b>	<b>Under /(over) spend £000</b>	<b>Actual to date £000</b>	<b>Budget to date £000</b>	<b>Under/(over) spend to date £000</b>
Parks, Countryside and Leisure	3,203	3,163	40	897	958	61
Communities	787	787	0	22	109	87
Economy and Culture	5,018	5,018	0	1,760	1,928	168
Directorate Mangement and support	524	524	0	182	166	(16)
	<b>9,532</b>	<b>9,492</b>	<b>40</b>	<b>2,861</b>	<b>3,161</b>	<b>300</b>
Parks and countryside	1,501	1,461	40	335	399	64
HALO	1,628	1,628	0	531	532	1
Leisure Centre	74	74	0	31	27	(4)
<b><u>Sub-Total Parks , Countryside and Leisure</u></b>	<b>3,203</b>	<b>3,163</b>	<b>40</b>	<b>897</b>	<b>958</b>	<b>61</b>
Community Safety	117	117	0	30	39	9
Community Regeneration	670	670	0	(8)	70	78
<b><u>Sub-Total Communities</u></b>	<b>787</b>	<b>787</b>	<b>0</b>	<b>22</b>	<b>109</b>	<b>87</b>
<b>Economy:</b>						
Economic Development	415	415	0	135	138	3
Delegated Grants and Programmes	79	79	0	28	26	(2)
Hereford Futures	336	336	0	226	226	0
Head of Economic and Community Regeneration	154	154	0	48	51	3
Regeneration Programmes	314	314	0	112	127	15
Tourism	476	476	0	132	262	130
<b>Cultural Services:</b>						
Arts	575	575	0	235	243	8
Cultural Services Staff	119	119	0	29	38	9
Heritage	520	520	0	210	200	(10)
Sports Development	296	296	0	17	65	48
Libraries	1,734	1,734	0	588	552	(36)
<b><u>Sub-Total Economy and Culture</u></b>	<b>5,018</b>	<b>5,018</b>	<b>0</b>	<b>1,760</b>	<b>1,928</b>	<b>168</b>
<b><u>Sub-Total Directorate Mangement and support</u></b>	<b>524</b>	<b>524</b>	<b>0</b>	<b>182</b>	<b>166</b>	<b>(16)</b>



**COMMUNITY SERVICES CAPITAL PROGRAMME 2010/11**

Scheme	Original Budget 2010-11	Revised Forecast as at 31st July 2010	Change in forecast	Spend to 31st July 2010
	£000	£000	£000	£000
Livestock Market	4,800	5,800	1,000	7
Grange Court	0	1,500	1,500	20
Belmont pools	105	105	0	27
Rural enterprize grant	1,667	1,667	0	484
Hereford City Shop Front Grants	2	2	0	0
Rotherwas Futures	500	718	218	-395
Hereford Cathedral Close	75	75	0	25
Shobdon S106	22	22	0	7
CCTV		14	14	10
CCTV for Union St/Passage	18	18	0	17
Safer Stronger Communities	44	22	-22	0
Ross Library	1,000	1,000	0	25
Ledbury Library	2,339	2,339	0	7
Friar Street Phase 3	156	156	0	0
Self Service Booking System	39	39	0	15
Golf driving range	347	347	0	
Free Swimming	54	54	0	
Aylestone Hill Park (Phase 2)	72	72	0	
Vine Tree Farm R o W (POS) S106	27	27	0	
	<b>11,267</b>	<b>13,977</b>	<b>2,710</b>	<b>249</b>

**Funded By:**

Capital Receipts Reserve	4,905	5,305
Growth Point Grant	0	600
Grants - Grange Court	0	1,500
AWM	2,167	2,372
Prudential Borrowing	3,976	3,989
S106	121	135
Home Office	44	22
Dept of Cult & Leis - Free swimming grar	54	54
	<b>11,267</b>	<b>13,977</b>



<b>MEETING:</b>	<b>COMMUNITY SERVICES SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>8<sup>TH</sup> OCTOBER 2010</b>
<b>TITLE OF REPORT:</b>	<b>PERFORMANCE OUT-TURN TO THE END OF AUGUST 2010</b>
<b>REPORT BY:</b>	<b>Performance Improvement Officer</b>

**CLASSIFICATION:** Open

### **Purpose**

To report on the performance indicator position and other performance management information for the Sustainable Communities Directorate for the three-month period to June 2010. This report has used the same format as used previously, and now incorporates the adopted performance rating system being used in the new corporate performance report for Cabinet.

### **Recommendation(s)**

**THAT:**

- (a) the report be noted;**
- and;**
- (b) areas of concern continue to be monitored.**

### **Key Points Summary**

- There are a number of indicators that are currently below target, however where possible the services have actions in place to improve performance against these.

### **Reasons for Recommendations**

1. To update the Communities Scrutiny Committee Members on the performance of services within the committee's remit.
2. To ensure Scrutiny Committee are kept apprised of the plans to improve performance within the service.

### **Introduction and Background**

3. Performance is monitored against the National Indicators (NI) that were introduced from April 2008 Regular reports are sent to the Government of the West Midlands and many of the government departments.
4. This report covers the Performance Indicator Outturns as at 31<sup>st</sup> August 2010, against target figures for 2010-11, along with information about Direction of Travel and Status, which are defined as:
  - Direction of Travel – indicates whether the current position demonstrates improvement against the previous year's out-turn
  - Status – indicates whether the current position demonstrates progress in line with the agreed target – G = Green (exceeded target by over 10%, B = Blue (on target or above target by up to 10%), A = Amber (within 5% of the target) and R = Red (5% or more below target).

5. Progress needs to be assessed regularly, against the National Indicator; together with the risks and the actions that are being taken to address these and improve performance.

## Key Considerations

6. **NI 152 – Working Age People on out of work benefits** - Despite this being an annually reported indicator there are actions in place to improve against this target. The target is currently rated as red which indicates that the target is 5% or more below target. However, the Future Jobs Fund to assist long term unemployed aged 18 – 24 into work placed 21 people into work, with a further 2 awaiting a start date. The target has already been re-negotiated with the Government Office of the West Midlands to be 2.8% better than the national result. Current unofficial figures show us as being 0.5% below target. Data should next be available in November 2010.
7. **NI 9 – Use of Public Libraries** – This indicator is currently rated as red which indicates that the target is 5% or more below target. Although actions are in place to progress work in this area to maximise the use of public libraries, results from the Active People Survey have recently been released and show that performance of the service has fallen. However, overall visits to the libraries have increased but this survey is carried out over the phone and surveys adults only and measures not only actual visits but the use of other services that are provided.
8. **NI 11 – Engagement in the arts** – This indicator is currently amber and is therefore within 5% of the target. Actions are now in place and it is envisaged that improvements will be seen against this target over the coming months.
9. **NI 171 – VAT registration rate per 10,000 resident population aged 16+** - This indicator has exceeded the target by over 10%. This was due to all of the activities taking place as envisaged within the service plan. This has included the creation of business start up grants and business growth grants. The New Business Booster, Start-up Grant and Training Voucher schemes allocated £50,000. In addition £150,000 has been allocated for Herefordshire Redundant Building Grant scheme which will enable small business to bring buildings back into use.
10. 32 Farm health grants were approved in August, these grants will lever in £407,225.07 of private sector investment. The initial tranche of funding for this scheme has now been allocated and an application has been submitted for further funding to AWM.
11. **NI 40 – Drug users in effective treatment** – This indicator is currently blue, on target or up to 10% above target.
12. **NI 30 – Re-offending rate of prolific and other priority offenders** – This indicator is currently blue, on target or above target by up to 10%. As at 31 March 2010 there were 76 proven re-offences (target was no more than 79 offences). The team continues to work with all of the agencies on initiatives to ensure that the rate of re-offending reduced further.
13. Further information in respect of the performance outturns can be found in Appendix B.

## Community Impact

16. Not Applicable.

## Financial Implications

17. None Identified

## **Legal Implications**

18. None Identified

## **Risk Management**

19. None Identified

## **Consultees**

20. None Identified

## **Appendices**

21. Appendix A : Key to Performance Reports

22. Appendix B : Details of Key Performance outturns for Economy and Culture, and Homes and Communities up to 31<sup>st</sup> August 2010.

## **Background Papers**

23. None identified.











## KEY TO PERFORMANCE REPORTS

### LEVEL 1

PERFORMANCE AGAINST TARGETS AND ACTION PLANS	
<b>4</b>	Overall, performance is significantly better than target(s)
<b>3</b>	Achieved, or on track to achieve, target(s)
<b>2</b>	Slightly behind target(s)
<b>1</b>	Significantly behind target(s)

DIRECTION OF TRAVEL	
	Overall, performance is better than for the same period last year
	Overall, performance is the same as for this period last year
	Overall, performance is behind that for the same period last year

**LEVELS 2 & 3**

PERFORMANCE AGAINST TARGETS AND ACTION PLANS	
<b>4</b>	Outturn is 10% or more above target
<b>3</b>	Outturn is above target by up to 10%  <b>or</b> , where up to date performance data against target is not available for good reason, the action plan shows satisfactory progress
<b>2</b>	Outturn is below target, but within 5%  <b>or</b> where up to date performance data against target is not available for good reason, the action plan shows inadequate progress
<b>1</b>	Outturn is 5% or more below target  <b>or</b> no target has been set without good reason  <b>or</b> there is no action plan
<b>N.B.</b> Where data is available this determines the judgement made for each indicator. Action plans are used to judge performance only where relevant data is unavailable.	
DIRECTION OF TRAVEL	
	Performance is better than for the same period last year
	Performance is the same as for this period last year
	Performance is behind that for the same period last year

Economic Development & Enterprise										
Indicator	Lead Director	Tolerance	Target		Latest Performance	Judgement		Direction of Travel		Analysis
			2009-10	2010-11		March	June	March	June	
<b>Citizen</b>										
NI 151 - Overall employment rate	Director of Sustainable Communities	Bigger is better	76.5%	70%	76.5% (2009/10)	3	3	▼	n/a	See commentary for NI 152
NI 153 - Working age people on out of work benefits in the worst performing neighbourhoods	Director of Sustainable Communities	Smaller is better	34.00%	41.80%	34% (2009/10)	2	2	▼	n/a	See commentary for NI 152
NI 166 - Average employee earnings in the area	Director of Sustainable Communities	Bigger is better	£383.30	£390.00	£383.30 (2009/10)	2	2	▼	n/a	The majority of projects are progressing as planned Summary of activity: Edgar Street Grid- The project has some tasks that are progressing and being delivered. These include the flood alleviation scheme for which a CPO enquiry has just been completed. Other parts of the project such as the link road are on hold currently subject to funding. Rotherwas- the infrastructure and the access road for the south magazine area of Rotherwas is nearing completion, this will enable the team to further promote Rotherwas as a key location for business within the county. Inward Investment Strategy- Initial proposal for Business Growth Charter being developed in conjunction with colleagues from across the Local Enterprise Partnership (LEP) area. Model Farm- The funding options are being considered for the delivery of this project. In addition the planning application has been submitted during August for consideration.
NI 171 – VAT registration rate per 10,000 resident population aged 16+ (LAA)	Director of Sustainable Communities	Bigger is better	49.7 (2008)	39.9 (2009)	49.7 (2008)	4	4	n/a	n/a	All activity is taking place as planned- Summary of activity: 32 Farm Health Grants were approved in August. These grants will lever in £407,225.07 private sector investment. The initial tranche of funding for this scheme has now been allocated and an application has been submitted to AWM for a further £4m to support applications that are "in the pipeline".
NI 172 - VAT registered businesses in the area showing growth	Director of Sustainable Communities	Bigger is better	15.01%	14.20%	15.01% (2009/10)	3	3	▲	n/a	Support is being provided to support home working and small business with 11 grants have been awarded to businesses although the outcome of the ABG funding is still awaited; in addition 7 training voucher grants have also been awarded and 4 more have applied (but awaiting ABG decision). Events are being organised during the next few months to provide information to interested businesses and organisations to develop the Economic Development Strategy for the county
NI 173 - People falling out of work and on to incapacity benefits	Director of Sustainable Communities	Smaller is better	Latest data supplied is from September 2008	0.61%	0.62% (September 2008)	3	3	n/a	n/a	See commentary for NI 152
<b>Partnership</b>										
NI 152 – working age people on out of work benefits (LAA)	Director of Sustainable Communities	Smaller is better	9.70%	2.9% better than the national average	9.7% (Feb 2010)	2	2	▼	n/a	Activity continues to take place to tackle worklessness, however some of the Economic Development Teams work relating to Business Support is on hold at present due to the hold on ABG funding. Data is next available in November 2010.
NI 163 – working age people qualified to Level 2 or higher (LAA)	Director of Sustainable Communities	Bigger is better	72% (2008)	74.8% (2009)	Due January 2011	3	3	n/a	n/a	All action plan activity is taking place and on target.
NI 178 – bus services running on time (LAA)	Director of Sustainable Communities	Bigger is better	86%	73%	86%	4	4	▲	n/a	This data is collected annually by various surveys that take a sample of bus passenger users on certain days of the week throughout particular months each year. We have exceeded our 2009/10 target of 71%. Issues arising in terms of punctuality problems are dealt with in partnership with bus operators providing the specific surface. All activity has either been achieved or is on target

Stronger Communities										
Indicator	Lead Director	Tolerance	Target		Latest Performance	Judgement		Direction of Travel		Analysis
			2009-10	2009-10		March	June	March	June	
<b>Citizen</b>										
NI 3 – civic participation	Deputy Chief Executive	Bigger is better	16% (2008/09)	17.5% (2010-11)	Next due end of 2010	3	3	n/a	n/a	Information is obtained from the Place Survey which is carried out every two years. The next survey is due to be carried out in autumn 2010 and data available in 2011, the target for which is 17.5%. Work is progressing in line with the action plan.
NI 6 – participation in regular volunteering (LAA)	Director of Sustainable Communities	Bigger is better	29% (2008/09)	32.5% (2010-11)	Next due end of 2010	3	3	n/a	n/a	Information is obtained from the Place Survey which is carried out every two years. The next survey is due to be carried out in autumn 2010 and data available in 2011, the target for which is 32.5%. Work is progressing in line with the action plan.
<b>Service</b>										
NI 9 – use of libraries (LAA)	Director of Sustainable Communities	Bigger is better	Biennial data, anticipated to be available end 2010	51% (2010-11)	Interim result- 42.8% (Nov 2009)	1	1	n/a	n/a	Although work is progressing in line with the action plan, interim results from the Active People 3 Survey have recently been released and show that performance has fallen from previous levels and is not on track to achieve the LAA targets. Over the period visits to libraries have increased. However, this indicator is derived from a national telephone survey of adults only and measures their use of the library service, which includes visits to libraries as well as other services, such as those available on-line.
NI 11 – engagement in the arts (LAA)	Director of Sustainable Communities	Bigger is better	Biennial data, anticipated to be available end 2010	49.5% (2010-11)	46.3% (Nov 2009)	2	2	n/a	n/a	
<b>Partnership</b>										
NI 4 – influencing decisions in the locality (LAA)	Director of Sustainable Communities	Bigger is better	28.8% (2008/09)	32.3% (2010-11)	Next due end of 2010	3	3	n/a	n/a	Information is obtained from the Place Survey which is carried out every two years. The next survey is due to be carried out in autumn 2010 and data available in 2011, the target for which is 32.3%. Work is progressing in line with the action plan.
<b>Statutory</b>										
NI 1 – % of people who believe people from different backgrounds get on well together (LAA)	Deputy Chief Executive	Bigger is better	75.9% (2008/09)	79.4% (2010-11)	Next due end of 2010	3	3	n/a	n/a	Information is obtained from the Place Survey which is carried out every two years. The next survey is due to be carried out in autumn 2010 and data available in 2011, the target for which is 79.4%. Work is progressing in line with the action plan.
Local – % of people who find access to services difficult: Local shop Advice provision Public transport facility Cultural / recreational facility	Director of Sustainable Communities	Smaller is better								Information is obtained from the Place Survey which is carried out every two years. The next survey will be carried out in autumn 2010 and data available in 2011. Work is progressing in line with the action plan.
a) Local shop			12%	11% (2010-11)	Next due end of 2010	3	3	n/a	n/a	
b) Advice provision			18%	16% (2010-11)	Next due end of 2010	3	3	n/a	n/a	
c) Public transport facility			21%	21% (2010-11)	Next due end of 2010	3	3	n/a	n/a	
d) Cultural / recreational facility			21%	19% (2010-11)	Next due end of 2010	3	3	n/a	n/a	

C3

Safer Communities										
Indicator	Lead Director	Tolerance	Target		Latest Performance	Judgement		Direction of Travel		Analysis
			2009-10	2010-11		March	June	March	June	
<b>Citizen</b>										
NI 21 – dealing with concerns about anti-social behaviour (proxy – incidents of: anti-social behaviour – including speeding - criminal damage, alcohol-related disorder, alcohol-related violent crime) (LAA)	Director of Sustainable Communities	Bigger is better		30.4% (2010-11)	25.4% (2008/09)	3	3	n/a	n/a	Summary of activity: Safer Herefordshire continues to work with the Research Team and progress further research and consultation on perceptions of ASB - linked heavily to NI21. Continued proactive work by MATAC and its membership to continuously improve its processes. Safer Herefordshire annual strategic assessment underway, which has involved a period of consultation with Parish Councils. 53 completed questionnaires received.
<b>Partnership</b>										
NI 40 – drug users in effective treatment (LAA)	Director of Integrated Commissioning	Bigger is better		541	530 (as at December 2009)	2	2	n/a		Harm Reduction Strategy complete with Hidden Harm Conference held in December. Mercia Net training commenced. Review of drug treatment services also completed in December.
NI 30 – priority & prolific offenders (PPOs) (LAA)	Director of Sustainable Communities	Smaller is better		21% (79)	53 (December 2009)	3	3	n/a		This data is relevant to Q3, and is the number of observed / proven offences for the period April-December.



<b>MEETING:</b>	<b>COMMUNITY SERVICES SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>8 OCTOBER 2010</b>
<b>TITLE OF REPORT:</b>	<b>PROGRESS REPORT FROM SAFER HEREFORDSHIRE SCRUTINY REVIEW GROUP</b>
<b>REPORT BY:</b>	<b>Partnership Manager for Safer Herefordshire</b>

**CLASSIFICATION:** Open

### **Purpose**

To provide a summary of the evidence the Review Group has received and to set out the considered findings and recommendations to the Committee.

### **Recommendation(s)**

**THAT: The recommendations below be adopted by the Committee, and referred to the Cabinet Member (Environment and Strategic Housing), for consideration.**

### **Key Points Summary**

- The Review Group considered that there was a generally improving picture regarding anti-social behaviour.
- Publicity of the Community Protection Team and the CCTV service should be improved.
- The Review Group expressed a lack of confidence in the figures provided for the numbers of drug users within the County, which made the allocation of resources more difficult.
- That with the current economic climate, it is to be expected that an increase in criminality in the County be likely, in order to feed the habits of drug users.

### **Introduction and Background**

2 The Community Services Scrutiny Committee has responsibility for scrutinising the local Community Safety Partnership 'Safer Herefordshire'. To ensure this process was carried out effectively, a review group, made up of members of the main committee, was established. The Review Group considers a rolling programme of Safer Herefordshire activities and performance. Since the last Scrutiny meeting, the Safer Herefordshire Review Group has met twice. They have reviewed:

- NI21 – dealing with local concerns about anti-social behaviour by the council and police, and
- NI40 – to increase the numbers of people in effective drug treatment (crack and opiate users).

This report sets out the recommendations and findings from the Review Group meetings.

## Key Considerations

- 3 **Anti-social Behaviour (ASB):** The police stated 94% of people in the County did not perceive there was an issue with crime. Attention is therefore being given to policing repeat ASB, as this is most distressing to victims. Police activity has to be weighed up against how much the victim is at risk, how quickly the police can respond to a call, and how important it was considered in the light of more serious crimes. Repeat victimisations are reducing, although there are pockets of problems. Perceptions of ASB are complex, and a communications strategy has been put in place to assist.
- 4 The work of the Community Protection team is promoted at every opportunity, particularly where successful prosecutions and campaigns have taken place. However it is often not recognised that the team address ASB; people recognise dog fouling and fly tipping as wrong, but do not see it as ASB.
- 5 A monthly multi-agency meeting is held to look at priorities and how they should be tackled. This is called MATAC (Multi-agency Tasking and Co-ordination). A representative from the group has observed this meeting, which discussed strategy, tactics and case management. Despite being wide ranging, it was well chaired and very focused.
- 6 Works is carried out in schools by both the Community Protection Team and the police, with the aim of influencing the behaviour of young people in the future.
- 7 **Drug treatment:** Glasgow University provides areas with an estimation of their number of drug users. Locally this has been estimated at 1009, however there is a wide confidence interval, so could be between 800 – 1200 users. Whilst the use of heroin is decreasing, class B and C drug use is on the increase. The degree of intravenous class A drug use is higher in Herefordshire, than elsewhere in the region. Whilst this is on the decline, data from needle exchange services indicate it is still an issue. The use of crack cocaine is increasing in the County.
- 8 The following points were made during the discussion:
  - a. With the increase in financial pressures, it was important that the Children's Trust's drug prevention educational work in schools should not be lost.
  - b. The criminal justice system is not effective for chaotic drug users; treatment regimes would be more appropriate.
  - c. Grants from central government are linked to performance; the related NI40 is rated green and the National Treatment Agency (NTA) is happy with local progress.

## Conclusions

- 9 The way matters of anti social behaviour were being reported was being looked at. The police were aware that people reported issues of concern to their Ward and Parish Councillors. It was agreed that it was appropriate for Councillors to contact the police with their concerns. The council also has two Police Authority members; Councillors were encouraged to use these posts to raise issues, as they could forward issues to the correct person in the force.
- 10 In-patient detox and rehabilitation programmes are not as effective as other treatment programmes, as they are costly and it is very hard to measure specific outcomes. The drug and alcohol treatment services deal with the physical aspects of addiction, but a more effective model would be wrap around support, which would also address the underlying causes. Housing is also an issue, as it is difficult to access reasonable housing for recovering



addicts. Registered Social landlords should be encouraged to set some housing stock aside for them, as part of the wrap around agenda.

11 There are a many routes into treatment systems for users, including via GP's. 19 out of 24 surgeries are providing treatment; regionally this is a high level of engagement. A Consultant Psychologist has been engaged to support GP's and work with those not yet involved in the scheme.

12 As a result of the discussions of the Review Group, the following recommendations were made:

- (a) **That the two Council Members of the West Mercia Police Authority could be utilised more effectively by the council;**
- (b) **That the Review Group supported the concept of the wrap around agenda, and that the closer working relationship with Strategic Housing Services within the Sustainable Communities Directorate, will provide additional support; and**
- (c) **That the Review Group recognised that, whilst there was a high involvement of GP surgeries in drug treatment support, every effort should be made to ensure that all GP practises in the County were part of the programme.**

## **Community Impact**

13 Engagement with drug users shows that effective wrap-around services are needed.

## **Financial Implications**

13 There are no additional finance implications.

## **Legal Implications**

14 None identified.

## **Risk Management**

15 None identified.

## **Consultees**

16 Safer Herefordshire partners are consulted as projects are progressed.

17 Drug treatment providers and service users are consulted and involved in service development work.

## **Appendices**

18 None.

## **Background Papers**

Safer Herefordshire Budget/Outcome Report 2010/11 – Quarter 1: Reducing Anti-social Behaviour (ASB) and improving perceptions of ASB.

Anti-social Behaviour and Crime in Herefordshire – Closing the Perception Gap.

Reducing Drug Related Harm – Adults.

Adult Drug Treatment Plan 2010/11 Part 1: Strategic Summary, needs assessment and key priorities.

Adult Drug Treatment Budget 2010/11.

<b>MEETING:</b>	<b>COMMUNITY SERVICES SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>8<sup>TH</sup> OCTOBER 2010</b>
<b>TITLE OF REPORT:</b>	<b>PRESENTATION ON THE FUTURE OF TOURISM AND TOURIST INFORMATION CENTRES</b>
<b>PORTFOLIO AREA:</b>	<b>ECONOMIC DEVELOPMENT AND COMMUNITY SERVICES</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide

### **Purpose**

To provide the Committee with an overview of the future of Tourism and Tourist Information Centres (TICs) in the County.

### **Recommendation**

**THAT: the presentation be noted.**

### **Key Points Summary**

- The presentation addresses key aspects of the remodelling of Tourist Information Centres and the strategic direction for tourism as presented and agreed by Cabinet on 16<sup>th</sup> September 2010.
- The presentation outlines proposed delivery of TICs for implementation by the beginning of January 2011.
- The presentation also gives an overview of proposals regarding the wider management of tourism, with changes to the role of the Destination Management Partnership.

### **Community Impact**

- 1 Tourism generates £410m for the local economy each year. The recent review "Visit Herefordshire – A Review of the Destination Management Partnership" suggested that could increase and regional research came to the same conclusion. The county is also well placed to take advantage of the changing in lifestyle as a result of the economic climate with an increase in people taking their holiday in the UK.

### **Financial Implications**

- 2 The remodelling of the TIC's will create a £200k saving, whilst still having a TIC service presence in the market towns mainly through the Info provision.

### **Legal Implications**

- 3 Legal implications relating to staffing considerations would be explored as part of the

negotiation process; any lease issues will be negotiated through Asset Management and Property Services.

## **Consultees**

4 Staff consultation currently taking place.

## **Background Papers**

- Cabinet Report "Review of Tourism Delivery".

<b>MEETING:</b>	<b>COMMUNITY SERVICES SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>8<sup>TH</sup> OCTOBER 2010</b>
<b>TITLE OF REPORT:</b>	<b>SCOPING REPORT FOR THE SCRUTINY REVIEW OF FESTIVALS IN HEREFORDSHIRE</b>
<b>PORTFOLIO AREA:</b>	<b>ECONOMIC DEVELOPMENT AND COMMUNITY SERVICES</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide

### **Purpose**

To consider a proposal to scrutinise Festivals in Herefordshire.

### **Recommendation**

- THAT** (a) the Scoping Statement as appended is approved;
- (b) the Membership of the Review Group is approved; and
- (c) a Chairman of the Review Group be appointed.

### **Key Points Summary**

- It is proposed to commission a Scrutiny Review in order to gauge an understanding of the number and nature of Festivals in Herefordshire, their value and the impact they can have in supporting Herefordshire as a thriving County.

### **Alternative Options**

- 1 That the Committee does not undertake the Review, or modifies the Scoping Statement.

### **Introduction and Background**

- 2 This Committee agreed to include a Review of the Support for Volunteering in Herefordshire in its Work Programme on 5 October 2009. The Scoping Statement for the Review is attached as Appendix 1.

### **Community Impact**

- 3 The review contributes to the Stronger Communities priority contained in the Herefordshire Community Strategy, as well as the LAA and national indicator NI 11 – Engagement in the Arts.

## **Financial Implications**

4 There are no direct financial implications.

## **Legal Implications**

5 There are no legal implications.

## **Consultees**

6 Consultees are listed in the Scoping Statement, at Appendix 1.

## **Appendices**

7 Appendix 1 Scoping Statement.

## **Background Papers**

- None.

<b>REVIEW:</b>	<b>Review of Festivals in Herefordshire</b>	
<b>Committee:</b>	Community Services Scrutiny Committee	<b>Chair:</b> tbc
<b>Lead support officers:</b>	Karen Stanton, Stakeholder Manager (Highways, Transport and Community Services)	

## SCOPING

### Terms of Reference

This review covers:

- To look at the profile of key festivals in Herefordshire, and the wider profile of events taking place in the county.
- Understand the impacts of festivals on the county and their role in supporting economic and social vibrancy.
- To explore future festivals considering the current financial climate and future opportunities.
- To specifically understand the licensing aspect of festivals.

### Desired outcomes

- To create an understanding of the current profile of festivals within Herefordshire.
- To assess the current support for festivals in Herefordshire from a range of partner organisations.
- To evaluate the opportunities and threats of festivals.
- To understand the process of applying for and the granting of licences.
- To recommend how festivals can flourish in the county and where appropriate suggest ways of improving how festivals and the local authority work together towards common aims.

### Key questions

- What is the profile of festivals in the county?
- How are festivals run and by who?
- What is the impact of festivals of the county, including community and financial impact?
- What are the opportunities and threats to festivals in the future?
- What are the issues and barriers for festivals going forward?
- How can local authorities support festivals, without additional finance?
- How sustainable are festivals?
- What is the process of applying for licences?
- Why have there been problems with the issuing of licences, relating to some cases highlighted in the local media?
- How can the licence process be improved if necessary?

## Corporate Plan Priorities

Stronger Communities

<b>Timetable</b>	
<i>Activity</i>	<i>Suggested Timescale</i>
Pre-meeting with scrutiny members	Early December 2011
2 review days with partners and stakeholders	Early January 2011
Discussion Session	February 2011
Scrutiny Meeting – report presented	7 March 2011





<b>MEETING:</b>	<b>COMMUNITY SERVICES SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>8<sup>TH</sup> OCTOBER 2010</b>
<b>TITLE OF REPORT:</b>	<b>WORK PROGRAMME</b>
<b>REPORT BY:</b>	<b>Democratic Services Officer</b>

**CLASSIFICATION:** Open

### **Wards Affected**

County-wide.

### **Purpose**

To consider the Committee's work programme.

### **Recommendation**

**THAT subject to any comment or issues raised by the Committee the Committee work programme be approved and reported to the Overview and Scrutiny Committee.**

### **Introduction and Background**

1. The Overview and Scrutiny Committee is responsible for overseeing, co-ordinating and approving the work programme of the Committee, and is required to periodically review the scrutiny committees work programmes to ensure that overview and scrutiny is effective, that there is an efficient use of scrutiny resources and that potential duplication of effort by scrutiny members is minimised.
2. The work programme, set out at Appendix 1, may be modified by the Chairman following consultation with the Vice-Chairman and the Directors in response to changing circumstances.
3. Should any urgent, prominent or high profile issue arise, the Chairman may consider calling an additional meeting to consider that issue.
4. Should Members become aware of any issues they consider may be added to the scrutiny programme they should contact the Democratic Services Officer to log the issue so that it may be taken into consideration by the Chairman when planning future agendas or when revising the work programme.

### **Background Papers**

- None identified.



**COMMUNITY SERVICES SCRUTINY COMMITTEE**  
**WORK PROGRAMME TO BE PRESENTED FOR CONSIDERATION**  
**ON 8 OCTOBER 2010**

<b>6 December 2010</b>	
Items	<ul style="list-style-type: none"> <li>• Budget Monitoring</li> <li>• Performance Monitoring</li> <li>• Edgar Street Grid – Update</li> <li>• Crime &amp; Disorder Reduction Partnership Scrutiny – Update</li> <li>• Action Plan Monitoring: Review of Community and Safety Drugs Partnership, Review of the Herefordshire Economic Development Strategy 2005- 25, Review of Tourism.</li> </ul>
<b>11 February 2011</b>	
Items	<ul style="list-style-type: none"> <li>• Budget Monitoring</li> <li>• Performance Monitoring</li> <li>• Edgar Street Grid – Update</li> </ul>
Scrutiny Reviews	<ul style="list-style-type: none"> <li>• Review of the Strategic Direction of the Edgar Street Grid Project</li> </ul>
<b>7 March 2011</b>	
Items	<ul style="list-style-type: none"> <li>• Budget Monitoring</li> <li>• Performance Monitoring</li> <li>• Edgar Street Grid – Update</li> <li>• Crime &amp; Disorder Reduction Partnership Scrutiny – Update</li> <li>• Action Plan Monitoring: Review of Community and Safety Drugs Partnership, Review of the Herefordshire Economic Development Strategy 2005- 25, Review of Tourism and Review on Volunteering.</li> </ul>
Scrutiny Reviews	<ul style="list-style-type: none"> <li>• Review of Festivals in Herefordshire</li> </ul>

To add: Provision of Advice Services

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

