

AGENDA

Community Services Scrutiny Committee

Date: **Monday 7 March 2011**

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:

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Agenda for the Meeting of the Community Services Scrutiny Committee

Membership

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

Councillor PL Bettington
Councillor BA Durkin
Councillor DW Greenow
Councillor KS Guthrie
Councillor MAF Hubbard
Councillor B Hunt
Councillor SJ Robertson
Councillor RH Smith
Councillor AP Taylor

Non Voting	Mrs Gillian Churchill	HALC
	Mrs. J. Evans	National Farmers Union
	Mr Gary Woodman	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

		Pages
1.	APOLOGIES FOR ABSENCE To receive apologies for absence.	
2.	NAMED SUBSTITUTES To receive any details of Members nominated to attend the meeting in place of a Member of the Committee.	
3.	DECLARATIONS OF INTEREST To receive any declarations of interest by Members in respect of items on the Agenda.	
4.	MINUTES To approve and sign the Minutes of the meeting held on 11 February 2011.	1 - 4
5.	SUGGESTIONS FROM MEMBERS OF THE PUBLIC ON ISSUES FOR FUTURE SCRUTINY To consider suggestions from members of the public on issues the Committee could scrutinise in the future.	
6.	BUDGET MONITORING 2010/11 To advise the Committee of the revenue forecast outturn position for Community Services for the nine months to 31 st December 2010 and the progress of the 2010/11 Capital Programme which falls within the portfolio for Community Services.	5 - 12
7.	PERFORMANCE OUT-TURN TO END OF DECEMBER 2010 To provide a report on the outturns for key national performance indicator targets and other performance management information for the Sustainable Communities Directorate for the period to December 2011.	13 - 24
8.	ACTION PLAN MONITORING: SCRUTINY REVIEWS OF TOURISM WITH SPECIFIC REFERENCE TO TOURIST INFORMATION CENTRES, THE HEREFORDSHIRE ECONOMIC DEVELOPMENT STRATEGY 2005 - 2025 AND THE SUPPORT FOR VOLUNTEERING IN HEREFORDSHIRE To update the Committee on the progress of Actions Plans relating to the Scrutiny Review of Herefordshire Economic Development Strategy 2005 – 2025, the Review of Tourism with Specific Reference to Tourist Information Centres and the Review of Support for Volunteering in Herefordshire.	25 - 46
9.	HEREFORD FUTURES - UPDATE To receive a verbal report on progress on the Hereford Futures Projects.	
10.	COMMITTEE WORK PROGRAMME To receive 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

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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.

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

Remits of Herefordshire Council's Scrutiny Committees

Adult Social Care and Strategic Housing

Statutory functions for adult social services including:

Learning Disabilities

Strategic Housing

Supporting People

Public Health

Children's Services

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

Community Services Scrutiny Committee

Libraries

Cultural Services including heritage and tourism

Leisure Services

Parks and Countryside

Community Safety

Economic Development

Youth Services

Health

Planning, provision and operation of health services affecting the area

Health Improvement

Services provided by the NHS

Environment

Environmental Issues

Highways and Transportation

Overview and Scrutiny Committee

Corporate Strategy and Finance

Resources

Corporate and Customer Services

Human Resources

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- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting. (A list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
- 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.
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HEREFORDSHIRE COUNCIL

BROCKINGTON, 35 HAFOD ROAD, HEREFORD.

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HEREFORDSHIRE COUNCIL

MINUTES of the meeting of Community Services Scrutiny Committee held at The Council Chamber, Brockington, 35 Hafod Road, Hereford on Friday 11 February 2011 at 10.00 am

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

Councillors: PL Bettington, BA Durkin, PJ Edwards, KS Guthrie, G Lucas, SJ Robertson, RH Smith and AP Taylor

In attendance: Councillors PA Andrews, WLS Bowen and AT Oliver

55. APOLOGIES FOR ABSENCE

Apologies were received from Councillors MAF Hubbard, B Hunt and D W Greenow

56. NAMED SUBSTITUTES

Councillor PJ Edwards substituted for Councillor B Hunt and Councillor G Lucas for Councillor DW Greenow.

57. DECLARATIONS OF INTEREST

Name	Item	Interest
Cllr RH Smith	6 - Safer Herefordshire Scrutiny Review Group Annual Report 2010	Council appointed Member of the West Mercia Police Authority.
	7 - Future Developments of the Safer Herefordshire Partnership	

58. MINUTES

RESOLVED: That the minutes for the meeting held on 13 January 2011 be approved as a correct record and signed by the Chairman.

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

Mr J Faulkner submitted a written request that, in the light of the findings of the Committee's Review of the Strategic Direction of the Edgar Street Grid Project, which noted that funding for a new library was no longer possible, the Committee should consider the future of the library programme within the County.

The Sustainable Communities Director said that new ways of delivering library services were being considered in conjunction with Shropshire under the modern libraries programme, and the report from this review would be available shortly.

RESOLVED: That the matter should be added to the Committee's Work Programme

60. SCRUTINY REVIEW OF THE STRATEGIC DIRECTION OF THE EDGAR STREET GRID PROJECT

The Committee received a report on the findings arising from the Scrutiny Review of the Strategic Direction of the Edgar Street Grid Project.

RESOLVED:

THAT

- (a) the findings of the Scrutiny Review on the Strategic Direction of the Edgar Street Grid be agreed and the findings be forwarded to the Cabinet Member.**
- (b) subject to the Review being approved, the Executive's response to the Review including an action plan should be reported to the first available meeting of the Committee after the Executive had approved its response; and;**
- (c) a further report on progress in response to the Review should be made after six months with consideration then being given to the need for any further reports to be made.**

61. SAFER HEREFORDSHIRE SCRUTINY REVIEW GROUP ANNUAL REPORT 2010

(Councillor R H Smith declared an interest)

The Committee received a summary report of the activity of the Safer Herefordshire Review Group during 2010 which set out the considered findings and recommendations from the Group.

The Partnership Manager outlined the key findings from the work of the Review Group. These had been based on national indicators within the Corporate Plan that were linked to the Local Area Agreement priorities. The chosen indicators were NI21 (Dealing with local concerns about anti-social behaviour and crime issues by the local council and police), NI30 (To reduce the re-offending rate of prolific and other priority offenders), NI39 (To reduce alcohol-harm related hospital admission rates) and NI40 (To increase the numbers of people in effective drug treatment).

She reported that the Review Group felt that co-ordination of the activity which surrounded alcohol harm reduction would become the key to its success. The suggestion that funding streams and all alcohol commissioning should be centralised, with the commissioning of services by the Alcohol Harm Reduction Group directed through the Joint Commissioning Group, had been supported.

The Partnership Manager went on to say that whilst considering NI40, it had been revealed that in-patient detox and rehabilitation programmes were not as effective as other treatment regimes. Whilst the drug and alcohol treatment services dealt with the physical aspects of addiction, a more effective approach would be a holistic, wrap around model, which would also address the underlying causes of addiction. It had been suggested that Registered Social Landlords should be encouraged to set some housing stock aside for users, as part of the wrap around agenda.

The Vice Chairman reported that scrutiny of the Safer Herefordshire Partnership had been a useful undertaking. Whilst road safety was one of the partnership priorities, the Group had decided not to consider NI 147 (to reduce the number of people killed or injured in road traffic accidents), as there were a number of groups that were already

working in this area. He believed that whilst the Group had made as much progress as was possible in scrutinising Safer Herefordshire, and that it would be appropriate for the work to be continued within the new Council, after the elections in May 2011.

In the ensuing discussion, the following points were made:

- A Member stated that the SHIFT Care Farm programme would receive joint funding from West Mercia Police Authority and the West Mercia Probation Trust.
- A Member raised concerns regarding policing levels in Hereford after 10pm. The Vice Chairman said that whilst the Review Group had been looking at strategic issues, it had been advised not to become involved in operational matters. Concerns germane to operational matters should be raised through the Partnership at the monthly MATAC (Multi-agency Tasking and Co-ordination) meeting. A Member added that he had attended a MATAC meeting, and found it to be well organised, with a wide reaching attendance from the agencies involved. It had dealt with broad strategic matters as well as individual cases.
- A Member expressed concerns that the South Wye area of Hereford, which consisted of over twenty two thousand people, was policed only by one constable and two Community Support Officers. This had resulted in a great deal of frustration for the residents in the local area.

RESOLVED:

That

- a) **the report be noted; and;**
- b) **it be recommended that the arrangements in place for conducting scrutiny of the Community Safety Partnership should be continued when the Council determined its new structure following the elections in May 2011**

62. FUTURE DEVELOPMENTS OF THE SAFER HEREFORD PARTNERSHIP

(Councillor R H Smith declared an interest)

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

The Partnership Manager reported that the Government's Comprehensive Spending Review would impact on the financial viability of Safer Herefordshire. The partnership had relied heavily on Area Based Grant (ABG) funding and smaller partner contributions. As revenue grants would no longer be ring fenced, Safer Herefordshire budgets were vulnerable. Partners were also unsure what future resources they would be able to provide. The reduction in Supporting People funding could have an impact, as a decrease in housing support to vulnerable individuals could lead to greater levels of crime, substance misuse and domestic abuse.

She went on to say that the Home Office had produced a White Paper entitled 'Policing in the 21st Century' which highlighted a need for more effective working with local authorities and wider criminal justice system as well as the intention to abolish Police Authorities, which would be replaced with directly elected Police and Crime Commissioners.

Safer Herefordshire carried out the function of Drug Action Team (DAT) for the County, so had responsibility for all substance misuse work. Work was currently funded through a pooled budget of funds from the National Treatment Agency (NTA) and PCT. With the abolition of PCT's by 2013, the funding would move to the new Public Health Service. The NTA would be incorporated into the Department of Health (DoH). A new combined Government strategy recognised the need for policies on drug and alcohol treatment to be joined up. The strategy detailed the need to focus on the problem of drug dependency rather than merely on drug treatment. A recovery and abstinence model was being developed in the County, which would focus on planned discharges from the service. Substance misuse commissioning would move towards an outcome based approach.

In the ensuing discussion, the following points were made:

- In reply to a question from a Member, the Partnership Manager said that community resilience was a term which was used to address quality of life and anti social behaviour issues within communities. This was an area that the Partnership would focus on.
- A Member applauded the priorities laid out in paragraph seventeen of the report, but expressed concern over the impact of the viability of the Partnership in the light of the Comprehensive Spending Review cuts, as stated in paragraph five.
- A Member said that the Committee should be aware that with the abolition of Police Authorities, an executive of 17 members which included elected Members, would be replaced by one executive officer who would be supported by a panel with have oversight of the strategy of the Commissioner. This individual would be expected to have oversight of the West Mercia region; Herefordshire, Shropshire , Worcestershire and Telford and Wrekin.

RESOLVED: That the report be noted.

63. COMMITTEE WORK PROGRAMME

The Committee noted its Work Programme. Following the suggestion from a Member, it was agreed that a Review of the policies and procedures used to preserve historic buildings should be included in the Programme.

Resolved: That, subject to the addition above addition, the work programme be approved and reported to the Overview and Scrutiny Committee.

The meeting ended at 10.55 am

CHAIRMAN

MEETING:	COMMUNITY SERVICES SCRUTINY COMMITTEE
DATE:	7TH MARCH 2011
TITLE OF REPORT:	REVENUE AND CAPITAL BUDGET MONITORING REPORT
PORTFOLIO AREA:	ECONOMIC DEVELOPMENT AND COMMUNITY SERVICES

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

To advise the Committee of the revenue forecast outturn position for Community Services for the nine months to 31st December 2010 and the progress of the 2010/11 Capital Programme which falls within the portfolio for Community Services.

Key Decision

This is not a key decision.

Recommendation

THAT the report be noted.

Key Points Summary

- The current revenue forecast outturn position for Community Services for 2010/11 is an under spend of £74k.
- The Sustainable Communities Directorate is adhering to the Chief Executive's 'freeze on all discretionary spend' which is being monitored and reported.
- There is currently a saving of £74k identified by the Sustainable Communities Directorate in response to the Chief Executive's discretionary spend edict to help mitigate the council's overall budget overspend position in October. This is derived from various one off savings across the Directorate including £48k vacancy savings identified within Directorate Support and reported to committee in December 2010.
- The capital budget for Community Services is £9,567k and as at 31st December 2010 £5,173k has been spent.

Key Considerations

- 1 A detailed Revenue Budget Monitoring Report to 31st December 2010 is attached at Appendix 1 for Member's consideration.
- 2 The total Community Services Revenue budget for 2010/11 has increased by £670k to £10,162k from the amount reported to the previous meeting, which was £9,492k. This relates to:
 - A transfer of £375k from reserves in respect of the return of money to The Robert Owen Society held on account.
 - An increase of £262k being the allocation of Area Based Grant for the period to the end of October 2010. This relates to :
 - £212 k for Community safety
 - £49k for Economic Development
 - £1k for Community Regeneration.
 - An increase of £33k, being a transfer of budget from reserves to address the effects of the economic downturn.
 - 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
Parks, Countryside and Leisure	3,148	3,148	0
Communities	1,005	1,005	0
Economy and Culture	5,445	5,474	(29)
Directorate Management and Support	461	461	0
Savings	103	0	103
Community Services Total	10,162	10,088	74

Parks and Countryside and Leisure

- 3 There have been no major changes since the last committee report and the service continues to come in within budget.

Communities

- 4 Following the reduction in the area based grant confirmed in October, Safer Herefordshire has confirmed that it still expects to deliver within budget this year. All other services within this area expect to spend within budget.

Economy and culture

- 5 Economic Development is expected to overspend due to an anticipated contribution to the newly formed Local Enterprise Partnership, between Shropshire, Telford and Herefordshire Services of up to £20k. Library services are forecasting £9k overspend, but it is hoped that this may be eliminated before the financial year end following further reviews within the service.

Directorate Management and Support

- 6 Vacancy savings of £48k previously reported to the last committee have now formed part of the savings identified for the Sustainable Communities Directorate, The service now expects to spend on budget.

Capital Budget 2010/11

- 7 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 decreased to £9,567k from £13,845k, being the budget figure reported at 31st December 2010 and the relevant virements have been completed. This is a net decrease of £4,278k and relates to:

- The golf driving range capital scheme at Hereford leisure centre, which is a spend to save scheme fully funded by Halo, will not be completed this year resulting in £347k slippage into 2011-12.
- The forecast on Grange Court has slipped by £500k following cash flow revisions post scheme sign off.
- Since the December forecasts, as a result of a scheme redesign, Ross Library has now reduced the budget for 2010/11 by £592k.
- Ledbury Library continues to be under review and the budget for 2010/11 year has been reduced by £2,239k to £100k pending a decision on the site of the Library. The remaining budget will be transferred to 2012-13.
- A reduction on the Livestock Market budget following the transfer of £600k to the portfolio monitored by Environment Scrutiny, for the off site highway improvements associated with the new Livestock Market, funded by Growth Bid Capital Grant.

Financial Implications

- 8 These are contained in the body of the report.

Legal Implications

- 9 None.

Risk Management

- 10 The risks are set out in the body of the report.

Appendices

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

Background Papers

- None Identified.

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

COMMUNITY SERVICES	Annual Budget £000	Forecast Outturn £000	Under /(over) spend £000	Actual to date £000	Budget to date £000	Under/ (over) spend to date £000
Parks, Countryside and Leisure	3,148	3,148	0	2,362	2,419	57
Communities	1,005	1,005	0	579	742	163
Economy and Culture	5,445	5,474	(29)	3,989	4,268	279
Directorate Mangement and support	461	461	0	372	375	3
Savings	103	0	103	0	103	103
	10,162	10,088	74	7,302	7,907	605
Parks and countryside	1,446	1,446	0	894	956	62
HALO	1,613	1,613	0	1393	1399	6
Leisure Centre	89	89	0	75	64	(11)
<u>Sub-Total Parks , Countryside and Leisure</u>	3,148	3,148	0	2,362	2,419	57
Community Safety	328	328	0	243	327	84
Community Regeneration	677	677	0	336	415	79
<u>Sub-Total Communities</u>	1,005	1,005	0	579	742	163
Economy:						
Economic Development	444	464	(20)	318	353	35
Delegated Grants and Programmes	79	79	0	58	63	5
Hereford Futures	711	711	0	652	674	22
Head of Economic and Community Regeneration	154	154	0	92	114	22
Regeneration Programmes	315	315	0	124	251	127
Tourism	496	496	0	360	368	8
Cultural Services:		0				
Arts	575	575	0	464	466	2
Cultural Services Staff	112	112	0	67	80	13
Heritage	516	516	0	421	396	(25)
Sports Development	197	197	0	97	140	43
Libraries	1,846	1,855	(9)	1336	1363	27
<u>Sub-Total Economy and Culture</u>	5,445	5,474	(29)	3,989	4,268	279
<u>Sub-Total Directorate Mangement and support</u>	461	461	0	372	375	3
Savings	103	0	103	0	103	103

COMMUNITY SERVICES CAPITAL PROGRAMME 2010/11

Scheme	Original Budget 2010-11	Forecast as at 30th September 2010	Revised Forecast as at 31st December 2010	Change in forecast	Spend to 31st December 2010
	£000	£000	£000	£000	£000
Livestock Market	4,800	5,800	5,200	(600)	3,241
Grange Court	0	1,500	1,000	(500)	241
Belmont pools	105	27	27	(0)	27
Rural enterprize grant	1,667	1,667	1,667	0	1,275
Hereford City Shop Front Grants	2	2	2	0	1
Rotherwas Futures	500	718	718	0	168
Hereford Cathedral Close	75	75	75	0	50
Shobdon S106	22	22	22	0	20
CCTV		14	14	0	14
CCTV for Union St/Passage	18	18	18	0	17
Safer Stronger Communities	44	22	22	0	5
Ross Library	1,000	1,000	408	(592)	73
Ledbury Library	2,339	2,339	100	(2,239)	24
Friar Street Phase 3	156	156	156	0	2
Self Service Booking System	39	39	39	0	15
Golf driving range	347	347	0	(347)	0
Free Swimming	54	0	0	0	0
Aylestone Hill Park (Phase 2)	72	72	72	0	0
Vine Tree Farm R o W (POS) S106	27	27	27	0	0
	11,267	13,845	9,567	(4,278)	5,173

Funded By:

Capital Receipts Reserve	4,905	5227	4,627	(600)	
Growth Point Grant	0	600	600	0	
Grants - Grange Court	0	1500	1,000	(500)	
AWM	2,167	2372	2,372	0	
Prudential Borrowing	3,976	3989	811	(3,178)	
S106	121	135	135	0	
Home Office	44	22	22	0	
Dept of Cult & Leis - Free swimming gra	54	0	0	0	
	11,267	13,845	9,567	(4,278)	

MEETING:	COMMUNITY SERVICES SCRUTINY COMMITTEE
DATE:	7TH MARCH 2011
TITLE OF REPORT:	PERFORMANCE OUT-TURN UP TO END OF DECEMBER 2010
PORTFOLIO AREA:	EDCONOMIC DEVELOPMENT AND COMMUNITY SERVICES

CLASSIFICATION: Open

Purpose

To provide a report on the outturns for key national performance indicator targets and other performance management information for the Sustainable Communities Directorate for the period to December 2011.

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 30th September 2010, against target figures for 2010-11, along with information about Direction of Travel and Status, which are defined as:

Further information on the subject of this report is available from
Chris Jones, Principal Directorate Services Officer, Sustainable Communities Directorate,
chris.jones@herefordshire.gov.uk or on (01432) 261596

- 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.
 6. 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; an explanation of the ratings is shown at Appendix A.

Key Considerations

7. **NI 152 – Working Age People on out of work benefits / NI 153 Working Age people on out of work benefits in the worst performing neighbourhoods** - Despite these being annually reported indicators there are actions in place to improve against these targets. The target for NI 152 is currently rated as amber which indicates that the outturn is within 5% of the target. NI 153 is currently rated as red which indicates that the target for this indicator is 5% or more below target. However, the Future Jobs Fund to assist long term unemployed aged 18 – 24 into work will enable approximately 40% of beneficiaries to move into full time work, accredited training or both.
8. **NI 9 – Use of Public Libraries** – This indicator is currently rated as red which indicates that the target is 5% or more below target. There are actions that are in place and the development of the Future Libraries Programme and the new Library Strategy is being developed to improve the service. We are also be developing a new framework of local performance indicators that will measure performance of the service and customer satisfaction.
9. **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 and the forthcoming financial year.
10. **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.
11. The New Business Board met for their first meeting in December 2010 and will be building networks around this hub, there are a range of other networks being supported such as METNET, Herefordshire Media Group and Truffle Herefordshire.
12. **NI 40 – Drug users in effective treatment** – This indicator is currently amber, being within 5% of target; some of the most important actions have been achieved and progress continues to be made against the drug treatment review actions. Recovery pathways are being implemented to ensure better outcomes for service users.
13. **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. The data for this indicator is next due in March 2011.

14. Further information in respect of the performance outturns can be found in Appendix B.

Community Impact

15. Not Applicable.

Financial Implications

16. None Identified

Consultees

17. None Identified

Appendices

18. Appendix A : Key to Performance Reports

19. Appendix B: Details of Key Performance outturns for Economy and Culture, and Homes and Communities up to 31st December 2010.




Background Papers

20. None identified.




KEY TO PERFORMANCE REPORTS

LEVEL 1

PERFORMANCE AGAINST TARGETS AND ACTION PLANS	
4	Overall, performance is significantly better than target(s)
3	Achieved, or on track to achieve, target(s)
2	Slightly behind target(s)
1	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	
4	Outturn is 10% or more above target
3	Outturn is above target by up to 10% or, where up to date performance data against target is not available for good reason, the action plan shows satisfactory progress
2	Outturn is below target, but within 5% or where up to date performance data against target is not available for good reason, the action plan shows inadequate progress
1	Outturn is 5% or more below target or no target has been set without good reason or there is no action plan
N.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	2009-10	Target 2010-11	Latest Performance	Judgement		Direction of Travel		Analysis
						Sept	Dec	Sept	Dec	
Citizen										
NI 151 - Overall employment rate	Director of Sustainable Communities	Bigger is better	76.2%	70%	76.2% (2009/10)	3	3	n/a	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	33.00%	31.00%	33% (May 2010)	1	1	n/a	n/a	Golden Post-Newton Farm is the only LSOA to exceed 25% claimant rate. The latest data shows Golden Post-Newton Farm to have remained at 33% up to May 2010. See commentary for NI 152 for activity.
NI 161 - Learners achieving a Level 1 qualification in literacy	Director of Sustainable Communities	Bigger is better			250 (2007/08)			n/a	n/a	
NI 162- Learners achieving an entry Level 3 qualification in numeracy	Director of Sustainable Communities	Bigger is better			12 (2007/08)			n/a	n/a	
NI 164 - Working age population qualified to at least Level 3 or higher	Director of Sustainable Communities	Bigger is better	51% (2008)		Due January 2011			n/a	n/a	
NI 165 - Working age population qualified to at least Level 4 or higher	Director of Sustainable Communities	Bigger is better	31% (2008)		Due January 2011			n/a	n/a	
NI 166 - Average employee earnings in the area	Director of Sustainable Communities	Bigger is better		£390.00	£417.70 (2010)	2	3	n/a	▶	Although the target has been met for 2010, challenges remain in this area around funding for major capital schemes: Hereford Futures- Regional Growth Fund bid is being submitted for the Link Road and Three Elms Industrial Estate Model Farm- Funding not secured to progress project at current time. An action plan is in development by our Partners to progress Higher Education provision for the County.
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	Latest figure is from 2008. Challenges remain around accessing funding to support activity in this area however the rural grants programmes are currently exceeding their targets- £150,450.76 delivered in November of private sector support. Supporting home working businesses and small business growth: The RE:Think Energy Grant scheme will be part of the Shropshire submission to AWM for funding, decision expected in Jan 11. New Business Board met for first meeting in Dec, will be building networks around this hub, range of other networks being supported - METNET, Herefordshire Media Group, Truffle Herefordshire.
NI 172 - VAT registered businesses in the area showing growth	Director of Sustainable Communities	Bigger is better	15.01%	14.20%	15.01% (2009)	3	3	n/a	n/a	See commentary for NI 171
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
Partnership										

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	n/a	Data from and up to May 2010. Indicator remains marginally below target, however the outturn has again improved from the previous quarter (Feb 2010). The Council continues to run schemes to reduce worklessness for example Contract 2 of the Future Jobs Fund is progressing well, with 18 beneficiaries already recruited and 2 more to be recruited at the end of January 2011. The European Social Fund - Engage Project has increased the number of clients as at 31st December 2010 to 605; of which 44 are SO1 clients (those who were over 12 months unemployed). A total of 83 of these (25 of which are SO1) are known to be employed as a result of this assistance. □
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	Still awaiting data for 2010. Activity: Have submitted required PQQ and expression of interest for Adult Learning Plan 2010/11 - awaiting final response from SFA. Delivery targets are on track to be met as planned.
NI 178 – bus services running on time (LAA)	Director of Sustainable Communities	Bigger is better	86%	73%	86%	4	4	n/a	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. The bus service contracts were reviewed and renewed during September. Only two services were withdrawn, one of which is already covered by a commercial service. Monitoring is ongoing.

Stronger Communities		Lead Director	Tolerance	2009-10	Target 2009-10	Latest Performance	Judgement		Direction of Travel		Analysis
							March	June	March	June	
Citizen											
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	The Place Survey, which measures this indicator, has been abolished by Central Government. A local alternative has been ruled out at present. Appropriate work relating to civic participation is encompassed within the vision and outcomes of the Communities First Workstream	
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	The Place Survey, which measures this indicator, has been abolished by Central Government. A local alternative has been ruled out at present. Volunteering projects continue with a focus on delivering the ABG and LDDF funded projects by the end of March. There is also an increased drive to develop and extend the HPS employer supported volunteering scheme. Recommendations within the Scrutiny Committee Review report will be met including a report on Community Transport in the County.	
Service											
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	Targets are to be consulted on and therefore the Performance rating may change. 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. In conjunction with the development of the Future Libraries Programme and the new Library Strategy a new framework of Performance indicators for the library service will be introduced in 2011 which will measure both service performance and customer satisfaction. The library service has received a further £30,000 of Area Based Grant funding to support the purchase of stock to support vulnerable people. The Library service will be considering which new local performance indicators to use in line with the new library strategy currently being developed.	
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	Arts: Herefordshire Art Week was an overall success, all other activities on target or completed - further analysis to take place in Dec/Jan. The broad initiative of "See it, done it, got creative" allowed work with a large number of partners, lessons learnt about how to work with a large number of partners on one initiative.	
Partnership											
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	The Place Survey, which measures this indicator, has been abolished by Central Government. A local alternative has been ruled out at present. It will be announced on 26th January that the principles of PB will be extended to all councils in Herefordshire working with the unitary authority. A Leader application has been submitted this month (December) for a project officer to work for 2 years in embedding a team of "community resilience volunteers" working under the auspices of the parish councils. The result of this application will not be known until end of March 2011.	
Statutory											

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	The Place Survey, which measures this indicator, has been abolished by Central Government. A local alternative has been ruled out at present. Withdrawal of external funding may have detrimental effect on performance in this area.
Local – % of people who find access to services difficult:	Director of Sustainable Communities	Smaller is better								The Place Survey, which measures this indicator, has been abolished by Central Government. A local alternative has been ruled out at present. Funding for running geographic pilot schemes in targeted areas to be confirmed, together with tie in to locality profiling. HP Board has endorsed Community Buildings Strategy - Action Plan to be completed.
Local shop										
a) Local shop										
b) Advice provision										
c) Public transport facility			12%	11% (2010-11)	Next due end of 2010	3	3	n/a	n/a	
			18%	16% (2010-11)	Next due end of 2010	3	3	n/a	n/a	
			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	

Safer Communities		Lead Director	Tolerance	2009-10	Target 2010-11	Latest Performance	Judgement		Direction of Travel		Analysis
Indicator	March						June	March	June		
Citizen											
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	ASB figures reduced during December to 700 incidents. Rowdy/husance behaviour represents approx. 55% of all ASB incidents. Criminal damage incidents reduced in December, performance remains better than target. A meeting and demo of a suitable ICT system was held on 7th December, further developments for the 20:20 Vision scheme are now being considered.	
Partnership											
NI 40 – drug users in effective treatment (LAA)	Director of Integrated Commissioning	Bigger is better		541	532 (June 2010)	2	2	n/a	n/a	Present NTA focus is on improving numbers exiting effective treatment drug free, plus a reduction in the numbers in treatment for 4+ years. NTA focusing on quality measures as reported in TOPS such as opiate abstinence and reliably improved, clients successfully completing treatment with no reported housing need. In November 2010, the JCG unanimously accepted the service developments proposed by DASH to improve the number of planned discharges drug free. By developing a 'recovery pathway', better outcomes for service users will be achieved. The proposals supplement the comprehensive review. Quarter 3 data expected mid-late February 2011.	
NI 30 – priority & prolific offenders (PPOs) (LAA)	Director of Sustainable Communities	Smaller is better		114	18 (June 2010)	4	4	n/a	n/a	Herefordshire nos now received 2010/11 target and quarter 1 performance, which is now available via Iqunta. 20 PPO's in the 2010/11 cohort. 2010/11 actual target 114, Q1 outturn was 18 offences, reduction baseline = 44%. Jan 2011 update: There are currently 18 PPO's identified in Herefordshire. 8 of which are currently in custody. and 10 PPO's are currently in the community. Integrated Offender Management (IOM) Workshop held on 30th November. Activities were mapped, gaps were identified and further analysis will be conducted in order to develop the IOM Strategy due for implementation on 1st April 2011, with a focus on re-offending. Meeting to be arranged in January 2011 between Safer Herefordshire and Probation to discuss data and appropriate and meaningful local targets.	

MEETING:	COMMUNITY SERVICES SCRUTINY COMMITTEE
DATE:	7TH MARCH 2011
TITLE OF REPORT:	ACTION PLAN MONITORING: SCRUTINY REVIEWS OF TOURISM WITH SPECIFIC REFERENCE TO TOURIST INFORMATION CENTRES, THE HEREFORDSHIRE ECONOMIC DEVELOPMENT STRATEGY 2005 – 2025 AND THE SUPPORT FOR VOLUNTEERING IN HEREFORDSHIRE
PORTFOLIO AREA:	ECONOMIC DEVELOPMENT AND COMMUNITY SERVICES

CLASSIFICATION: Open

Wards Affected

County-wide

Purpose

To update the Committee on the progress of Actions Plans relating to the Scrutiny Review of Herefordshire Economic Development Strategy 2005 – 2025, the Review of Tourism with Specific Reference to Tourist Information Centres and the Review of Support for Volunteering in Herefordshire.

Recommendations

THAT:

- (a) **progress of delivery of the actions is noted;**
- (b) **considering the actions achieved or planned there is no further reporting on action plans relating to the review of the Herefordshire Economic Development Strategy 2005 – 2025, or the Review of Tourism with Specific Reference to Tourist Information Centres.**

Key Points Summary

- Many of the actions concerning tourism have been integrated with the work on remodelling of the Tourist Information Centre (TIC) network.
- A tourism review has been concluded which provides an increased role for Visit Herefordshire as an independent provider of services commissioned by the local authority.
- The recommendations relating to the economic development strategy review have influenced the new economic development strategy that will be presented to Cabinet in June as part a suite of documents including the Local Transport Plan and Local Development Framework.

Further information on the subject of this report is available from
Natalia Silver, Assistant Director, Economy and Culture on (01432) 260732

- The actions concerning volunteering are progressing delivered through the Volunteering Development Group.

Alternative Options

- 1 That the action plans for economic development strategy and tourism are brought back to scrutiny for future reporting.

Reasons for Recommendations

- 2 The tourism and economic development strategy reviews took place in 2008 and 2009 respectively and though many of the actions have been achieved, circumstances and development have overtaken the original outcomes of the review.

Introduction and Background

- 3 Community Services Scrutiny Committee brought forward a report reviewing the economic development strategy on 5 October 2009. The task of the review was to consider the economic development strategy in light of the current economic downturn and changes in priorities. The review was supported from officers within the Planning Policy Service and as a result there is a great deal of connectivity to the Local Development Framework – which is a positive approach considering the impact of the LDF on decisions that will affect the economy.
- 4 The review of tourism services was presented to Community Services Scrutiny Committee on 18th April 2008. This review focused on TICs but also more generally the delivery of tourism in the county.
- 5 On the 7th December 2009 the Community Services Scrutiny Committee decided to establish a review group to consider support for volunteering. After a series of interviews and discussions the review group presented its findings to the wider committee on 28th June 2010.

Key Considerations

- 6 **Economic Development** – since the review was completed there has been significant change within economic development and regeneration. These include:
 - Establishment of the Marches Local Enterprise Partnership covering the areas of Herefordshire, Shropshire and Telford with the key purpose of growing the local economies through business development and in turn creating private sector jobs.
 - The previous Government introduced a duty to produce a Local Economic Assessment which has now been produced and has formed part of the State of Herefordshire report. As well as data findings a business survey was completed and wider public consultation commissioned.
 - A Herefordshire Business Board has been established to support economic growth through private sector development. This is a sister board to the Economic Development Partnership Group that pulls together a number of private and public organisations to implement the economic development strategy. This group is part of the Herefordshire partnership which is reviewing its purpose, role and structure.
- 7 The new economic development strategy has been informed by the research and consultation to be presented to cabinet in June linked to the Local Development Framework and the Transport Plan. This is in recognition of the interdependencies between documents.

- 8 **Tourism** – the remodelling of the TICs has now been completed. With the exception of Ross Visitor Centre (which is an integrated facility with Heritage) Herefordshire Council no longer directly runs TIC provision. However, there is still tourist information being provided in all the market towns, Hereford and Queenswood. There have been different solutions in each area, with a budget saving of £200,000.
- 9 During 2010/11 there has been a review of the central co-ordination of tourism that has the key functions of attracting people to the county, running tourism related events and general tourism development. The review has resulted in an enhanced Visit Herefordshire company taking the lead on tourism supported by a service level agreement with Herefordshire Council. This means that there will no longer be a tourism team directly employed within the local authority.
- 10 **Volunteering** – Within volunteering as there is an increasing focus on people contributing their time to run services and support communities although funding for volunteering has decreased generally and locally some schemes halted because of withdrawal of finance (ABG funding). This has resulted in some of the actions being delayed or withdrawn. However, as jobs are increasingly hard to find there is potential to use volunteering more widely as a tool of work experience or diversifying skills.

Community Impact

- 11 The economic prosperity of the county has an impact on the sustainability of key services in the county.
- 12 Tourism is a key industry for Herefordshire and Visit Herefordshire's key task will be to increase visitor spend in the county. Much of the tourism delivery is through small operators which are a key component of the tourism profile.
- 13 There is strong correlation between the positive effects of volunteering on communities and individuals as found through the review.

Financial Implications

- 14 There are no direct cost implications, however points to note:
- There is potential sources of funding via the Regional Growth Fund for regeneration schemes through a nationally competitive process though finance is limited.
 - With the demise of AWM there is reduced funding for schemes including tourism projects.
 - Herefordshire Council will be supporting Visit Herefordshire through a service level agreement negotiated annual and based on achievement of milestones.
 - There is potential funding for volunteering through routes to employment.

Legal Implications

- 15 There are no legal implications beyond the enhanced role of Visit Herefordshire.

Risk Management

- 16 Risk for the action plans include:
- a. The independent TICs fail to achieve income generation to meet the financial out-

goings.

Mitigation: TICs supported by Herefordshire Council and Visit Herefordshire. Ross Visitor Centre acting as a “hub” which can provide back-up for TICs.

- b. The approach as outlined in the Economic Development Strategy does not have an impact on the growth of the economy with a double dip in the recovery.
Mitigation: collaborative approach to delivery of the strategy including with the newly formed Business Board and the existing Economic Development Partnership Group.
- c. Funding for new volunteering schemes does not materialise resulting in increased pressure on those who currently volunteering.
Mitigation: that alternative sources of funding are explored and agencies pool their resources to promote and manage volunteering.

Consultees

- 17 The separate reviews included a list of people interviewed which has previously been reported.

Appendices

- 18 Appendix:

Appendix 1 Action Plan for Tourism Review - update

Appendix 2 Action Plan for Economic Development Strategy Review - update

Appendix 3 Action Plan for Review of Volunteering in Herefordshire - update

Background Papers

Reviews:

- Scrutiny Review of Tourism Delivery
- Scrutiny Review of Economic Development Strategy
- Scrutiny Review of Volunteering in Herefordshire

Appendix 1 Action Plan in Response to the Review of Tourism

Recommendation No. 1	Continue to provide TIC's at or close to the main centres' of tourist activity in the County, notwithstanding reductions and changes in patterns of use. Utilisation and effectiveness to continue to be monitored via footfall and cost per visitor data.			
Executive's Response	Accepted the recommendation in principle			
Action	Owner	By When	Target/Success Criteria	Progress
TIC stakeholder day to review the work of the TICs and inform an asset management plan.	Tourism Food & Marketing Manager	June 2009	Input from stakeholders on the options for TICs.	Achieved Meeting took place on 23 rd June 2009.
Asset management plan to be produced in the light of reduced expenditure.	Head of Economic and Community Services	January 2010	Cabinet member agreed options for TICs.	Achieved Remodelling of TICs complete.
Annual review of footfall and cost per visitor data.	Visitor & Promotions Officer	January 2010	Increased usage or enquiries via the TIC.	Achieved Prepared as part of the TIC remodelling.
Recommendation No. 2	Retain direct control over tourism information services. Never combine the functions of a TIC with those of an 'info in Herefordshire' office.			
Executive's Response	Recommendation not accepted. Options should remain open for TICs and part of the corporate approach is to share services in market towns where viable.			
Action	Owner	By When	Target/Success Criteria	Progress
Options for TICs to be reflected in the asset management plan.	Head of Economic and Community Services	January 2010	Cabinet member agreed options for TICs.	Achieved Options presented as part of the remodelling of TICs.
Recommendation No. 3	Meet the challenges posed by rising expectations and modern means of communication, and the drive for greater VFM, with a new 'hub and spoke' structure for the delivery of tourist information.			
Executive's Response	Accepted in principle.			
Action	Owner	By When	Target/Success Criteria	Progress
Options for TICs to be reflected in the asset management plan.	Head of Economic and Community Services	January 2010	Potential value for money savings.	Achieved Ross Visitor Centre operates as hub for TIC network.

Appendix 1

<p>Recommendation No. 4 & 5</p>	<p>Establish a central hub, co-located with a principal TIC, staffed by 2.25 fte staff plus the TIC supervisor. Its functions to comprise:</p> <ul style="list-style-type: none"> a. Centralised handling of tourism enquiries providing higher standards of promptness, comprehensiveness and professionalism. b. A centralised facility for the maintenance and provision of brochures etc relating to destinations beyond the County boundary, thus facilitating the updating of this information whilst eradicating multiple holdings and, most importantly, freeing valuable storage and display space at the TICs. c. The potential for centralisation of some peripheral TIC functions such as accommodation, bus, train and theatre bookings. <p>Accepted in principle.</p>				
<p>Executive's Response</p>	<p>Accepted in principle.</p>				
<p>Action</p>	<p>Identify a location that could work as a central TIC.</p>	<p>Owner Tourism Food & Marketing Manager</p>	<p>By When January 2010</p>	<p>Target/Success Criteria One central hub will support all Tourist Information Centres in the county.</p>	<p>Progress Achieved Ross hub location.</p>
<p>Recommendation No. 6</p>	<p>Bromyard Centre to become a TIP with better internal and external signage, a more obvious telephone for enquiries and, as a trial the installation of window mounted touch-screen information facility.</p>				
<p>Executive's Response</p>	<p>Recommendations accepted.</p>				
<p>Action</p>	<p>Telephone linked to Ross Tourist Information Centre for accommodation bookings</p>	<p>Owner Visitor & Promotions Officer</p>	<p>By When Completed</p>	<p>Target/Success Criteria Easy access for visitors to book accommodation.</p>	<p>Progress Achieved With Bromyard looking to run an independent TIC.</p>
<p>Display Cabinet for the sale of gifts to enhance the offer</p>	<p>Monthly SLA review to ensure that there is a full understanding of the requirements of all partners.</p>	<p>Visitor & Promotions Officer</p>	<p>Completed</p>	<p>Maximise sales opportunity.</p>	<p>Achieved</p>
<p>Signage being investigated</p>	<p>Touch screen costs to be investigated.</p>	<p>Visitor & Promotions Officer</p>	<p>On going</p>	<p>Increased use and profile of the TIC/TIP.</p>	<p>Achieved</p>
<p>Touch screen costs to be investigated.</p>	<p>Touch screen costs to be investigated.</p>	<p>Visitor & Promotions Officer</p>	<p>February 2010</p>	<p>Greater knowledge of the TIP by customers.</p>	<p>Achieved</p>
<p>Touch screen costs to be investigated.</p>	<p>Touch screen costs to be investigated.</p>	<p>Visitor & Promotions Officer</p>	<p>December 2009</p>	<p>Improved service for customers considering no staff to cover the tourism function.</p>	<p>Initial costs being sought. But not cost effective in relation to the remodelling.</p>

Appendix 1

Recommendation No. 7	Enable the Kington TIC to remain in its present location and refurbish the building's fabric and decoration providing this can be done from within existing budgets.			
Executive's Response	Agreed in part. The building is leased to the Town Council.			
Action	Owner	By When	Target/Success Criteria	Progress
Replacement flooring to be considered in the 2010/11 maintenance programme.	Colin Birks	May 2010.	Decision on maintenance work.	Costs for maintenance being planned in outline.
Recommendation No. 8	Complement each of the other 'spoke' TICs with 2.5fte paid staff plus any available volunteers.			
Executive's Response	Recommendation not accepted. Each TIC will have its own staffing requirements.			
Action	Owner	By When	Target/Success Criteria	Progress
Restructure of TICs linked to the restructure of the wider tourism service.	Visitor Promotions Officer	October 2009	Bring TIC staff costs on budget.	Achieved Remodelling of TICs; 2 fte at Ross but different arrangements at each independent centre.
Recommendation No. 9	Move Hereford TIC from its current location to new and less costly premises as close as possible to the historic city centre.			
Executive's Response	Accept in principle subject to being able to reassign the lease and that the appropriate savings can be achieved.			
Action	Owner	By When	Target/Success Criteria	Progress
Undertake a review of alternative sites for Hereford TIC as part of the TIC asset management plan.	Head of Economic and Community Services	January 2010	Explore cheaper rent option for Hereford TIC.	Achieved Enhanced Tourist Information Points at the Old House and Hereford Library.
Recommendation No. 10	Find alternative accommodation for Leominster TIC in a central location as soon as possible.			
Executive's Response	Accept in principle.			
Action	Owner	By When	Target/Success Criteria	Progress
Investigate alternative locations for Leominster TIC as part of the TIC asset management plan.	Head of Economic and Community Services	January 2010	Explore best option for Leominster TIC considering all cost restraints.	Achieved Alternative option presented to Cabinet to share services as Info Centre. Town Council keen to retain current site in response to local preference.

Recommendation No. 11	Agree with Visit Herefordshire that the latter will take the lead in all aspects of the marketing of tourism in and to the County.			
Executive's Response	Accepted as the current position.			
Action	Owner	By When	Target/Success Criteria	Progress
Review of the Destination Management Partnership to take place.	Head of Economic and Community Services.	March 2009	To fully understand the organisational development opportunities for tourism in the county.	Achieved The enhanced Visit Herefordshire company leads responsibility for tourism under service level agreement with the local authority.
Recommendation No. 12	Explore with Visit Herefordshire how best to develop and improve the linkages between marketing information.			
Executive's Response	Recommendation accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
Review of literature published to ensure value for money and relevance.	Tourism Food & Marketing Manager	June 2009	Reduced number of publications.	Achieved
Recommendation No. 13	Seek to make improvements to the content, user-friendliness and updating of the Web site.			
Executive's Response	Accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
Improved front page of the web site with links to the events with special themed banners for the different seasons.	Web Development Officer	October 2008	Improved look and usability of the website.	Achieved
Improving search optimisation for each page of the web site resulting in more hits to the web site.	Web Development Officer	On going.	Additional hits to the web site.	On going
Request a booking of accommodation has increased the number of bookings via the web site and increased e shop to enable more tickets for events to be sold.	Web Development Officer	May 2009	More bookings for accommodation via the web site.	Achieved
Establish an area for food and drink businesses thereby increasing awareness of the range of food and drink made in the county.	Web Development Officer	April 2009	Increased profile of food and drink.	Achieved
Added travel Buddy to enable people to connect to the data via their mobile phones.	Web Development Officer	November 2008	Using new technology to improve access to the range of activities, events and accommodation in the county.	Achieved

Appendix 1

Recommendation No. 14	The proposal for a hub and spoke structure should be monitored closely and a review and report prepared after the first year of operation.			
Executive's Response	Agreed in principle depending on the outcome of the TIC asset management plan and linked recommendations 4 and 5 above.			
Action	Report when / if arrangements have been completed.	Owner Tourism Food & Marketing Manager	By When March 2011.	Target/Success Criteria Effectiveness of the operation of independent TICs along with Ross Visitor Centre.
				Progress

Action Plan in Response to the Review of Economic Development Strategy Update February 2011

Recommendation No. 1		Ensure stronger links to the Local Development Framework (LDF) and new regional guidance and enable more effective use in determining planning applications. This recommendation is accepted.			
Executive's Response	Action	Owner	By When	Target/Success Criteria	Progress
	Contribute to the allocation of industrial land sites and other infrastructure schemes in the LDF that will have an impact on economic development and business support.	Economic Development Manager	January 2010	Sound basis of information to make decisions on industrial land sites.	Achieved Land Based Review evidence complete and available on the website in November 2009.
	Enhanced communication between economic development and planning services to consider economic factors in planning decisions.	Director of Sustainable Communities	December 2009	Wider view of planning decisions.	Achieved Services within single Directorate.
	Consultation on the LDF by the Economic Development Partnership Group (policy and delivery group of the Herefordshire Partnership).	Economic Development Manager	March 2010	Partnership response to the LDF that looks at the impact on the economy and businesses.	Achieved
	Keep up to date with regional changes in strategy as part of the production of a revised Economic Development Strategy for the county.	Assistant Director Economy and Culture	On going	Strong linkage with the delivery of regional strategy whilst retaining the distinctiveness of the county.	Achieved Herefordshire as part of the Marches LEP, which includes sub-regional approach.
Recommendation No. 2	Produce individual action plans on Hereford, the Market Towns and the Rural Areas (considering roles and identities) linked to the LDF; engage community groups and monitor through Policy Delivery Group of Partnership.				
Executive's Response	Agreed in principle. The layout and design of the new strategy has yet to be agreed but likely to include a geographic review linked to the outcomes of the LDF and actions to assist in the deliverability of LDF.				
Action	Owner	By When	Target/Success Criteria	Progress	
To agree the timetable for production and design layout of the new Economic Development Strategy.	Assistant Director Economy and Culture	March 2010	Format of the strategy agreed.	Achieved Methodology produced and agreed by EDPG.	
LDF consultation to outline requirements of the county, followed by roll out of city and market town plans.	Planning Policy Manager	tbc	Individual market towns and city plans produced.	Consultation launched in January 2010. Completed and results available Dec 2010. Future progress following Cabinet decision June 2011.	

Activity to deliver the Economic Development Strategy currently monitored via the Economic Development Partnership Group.	Senior Economic Development Officer	On going (meeting 6 times a year)	Understanding of projects as they progress and linkages to other initiatives.	Achieved Sub group established and completed process.
Recommendation No. 3	Greater emphasis on ICT and particularly actively seeking ways of improving broadband speeds and coverage across the County to support existing and attract new businesses; create "hubs" in market towns for business use			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
Intentions Paper produced on the approach of Herefordshire Public Services to address not spots and low band width.	Assistant Director Economy and Culture	December 2009	An agreed way forward to address the shortcoming of broadband in the county.	Achieved Intentions paper produced and new Broadband Strategy published in Feb 2011.
Event open to community representatives to understand the opportunities and funding available to create local solutions to broadband coverage.	Regeneration Programmes Manager	February 2010	Ensure communities are aware of the opportunities for local solutions and can be proactive with council support.	Achieved Herefordshire Community Broadband conference held on 18 th March 2010 with approx 100 people in attendance. Also two summit events organised by the MP.
Explore the option of 2 pilot areas working to test "combined" broadband solution.	Assistant Director Economy and Culture	February 2010 September 2010	To work with communities to show the potential of working collectively to address access to broadband.	Achieved Area in the South of Herefordshire along with part of Gloucestershire identified as one of four UK pilots.
Recommendation No. 4	Greater emphasis on regeneration and ways of promoting this e.g. re-use of Council owned buildings in Hereford for heritage based projects run in partnership with outside bodies			
Executive's Response	Agreed in principle. To include re-use of Council owned buildings in the county for cultural and community projects – not just restricted in heritage schemes in Hereford.			
Action	Owner	By When	Target/Success Criteria	Progress
To seek agreement of the Community Asset Transfer Strategy that gives guidance on the transfer of assets to create the most benefit in utilising council resources.	Strategic Asset Manager	March 2010	To create a framework for the transfer of assets at below market value.	Achieved Policy and guidance approved by Cabinet on 18 December 2009.
Initial discussions with the Hereford Heritage Regeneration Group on the transfer of assets for development.	Strategic Asset Manager	September 2009	To gain an understanding of the requirements of the group and offer guidance.	Scheme withdrawn by Hereford Heritage Group.

Grange Court transferred to Leominster Area Regeneration Company for development as a community asset for the town.	Community Regeneration Manager	September 2011	Complete build supporting business and community use as part of the regeneration of the area.	Achieved Completion date due in Autumn 2011.
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Recommendation No. 5	Greater emphasis on attracting new businesses and jobs into the county – reflecting economic downturn.			
Executive's Response	This recommendation is accepted.			
Action	Owner	By When	Target/Success Criteria	Progress
Attracting businesses to the County to be included in the new Economic Development Strategy.	Assistant Director Economy and Culture	October 2010 December 2010	Production of new strategy.	New economic development strategy produced to be presented to cabinet in June 2011.
Produce an outline Inward Investment Strategy for the County.	Economic Development Manager	December 2009	The initial guidance on approach of attracting businesses to the county followed by sector specific marketing.	To be lead by the newly formed Herefordshire Business Board linked to inward investment plan for the LEP.
Pursue a marketing campaign to attract businesses into the area.	Economic Development Manager	December 2010	To attract new companies to the area.	Brand for inward investment / economic development complete by summer 2011.

Recommendation No. 6	Existing businesses – need section on all sectors of industry and their needs, should be a specific reference to business support available.			
Executive's Response	This recommendation is accepted in principle. In the course of analysing the data and conducting the research certain sectors may emerge that are relevant for special considerations.			
Action	Owner	By When	Target/Success Criteria	Progress
Support for existing businesses to be included in the new Economic Development Strategy.	Assistant Director Economy and Culture	October 2010 December 2010	Production of new strategy.	Achieved Sectors outlined in the draft strategy. Highlighted in the State of Herefordshire report.
Continuation of grant schemes offered or funded by the Council.	Economic Development Manager	On-going	New business creation; business supported and additional training taking place.	Achieved in part Business Booster grant and Training Voucher continued until funding was withdrawn. However new Redundant Building Grant launched.
Lobby for the county to be included in the Sustainable Urban Development Programme	Regeneration Programmes Manager	Commence Nov 2010	New business creation, business supported.	Projects outlined for inclusion.

Recommendation No. 7	Greater reference to tourism strategy and links to economic development.				
Executive's Response	This recommendation is accepted.				
Action	Owner	By When	Target/Success Criteria	Progress	
Tourism to be reflected in the new Economic Development Strategy as an important sector to the county.	Assistant Director Economy and Culture	October 2010	Production of new strategy.	Achieved Included in the draft economic development strategy. Enhanced Visit Herefordshire established.	
Production of the Tourism Strategy to act as an appendix to the Economic Development Strategy as a "cluster" strand.	Tourism Food and Marketing Manager	October 2010	Produce document that gives a framework for future tourism development.	Achieved in part Tourism strategy produced to be finalised by the new board by April 2011.	

Recommendation No. 8	Need to integrate specific objectives into the sustainability theme on climate change e.g. measures to promote renewable energy schemes based on independent study of potential of renewable energy production in the County.				
Executive's Response	This recommendation is accepted in principle and assessment needed if a separate study needs to be conducted on potential renewable energies as information already available or work in hand to understand the options for renewables. Also, funding currently unidentified for an independent study.				
Action	Owner	By When	Target/Success Criteria	Progress	
Sustainability theme in the current Economic Development Strategy to be enhanced.	Assistant Director Economy and Culture	October 2010 December 2010	Production of new strategy.	Achieved Feature of the draft strategy.	
Present completed wood fuel strategy. Progress actions.	Regeneration Programmes Manager	February 2010	Strategy completed.	Achieved Strategy completed implementation by Environment, Planning and Waste	

Recommendation No. 9	Reflect the significance transport plays in supporting business development with a focus on sustainable transport solutions.				
Executive's Response	This recommendation is accepted.				
Action	Owner	By When	Target/Success Criteria	Progress	
Transport element to be reflected in the new Economic Development Strategy linked to the Integrated Transport Plan.	Assistant Director Economy and Culture	October 2010	Production of new strategy.	Achieved A section in the draft strategy on transport and wider infrastructure issues.	

Recommendation No. 10	Review skills objectives and delivery mechanisms against State of Herefordshire report and recent developments i.e. University Challenge.								
Executive's Response	This recommendation is accepted.								
Action									
To enhance the skills element of the current Economic Development Strategy to reflect most up to date data and review delivery mechanisms.	<table border="1"> <tr> <th>Owner</th> <th>By When</th> <th>Target/Success Criteria</th> <th>Progress</th> </tr> <tr> <td>Assistant Director Economy and Culture</td> <td>October 2010</td> <td>Production of new strategy.</td> <td>Achieved Skills emerging as a key theme in the draft strategy.</td> </tr> </table>	Owner	By When	Target/Success Criteria	Progress	Assistant Director Economy and Culture	October 2010	Production of new strategy.	Achieved Skills emerging as a key theme in the draft strategy.
Owner	By When	Target/Success Criteria	Progress						
Assistant Director Economy and Culture	October 2010	Production of new strategy.	Achieved Skills emerging as a key theme in the draft strategy.						

Recommendation No. 11	Revise the current EDS in light of a changing economic climate, reflective of the local economic assessment and the outcomes of the LDF consultation – to include wider consultation on a draft review document.								
Executive's Response	This recommendation is accepted.								
Action									
Produce a new Economic Development Strategy for the County.	<table border="1"> <tr> <th>Owner</th> <th>By When</th> <th>Target/Success Criteria</th> <th>Progress</th> </tr> <tr> <td>Assistant Director Economy and Culture</td> <td>October 2010 December 2010</td> <td>Production of new strategy.</td> <td>Draft strategy produced and to be presented to cabinet as a suite of documents alongside the LDF and transport plan.</td> </tr> </table>	Owner	By When	Target/Success Criteria	Progress	Assistant Director Economy and Culture	October 2010 December 2010	Production of new strategy.	Draft strategy produced and to be presented to cabinet as a suite of documents alongside the LDF and transport plan.
Owner	By When	Target/Success Criteria	Progress						
Assistant Director Economy and Culture	October 2010 December 2010	Production of new strategy.	Draft strategy produced and to be presented to cabinet as a suite of documents alongside the LDF and transport plan.						
Local Area Assessment to be produced that pulls together research findings under national guidance.	<table border="1"> <tr> <th>Owner</th> <th>By When</th> <th>Target/Success Criteria</th> <th>Progress</th> </tr> <tr> <td>Economic Development Officer</td> <td>June 2010 July 2010</td> <td>Research document produced to inform strategy.</td> <td>Achieved</td> </tr> </table>	Owner	By When	Target/Success Criteria	Progress	Economic Development Officer	June 2010 July 2010	Research document produced to inform strategy.	Achieved
Owner	By When	Target/Success Criteria	Progress						
Economic Development Officer	June 2010 July 2010	Research document produced to inform strategy.	Achieved						
Produce stakeholder map and consultation programme bearing in mind the work will be conducted using current resources.	<table border="1"> <tr> <th>Owner</th> <th>By When</th> <th>Target/Success Criteria</th> <th>Progress</th> </tr> <tr> <td>Assistant Director Economy and Culture</td> <td>December 2009</td> <td>To create a framework for consultation and development of the Economic Development Strategy.</td> <td>Achieved As part of Local Economic Assessment business survey took place, plus follow-up consultation with businesses and stakeholders.</td> </tr> </table>	Owner	By When	Target/Success Criteria	Progress	Assistant Director Economy and Culture	December 2009	To create a framework for consultation and development of the Economic Development Strategy.	Achieved As part of Local Economic Assessment business survey took place, plus follow-up consultation with businesses and stakeholders.
Owner	By When	Target/Success Criteria	Progress						
Assistant Director Economy and Culture	December 2009	To create a framework for consultation and development of the Economic Development Strategy.	Achieved As part of Local Economic Assessment business survey took place, plus follow-up consultation with businesses and stakeholders.						

Recommendation No. 12	Develop Annual Monitoring to relate indicators to objectives (tied in with Comprehensive Area Assessments and Local Economic Assessments) to test effectiveness of programmes/investment. Produce "Partners Map" – explaining objectives/targets/milestones and areas of responsibility for monitoring.								
Executive's Response	This recommendation is accepted.								
Action									
As well as current project updates submitted to the Economic Development Partnership Group to also receive Performance+ information.	<table border="1"> <tr> <th>Owner</th> <th>By When</th> <th>Target/Success Criteria</th> <th>Progress</th> </tr> <tr> <td>Senior Economic Development Officer</td> <td>April 2010</td> <td>To link activity to performance indicator achievement.</td> <td>Achieved However, national indicators withdrawn - future monitoring looking at local indicators that can provide comparisons.</td> </tr> </table>	Owner	By When	Target/Success Criteria	Progress	Senior Economic Development Officer	April 2010	To link activity to performance indicator achievement.	Achieved However, national indicators withdrawn - future monitoring looking at local indicators that can provide comparisons.
Owner	By When	Target/Success Criteria	Progress						
Senior Economic Development Officer	April 2010	To link activity to performance indicator achievement.	Achieved However, national indicators withdrawn - future monitoring looking at local indicators that can provide comparisons.						

Appendix 2

As part of the Economic Development Strategy produce a delivery plan that outlines the requirements of a "partner map".	Assistant Director Economy and Culture	July 2011	To gain an understanding of how activity relates to policy.	Delivery plan to be produced once strategy agreed.
Recommendation No. 13 Suggest greater formal interaction – specifically between economic development, the Herefordshire Partnership and planning sections to develop revised strategy.				
Executive's Response This recommendation is accepted.				
Action				
Build on current arrangements where the Economic Development Partnership Group is a policy and delivery group of the Herefordshire Partnership.	Owner Assistant Director Economy and Culture	By When On going	Target/Success Criteria Greater interaction between the Herefordshire Partnership and economic development.	Progress Achieved Economic Development and Enterprise is one of six priority areas in the Community Strategy. However, likely to change due to realignment of the partnership.
Economic Development and Planning Services have been brought together in a single Directorate to create greater links across services.	Director of Sustainable Communities	On going	Greater interaction between the Planning Service and economic development.	Achieved

Support for Volunteering Action Plan Response to the Community Services Scrutiny Review - February 2011

Key:

CVALD: Community Voluntary Action Ledbury and District
 LDDF: Learning Disability Development Fund
 HPS: Herefordshire Public Services
 HVA: Herefordshire Voluntary Action
 PLRSO: Parish Liaison and Rural Services Officer
 TSLO: Third Sector Liaison Officer (employed by Herefordshire Council)
 VDG: Volunteering Development Group

Nb: Strike through of dates denotes amended target date

Recommendation No. 1	For the Volunteering Development Group to produce a marketing and awareness campaign for volunteering				
Executive's Response	Agreed. Marketing and awareness campaign to be produced and integrated into the VDG delivery plan.				
Action	Owner	By When	Target/Success Criteria	Progress	
Marketing Campaign action plan produced	VDG	31/03/11 31/03/11	Target increase of 3.5% based on baseline figure of 29% (2008). <i>Place survey which measured this has not taken place. New methods, including stats from HVA and CVALD are being explored.</i>	Funding through ABG not forthcoming. New plans being made around collaborative inclusive marketing.	
Seek funding to pursue some of the campaign activities.	TSLO	42/42/40 30/09/11	Additional income secured.	Funding streams being explored. Additional funding may be forthcoming later in the year through the Giving Green Paper. Report on the sustainability of Volunteer Centres completed and approved through the VDG to explore new models of delivery.	

Recommendation No. 2	That discussions with representatives of the PCT take place to address the issue of additional support for the placement of volunteers who have learning difficulties or mental health challenges			
Executive's Response	Agreed. Work with the PCT and others dealing with this area to provide direction and understand all the issues.			
Action	Owner	By When	Target/Success Criteria	Progress
Actions included in the VDG delivery plan.	VDG	31/03/11	Good practise scoping achieved, and guidance produced including better cross HPS working and knowledge of funding available.	Report written and approved by VDG with new approach recommended.
Final report shared with scrutiny as to progress.	TSLO	30/04/11	Report back to Scrutiny with an outline of the issues.	Report to next Scrutiny Committee.
Foster joint working with a project that works with people with learning disabilities.	VDG	31/03/11	New project to involve 10 people with learning disabilities.	LDDF funding secured and project underway. Initial results are very promising and have provided a likely new model for collaborative cross-sector working. Final report will come to Scrutiny in May.

Recommendation No. 3	That the opportunity to volunteer for two days is highly promoted through the council's communications tools (Communications Unit)			
Executive's Response	Agreed. Closer working between VDG and HPS with promotional work with the Communications Team. Events planned for all HPS buildings following an initial pilot at Plough Lane this autumn to promote the scheme.			
Action	Owner	By When	Target/Success Criteria	Progress
Instigate a system of recording take up of the scheme.	HR	completed	Record of take up	Completed
Pilot promotion event at Plough Lane	VDG	7/01/11	Awareness and greater uptake	This event postponed due to illness of key staff members. Action plan now in place through VDG sub-group to have a major promotion event during Volunteering Week in June.
Timetable of future events devised	VDG	31/04/11 31/10/11	Greater uptake	Action plan in progress for June event. VDG will lead on a subsequent timetable of events cross-county on a rolling basis.
Regular small articles and/or case studies in First Press etc	TSLO/PR	ongoing	Greater uptake	Promotion focus on Volunteering Week

Recommendation No. 4	To include opportunity for volunteering in employment offer letters and highlighted on induction information, with systems put in place to monitor up-take.			
Executive's Response	Agreed. Induction of officers under review with potential to include the volunteering scheme.			
Action	Owner	By When	Target/Success Criteria	Progress
HR to develop systems and resources	TSLO/HR	12/12/10 31/03/11	Promotion in induction process and offer letters.	Meetings held with HR, induction trainers aware of volunteering opportunity and discussing at their meeting 25/10/10. Materials yet to be finalised, further links to be made.
Recommendation No. 5	That a package of one and two day volunteering programmes are established for teams at the Council to volunteer for.			
Executive's Response	Agreed. To be developed by the Volunteer Centres – needs to be seen in context of individual choice and interest as well as added value for communities.			
Action	Owner	By When	Target/Success Criteria	Progress
Teams and individual staff members to be made more aware of the Volunteer Centres and what they provide on an individual and team level.	VDG/TSLO	31/12/10	Increased numbers of HC staff and teams utilising VCs to tailor volunteering opportunities for them.	See recommendation number 3
Packages to be provided as requested	Volunteer Centres/TSLO	ongoing	Response to requests and awareness that this is possible through First press etc	Exploration of a SkillsBank across HPS, where staff can itemise the skills they might have to offer to VCS organisations through volunteering.
Recommendation No. 6	That all groups using volunteering are encouraged to follow the Volunteering Code of the Compact.			
Executive's Response	Agreed. The VDG already oversee the Volunteering Code of the Compact and its implementation code with a need for additional promotion.			
Action	Owner	By When	Target/Success Criteria	Progress
Additional promotion activity to promote the code to outside organisations.	VDG	January 2011 November 2011 and ongoing	Greater awareness	Work currently taking place of production of new local Compact document to be agreed for publication November 2011. The relaunch will be the ideal opportunity to create greater awareness and continue with rolling awareness raising.

Recommendation No. 7	That all council services using volunteers are required to follow the volunteering code and monitored as to their compliance embodied in a Working with Volunteers Policy.			
Executive's Response	Agreed. Volunteering Code is within current policy documents but requires increased awareness and enforcement. A balance between encouraging services and forms of endorsement.			
Action	Owner	By When	Target/Success Criteria	Progress
Additional promotion activity to promote the code to HPS services.	V DG	January 2011	Greater awareness	See recommendation 6
Complete audit of services working with volunteers within HPS.	V DG/TSLO	February 2011	Better and more tracked working practise.	Audit completed but needs further work and updating as a result of the changes in structure for HPS.
Instigate enforcement methods to ensure services adhere to the code.	TSLO	January 2011 November 2011 and ongoing	Better and more tracked working practise.	New National Compact document has an accountability section which will frame wording for the new local Compact in Herefordshire.

Recommendation No. 8	That parish and town councils are kept informed of opportunities for their local communities to volunteer.			
Executive's Response	Agreed. Endorse current activities including direct communication to town and parish councils, and work conducted by CVALD and HVA.			
Action	Owner	By When	Target/Success Criteria	Progress
PLRSO formulate enhanced communication between town and parish councils and volunteer centre managers.	PLRSO	Nov 2010/ ongoing	Agreed co-ordinated method of information	First meeting taken place between PLRSO and TSLO, further meeting to be arranged with volunteer centres and PLRSO.

Recommendation No. 9	That the support agencies target less involved / resourced councils to address some of the issues within their community through the use of volunteering (Volunteering Development Group)			
Executive's Response	Agree: Community Led Planning includes and promotes this element and will do more through the HALC part of this work. It can also form part of the LEADER funded local democracy project, working with local councils to better involve their communities.			
Action	Owner	By When	Target/Success Criteria	Progress
Extension of this part of CLP as part of the ongoing process to also include the local democracy project	Community Led Planning leads/ TSLO	Ongoing	CLPs continue to include volunteering options for service delivery.	Further work needed in this area but all parties agreeing to look at creative ways to work on this.

Appendix 3

That the Third Sector Review of Infrastructure should consider the roles of organisations that support volunteering.					
Recommendation No. 10	Agreed. To be part of the scope of the review and being considered.				
Executive's Response					
Action	Owner	By When	Target/Success Criteria	Progress	
Review includes this in process and final report	David Powell (Chair of Review Group)	7/1/11 Second phase 30/09/11	Infrastructure considered and developed which includes a focus on volunteering.	Review is now in a secondary phase looking at how support services come together. The trustees group must also look at how these front-line services are not negatively affected by changes to support service structure.	
That further clarification of the roles of voluntary organisations and the relationship with Herefordshire Council regarding community transport is brought to Community Services Scrutiny Committee with particular reference to co-ordination of assets (Transportation Service)					
Recommendation No. 11	Agreed. A further report will be made to provide this clarification, co-ordinated by the Third sector Liaison Officer.				
Executive's Response					
Action	Owner	By When	Target/Success Criteria	Progress	
Interviews with key players in this field	TSLO	22/12/10	Overall information gathered	Update interviews need to take place as the situation is changing rapidly in the county.	
Report delivered to Community Services Scrutiny Committee	Assistant Director Homes and Communities	March 2011	Report received that addresses the recommendation.	Report being formulated and will be completed by 31/03/11 unless further investigation is needed, as Scrutiny suggested taking more time to ensure this is a thorough exploration of the challenges and future direction.	

MEETING:	COMMUNITY SERVICES SCRUTINY COMMITTEE
DATE:	7TH MARCH 2011
TITLE OF REPORT:	WORK PROGRAMME
REPORT BY:	Democratic Services Officer

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 7 MARCH 2011

27 June 2011	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Edgar Street Grid – Update • Safer Herefordshire Scrutiny Review Group – Update • Modern Libraries Programme • Committee Work Programme
Scrutiny Reviews	<ul style="list-style-type: none"> • Review of Access to Services • Review of Festivals • Review of Historic Building Conservation Policy
3 October 2011	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Edgar Street Grid – Update • Action Plan Monitoring: Review of Tourism and Review of Volunteering • Committee Work Programme
5 December 2011	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Edgar Street Grid – Update • Safer Herefordshire Scrutiny Review Group – Update • Committee Work Programme
27 February 2012	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Edgar Street Grid – Update • Action Plan Monitoring: Review of Tourism and Review of Volunteering • Committee Work Programme
16 April 2012	
Items	<ul style="list-style-type: none"> • Budget Monitoring • Performance Monitoring • Edgar Street Grid – Update • Committee Work Programme

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

