

A meeting of the **OVERVIEW AND SCRUTINY PANEL (SERVICE DELIVERY)** will be held in the **WREN ROOM, COUNTRYSIDE CENTRE, HINCHINGBROOKE COUNTRY PARK, BRAMPTON ROAD, HUNTINGDON, PE29 6DB** on **TUESDAY, 3 FEBRUARY 2009** at **7:00 PM** and you are requested to attend for the transaction of the following business:-

**PLEASE NOTE CHANGE OF VENUE – DIRECTIONS ARE ATTACHED
AT THE BACK OF THE AGENDA**

**Contact
(01480)**

APOLOGIES

1. MINUTES (Pages 1 - 6)

To approve as a correct record the Minutes of the meeting of the Panel held on 6th January 2009.

**Miss H Ali
388006**

2 Minutes.

2. MEMBERS' INTERESTS

To receive from Members declarations as to personal and / or prejudicial interests and the nature of those interests in relation to any Agenda Item. Please see Notes 1 and 2 overleaf.

2 Minutes.

3. LOCAL GOVERNMENT ACT 2000: FORWARD PLAN (Pages 7 - 12)

A copy of the current Forward Plan, which was published on 16th January 2009, is attached. Members are invited to note the Plan and to comment as appropriate on any items contained therein.

**R Reeves
388003**

15 Minutes.

**4. CUSTOMER SERVICE QUARTERLY PERFORMANCE REPORT:
OCTOBER - DECEMBER 2008** (Pages 13 - 22)

To consider a report outlining Customer Service performance during the previous quarter.

**M Greet
375931**

Colour copies of the report are attached separately to the Agenda.

15 Minutes.

5. **LEISURE CENTRE MANAGEMENT AGREEMENTS** (Pages 23 - 28)

To consider a report by the Head of Administration and General Manager, Leisure Centres **(TO FOLLOW)** proposing changes to funding and management arrangements of the District Council's Leisure Centres.

R Reeves
388003
S Bell
388049

15 Minutes.

6. **PROMOTING BETTER HEALTH IN OLDER PEOPLE THROUGH PHYSICAL ACTIVITY** (Pages 29 - 34)

To consider a report by the Head of Environmental and Community Health Services and General Manager, Leisure Centres reviewing the progress made to date in respect of the Panel's previous study into promoting better health in older people through physical activity.

S Lammin
388280
S Bell
388049

15 Minutes.

7. **ADOPTION OF ROADS AND SEWERS** (Pages 35 - 40)

To consider an update on the study into the adoption of roads and sewers across the District.

Miss H Ali
388006

15 Minutes.

8. **OVERVIEW AND SCRUTINY PANEL (SERVICE DELIVERY) - STUDIES** (Pages 41 - 52)

To consider a report by the Head of Administration on the Panel's programme of studies.

Miss H Ali
388006

15 Minutes.

9. **SCRUTINY** (Pages 53 - 58)

To scrutinise decisions since the last meeting as set out in the Decision Digest **(TO FOLLOW)** and to raise any other matters for scrutiny that fall within the remit of the Panel.

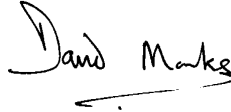
10 Minutes.

10. **DATE OF NEXT MEETING**

To note that the next meeting of the Panel is scheduled to be held on Tuesday, 3rd March 2009 at 7:00pm. The meeting will be held in the **Wren Room, Countryside Centre, Hinchingsbrooke Country Park.**

2 Minutes.

Dated this 30 day of January 2009



Chief Executive

Notes

1. *A personal interest exists where a decision on a matter would affect to a greater extent than other people in the District –*
 - (a) *the well-being, financial position, employment or business of the Councillor, their family or any person with whom they had a close association;*
 - (b) *a body employing those persons, any firm in which they are a partner and any company of which they are directors;*
 - (c) *any corporate body in which those persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000; or*
 - (d) *the Councillor's registerable financial and other interests.*

2. *A personal interest becomes a prejudicial interest where a member of the public (who has knowledge of the circumstances) would reasonably regard the Member's personal interest as being so significant that it is likely to prejudice the Councillor's judgement of the public interest.*

Please contact Miss H Ali, Democratic Services Officer, Tel No: (01480) 388006 / e-mail: Habbiba.Ali@huntsdc.gov.uk if you have a general query on any Agenda Item, wish to tender your apologies for absence from the meeting, or would like information on any decision taken by the Panel.

Specific enquiries with regard to items on the Agenda should be directed towards the Contact Officer.

Members of the public are welcome to attend this meeting as observers except during consideration of confidential or exempt items of business.

Agenda and enclosures can be viewed on the District Council's website –
www.huntingdonshire.gov.uk (under *Councils and Democracy*).

If you would like a translation of Agenda/Minutes/Reports
or would like a large text version or an audio version
please contact the Democratic Services Manager and
we will try to accommodate your needs.

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Agenda Item 1

HUNTINGDONSHIRE DISTRICT COUNCIL

MINUTES of the meeting of the OVERVIEW AND SCRUTINY PANEL (SERVICE DELIVERY) held in the Council Chamber, Pathfinder House, St Mary's Street, Huntingdon, PE29 3TN on Tuesday, 6 January 2009.

PRESENT: Councillor S J Criswell – Chairman.

Councillors J D Ablewhite, Mrs M Banerjee, E R Butler, Mrs K E Cooper, J E Garner, P Godley, Mrs P A Jordan, P G Mitchell, J M Sadler, M F Shellens and J S Watt.

APOLOGIES: Apologies for absence from the meeting were submitted on behalf of Councillors Mrs J A Dew and Ms M J Thomas.

64. MINUTES

The Minutes of the meeting of the Panel held on 2nd December 2008 were approved as a correct record and signed by the Chairman.

65. MEMBERS' INTERESTS

Councillor S J Criswell declared a personal interest in Minute Nos. 67 and 70 by virtue of his membership of Cambridgeshire County Council.

Councillor Mrs M Banerjee declared a personal interest under Minute No. 67 by virtue of her membership of Cambridgeshire County Council's Health and Adult Social Care Scrutiny Committee.

Councillor Mrs P A Jordan declared a personal interest under Minute No. 67 by virtue of her employment - the National Health Service.

66. LOCAL GOVERNMENT ACT 2000: FORWARD PLAN

The Panel considered the current Forward Plan of Key Decisions (a copy of which is appended in the Minute Book) which had been prepared by the Leader of the Council for the period 1st January to 30th April 2009. Having noted the addition of items on the Leisure Facilities Strategy and Structure Review Working Group Findings, the Panel requested sight of these reports at future meetings.

Members were reminded that an item on Older Persons Housing Strategy Update would be submitted to their meeting in March and that the ICT Strategy would be circulated shortly with any comments being made directly to the relevant Executive Councillor.

67. FUTURE GOVERNANCE OF HINCHINGBROOKE HOSPITAL: CONSULTATION ARRANGEMENTS

The Panel received a presentation by Dr S Dunn, Director of Strategy and Hinchingsbrooke Next Steps Project Co-ordinator for the East of England Strategic Health Authority, on forthcoming proposals for the future governance and operation of Hinchingsbrooke Hospital. Ms J Bawden, Director of Communications, NHS Cambridgeshire was in attendance for this item. The Panel also received and noted a report by the Head of Administration (a copy of which is appended in the Minute Book) which contained details of the background to and issues associated with the governance of the Hospital and the associated consultation.

Dr Dunn reported upon the outcome of the formal public consultation led by Cambridgeshire PCT on the future of clinical services provided at the Hinchingsbrooke site. The second of the options identified for the purpose of the consultation, which sought to provide broadly the same range of services at lower volumes through redesign of services across the hospital and the community setting, had emerged as the preferred option. In order to take this proposal forward, the Panel were advised that, following the formation of a Project Board and Project Team established under the East of England Strategic Health Authority, a number of governance models for the Trust had been explored and a franchised agreement for a defined period had been selected as the preferred model. Dr Dunn outlined the main features of an operating franchise, its potential strengths and the competitive process through which a franchisee would be identified.

Subject to the Government accepting the new governance arrangements, extensive consultation was planned prior to their introduction. Having been apprised of details of the proposed approach to public engagement that it was intended to adopt, Members noted a proposal for a Stakeholder Panel to be established, which would aim to brief, involve and consult with interested groups and parties. Dr Dunn reported that the Stakeholder Panel would be chaired by the District Council's Chief Executive.

A number of questions were raised by the Panel, particularly with regard to the potential of the competition exercise to facilitate the repayment of the Hospital's existing debt and enable future subsidy of services should market testing establish that it was required. Members also discussed the role of the Government and the course of action should the Government not approve the franchise proposal. In response to expressions of concern, it was reported that the range and quality of services would be ensured by the contract specification, which would be part of the Stakeholder Panel's deliberations. It was expected that patient choice would make it possible to attract greater numbers of patients. Following a further question, Members were reassured that there was no intention to sell any land or buildings currently in the Hospital's ownership. Having also been assured that a franchise was a robust model employed by other Strategic Health Authorities, the Panel was advised of the cost of the process to date and the likely timescale for its completion.

The Chairman thanked Dr Dunn and Ms Bawden for their attendance at the meeting.

68. HOMELESSNESS AND THE HOUSING MARKET

(Councillor Mrs D C Reynolds, Executive Councillor for Housing and Public Health was in attendance for this item).

Consideration was given to a report by the Head of Housing Services (a copy of which is appended in the Minute) containing an analysis of current national and local economic factors affecting the housing market and the associated demand for social rented housing, together with details of a proposal to re-model Coneygear Court. Members were reminded that the report had been requested following their deliberations on the Council's quarterly performance monitoring report at the previous meeting (Minute No. 58 refers).

By way of introduction, the Executive Councillor for Housing and Public Health reported that a number of initiatives had been put in place to address the effects of the economic downturn in terms of preventing homelessness and home repossessions. Members were encouraged to note that locally there had not been a significant increase in home repossessions compared with the same period in the previous year.

Having outlined the partnership working in which the Council was engaged in this area, the Head of Housing Services reported that a range of services was available to residents experiencing financial difficulties and that they were encouraged to seek advice at the earliest opportunity. In anticipating that demand for housing services was likely to increase significantly over the course of the next year, the Panel also acknowledged that the Housing Service was currently operating at maximum capacity. As a result the Panel decided to request the Cabinet to look sympathetically on future requests for additional resources to meet any further increases in demand should they materialise.

With regard to the re-modelling of Coneygear Court, the Panel were advised that the Council would be supporting the bid for external funding by Granta Housing Society for the redevelopment of the site. Members were advised that should the bid be unsuccessful, other funding options would be explored. In response to concerns raised by Members, the Panel received assurances from the Head of Housing Services that interim arrangements would be made to accommodate occupiers of the property during the construction period.

Having commended the Housing Service for its response to the current economic conditions and stressed the importance of publicising the services that were available, the Panel

RESOLVED

- (a) that the initiatives in place to help prevent a rise in mortgage repossessions in the District be noted;
- (b) that the issues around identifying capital funding for the re-modelling of Coneygear Court be noted; and

- (c) that the Cabinet be formally notified of the Panel's views on the need for additional resources to be made available to the Housing Department should increases in demand for services arise.

69. CARE QUALITY COMMISSION: ENFORCEMENT POLICY CONSULTATION RESPONSE

Pursuant to Minute No. 59, the Panel considered a report by the Head of Administration (a copy of which is appended in the Minute) seeking endorsement of the Panel's response to the Care Quality Commission's proposed enforcement policy for the regulation of health and adult social care services.

In response to their previous request, Members were advised that as the Commission would not begin operating until 1st April 2009, a representative was not at present able to attend one of the Panel's meetings. In that light, it was agreed that an invitation to attend a future Panel meeting should be extended to the Commission in the spring. In noting that the consultation period for the proposed enforcement policy would end on 16th January 2009, the Panel

RESOLVED

that the response set out in the report as appended be endorsed for submission to the Care Quality Commission.

70. DISABILITY ACCESS STUDY

Pursuant to Minute No. 19, the Panel considered the final report on the study into Disability Access across the District (a copy of which is appended in the Minute Book). Members were reminded that a Working Group had been established to review the findings of the study and to compile the Panel's final report. Having discussed the timescale within which a review of the outcome of the study should be conducted, and in nominating the Chairman to attend the relevant Cabinet meeting to present the Panel's report, it was

RESOLVED

- (a) that subject to minor textual amendments, the Panel's report on Disability Access be approved for submission to the Cabinet; and
- (b) that a further report reviewing the outcome of the study be submitted to the Panel in six months time.

71. OVERVIEW AND SCRUTINY PANEL (SERVICE DELIVERY) - STUDIES

The Panel considered a report by the Head of Administration (a copy of which is appended in the Minute Book) which contained details of actions taken in response to recent discussions and decisions.

Members received an update from Councillor J S Watt on a recent meeting of the Adoption of Roads and Sewers Working Group and in so doing, they noted the scope of Government plans to transfer responsibility for privately owned sewers and lateral drains in England to statutory water and sewerage companies. In addition, it was reported that investigations into the procedure for the adoption of roads were ongoing and that a further meeting of the Working Group had been arranged for 29th January 2009.

72. SCRUTINY

The 90th Edition of the Decision Digest was received and noted.

73. DATE OF NEXT MEETING

It was noted that the next meeting of the Panel would be held on Tuesday, 3rd February 2009 at 7:00pm in the Wren Room, Countryside Centre, Hinchbrooke Country Park.

Chairman

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FORWARD PLAN OF KEY DECISIONS

Prepared by **Councillor I C Bates**
 Date of Publication: **16 January 2009**
 For Period: **1 February to 31 May 2009**

Membership of the Cabinet is as follows:-

Councillor I C Bates	- Leader of the Council	4 Church End Hilton Huntingdon PE28 9NJ Tel: 01480 830250 E-mail: Ian.Bates@huntsdc.gov.uk
Councillor L M Simpson	- Deputy Leader of the Council and Executive Councillor for Customer Services and Information Technology	45 Devoke Close Stukeley Meadows Huntingdon Cams PE29 6XE Tel: 01480 388946 E-mail: Mike.Simpson@huntsdc.gov.uk
Councillor P L E Bucknell	- Executive Councillor for Planning Strategy and Transport	Compass House Pathfinder Way Warboys PE28 2RD Tel: 01487 824222 E-mail: Peter.Bucknell@huntsdc.gov.uk
Councillor K J Churchill	- Special Advisor to the Cabinet	51 Gordon Road Little Paxton St Neots PE19 6NJ Tel: 01480 352040 E-mail: Ken.Churchill@huntsdc.gov.uk
Councillor D B Dew	- Executive Councillor for Leisure	4 Weir Road Hemingford Grey Huntingdon PE28 9EH Tel: 01480 469814 E-mail: Douglas.Dew@huntsdc.gov.uk
Councillor C R Hyams	- Executive Councillor for Operational and Countryside Services	22 Bluegate Godmanchester Huntingdon Cams PE29 2EZ Tel: 01480 388968 E-mail: Colin.Hyams@huntsdc.gov.uk

Councillor A Hansard	- Executive Councillor for Resources and Policy	78 Potton Road Eynesbury St Neots PE19 2NN Tel: 01480 388942 E-mail: Andrew.Hansard@huntsdc.gov.uk
Councillor Mrs D C Reynolds	- Executive Councillor for Housing and Public Health	17 Virginia Way St Ives PE27 6SQ Tel: 01480 388935 E-mail: Deborah.Reynolds@huntsdc.gov.uk
Councillor T V Rogers	- Executive Councillor for Finance and Environment	Honeysuckle Cottage 34 Meadow Lane Earith Huntingdon PE28 3QE Tel: 01487 840477 E-mail: Terence.Rogers@huntsdc.gov.uk

Any person who wishes to make representations to the decision maker about a decision which is to be made may do so by contacting Mrs Helen Taylor, Senior Democratic Services Officer on 01480 388008 or E-mail: Helen.Taylor@huntsdc.gov.uk not less than 14 days prior to the date when the decision is to be made.

The documents available may be obtained by contacting the relevant officer shown in this plan who will be responsible for preparing the final report to be submitted to the decision maker on the matter in relation to which the decision is to be made. Similarly any enquiries as to the subject or matter to be tabled for decision or on the availability of supporting information or documentation should be directed to the relevant officer.

Roy Reeves
Head of Administration

Notes:- (i) Additions/significant changes from the previous Forward are annotated ***

(ii) For information about how representations about the above decisions may be made please see the Council's Petitions Procedure at <http://www.huntsdc.gov.uk/NR/rdonlyres/3F6CFE28-C5F0-4BA0-9BF2-76EBAE06C89D/0/Petitionsleaflet.pdf> or telephone 01480 388006

Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Consultation	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
Review of Central Services***	Cabinet	19 Feb 2009	None.	Ian Leatherbarrow, Director of Central Services Tel No 01480 388002 email - Ian.L Leatherbarrow@huntsdc.gov.uk	ELAG and Staff	A Hansard	Service Support

Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Consultation	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
Leisure Centres Management Arrangements***	Cabinet	19 Feb 2009	None.	Roy Reeves, Head of Administration Tel No 01480 388003 email - Roy.Reeves@huntsdc.gov.uk		D B Dew	Service Delivery
Proposals for Riverside Park	Cabinet	19 Feb 2009	Draft Proposals for Riverside Park	Richard Probyn, Planning Policy Manager Tel No. 01480 388430 or email - Richard.Probyn@huntsdc.gov.uk	Approve following consultation with other key stakeholders	P L E Bucknell	Service Support
Local Investment Framework	Cabinet	19 Feb 2009	Core Strategy	Richard Probyn, Planning Policy Manager Tel No 01480 388430 or email Richard.Probyn@huntsdc.gov.uk	Adopt as delivery mechanism for Core Strategy	P L E Bucknell	Service Support
Capital Grant Aid Awards	Grants	19 Feb 2009	None	Dan Smith, Community Initiatives Manager Tel No 01480 388377 or email Dan.Smith@huntsdc.gov.uk	Copy of the report made available to all Members prior to meeting	Mrs D C Reynolds and T V Rogers	Service Delivery
Structure Review Working Group - Findings	Cabinet	19 Feb 2009	Previous Working Group Papers	Roy Reeves, Head of Administration Tel No 01480 388003 or email Roy.Reeves@huntsdc.gov.uk	Members	K Churchill	Service Delivery Service Support
Land Adjacent to - the Grand Cinema, Ramsey	Cabinet	19 Feb 2009	Report to Cabinet - 7th June 2007	Keith Phillips, Estates and Property Manager Tel No 01480 388260 or email Keith.Phillips@huntsdc.gov.uk		A Hansard	Service Support

Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Consultation	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
Great Fen Collaboration Agreement***	Cabinet	12 Mar 2009	None	Malcolm Sharp, Director of Operational Services Tel No 01480 388301 email - Malcolm.Sharp@huntsdc.gov.uk		P L E Bucknell	Service Support
St. Ives Environmental Improvements***	Cabinet	12 Mar 2009	None.	Paul Jose, Head of Environmental Management Tel No 01480 388332 email - Paul.Jose@huntsdc.gov.uk	Interested parties	T V Rogers	Service Support
Lettings Policy Review***	Cabinet	12 Mar 2009	HDC Lettings Policy: Allocation of Accommodation: Choice Based Lettings - Code of Guidance for Local Housing Authorities, CLG August 2008	Jon Collen, Housing Needs and Resources Manager Tel No 01480 388220 email - Jon.Collen@huntsdc.gov.uk		Mrs D C Reynolds	Service Delivery
New Industrial Units, Caxton Road, St. Ives***	Cabinet	12 Mar 2009	None.	Keith Phillips, Estates and Property Manager Tel No 01480 388260 email - Keith.Phillips@huntsdc.gov.uk	Not applicable	A Hansard	Service Support
Parish Plans and Local Plan Policy	Cabinet	12 Mar 2009	Previous Report to Cabinet in Dec 2003	Richard Probyn, Planning Policy Manager Tel No. 01480 388430 or email. Richard.Probyn@huntsdc.gov.uk	Adopt process of incorporating relevant Parish Plan Policies into Planning Policies	P L E Bucknell	Service Support

Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Consultation	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
To adopt Somersham Conservation Area Boundary Changes and Character Statement	Cabinet	12 Mar 2009	Draft Consultation Document	Richard Probyn, Planning Policy Manager Tel No. 01480 388430 or email - Richard.Probyn@huntsdc.gov.uk	Approve changes for adoption having followed consultation with the public and statutory bodies	P L E Bucknell	Service Support
Huntingdon West Area Action Plan Preferred Options	Cabinet	12 Mar 2009	Issues and Options Report and Summary of Representations	Richard Probyn, Planning Policy Manager Tel No. 01480 388430 or email - Richard.Probyn@huntsdc.gov.uk	Approve for Consultation	P L E Bucknell	Service Support
St. Neots Market Town Strategy	Cabinet	12 Mar 2009	St. Neots Market Town Transport Strategy	Richard Probyn, Planning Policy Manager Tel No 01480 388430 or email Richard.Probyn@huntsdc.gov.uk	Approve for adoption having followed consultation with the public and statutory bodies	P L E Bucknell	Service Support
Older Persons Housing Strategy Update	Cabinet	12 Mar 2009	Housing Strategy 2006-11. Ageing Well, Housing, Health and Social Care Strategy for Older People. Lifetime Homes, Lifetime Neighbourhoods, A National Strategy for Housing in an Ageing Society, CLG, DWP, and DH, March 2008	Jo Emmerton, Housing Strategy Manager Tel No. 01480 388203 or email - Jo.Emmerton@huntsdc.gov.uk		Mrs D C Reynolds	Service Delivery

Subject/Matter for Decision	Decision/ recommendation to be made by	Date decision to be taken	Documents Available	How relevant Officer can be contacted	Consultation	Relevant Executive Councillor	Relevant Overview & Scrutiny Panel
A14 Statutory Orders Consultations	Cabinet	2 Apr 2009	None.	Richard Probyn, Planning Policy Manager Tel No 01480 388430 or email Richard.Probyn@huntsdc.gov.uk	Endorse HDC's position on the orders	P L E Bucknell	Service Support
Draft Planning Contributions Supplementary Planning Document	Cabinet	2 Apr 2009	Huntingdonshire Development Plans	Richard Probyn, Planning Policy Manager Tel No 01480 388430 or email Richard.Probyn@huntsdc.gov.uk	Approve for Consultation	P L E Bucknell	Service Support
Master Plan for land Formerly East of Sapley Square, Oxmoor	Cabinet	2 Apr 2009	Draft Issues and Options Document	Richard Probyn, Planning Policy Manager Tel No 01480 388430 or email Richard.Probyn@huntsdc.gov.uk	Approve for adoption as informal planning guidance	P L E Bucknell	Service Support
Great Fen Masterplan	Cabinet	23 Apr 2009	None	Malcolm Sharp, Director of Operational Services Tel No 01480 388301 or email Malcolm.Sharp@huntsdc.gov.uk	Consultation process in preparation.	P L E Bucknell	Service Support
Leisure Facilities Strategy	Cabinet	23 Apr 2009	Leisure Facilities Strategy	Ms J Peadon, Leisure Development Manager Tel No 01480 388048 or email Jo.Peadon@huntsdc.gov.uk		D B Dew and L M Simpson	Service Delivery

Customer Service Quarterly Performance Report Oct to Dec 2008

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Contact Officer Michelle Greet, Customer Service Manager
 07500 027519
 michelle.greet@huntsdc.gov.uk

Management summary

In Quarter 4 a total of 66,149 customers contacted Customer Services, decreased from the previous quarter's 79,902. All service levels were met both in Customer Service Centres and the Call Centre.

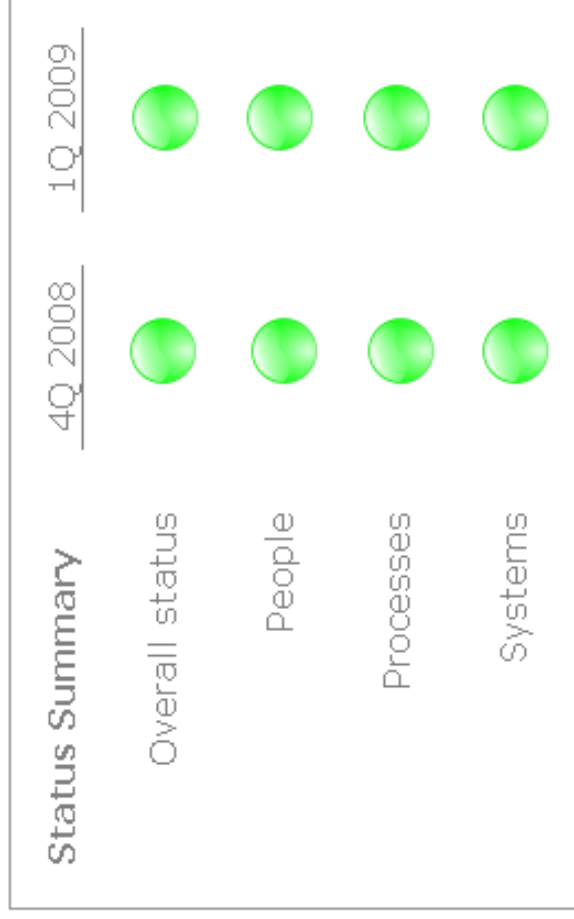
NI14 recording is going well at the Call Centre and Huntingdon CSC. Early analysis of the results is due to take place within the next two weeks. Back office training and data capture is planned with all relevant departments during February and early March, avoiding office moves. A report will go to COMT in April detailing the overall percentage of avoidable contacts with a breakdown by department. Invites will be sent to discuss the findings with Heads of Service between 27-Apr and 04-May. Click [here](#) for more information about NI14.

Employee satisfaction levels within Customer Services increased from 84% in June to 90% in December, both well above the target of 75%. Customer satisfaction as measured at the Call Centre continued at a high level, averaging 97% for the quarter. Customer complaints as measured at the Call Centre showed a decrease to 0.8% of all requests for service. This is a decrease from the previous quarter's result of 1.5%. More details of this are shown in Appendix C.

In it's early stages Customer Service have been leading a working group of representatives from Benefits, Web and Leisure to use Mosaic data to gain a greater insight into our customers and the best way to reach them, to be reviewed after a year. Policy will take over the lead in February on the return of Dan Buckridge. Click [here](#) for more information about Mosaic.

Finally, the Customer Service Team have developed Service Standards for customers and shared this with all departments, since customers may assume the standards apply to the whole of HDC. Due to necessary differences between departments more work is to be done to create an A-Z of Service Standards and place this on the HDC website.

To view the Customer Services Home page click [here](#).



Customer Service Centres

During the quarter the Customer Service Centres (CSCs) dealt with 26,875¹ customer enquiries, compared to the previous quarter total of 34,311. A breakdown of this figure by location is shown on the right, and details of the enquiry types by month are shown in Appendix A.

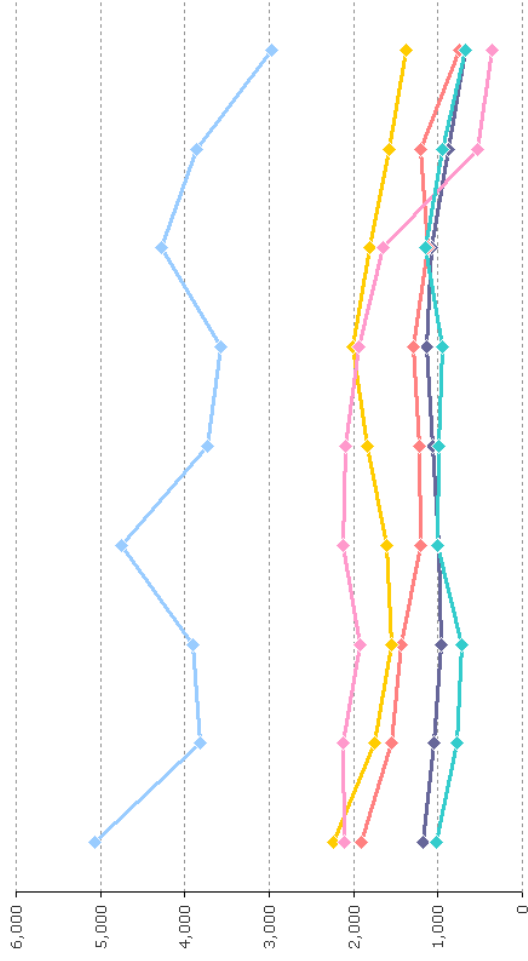
The CSCs exceeded all their customer service levels during the quarter. At Huntingdon CSC customers queued on average just under 5 minutes and 95% of customers were seen within 10 minutes (target 75%). A monthly breakdown of these figures is shown in Appendix B.

On only the second time of measurement CSC employees showed an encouraging overall increase in satisfaction levels, from 81% in June to 86% in December.

In the first internal survey of how staff felt about the CSCs a fantastic 98% recorded satisfaction with the services they were offered. Almost 10 out of 10 responses showed staff were either satisfied or very satisfied that the CSCs were meeting their key objectives in respect of service departments.

To view further information about the Customer Service Centres click [here](#). Additional information about Ramsey & Yaxley CSCs can be viewed [here](#).

Customer Service Centres' enquiries per month



	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08
Huntingdon CSC	5,069	3,818	3,907	4,753	3,735	3,580	4,281	3,861	2,976
Ramsey CIC	1,182	1,047	961	994	1,063	1,128	1,080	870	676
St Ives Cash Office	1,909	1,552	1,440	1,210	1,217	1,296	1,124	1,200	746
St Neots Cash Office	2,241	1,756	1,551	1,606	1,831	2,008	1,808	1,579	1,373
St Neots TIC	2,110	2,118	1,918	2,121	2,099	1,943	1,644	532	354
Yaxley CIC	1,014	772	716	1,000	989	946	1,151	952	668

¹ From Nov-08 onward visits to St Neots museum are not included in figures.

Call Centre

Customers contacting the Call Centre during the quarter totalled 39,274, split between 37,076 calls and 2,198 emails. For calls, 98% or 36,310 were answered (target 95%). Volumes generally fell towards the end of the year from the previous quarter's total of 42,727. Appendix F shows the volume of calls over the last 12 months.

The call Centre exceeded all its customer service levels during the quarter. Performance for the last 12 months on the Call Centre's two main service levels is shown in the graph to the right.

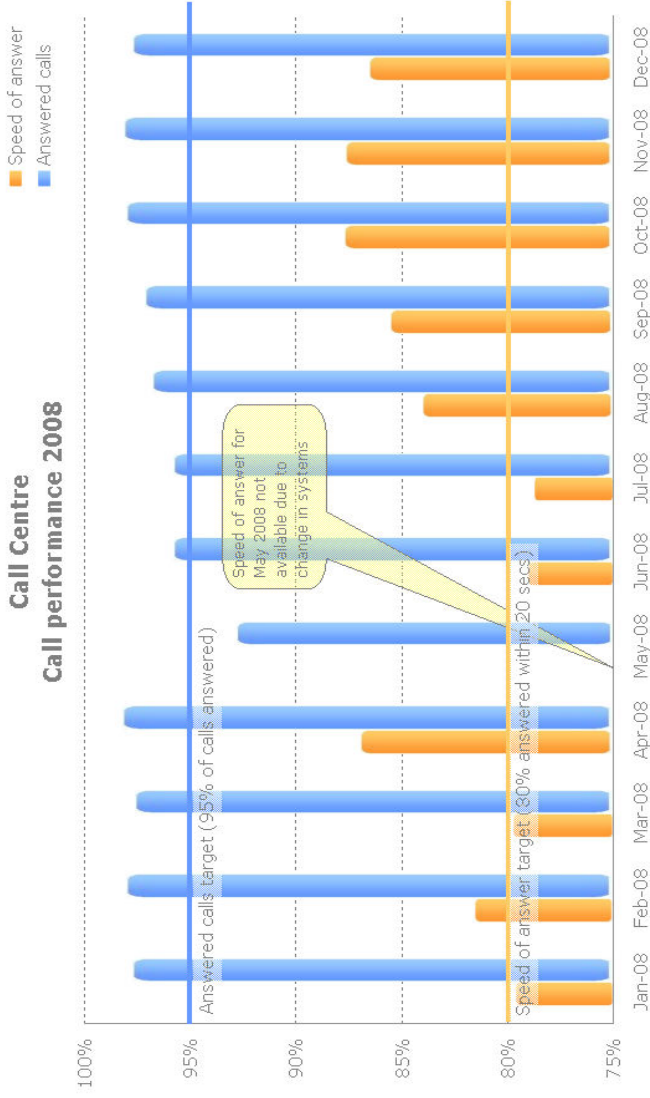
The Charter Mark award was retained for another year at the Call Centre following the annual external review in December. To see the exacting criteria used to measure the Call Centre click [here](#).

As part of the ongoing customer satisfaction survey, the percentage of customers who were satisfied or very satisfied with the service received remained consistent at 97%.

Call Centre employees recorded an overall increase in satisfaction levels, from 87% in June to 93% in December.

Appendix C shows the complaints received by the Call Centre, representing 0.8% of all requests for service. This shows a decrease from the previous quarter's score of 1.5%. Appendices D & E show details of service & information requests received by the Call Centre.

To view further information about the Call Centre click [here](#).



Appendix A

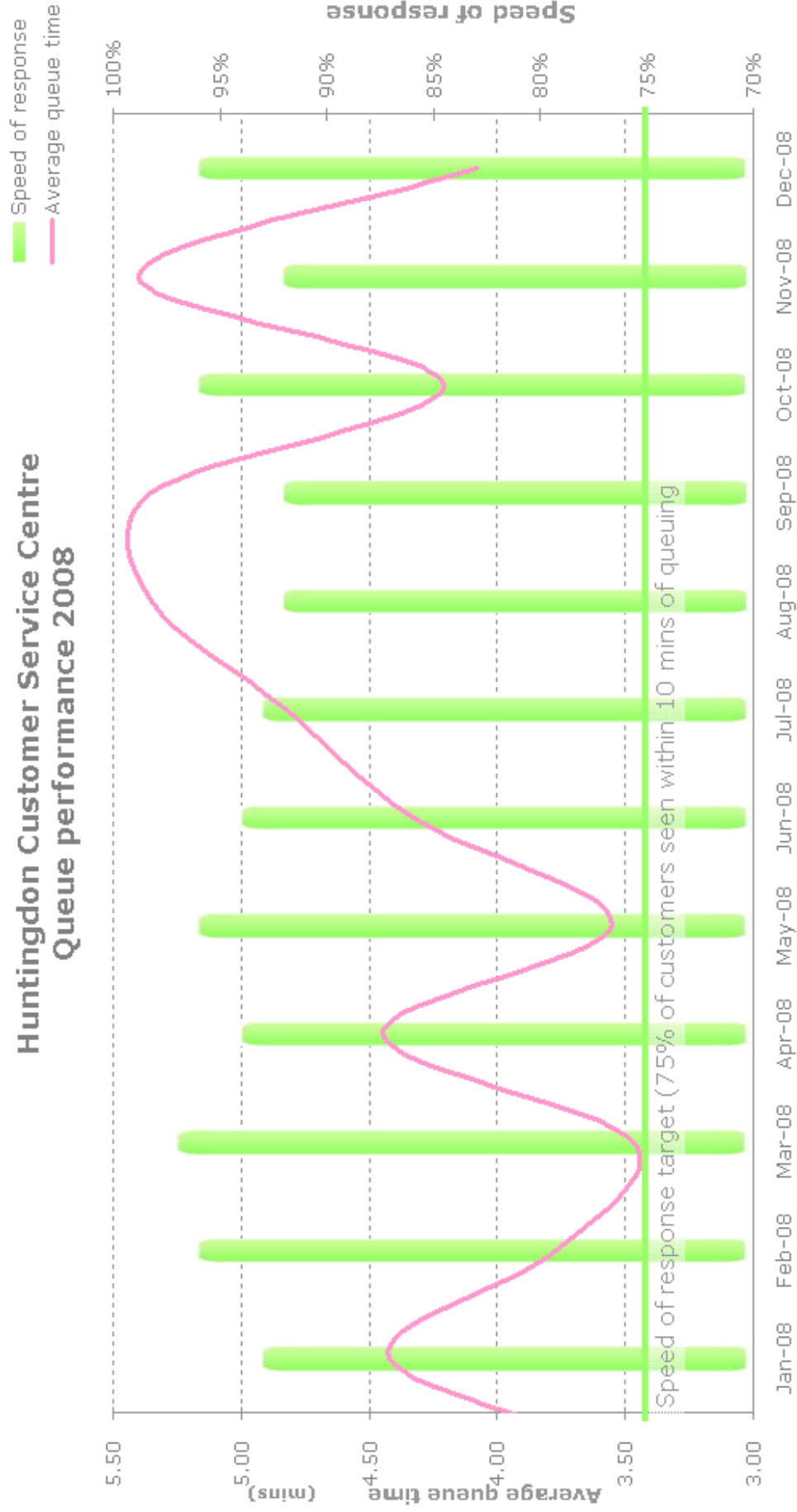
Customer Service Centres - service enquiries

Service	Oct-08	Nov-08	Dec-08	Grand Total
Payments	2,298	2,362	2,002	6,662
Benefits	1,425	1,410	1,145	3,980
Housing	1,216	1,165	750	3,131
Tourism	1,756	113	85	1,954
Miscellaneous	550	498	370	1,418
PCs - public access with support	566	483	351	1,400
Concessionary travel	576	414	240	1,230
Council tax	445	237	187	869
Dog bags	324	276	207	807
Planning	310	227	171	708
Transport advice	166	253	116	535
PCs - public access	195	184	108	487
Unspecified events	264	91	130	485
Tourism advice	26	287	160	473
Meeting	121	142	121	384
Post	149	117	91	357
Jobs or training advice	72	94	51	217
Choiced based letting	70	48	23	141
Tourism attraction enquiry	1	86	45	132
Form completion	29	48	28	105
Enquiry for CCC	43	33	24	100
Adult training (Partner session)	47	29	18	94
Streetscene enquiry	33	28	22	83
Environmental health	22	19	31	72
Tourism brochure	0	0	72	72
Enquiry for Luminus	31	21	14	66
Luminus (Partner session)	25	32	5	62
Citizens' Advice Bureau (Partner session)	30	12	17	59
Service at local site	0	31	27	58
Older people's advice	14	17	25	56
Parking/abandoned cars	21	19	15	55
Electoral register	29	17	8	54
Adult training	24	20	10	54
Non HDC enquiries	20	14	11	45
Deliveries to site	21	16	8	45
Tourist accommodation	0	27	17	44
Job Centre (Partner session)	11	20	8	39
New to area advice	11	12	10	33
Children and young people	5	12	12	29
Debt advice	7	13	9	29
MIND mental health (Partner session)	12	9	6	27
Youth/student support (Partner session)	15	3	4	22
Community Health Improvement	10	8	4	22
Security advice	12	8	2	22
HDC job vacancies	4	6	10	20
Bulk waste	6	6	5	17
Licensing	15	0	0	15
Enquiry for Town Council	11	2	1	14
Building control	10	2	2	14
Energy saving grants	6	7	0	13
District Councillor's visit/surgery	5	3	3	11
Land charges	8	0	0	8
Volunteering advice	2	3	3	8
Digital community archives (Partner session)	5	0	2	7
Drug dependency support (Partner session)	1	1	3	5
Residents Association	3	2	0	5
Market enquiry	3	2	0	5
Health walks enquiry	2	3	0	5
Neighbourhood Watch (Partner session)	3	1	0	4
Leisure services	0	0	2	2
Debtors	2	0	0	2
Parish Council surgery (Partner session)	0	0	1	1
Legal & estates	0	0	1	1
Arts & culture	0	1	0	1
Total	11,088	8,994	6,793	26,875

St Neots Museum visits included in Tourism figures up to Oct-08

Appendix B

**Huntingdon Customer Service Centre
Queue performance 2008**



Appendix C

Complaints received at Call Centre

	Oct	Nov	Dec	Grand Total
Refuse collection missed 3 or more times	19	29	19	67
Formal complaint	1	3	3	7
Return bins	2	2	1	5
Request refuse bin or bags	1	0	0	1
Take feedback from customer	1	0	0	1
Crew behaviour	0	1	0	1
Total	24	35	23	82

Appendix D

Call Centre service requests

	Oct	Nov	Dec	Grand Total
Make payment	1,811	1,914	1,696	5,421
Request refuse bin or bags	515	410	315	1,240
Missed refuse collection	344	250	351	945
Request street cleansing	112	163	111	386
Make pest control appointment	106	98	79	283
Request bulky waste collection	107	94	66	267
Request Operations misc. work	81	100	66	247
House move	82	57	66	205
Report grounds or trees problem	49	30	12	91
Send electoral registration forms	25	14	22	61
Return bins	26	25	5	56
Request assisted collection	22	17	16	55
Report asset problem	15	13	21	49
Take feedback from customer	21	12	15	48
Crew behaviour	14	10	18	42
Request tourism brochure/s	22	10	9	41
Provide asbestos bags	11	14	11	36
Request planning form/s	15	10	7	32
Missed trade waste collection	10	9	9	28
Request removal of refuse bin	7	12	7	26
Provide refuse collection days information	9	11	1	21
Report street naming or numbering problem	9	6	3	18
Request clinical waste collection	6	5	6	17
Name change	3	10	3	16
Confirm why bin rejected	6	4	1	11
Provide general bin information	4	1	0	5
Provide general payment options information	2	0	2	4
Request Building Control forms	3	1	0	4
Provide tourism information	3	0	0	3
Provide bulky waste collection information	1	1	0	2
Non HDC information	0	0	1	1
Provide household planning information	1	0	0	1
Provide car parking information	1	0	0	1
Provide Council Tax information	1	0	0	1
Provide planning forms information	1	0	0	1
Request Decision Notice or Location Plan	0	0	1	1
Total	3,445	3,301	2,920	9,666

Appendix E

Call Centre information requests

	Oct	Nov	Dec	Grand Total
Provide refuse collection days information	372	289	499	1,160
Other HDC information	506	262	310	1,078
Non HDC information	234	202	147	583
Sales Enquiry QQ	178	153	115	446
Provide number for Benefits	138	133	143	414
Provide HDC direct dial number	121	100	93	314
Provide CCC number	106	105	80	291
Provide number for Council Tax	47	117	105	269
Provide recycling centre information	81	85	82	248
Provide HDC direct email address	17	108	120	245
Provide general bin information	60	63	70	193
Provide domestic refuse information	84	50	41	175
Provide tourism information	72	64	36	172
Provide electoral registration information	111	35	23	169
Provide pest control information	94	41	31	166
Provide bulky waste collection information	62	50	47	159
Provide number for Luminus	37	50	55	142
Provide household planning information	60	42	33	135
Provide number for Housing	26	24	59	109
Provide number for Highways	32	27	44	103
Provide planning history information	34	39	21	94
Provide car parking information	21	23	29	73
Provide pest control appointment time	2	33	28	63
Provide asbestos bags information	27	20	13	60
Provide Council Tax information	15	20	19	54
Provide planning forms information	26	14	12	52
Provide general payment options information	15	17	11	43
Provide number for ESTACA	0	4	39	43
Provide planning fee information	21	9	5	35
Missed refuse collection	12	10	11	33
Provide car parking fine information	13	11	8	32
Provide Benefits information	3	15	13	31
View electoral register	10	12	3	25
Request bulky waste collection	5	4	10	19
Provide planning application cost information	6	9	4	19
Report grounds or trees problem	7	6	5	18
Request planning form/s	9	4	1	14
Request refuse bin or bags	5	2	6	13
Request street cleansing	3	1	6	10
Send electoral registration forms	5	2	3	10
Provide home energy efficiency information	1	1	8	10
Provide antenna/satellite dish planning information	4	2	3	9
Provide planning application number	2	4	1	7
Take feedback from customer	1	3	1	5
Request Operations misc. work	3	1	1	5
Request tourism brochure/s	3	1	1	5
Request trade waste bin	2	1	2	5
Provide housing information	0	1	3	4
Make payment	1	1	1	3
Request assisted collection	1	1	1	3
Request clinical waste collection	1	0	2	3
Request Decision Notice or Location Plan	1	2	0	3
Provide land charges information	1	2	0	3
Crew behaviour	1	0	1	2
Make pest control appointment	1	1	0	2
House move	0	0	2	2
Report asset problem	1	0	1	2
Missed trade waste collection	1	0	1	2
Provide asbestos bags	1	1	0	2
Return bins	0	1	0	1
Request removal of refuse bin	1	0	0	1
Confirm why bin rejected	0	1	0	1
Cash Office service request	1	0	0	1
Total	2,705	2,279	2,409	7,393

Appendix F

Call Centre incoming calls



CABINET

19TH FEBRUARY 2009

LEISURE CENTRE MANAGEMENT AGREEMENTS (Report by Head of Administration and General Manager, Leisure)

1. Introduction

- 1.1 Members will be aware that the Council is actively involved in the management and funding of the 5 jointly provided Leisure Centres on secondary school campuses in Huntingdonshire at St Ivo, Huntingdon, St Neots, Ramsey and Sawtry. Changes in education governance arrangements and the way in which the County Council now funds education provision have led to proposals to change the basis of the funding and management of the Centres as set out in this report.

2. Background

- 2.1 The Centres have originated in different ways. The initial construction of some, St Ivo, Huntingdon and St Neots, was jointly funded by the County and District Councils to meet a need for sports provision at the secondary schools while at the same time providing leisure facilities for public usage. Others, Ramsey and Sawtry, involved the District Council enhancing and extending existing school sports facilities provided by the County Council and/or the local community. Subsequent developments and extensions have been largely funded by the District Council, with Huntingdon Town Council funding the majority of the cost of the original sports hall at Huntingdon.
- 2.2 The principle from the outset has been the added value and shared cost benefits of making the facilities available during term time days by children of both the site-secondary and neighbouring primary schools (the latter for swimming only) and by the public in the evenings, weekends and during school holidays. A complicated funding formula is used to determine the proportion of the revenue costs met by the County and District Councils but the whole of the cost of major repairs and refurbishment has been met by the District until recently when the County has agreed to meet a proportion of the expenditure based upon agreed usage.
- 2.3 Each Centre is managed by a formally constituted joint committee comprising representatives of the District and County Councils, the respective school governing bodies and in some cases, town council, community association and users representatives.

3. The Need for Change

- 3.1 Legislative change affecting the education service in recent years has altered the basis of the governance and funding arrangements for schools which has substantially reduced the role of the County Council as the local education authority. Governing bodies now own the land and premises that comprise the schools and most funding for education provision has been delegated to schools to manage their own affairs. The continued central funding of the

joint leisure centres in Huntingdonshire by the County Council has become something of an anachronism, the continuation of which is difficult for the County Council to justify.

- 3.2 The situation in Huntingdonshire is unique in the county: none of the schools in the other Districts have jointly provided leisure provision of this nature. The remaining two secondary schools (Hinchingsbrooke and Longsands) in Huntingdonshire have and plan to make available sports and leisure facilities directly. The County Council is therefore anxious to dispense with the central funding of the leisure centres and to delegate the budgets to the secondary and primary schools that currently use the facilities.
- 3.3 The need to meet the leisure needs of the local population and improve the financial viability of the centres has increasingly led the District Council to develop sports and play facilities that generate income and which, consequently, are used less in proportion by the schools. Conversely alterations to the national curriculum can change the emphasis on sport in schools at both secondary and primary level but it has become more difficult to justify the educational proportion of the cost of the higher standards of facility required for public use.
- 3.4 Increasingly, it has become necessary to manage the leisure centres as a single combined business unit with policies affecting all centres being made centrally rather than centres taking individual, autonomous decisions in isolation. In recent years, the Impressions brand, marketing and health and safety all have been co-ordinated and managed centrally by specialist staff and this trend has continued with a recent restructuring of the leisure staffing establishment that has given individual centre and deputy managers responsibility for certain centralised functions, while retaining management responsibility for their individual centres.
- 3.5 The developments referred to have detracted from the need for separate management committees for the leisure centres which increasingly have fewer decisions to take that affect the individual centres. Attendance at meetings of the management committees has been patchy in recent years with some recording no attendance by a County Council or governing body representative for some years.

4. Proposals for Change

- 4.1 Discussions have been taking place with the County Council and the secondary schools on a new model for the management and funding of the leisure centres.
- 4.2 The County Council's intention to delegate the budget for the leisure centres to the secondary and primary schools (the latter for swimming only) necessitates a new funding structure to meet revenue expenditure. With effect from the start of the academic year in September 2009, it is proposed that schools will retain priority usage of the majority of the pool and some of the other facilities in the centres during term time school hours for which they will be charged an hourly rate for actual usage. Any time that is not required by the schools will be sold to the general public by the District Council. There

will be no change in terms of public use at evenings, weekends and school holidays. The existing allocation of revenue expenditure will continue until the end of August, with the County Council meeting the relevant proportion of the annual cost until that time.

- 4.3 It is not expected that this change will lead to an increase in income but all parties will have an incentive to make full use of the facilities. The discussions thus far have already identified anomalies and timetable gaps which can be used to make facilities available for greater public daytime use.
- 4.4 The County Council will continue to meet a proportion of the cost of capital repairs identified in the quinquennial condition survey based upon educational usage of the facilities.
- 4.5 Responsibility for the management of the centres will be exclusively undertaken by the District Council which dispenses with the necessity for the retention of the management committees. Their demise will result in annual savings of in excess of £20,000 in external audit fees, plus the administrative cost of servicing meetings and preparing separate accounts for each centre. It is proposed that the committees cease to exist with effect from the end of the current financial year to avoid additional audit fees in 2009/10.
- 4.6 Having regard to the priority for both the County and District Council to promote healthy lifestyles and reduce childhood obesity, it is proposed that a new body be established to provide an active leisure forum for joint discussion and the future development of facilities. This would not be a formally constituted body in the same way as the management committees and suggested terms of reference are outlined in the Annex attached.
- 4.7 Executive responsibility for the leisure centres will revert to the District Council, but to assist the Executive Councillor for Leisure in his portfolio responsibility and provide a local focus for community representation, it is proposed that one district councillor from the notional catchment area should act as the advocate for each centre and the first point of contact on local issues for the centre manager and his staff.

5. Management Agreements

- 5.1 Management agreements exist between the County Council and the District Council and in some cases individual governing bodies for the ownership, management and funding of the leisure centres. The oldest of the agreements has now expired and management arrangements are continuing on a year to year basis. New agreements will be required that provide agreed terms for the County Council's capital contribution towards the ongoing maintenance of the facilities and with each of the secondary school governing bodies with regard to the management of the centres by the District Council, priority usage, charging, access etc. It is unlikely that current negotiations will be completed by the end of the current financial year and the centres will continue to function under the existing arrangements until such time as the new agreements have been concluded satisfactorily.

6. Conclusion

- 6.1 The existing joint provision arrangements between the County and District Councils have worked well for almost 40 years since St Ivo Recreation Centre was first envisaged. They have resulted in first class leisure facilities for school children and the general public in Huntingdonshire which has encouraged annually increasing usage levels. However, the changing economic and educational environment calls for a new approach that modernises the way in which leisure provision is delivered. It is anticipated that the changes will be cost positive, but this will be dependent on on-going, regular school use which will require close liaison and co-operation with school staff.

7. Recommendation

- 7.1 It is therefore

RECOMMENDED

- (a) that the Cabinet endorse the proposals contained in this report for the future management and funding arrangements for the leisure centres at St Ivo, Huntingdon, St Neots, Ramsey and Sawtry;
- (b) that responsibility for the leisure centres be undertaken by the District Council with effect from the new financial year;
- (c) that the existing five management committees be wound up with effect from the end of the current financial year;
- (d) that an active leisure forum be established in accordance with the terms of reference set out in the attached Annex; and
- (e) that the existing management agreements be substituted by new agreements to be agreed with the County Council and the individual secondary school governing bodies and that the Head of Administration be authorised to determine the final content of the agreements, after consultation with the Executive Councillor for Leisure and General Manager, Leisure.

Background Papers:

Existing management agreements for St Ivo, Huntingdon, St Neots, Ramsey and Sawtry leisure centres.-

Contact Person:

Roy Reeves, Head of Administration – (01480) 388003

HUNTINGDONSHIRE DISTRICT COUNCIL

ACTIVE LEISURE FORUM

1. Purpose

- 1.1 Promoting healthy lifestyle choices is a key objective of the District Council's corporate plan 'Growing Success' and improving access to leisure opportunities and co-ordinating access to such activities are priorities in the Huntingdonshire Sustainable Community Strategy.
- 1.2 The aim of the Forum is to provide opportunities for debate and community engagement in the Council's delivery of active leisure provision in Huntingdonshire, currently primarily focused in the leisure centres at Huntingdon, Ramsey, Sawtry, St Neots and St Ives. The Forum will enable the views of users and the wider community to be expressed and provide a vehicle for the dissemination of information on leisure facility development in the District.

2. Membership

- 2.1 The Executive Councillor for Leisure (or equivalent)

One Huntingdonshire district councillor (who shall be referred to as the Lead Member or Advocate) and a substitute Member from a ward in the nominal catchment area of each Leisure Centre as follows –

<i>Leisure Centre</i>	<i>Catchment Area (District Wards)</i>
Huntingdon	Brampton, Buckden, Ellington, Godmanchester, Huntingdon East, Huntingdon West, Huntingdon North.
Ramsey	Ramsey, Somersham, Upwood & The Raveleys, Warboys & Bury.
Sawtry	Alconbury & The Stukeleys, Elton & Folksworth, Sawtry, Stilton, Yaxley & Farcet.
St Ives	Earith, Fenstanton, The Hemingfords, St Ives West, St Ives South, St Ives East.
St Neots	Gransden & The Offords, Kimbolton & Staughton, Little Paxton, St Neots Eaton Ford, St Neots Eaton Socon, St Neots Eynesbury and St Neots Priory Park.

One Cambridgeshire county councillor from an electoral division in Huntingdonshire

One governor from each of St Peter's School Huntingdon, Abbey College Ramsey, Sawtry Community College, St Ivo Secondary School and St Neots Community College.

Such other representatives, either permanently or on ad hoc basis as the Forum shall determine from time to time.

3. Role of the Forum

- 3.1 The intention of the Forum is to provide an opportunity for Members and others to represent the views of their communities in promoting access and usage of leisure facilities in the pursuit of a healthy and active population. The Forum has no executive decision making powers but can advise facility providers and policy makers on -

the priorities and their achievement relating to active leisure in the Huntingdonshire Sustainable Communities Strategy,
the monitoring of achievement against performance targets of the Leisure Centres and other facilities, and
the development of new initiatives to maximise attendances and income levels and promote diversity.

4. Member Advocate

- 4.1 The role of the Member Advocate is to –

provide advice and guidance to the Leisure Centre Manager in the catchment area he/she represents,
act as the spokesperson at Member level for that Centre,
represent the views of the users of that Centre and the wider community at meetings of the Forum and elsewhere,
promote active leisure and encourage community participation in the catchment area,
assist and advise the Executive Councillor for Leisure on performance management and the needs of the catchment area, and
represent the Centre in discussions with the County Council/relevant Governing Body concerning management of the Centre.

5. Meetings

- 5.1 The frequency of meetings shall be at the discretion of the Forum, subject to a minimum of twice per annum. Meetings shall be informal and not open to the public. They will be convened by the District Council. Notification shall be sent to Forum members no less than 5 days prior to each meeting who shall be entitled to include items on the agenda by giving notice to the District Council 7 days prior to that meeting.

OVERVIEW & SCRUTINY PANEL (SERVICE DELIVERY)

3RD FEBRUARY 2009

PROMOTING BETTER HEALTH IN OLDER PEOPLE THROUGH PHYSICAL ACTIVITY

**(Report by Head of Environmental and Community Health Services and
General Manager, Leisure Centres)**

1. INTRODUCTION

- 1.1 The purpose of this report is to advise Member of progress since the proposals by the Overview and Scrutiny Panel (Service Delivery), to enhance services in the District for older people in order to enable them to retain their physical fitness for longer, went to Cabinet on 4th October 2007.

2. BACKGROUND INFORMATION

- 2.1 The Overview and Scrutiny Panel (Service Delivery) had identified a number of initiatives that might be pursued to promote better health in older people through physical activity. It was recommended that Cabinet:

- (1) note the arrangements that have been put in place for officers to support the Out and About Steering Group;
- (2) endorse the importance of promoting Out and About through the Leisure Service and District-wide;
- (3) note Out and About's targets to establish a programme of exercise for older people at Luminus' Sheltered Housing and to extend it to 'hub' villages and the progress towards them;
- (4) endorse the financial arrangements contained in Appendix B, which relate to Recommendations (5), (6) and (9) of the original report.
- (5) note the current position with regard to the Active at 50 project bid;
- (6) introduce measures to ensure continuity of existing classes provided by the voluntary sector;
- (7) compile and maintain a comprehensive and up to date database of exercise services and facilities for older people;
- (8) request the Huntingdonshire Strategic Partnership's Culture and Leisure Thematic Group to consider adopting the promotion of physical exercise amongst older people as one of its objectives; and
- (9) undertake a review of progress with the implementation of recommendations (1) to (8) for submission to the Overview and Scrutiny Panel (Service Delivery).

- 2.2 This report is to fulfil Recommendation 9 and provides the findings from a review of progress.

3. REVIEW OF PROGRESS

- 3.1 Recommendations 1-4 related to Luminus' Out and About Scheme.

Recommendation 1:

The O&S Panel originally desired a representative be appointed to the Out and About Steering Group.

2007 Commentary:

At the time the proposals were submitted the following commentary was provided: Despite a request by the Working Group that undertook the study, a formal invitation for the Council to be represented on the 'Out and About' Steering Group has not been received from Luminus. The Council, therefore, is not in a position to appoint a representative.

Progress:

The Out & about Scheme was launched by Luminus on 29 September 2006, the Steering Group supply minutes of their meetings to HDC's Team Leader responsible for Transportation. The next meeting of the Out & about Steering Group is scheduled for March 2009.

3.2 Recommendation 2

The O&S Panel desired that Out and About be promoted through the Leisure Service and District-wide;

2007 commentary:

The Leisure Centres will, for 2008, be producing their own guide to activities for the 50+ age-group. The guide will contain references to external agencies' activities, including Out and About. Out and About currently produce their own leaflet which briefly details available activities for the 50+ age group at the Centres and elsewhere. This is circulated to their existing 200+ members.

Progress:

In autumn 2008 Luminus Group was awarded the National Housing Federation's Communications Award and the 'Out and About' project was highly commended. The Out and About Scheme supports seven non-Luminus Sheltered Housing schemes across the District (Published minutes; 12 June 2008). In its first year (2006-7) – 641 users and 18 external organisations were supported and in the second year (2007-8) – 772 users and 24 external organisations were supported.

3.3 Recommendation 3

The O&S Panel desired that a programme of exercise for older people be established at 'hub' villages and Luminus Sheltered Housing; to commence in 2007/08

2007 commentary:

The Council has no budget provision to extend a programme of exercise for older people to 'hub' villages. To achieve this recommendation a bid for funding was submitted to the Big Lottery Fund. The bid for the 'Active at 50' project was successful and the Council has been awarded £46,830. The project is being planned for implementation in 2008/09. However, it is still dependant on the success of an MTP bid for match-funding.

Progress

Funding has been secured for Active at 50 to run for 3-years until 2011 (see 3.5 below). The 'Active at 50' project was featured in District-wide (Autumn

2008, Issue 9). Luminus' Out and About Scheme supports seven non-Luminus Sheltered Housing schemes across the District in addition to Luminus residents.

3.4 Recommendation 4

The O&S Panel desired that: sufficient leisure staff be trained to NREP level three as required to allow the Open Out programme roll out to proceed; facilities be provided at the Leisure Centres for external trainers to provide their own classes for those aged over 65 years on a pilot basis; and marketing materials designed to encourage those aged over 65 years to use all of the Council's existing leisure facilities and classes as appropriate be produced.

2007 commentary:

The Council has no budget provision to extend a programme of exercise for older people. Space was created in the Leisure Centres' timetables to host 50+ activities but Out and About did not follow through with arrangements to ensure that the Centres did not lose out financially and the activities do not run as originally planned. However, the Centres are participating in "Cambridgeshire Celebrates Age" (8th October for one week) and will be providing a selection of free classes and pool sessions for the over 50's. This will enable the Centres to ascertain a level of demand for the activities on offer which will, in turn, assist in future marketing initiatives.

Progress

The 'Active at 50' project includes training and educating instructors to support and sustain the 'Active at 50' programme. The current Fitness Class schedule for the St Ivo, includes 'Keep Fit' classes designed for those 50+: Mondays and Tuesdays; and Huntingdon Leisure Centre offers: Right Start 3: Fitness Class (Wednesdays) and Right Start 1: Chair Based Exercise (Thursdays). The Right Start 3: Fitness Class is a social class with light to moderate exercise to help improve flexibility, strength and fitness suitable for people wanting to exercise for the first time or returning to exercise after a medical condition. Right Start 1: Chair Based Exercise involves a series of chair based exercises, stretches and band work. This is specifically for those 50+ years.

3.5 Recommendation 5

The O&S Panel desired that the 'Active at 50' bid be pursued as an enabler to extend a programme of exercise for older people.

2007 commentary:

A bid for funding was submitted to the Big Lottery Fund. The bid for the 'Active at 50' project was successful and the Council has been awarded £46,830. The project is being planned for implementation in 2008/09. However it is still dependant on the success of an MTP bid for match-funding.

Progress:

The Active at 50 project aims to increase participation in physical activity by people over 50 and those in need of additional support. The target is to have 500 people benefiting from classes and a further 1,000 benefiting indirectly. It has attracted £10k LPSA reward money (2009) in addition to the Lottery Funding. It is developing well after a relatively slow start this first year (2008). The target is that 500 older people will have participated in the programme by the end of the 3 years funding, 2011. It involves:

- Delivering a "Right Start Exercise class" programme including offering classes in areas exhibiting health inequalities and with a significant population aged 65 or over.
- Promoting the programme to 50 plus age group in Huntingdonshire

- Introduce play type physical activity sessions across Huntingdonshire (in Q2)
- Introduce club / hobby activities across Huntingdonshire (in Q4)
- Extend range of activities and number of classes in Yaxley (Q5)
- Extend range of activities and number of classes in Ramsey (Q6)

3.6 Recommendation 6

The O&S Panel desired that measures be introduced to ensure continuity of existing classes provided by the voluntary sector.

2007 commentary:

Classes in the voluntary sector have a natural life. Either they evolve to become viable businesses or, if there is not a true gap in demand, they wane. Intervention by the Council needs to be considered on a case by case basis.

3.7 Recommendation 7

The O&S Panel desired that a comprehensive and up to date database of exercise services and facilities for older people be compiled and maintained.

2007 commentary:

There currently is no budget provision to create a database of services and facilities for older people. Cambridgeshire County Council recently established a similar database of youth initiatives, towards the cost of which, a grant of £45k was received. It is likely that a similar sum would be required to implement this recommendation.

Progress:

No additional funding has been found to date the creation of this database has not been progressed.

3.8 Recommendation 8

The O&S Panel desired that the Huntingdonshire Strategic Partnership's Culture and Leisure Thematic Group consider adopting the promotion of physical exercise amongst older people as one of its objectives.

2007 commentary:

Huntingdonshire Strategic Partnership's Health, Housing and Social Care Thematic Group sets priorities according to health need. The Primary Care Trust is presently involved in a joint health needs assessment for older people.

Progress:

Huntingdonshire Strategic Partnership's Culture and Leisure Thematic Group is now defunct and the Health, Housing and Social Care Thematic Group has been replaced with the Huntingdonshire Health and wellbeing Group. The Health and wellbeing group has a wider remit and includes culture and leisure as part of wellbeing. The priorities for this group were set by Huntingdonshire Strategic Partnership after extensive consultation with partners and stakeholders. The priorities are currently:

- Appropriate culture and leisure opportunities
- Reduced health inequalities
- Individuals choose healthy lifestyles
- Reduced Accidents
- Increased opportunities for vulnerable people to live independently

These priorities are generally applicable to a wide range of groups within Huntingdonshire. Some of the specific actions are tailored specifically for Older People. For example within "Individuals choose healthy lifestyles":

Objective 5.1 is to: 'Promote the independence of older people'; and action 5.1.3 is to: 'Deliver the Active at 50 project encouraging older people to be more physically active to help their independence'.

5. CONCLUSION

Significant progress has been made in enhancing services in Huntingdonshire for older people in order to enable them to retain their physical fitness for longer. In those instances where resources were available, or have been successfully secured from external sources, the recommendations have been implemented. However, in some instances sufficient resources have not been found to implement the recommendations, e.g. the database.

BACKGROUND INFORMATION

Report of The Older Persons' Working Group to Overview And Scrutiny Panel (Service Delivery) "Promoting Better Health In Older People Through Physical Activity 11th SEPTEMBER 2007

Report of the Overview and Scrutiny Panel (Service Delivery) to Cabinet; 4th OCTOBER 2007: "Promoting Better Health in Older People Through Physical Activity"

Report of the Service Delivery Overview and Scrutiny Panel to Cabinet 24th APRIL 2008 "Promoting Better Health In Older People Through Physical Activity"

Published minutes of Luminus' Tenant Services Consultative Forum, 12th June 2008:
<http://luminus.org/uploads/resources/Minutes%20120608.doc>

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ADOPTION OF ROADS AND SEWERS (Report of the Working Group)

1. INTRODUCTION

- 1.1 The purpose of this report is to set out the findings to date following completion of the first part of the study on the adoption of roads and sewers across the District. The idea for the study emerged following concerns expressed previously by the Panel, who had acknowledged that delays in adoption were a national problem.
- 1.2 The Panel decided to establish a Working Group to investigate the processes and procedures involved with a view to improving the speed of the adoption process. There have been changes to the membership of the Working Group since its establishment, with the current membership comprising Councillors J D Ablewhite, Mrs P A Jordan, M F Shellens, J S Watt and P K Ursell. Former Councillor D A Giles was appointed on to the Working Group and assisted with the investigations until April 2008 and the late Councillor Mrs C A Godley also participated in the study during its initial stages. Councillor P K Ursell has declared a personal interest in the study by virtue of his employment with a local developer.
- 1.3 Discussions have been held with relevant District Council Officers and the Working Group is grateful to them for the support provided during the course of their investigations to date. Investigations are still ongoing and a further meeting of the Working Group has been arranged for 29th January 2009 with Officers from the District and County Councils. At the time of writing the meeting had not yet been held so a further update will be provided at the meeting.
- 1.4 The purpose of this report is to acquaint Panel Members with the investigations undertaken to date by the Working Group.

2. AIMS OF THE WORKING GROUP

- 2.1 The Working Group was originally tasked with undertaking a study on “the process of adopting estate roads and sewers with an aim to put measures in place that could streamline the process and make the procedures more transparent, initially by investigation of introducing a District-wide register of unadopted roads and sewers.”
- 2.2 Having investigated the feasibility and utility of introducing a register of unadopted roads and sewers in the District, it was concluded that this would not be appropriate given the fact that the County Council already has a statutory duty to maintain a register of adopted roads, a register of unadopted roads would very quickly become out of date as new developments were completed and that the maintenance of a register would have resource implications for the District Council. Nevertheless, the Working Group has acknowledged the importance of the principle that underlies such a register but it has been decided that it would be more appropriate to focus on

ensuring that the necessary procedures are in place so that roads and sewers are adopted as soon as they become eligible under the respective statutory procedures.

- 2.3 In light of the above, the Working Group undertook to pursue comprehensive investigations into the existing processes and procedures for adoption, with a view to making recommendations to improve upon the current systems and practices.

3. WORKING GROUP ACTIVITIES TO DATE

- 3.1 The Working Group has met on a number of occasions over the previous year and has interviewed the following District Council Officers:-

- Mr Chris Allen – Projects and Assets Manager
- Mr Graham Shipley – Principal Building Control Officer

- 3.2 In addition to interviewing the above Officers, the Working Group has undertaken comprehensive research in connection with the following:-

- Department for Environment, Food and Rural Affairs (DEFRA)
- Department for Transport (DFT)
- Anglian Water Authority
- District Council's Legal and Estates Division
- District Council's Environmental and Community Health Services Division
- District Council's Land Searches Section
- County Council's Transport Asset Management Section
- Home Insurance Providers

- 3.3 The section below summarises the Working Group's findings to date based upon the evidence already collated.

4. WORKING GROUP FINDINGS TO DATE

- 4.1 As there has been a long standing agreement that the District Council will not scrutinise County Council services and *vice versa*, the Working Group decided to concentrate on the adoption of sewers. This is often (but not always) a necessary precursor to road adoption. Nevertheless, it was intended to compile evidence on current road adoption procedures.

(a) Sewer Adoption

- 4.2 The Working Group has undertaken extensive research into the processes and procedures involved into the adoption of sewers, which is an important part of the study as Highways Authorities will not usually adopt roads until the associated sewers have been adopted by the body responsible for drainage. Other causes of delay for sewer adoption have previously been reported as follows:-

- proposed deviations from the sewers for adoption guide;
- commencement of work by developers before technical approval has been received from the sewerage undertaker;
- legal disputes and legal matters; and

- developers being reluctant to complete remedial works once they have completed a site.
- 4.3 On the basis of their own investigations the Working Group has expressed concern that homeowners are unaware of their current liability towards paying for drainage repairs to their property. It has become apparent that when land searches are submitted, the question of drainage is not automatically raised. The District Council's Land Charges Section have advised the Working Group that any matters relating to drainage are referred to Geodysys, a provider of land and property information for the East of England, which was established by Anglian Water in June 1997 to manage its water asset information and to provide water and drainage search services to all property professionals. Solicitors therefore have to submit their own drainage searches with the company at an additional cost of £36 - £51 to the client. Despite property deeds stating whether the owner of the property is responsible for the cost of maintaining the sewer that serves it, a suggestion has been made that Solicitors should be encouraged to advise clients to undertake drainage searches when purchasing properties.
- 4.4 The Working Group has made enquiries with home insurance providers to investigate whether policies cover drainage and sewerage repairs at a property. The Working Group has been advised that policies are unlikely to provide cover for such repairs. This issue was also referred to within DEFRA's review of private sewers (see paragraph 4.9).
- 4.5 The Working Group has considered various estates in the District that have experienced sewerage problems in the past, namely Kings Road, Dukes Road, Queens Gardens and Regents Road, Eaton Socon and Christie Drive, Huntingdon. The Working Group had initially intended to conduct a site visit to the estates but concluded that little extra information would be gained from visiting the sites. The Working Group has obtained information from the District Council's Environmental and Community Health Services Division on the Council's powers to intervene in certain circumstances when residents are experiencing drainage problems. In cases where such problems are evident, if the blockage is not cleared up within 28 days, the District Council may serve notice and carry out the necessary works. The cost of the works is recharged to the properties concerned or a charge is placed on the property. Although there are concerns over the 28 day period required before the District Council can intervene, the Working Group has nevertheless expressed their satisfaction that some intervention processes are available and in place to address such issues.
- 4.6 During the course of their investigations, it became evident to the Working Group that the estates referred to above had been constructed by public sector housing authorities but are now either privately owned or have been transferred to a registered social landlord. With regard to the latter, the Working Group has examined the terms of the Large Scale Voluntary Transfer agreement and has been advised by the District Council's Legal and Estates Division that the District Council still has a liability to pay for drainage repairs for social housing, should maintenance costs exceed a certain sum in any year. Whilst Huntingdonshire Housing Partnership is liable for the initial costs of up to £65,000, the District Council would then be required to contribute up to a further £65,000 towards the cost of repairs. The Working Group has been advised that should total maintenance costs exceed the sum of £130,000 in any year, the District Council would still be liable, however, the

matter would be referred to arbitration to establish who would be responsible for meeting the cost. The Working Group has been advised that these provisions will cease in 2015.

- 4.7 The Working Group has carried out investigations into the Protocol on Design, Construction and Adoption of Sewers in England and Wales which was introduced by DEFRA in 2002 and reviewed in 2005. The Protocol primarily intended to ensure that all new sewers constructed since then would be built to an adoptable standard. The 2005 review of the Protocol concluded that owing to the cost involved and a lack of legal powers to compel developers to construct sewers to an adoptable standard, sewers were still not being built to an adoptable standard. This point has further been reinforced by the District Council's Principal Building Control Officer, who has advised the Working Group that the Building Control Section are unable to enforce the standards to which sewers are constructed and that current Building Regulations allow developers to construct sewers to a standard that is lower than that required for adoption purposes. The Working Group was advised that one of the recommendations proposed within DEFRA's review of private sewers was that the Protocol should be made mandatory and incorporated within Part H of Building Regulations. The consultant appointed by DEFRA, W S Atkins, had established that only 1% of developments built after the publication of the Protocol were built in accordance within the terms outlined within the document.
- 4.8 It appears that water authorities see no benefit in adopting sewers and they are regarded as a financial liability. The Working Group has investigated the standards to which Anglian Water requires sewers to be constructed and have been advised that their standards are outlined within a publication entitled "Sewers for Adoption". This guide specifies the industry standard and sets out the design standards and specifications, together with the procedure, legal arrangements and timescales for the adoption process. Additionally, the Principal Building Control Officer has advised the Working Group that the National House-Building Council (NHBC) standards for sewer adoption are not the same as those identified by Water Authorities. It has become clear to the Working Group that the existence of various protocols and standards have contributed towards the delay in the adoption process. At this point in the study the Working Group formed the view that more standardisation in this respect was required. Furthermore, in order to encourage water authorities to improve their own adoption procedures, the Working Group considered whether there would be merit in establishing forum of local authorities to lobby water companies on this matter.
- 4.9 Whilst undertaking their investigations into sewer adoption, the Working Group was encouraged by an announcement made by DEFRA on 15th December 2008, which stated that from April 2011, responsibility for 200,00km of privately owned sewers and lateral drains in England would be transferred to the statutory water and sewerage companies. This would mean that a total of 55% of private drainage would be under the direct control of water and sewerage companies. This decision had been reached following an extensive review of private sewers which had commenced in 2001, and had been prompted by a consultation exercise in 2003. Having regard to the latter, the Working Group was advised that the District Council had submitted a response to the consultation, the content of which has been reviewed by the Working Group. DEFRA has advised that the cost of the transfer will be met

by an increase in the sewerage element of bills, estimated to equate to £3 to £11 per year, dependent upon the sewerage company in question.

- 4.10 The Working Group has been advised that the Government intends to consult on draft regulations in Spring 2009 and to present them to Parliament in Autumn 2009. It is intended that the regulations will specify the detailed arrangements for the implementation of the transfer. The Working Group are keen to raise the profile of the DEFRA announcement to Members and local residents and have suggested that a press release be issued and article be published in the District Wide magazine. The Working Group anticipates that DEFRA's initiatives on private sewers will expedite the road adoption process.
- 4.11 The Working Group also made enquiries with the Department for Transport to identify whether or not there are any proposals to review the process for road adoption but no intentions in this direction have been identified.

(b) Road Adoption

- 4.12 The Working Group has been advised of the background to Section 38 Agreements, established under the Highways Act 1980, which enable developers to enter into an agreement with the Highways Authority (in this case, Cambridgeshire County Council) for the construction of new roads with a view to adopting them in the future. Under this Agreement, a developer is required to construct a road to an appropriate standard to the satisfaction of the Highways Authority and in accordance with the agreed specification. The Highways Authority is responsible for negotiating the Agreement and for the issue of guidance to developers, but the latter often being regarded as inconsistent and confusing for developers. Whilst it has become evident that developers do not construct roads to an adoptable standard, the Working Group has acknowledged that there is little incentive or penalty associated with completing the adoption process. The Working Group is also aware that it would be costly for Highways Authorities to take legal action against developers who fail to construct to the required standards.
- 4.13 The Working Group has been advised of common reasons why there are significant delays in the road adoption process, which are as follows:-
- land or legal disputes;
 - remedial works being undertaken where a defect has occurred in construction;
 - the need for roads to be adopted sequentially as they cannot be adopted unless they connect directly to an adopted highway;
 - changing specifications and standards of construction – e.g. lighting; and
 - developers not building sewers to agreed plans which creates problems for their adoption with the knock-on effects for roads.
- 4.14 It is anticipated that a meeting scheduled for 29th January 2009 will enable the Working Group to gather relevant information in respect of the road adoption process for the purposes of this study. The following have been invited to the meeting:-

- Mrs Sue Reynolds – County Council’s Highway Development Control Manager
- Mr Steve Ingram – District Council’s Head of Planning Services
- Mr Andy Moffatt – District Council’s Development Control Manager
- District Councillor Peter Bucknell – Executive Councillor for Planning Strategy and Transport

The purpose of the meeting is to obtain information on the County Council’s procedure for road adoption and on what powers the District Council’s Planning Department can use (if any) to compel developers to construct sewers to an adoptable standard. As highlighted earlier within this report, an update on the outcome of the discussions held will be provided at the Panel’s meeting.

6. CONCLUSION AND RECOMMENDATION

- 4.1 The Adoption of Roads and Sewers Working Group is progressing well with their investigations and is nearing completion of their study. The Panel, therefore, is

RECOMMENDED

to note the contents of the report.

BACKGROUND INFORMATION

Notes of the meetings of the Adoption of Roads and Sewers Working Group.

Contact Officer: Miss H Ali, Democratic Services Officer
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Panel Date	Decision	Action	Response	Date for Future Action
7/11/06	<p><u>Disability Access</u></p> <p>Preliminary report considered. Further information requested on the Council's existing policies on disability equality and access and on research in this area.</p>	Further reports submitted.		
5/12/06	Disability Equality Scheme and Action Plan endorsed. Further research to be undertaken within Members' wards and officers of the County Council and of the Police requested to attend future meetings to discuss the study.	Representatives of the County Council and of the Police invited to future meetings.		
6/02/07	Panel met with representatives of Speaking Up and G Morris. A number of matters were identified for further consideration. – improved enforcement of disabled parking bays, extending bus pass hours for disabled users, Council paperwork, advertising of disabled facilities at leisure centres and advocacy services at Council offices.	Report submitted to the Cabinet on high dependency toilets on 28/06/07.	The Cabinet decided to approach Papworth Trust for their advice on the need for high dependency facilities for people whose disabilities are so severe as to prevent them from using conventional toilets designed for the disabled and in particular on the possibility of extending the availability of facilities at Saxongate, Huntingdon for such use.	
5/06/07	Meeting attended by County Council's Access Officer. A number of avenues identified for further investigation. Cabinet to be requested to consider providing high dependency toilets.	Survey sent to Town and Parish Councils and District Councillors. Returns received.		
4/12/07	Findings of survey considered. The Panel requested:			

Panel Date	Decision	Action	Response	Date for Future Action
	<p><u>Disability Access (Cont.)</u></p> <ul style="list-style-type: none"> • further consultation with Town and Parish Councils on dropped kerbs and parking, the findings of which will be forwarded to the County Council and police respectively for action/comment; • that views on the need for more low liner buses and training for employees on the needs of those with disabilities be forwarded to bus operators; • that a suggestion that carers be provided with free bus passes be forwarded to the County Council; • details of potential consultees on Council policies and services representing local disability groups. • that a representative of Directions Plus be invited to a future meeting to discuss the study; • further investigation of the existence of the Disability 'Blue' Route scheme implemented by the Council; and • that investigations be made on the use of Blue Badge parking permits, 	<p>Further consultation documents despatched.</p> <p>Letters sent to bus operators.</p> <p>Carers UK consulted.</p> <p>List submitted to meeting in January 2008.</p>	<p>Presentation received at Panel's April 2008 meeting.</p> <p>Advised that the Papworth Trust did not have Disability 'Blue' Routes in the District.</p> <p>The Council's Supervising Inspector reported that very little enforcement action is taken</p>	

Panel Date	Decision	Action	Response	Date for Future Action
	<u>Disability Access (Cont.)</u>			
4/03/08	to include the procedures involved in applying for a permit. Suggestion made to invite a representative from Hunts Forum of Voluntary Organisations to a future meeting to discuss the study.		towards Blue Badge Holders. Presentation received at Panel's July 2008 meeting.	
1/07/08	Working Group established comprising Councillors Mrs M Banerjee, S J Criswell, Mrs K E Cooper and Mrs J A Dew to review the findings of the study.	Meetings held on 8 th September, 9 th October and 4 th December.		
6/01/09	Final report endorsed for submission to the Cabinet. Councillor Criswell nominated to attend the relevant Cabinet meeting to present the report.		Report considered by the Cabinet at their meeting on 29 th January 2009.	
	<u>Adoption of Roads and Sewers</u>			
5/12/06	Study to be undertaken into the processes and procedures involved with the adoption of roads and sewers.	Information requested.	Scoping report to be submitted to a future meeting. Representative of the Anglian Water to be invited to attend a future meeting to discuss the study.	
5/06/07	Report deferred to next meeting.	Meeting to be arranged.	First meeting held on 22/10/07.	

Panel Date	Decision	Action	Response	Date for Future Action
3/07/07	<p><u>Adoption of Roads and Sewers (Cont.)</u></p> <p>Working Group established comprising Councillors J D Ablewhite, D A Giles, Mrs C A Godley and P K Ursell, to undertake a review on the process of adopting estate roads and sewers with an aim to put measures in place that will streamline the process and make the procedures more transparent, initially by an investigation of introducing a District-wide register of un-adopted roads and sewers.</p> <p>Working Group held meeting with the Principal Building Control Officer.</p>			
4/12/07	Further meeting to be held with Head of Planning Services, Projects and Assets Manager and representatives Highway authority.	Meeting arranged.		
5/02/08	Councillor Mrs P A Jordan appointed onto the Working Group in place of the late Councillor Mrs C A Godley.	Meeting held on 11/04/08.		
4/03/08	Owing to their interests in the study, Councillors M F Shellens and J S Watt were appointed on to the Working Group.	Meetings held on 24/07/08 and 16/12/08.		

Panel Date	Decision	Action	Response	Date for Future Action
03/06/08	<u>Adoption of Roads and Sewers (Cont.)</u>		Investigations ongoing. Meeting held on 29 th January 2009 with the Head of Planning Services and a representative from the County Council's Highways Development Control Team on 29 th January 2009. This item appears elsewhere on the Agenda.	3/02/09
5/12/06	<u>Grant Aid</u> Study to be undertaken into the processes in applying for grant aid and the effectiveness of grant schemes. Details of all grant schemes requested. Review of Small Scale Environmental Improvement Schemes to be undertaken.	Information requested.		
3/4/07	Details of all grant schemes considered. With the exception of Shopmobility, the Working Group undertaking the review of the Small Scale Environmental Improvements scheme was requested to examine the schemes' criteria, publicity, application process, officer involvement and approval process.	Meeting arranged.	Meeting held on 24/10/07 to plan further study work.	
4/12/07	Review of Small Scale Environmental Improvements Scheme completed.	Meeting held on 1/02/08.		

Panel Date	Decision	Action	Response	Date for Future Action
	<p><u>Grant Aid (Cont.)</u></p> <p>Working Group awaiting further information on other grant schemes administered by the Council.</p> <p>Details of grant schemes circulated. Meetings to be held with various Heads of Service to discuss capital and revenue grant schemes falling within their remits. Investigations nearing completion.</p>	<p>Meetings held on 20/03/08, 26/03/08, 7/05/08, 24/07/08 and 24/10/08.</p>	<p>The Working Group's concluding report considered at Panel's November meeting and considered by the Cabinet on 29th January 2009. Councillor P G Mitchell was nominated to present the report to the Executive.</p>	
<p>2/09/08</p>	<p><u>Call Centre Monitoring</u></p> <p>Following recent changes to the Panel's remit (with effect from 1st September 2008), Call Centre Monitoring has now been transferred over from the Service Support Panel to the Service Delivery Panel. Quarterly performance reports to be circulated informally to Members of the Panel (June and November of each year) and an item included on the Agenda every 6 months in future (February and September of each year). Since the formation of the Customer Service Team in February 2008, quarterly performance reports for the Customer Service Team are now produced, incorporating Call Centre statistics.</p>			

Panel Date	Decision	Action	Response	Date for Future Action
	<u>Call Centre Monitoring (Cont.)</u> Requests made for future performance reports to incorporate additional information relating to the number of unanswered telephone calls received by the Call Centre and the number of enquiries that were not the responsibility of the District Council.	Formal report to be considered at Panel's February meeting.	This item appears elsewhere on the Agenda.	03/02/09
	<u>ICT Developments</u>			
2/09/08	Remit transferred over from the Service Support Panel in September 2008.			
07/10/08	Update on Flexible Working Strategy to be received at October Panel meeting.		Presentation received at the Panel's October meeting.	
04/11/08	Requests made for ICT Strategy and Web Strategy to be circulated via email to Panel Members as soon as they were available.	Web Strategy circulated on 12/12/08. ICT Strategy circulated 21/01/09.		
	<u>Future Governance of Hinchingsbrooke Hospital: Consultation Arrangements</u>			
2/12/08	Subject was drawn to the attention of the Panel by the Chairman who requested that the subject should be raised at the Panel meeting, in preparation for the			

Panel Date	Decision	Action	Response	Date for Future Action
6/01/09	<p><u>Future Governance of Hinchingsbrooke Hospital: Consultation Arrangements (Cont.)</u></p> <p>forthcoming consultation on the future governance of Hinchingsbrooke Hospital.</p> <p>Dr Stephen Dunn, Hinchingsbrooke Next Steps Project Co-ordinator and Ms Jessica Bawden, NHS Cambridgeshire attended the Panel's January meeting to provide background to the consultation. Advised the Panel that the consultation was likely to commence at some point in the middle of the current calendar year.</p>	<p>Panel to partake in the consultation when it emerges. Matter to be raised at a future Panel meeting.</p>		
2/12/08	<p><u>Care Quality Commission</u></p> <p>The Panel submitted a response to the Commission's Enforcement Policy. Requested that a representative should be invited to attend a future Panel meeting to deliver a presentation on the work of the Commission and how the document fits into the wider health service framework. Advised that the Commission will not begin operating until 1st April 2009.</p>	<p>Invitation to be extended to the Commission in April 2009.</p>		

Panel Date	Decision	Action	Response	Date for Future Action
<p>14/05/08</p>	<p><u>Corporate Plan – Growing Success</u> Councillors Mrs M Banerjee, S J Criswell and P G Mitchell appointed to Corporate Plan Working Group.</p>	<p>Meetings held in June and July to review the Corporate Plan.</p>	<p>Report due to appear before Panel in March.</p>	<p>3/03/09</p>
<p>02/09/08</p>	<p>In considering the Review of Growing Success the Corporate and Strategic Framework Panel decided to extend the Corporate Plan Working Group's remit by requesting it to investigate the cost implications of each priority area identified within the Corporate Plan. A suggestion has been made to invite Heads of Service to a future meeting to discuss their contributions in achieving the Council's objectives.</p>	<p>Bi-annual reports to be submitted to Overview and Scrutiny Panels. Financial information to be considered at future Working Group meetings. Meeting arranged for 26th February 2009.</p>		
<p>5/11/08</p>	<p><u>Promoting Better Health In Older People Through Physical Activity</u> Progress report requested for submission to a future Panel meeting outlining the progress made to date since the conclusion of the study.</p>	<p>Report requested with the Head of Environmental and Community Health Services and the Leisure Centres Co-ordinator.</p>	<p>This item appears elsewhere on the Agenda.</p>	<p>03/02/09</p>

Panel Date	Decision	Action	Response	Date for Future Action
6/12/08	<p><u>Provision of Leisure Facilities for Young People</u></p> <p>Identified as a potential area for study by the Panel. Particular interest expressed on how these facilities are managed and insured and if they were maintained by the District Council.</p>	Request submitted to the Heads of Operations and Environmental Community Health Services.	Report anticipated March 2009.	03/03/09
2/12/08	<p><u>Recycled Materials</u></p> <p>Requested for a scoping report to be submitted on trends in the value of recycled materials.</p>	Request submitted with the Head of Operations.	The matter has been acknowledged by the Head of Operations. Report to be provided at a future meeting.	
4/11/08	<p><u>Forward Plan</u></p> <p>Older Persons Housing Strategy Update</p> <p>Requested that the report should be considered at a future Panel meeting.</p>		Due to appear before the Panel at their March 2009 meeting.	3/03/09
6/01/09	<p>Structure Review Working Group Findings</p> <p>Requested that the report should be considered at a future Panel meeting.</p>		Due to appear before Panel in March/April 2009.	3/03/09 or 7/04/09

Panel Date	Decision	Action	Response	Date for Future Action
	<p><u>Forward Plan (Cont.)</u></p> <p>Leisure Facilities Strategy</p> <p>Requested that the report should be considered at a future Panel meeting.</p>		Due to appear before Panel in April 2009.	7/04/09

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Decision Digest

Edition 91

Monthly summary of the decisions taken at meetings of the Council, Cabinet, Overview & Scrutiny and other Panels for the period 18th December 2008 to 26th January 2009

LOCAL GOVERNMENT ACT 2000: FORWARD PLAN

The Overview & Scrutiny Panel (Service Delivery) has requested sight of the reports on the Leisure Facilities Strategy and Structure Review Working Group Findings for submission to future Panel meetings.

FUTURE GOVERNANCE OF HINCHINGBROOKE HOSPITAL: CONSULTATION ARRANGEMENTS

The Overview & Scrutiny Panel (Service Delivery) has received a presentation from Dr S Dunn, Director of Strategy and Hinchingsbrooke Next Steps Project Co-ordinator for the East of England Strategic Health Authority on the proposals for the future governance and operation of Hinchingsbrooke Hospital. Ms J Bawden, Director of Communications for NHS Cambridgeshire was also in attendance.

The Panel was apprised of the background to the proposals, the governance models which the Trust had explored thus far and the conclusion that a franchised

agreement for a defined period had been selected as the preferred option for the Hospital's future governance.

The Panel has been advised of the proposed approach to public engagement, which comprises the establishment of a Stakeholder Panel which would brief, involve and consult interested groups and parties. The Stakeholder Panel would be chaired by the District Council's Chief Executive.

The Panel has questioned whether potential franchisees would contribute towards the repayment of the Hospital's existing debt and discussed the future subsidy of services. The role of the Government and the implications of not approving the franchise proposal has also been discussed. It was understood that the range and quality of services would be maintained by the contract specification, which the Stakeholder Panel would discuss and monitor. It was anticipated that the hospital would attract greater numbers of patients and an assurance was given that there was no intention to sell any land or buildings currently in the Hospital's ownership.

In noting the cost of the process and likely timescale for its completion the Panel were advised that the franchise was a robust model employed by other Strategic Health Authorities.

HOMELESSNESS AND THE HOUSING MARKET

The Overview & Scrutiny Panel (Service Delivery) has considered current national and local economic factors affecting the housing market and the associated demand for social housing, together with details of a proposal to re-model Coneygear Court.

The Panel was encouraged to note that a number of initiatives are in place to address the effects of the economic downturn in preventing homelessness and home repossessions. Locally it was reported that there was no significant increase in home repossessions when compared to the previous year. Efforts were also being made to promote the range of services available to residents experiencing financial difficulties who were encouraged to seek advice at the earliest opportunity.

The Panel was advised that the demand for housing services was likely to increase over the course of the next year and Members noted that the Housing Service was currently operating at maximum capacity. The Panel has submitted a report to the Cabinet requesting them to look sympathetically on future requests for additional resources to meet any further

increases in demand should they arise.

With regard to the re-modelling of Coneygear Court, the Panel has received assurances, that should the Granta Housing Society bid for the redevelopment of the site be successful, interim arrangements would be made to accommodate occupiers of the property during the construction period.

CARE QUALITY COMMISSION: ENFORCEMENT POLICY CONSULTATION RESPONSE

The Overview & Scrutiny Panel (Service Delivery) has endorsed the content of a consultation response on the Care Quality Commission's proposed enforcement policy for the regulation of health and adult social care services across the country. The document was previously considered by the Panel at their December 2008 meeting.

DISABILITY ACCESS STUDY

The Overview & Scrutiny Panel (Service Delivery) has endorsed their final report on the study into disability access for submission to the Cabinet. A further report reviewing the outcome of the study has also been requested for submission to the Panel in six months time. The Panel has nominated the Chairman to attend the relevant Cabinet meeting to present the Panel's report.

SOCIAL CONSEQUENCES OF ALCOHOL ABUSE

The Overview & Scrutiny Panel (Service Support) has received the

final report of its Working Group which was established to consider the problems of alcohol abuse and its social consequences within the District. Subject to an amendment to emphasise the importance of enforcement agencies making full use of the powers available to them to tackle the effects of alcohol misuse and resultant public disorder, the Panel has endorsed the contents of the report. The Panel has also agreed to re-visit the study towards the end of the year to review progress made towards the achievement of the county-wide alcohol action plan, the night watch project and the availability of statistics from Hinchingsbrooke Hospital on alcohol related accidents and emergency treatment.

The Panel's report has subsequently been considered by the Cabinet.

IMPROVEMENT WORKS TO CAR PARKS AT HUNTINGDON AND ST. NEOTS RAIL STATIONS

The District Council's Transportation Team Leader has provided an update to the Overview and Scrutiny Panel (Service Support) on discussions between the local planning authority and network rail concerning the extension of the car parking facilities at St. Neots and Huntingdon stations. Arising from the expansion proposals the Panel expressed concerns about vehicular access to St Neots Station and the Western Car Park in Huntingdon.

Members commented that any changes to vehicular access to Huntingdon station could not be considered in isolation from the

Huntingdon West Area Action Plan and on the parking capacity problems experienced by off-peak travellers in the town.

The Panel has also discussed connections between train and bus services operating from the Huntingdon and St. Neots Stations. Problems in this respect were particularly apparent in St. Neots. The Panel were informed that while Stagecoach had already been advised of problems, Councillor P L E Bucknell would be meeting with bus companies to discuss the matter in the near future.

PERFORMANCE MONITORING

The Cabinet has noted the Council's operational performance against 37 short, medium and long term objectives presented in "Growing Success" the Council's Corporate Plan. With regard to those objectives where actual performance had not progressed as well as anticipated, Executive Councillors have been reassured that a system has been introduced to ensure that applications for loft and cavity wall insulation are processed within 5 working days. Particular reference also was made to the implications of the current economic climate on the Council's ability to achieve the target of affordable housing commitment on qualifying sites.

CUSTOMER SERVICE DEVELOPMENT IN ST IVES AND ST NEOTS

The Cabinet has noted a proposal to increase a range of services being offered to customers via the St. Ives

and St. Neots Customer Services Centres. In reviewing the issues involved, Executive Councillors have stressed that such services should be delivered, if possible, from the High Street or a central location. In that respect, the Cabinet have felt unable to support, currently, any option to re-model existing offices. As a result of which, Executive Councillors have requested the Head of Customer Services to investigate the financial viability of acquiring shop units in St. Ives and St. Neots and to explore the possibility of sharing the properties with one or more partners. Members have requested that local Councillors be consulted on the location of any alternative accommodation. Approval also has been given in principle for the relocation of the St. Neots Tourist Information Centre with existing staff being subsumed within the Customer Services Team.

DEVELOPMENT OF OPTIONS FOR THE DEVELOPMENT MANAGEMENT DPD

Having regard to the views of the Overview and Scrutiny Panel (Service Support), the Cabinet has approved for public consultation the contents of the Development Plan Document (DPD) Development of Options and the Sustainability Appraisal. The document forms part of the local development framework and will support the Core Strategy and East of England Plan as well as setting out the Council's policies for managing development in Huntingdonshire including the assessment and determination of

planning applications. The draft policy has evolved from the Huntingdonshire Interim Planning Policy Statement, 2007 and from those representations received during the Issues and Options Consultation and Initial Sustainability Appraisal and has been updated to reflect changes in national guidance. It is anticipated that public consultation will commence in mid-January.

LETTINGS POLICY

Having considered a proposal to vary the Council's Letting Policy, the Cabinet has authorised the Head of Housing Services, after consultation with the Executive Councillor for Housing and Public Health, to award priority status to applicants with exceptional circumstances, where those circumstances are not adequately covered and, pending a further review of the policy, to correct unforeseen detrimental consequences which disadvantage an individuals' opportunity for being housed in comparison with the priority of other applicants. This delegation has previously been used in exceptional circumstances but was omitted, in error, from the current policy.

WEB STRATEGY 2009 – 2011

The Cabinet has approved the content of a revised web strategy for the Council and a supporting action plan for a three-year period 2009/2011. The document covers shared services, revenue generation, monitoring and evaluation, risks and resources.

COMMUNITY ENTERPRISE

Further information can be obtained from the Democratic Services Section ☎ (01480) 388007

CENTRE – SAPLEY EAST

The Cabinet has agreed to submit an application for grant support from the East of England Development Agencies Investing in a Communities Programme for the construction of a community enterprise centre in the Sapley East area. The development of such a Centre is an accepted element of regeneration schemes and will provide small scale employment, skill and learning opportunities to match particular community needs. The initiative accords with the objectives of the Local Economy Strategy and the activities of the Council and its partners in these areas. Having acknowledged that current and future funding opportunities will be maximised if the community enterprise centre was owned and controlled by a community interest company, the Cabinet has –

- ◆ reaffirmed a decision to reinvest the proceeds of the disposal of land in this regeneration scheme to produce future community benefits;
- ◆ supported the principle of establishing a community interest company which owns and manages the proposed community enterprise centre and other assets if opportunities arise;
- ◆ authorised the Director of Environmental and Community Services to obtain an agreement, in principle, from

appropriate organisations to form a community interest company and to work with those organisations to prepare a robust business plan to demonstrate the viability of the community enterprise centre; and

- ◆ agreed to consider a masterplan for the regeneration of the Sapley East area and the Business Plan for the community enterprise centre before a final decision is made by the Cabinet in March/April 2009.

NEIGHBOUR NOTIFICATION

Regulations prescribe that all applications for planning permission should be subject to a form of mandatory notification and / or advertising. The District Council's practice on neighbour notification has evolved through practical experience and currently is wider than required by legislation. The Development Control Panel has endorsed continuation of the current notification process and approved some minor changes to avoid confusion amongst neighbours in residential neighbourhoods.

**ENFORCEMENT
HARTFORD
HUNTINGDON**

**ACTION:
MARINA,**

Following representations made to the Development Control Panel, the Panel has agreed to establish a working party comprising Councillors J D Ablewhite, P A Swales, G S E Thorpe and R J West to consider the preparation of Supplementary Planning Guidance on marinas, the way forward for enforcement action and the wider issues involved in seeking to resolve the alleged unauthorised occupation of various lodges, houseboats etc at Harford Marina.

visitor minibus service from Huntingdon to the prison.

ENFORCEMENT ACTIVITY

The Development Control Panel has received an update on the activities of the enforcement team during 2008 and noted progress and achievements against objectives set for that year.

In endorsing seven objectives for 2009, the Panel requested that priority should be given to the production of a leaflet for Town and Parish Councils on the enforcement process and the investigation at Hartford Marina.

DEVELOPMENT APPLICATIONS

Seven applications were considered by the Development Control Panel in January and these included a proposal to develop a 480 place prison for 18-21 year old male prisoners at Littlehey Prison for which approval was given subject to the completion of a S106 agreement which will secure the upgrading of the cycle route through Perry and the continuation and extension of a