

A meeting of the **OVERVIEW AND SCRUTINY PANEL (ECONOMIC WELL-BEING)** will be held in **CIVIC SUITE, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON PE29 3TN** on **THURSDAY, 15 JULY 2010** at **7:00 PM** and you are requested to attend for the transaction of the following business:-

**Contact
(01480)**

APOLOGIES

1. MINUTES (Pages 1 - 6)

To approve as a correct record the Minutes of the meeting of the Panel held on 10th June 2010.

**Mrs C Bulman
388234**

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 below.

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

A copy of the current Forward Plan, which was published on 11th June 2010, is attached. Members are invited to note the Plan and to comment as appropriate on any items contained therein.

**Mrs H Taylor
388009**

4. EXCLUSION OF THE PUBLIC

To resolve that the public be excluded from the meeting because the business to be transacted contains exempt information relating to the financial or business affairs of the authority.

5. FORMER FIRE STATION SITE AND WASTE RECYCLING CENTRE, HUNTINGDON STREET, ST NEOTS (Pages 13 - 22)

To receive a report by the Estates & Property Manager prior to its consideration by the Cabinet.

**K Phillips
388260**

6. RE-ADMITTANCE OF THE PUBLIC

To resolve:-

that the public be re-admitted to the meeting.

7. ANNUAL REPORT ON ORGANISATIONS SUPPORTED BY GRANTS VIA SERVICE LEVEL AGREEMENTS (Pages 23 - 28)

To consider a report by the Head of Environmental & Community Health.

**D Smith
388377**

8. CUSTOMER SERVICES (Pages 29 - 38)

To receive a presentation by the Customer Services Manager, together with the quarterly report on the performance of Customer Services in the period April to June 2010.

**S Morrison
388303**

9. RISK REGISTER (Pages 39 - 44)

To discuss with the Council's Audit and Risk Manager the number of new entries made to the risk register during the period 1st September to 28th February 2010.

**D Harwood
388115**

A copy of the report submitted to the Corporate Governance Panel on 24th March 2010 is attached.

10. STRATEGIC / PARTNERSHIP SCRUTINY

(a) **JOINT SCRUTINY (Pages 45 - 46)**

With the aid of a report by the Head of Democratic and Central Services to acquaint the Panel with recent developments intended to introduce greater joint scrutiny between Cambridgeshire Councils.

**A Roberts
388015**

(b) **SCRUTINY OF PARTNERSHIPS (Pages 47 - 54)**

To consider a report by the Head of Democratic and Central Services seeking Members views on how the Panel will scrutinise the Partnerships in which the Council is involved.

**A Roberts
388015**

11. WORKPLAN (Pages 55 - 58)

To consider with the aid of a report by the Head of Democratic and Central Services, the current programme of overview and scrutiny studies.

**C Bulman
388234**

12. OVERVIEW AND SCRUTINY PANEL (ECONOMIC WELL-BEING) - PROGRESS (Pages 59 - 64)

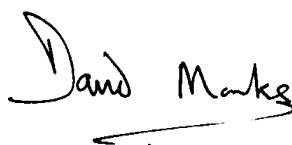
To consider a report by the Head of Democratic & Central Services on the Panel's programme of studies.

C Bulman
388234

13. SCRUTINY (Pages 65 - 74)

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

Dated this 7 day of July 2010



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 Mrs C Bulman, Democratic Services Officer, Tel: 01480 388234 / email Claire.Bulman@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 Committee/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.

Emergency Procedure

In the event of the fire alarm being sounded and on the instruction of the Meeting Administrator, all attendees are requested to vacate the building via the closest emergency exit.

Agenda Item 1

HUNTINGDONSHIRE DISTRICT COUNCIL

MINUTES of the meeting of the OVERVIEW AND SCRUTINY PANEL (ECONOMIC WELL-BEING) held in the CIVIC SUITE, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON PE29 3TN on Thursday, 10 June 2010.

PRESENT: Councillor J D Ablewhite – Chairman.
Councillors J T Bell, E R Butler, S Greenall, M F Shellens, G S E Thorpe and D M Tysoe
Mr R Hall and Mrs H Roberts.

APOLOGES: Apologies for absence from the meeting were submitted on behalf of Councillors Mrs J A Dew and N J Guyatt.

IN ATTENDANCE: Councillor L M Simpson

7. MINUTES

The Minutes of the meeting of the Panel held on 3rd June 2010 were approved as a correct record and signed by the Chairman.

8. MEMBERS' INTERESTS

Councillor G S E Thorpe declared a personal interest in Minute No. 16 by virtue of his membership of St Neots Town Council.

9. 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 June to 30th September 2010. Members noted that the report on the Former Fire Station and Waste Recycling Site, St Neots would be submitted to their next meeting.

10. VISITOR DEVELOPMENT AND TOWN CENTRE VIBRANCY

The Panel received a joint presentation by the Head of People, Performance and Partnerships and the Sustainable Economic Development Manager on visitor development and town centre vibrancy. By way of introduction, the Head of People, Performance and Partnerships reminded the Panel of the Cabinet's decision in 2005 to reduce the tourism service to make savings. Members were then acquainted with the ways in which the Council, in conjunction with its partners and local businesses, encouraged visits within Huntingdonshire. In doing so, the Panel noted that there were two main strands to the Council's Strategy. Firstly, it aimed to encourage visitors within a two hour radius of the District to use local accommodation by drawing attention to specialist attractions and by attracting tourists visiting Cambridge. Secondly, the Strategy

endeavoured to promote town centre vibrancy and thereby encourage Huntingdonshire residents to spend their money locally.

The Panel discussed the Cambridgeshire Vision for tourism, with its emphasis on business and conference tourism and whether there was sufficient accommodation for business visitors within the District. Concerns also were expressed at an apparent contradiction between the Cambridgeshire Vision and the work being undertaken by the District Council. In particular, questions were raised as to whether business users were likely to use bed and breakfast accommodation and market town facilities and about the absence of references to conference facilities within the District Council's Strategy. In response, Members were informed that the Cambridgeshire Vision was intended to provide a flavour of the objectives of all the Districts within the County and it recognised that conferencing facilities were lacking in Huntingdonshire. Research had indicated that there was insufficient hotel accommodation within the District, but that owing to the nature of their employment the majority of workers who stayed during the week occupied bed and breakfast accommodation, which accounted for 2,500 beds. Whilst business users might not necessarily attend local events they did utilise local restaurants and pubs, which contributed to the local economy.

Having noted that the Council's tourism initiatives operated primarily through the internet, a question was asked on whether leaflets had any value as a "what's on" guide for those residing in hotels. Members were advised that accommodation providers were able to download leaflets from the Council's website as and when required and that the Town Centre Partnerships produced events diaries in their own publications. Following a further question about the loss of the venue for the Ramsey 1940's weekend and the need to promote existing attractions, the Head of People, Partnerships and Performance stated that her department would be able to offer assistance in these matters.

The Panel then discussed the potential to stage large scale events within the District. Experience had shown that many large scale events were unlikely to use local services and that although the Inland Waterways Festival had been successful, in the current economic climate, the Council had insufficient resources to provide the necessary level of support required by such events. In response to a question concerning the annual Secret Garden Party which attracted 19,000 visitors to the District, it was explained that Officers worked closely with the event organisers on the accommodation requirements of those attending. The Head of People, Partnerships and Performance undertook to convey comments on the Cromwell Museum to County Council colleagues.

Following a question about the cost of the service currently provided by the District Council, Members were advised that the resources needed to do this work amounted to less than the equivalent of one full-time post and that this included the provision of support to the Town Centre Partnerships. In terms of measuring the performance of the service, the Panel noted that individual projects would have specific targets and outcomes, including the level of income they generated.

Having received an introduction to this area of activity, it was

RESOLVED

that a further report be submitted to a future meeting on the cost of the tourism service and the benefits it brings to both the Council and to the District.

11. TREASURY MANAGEMENT ANNUAL REPORT 2009/10

(Councillor L M Simpson was in attendance for this item)

Councillor L M Simpson introduced a report by the Head of Financial Services (a copy of which is appended in the Minute Book) containing details of the performance of Fund Managers in the investment of the Council's Capital receipts for the year ending 31st March 2010.

The Panel discussed the scheme through which town and parish councils could deposit funds with the District Council for investment. Having noted the origins of the scheme, the Panel were advised of the strict legal framework within which it operated. Members considered whether there might be any benefit in varying the scheme's current terms. While the administrative costs and low level of likely returns meant it would not be worth reducing the minimum sum that town and parish councils could invest, Members were advised that there might be an opportunity to devise individual arrangements for councils with investments that exceed £250k.

Having acknowledged that the Council had performed well with regard to the returns it had achieved on its investments in the year, comment was made concerning the accuracy of the forecast for the year. In response, Members were advised that the initial forecast had been based on an assumption that provision should be made for payment of interest in the first year when this was not the case. An adjustment would be made for 2010/11.

Members went on to discuss the value of the service provided by the Council's advisors on investments, together with the timing of the information they provided to the Council. Although the cost to the Council of this service was relatively low, Members were of the opinion that the Council should review whether it was needed in two years time, when the sums available for investment had reduced.

Having discussed the security of investments, the use of building societies and the Debt Management Office, the Panel noted that the market would be monitored for opportunities on advantageous terms to borrow to fund future capital expenditure. Following receipt of an update on the request for a loan by the Wildlife Trust for Bedfordshire, Cambridgeshire, Northamptonshire and Peterborough, it was

RESOLVED

that the Treasury Management Annual Report 2009/10 be endorsed for submission to the Cabinet.

12. PERFORMANCE MANAGEMENT

The Panel considered a report by the Head of People, Performance and Partnerships (a copy of which is appended in the Minute Book) containing details of the Council's performance against the priority objectives in the Panel's remit in the quarter to 31st March 2010.

Following a request by the Corporate Plan Working Group for clarification of the objective to maximise business and income opportunities, Members were informed that the Burgess Hall was £20k up on target and £30k up on the previous year while hospitality income had dropped by £65k because the former represented events income but the latter related only to bars and catering income. Information on the role of the Bars and Catering Manager at St Ivo also was provided.

During discussion on the financial performance of the bars and catering service, reference was made to the need to ensure that monitoring of the Leisure Centres' overall financial performance was undertaken following the dissolution of the Leisure Centre Management Committees. In that context further information was requested on the measures being taken to improve the performance of the Leisure Centres bars and catering functions, how the Leisure Forum monitored the Leisure Centres' financial performance, the role of the Executive Councillor for Leisure and Law, Property and Governance in the monitoring process and the terms of employment of Leisure Centre employees.

In respect of the objective relating to the retention of employees, comment was made that the target of 10% for staff turnover was too high and that a figure in the order of 7% would be more appropriate. However, the Panel recognised that an actual figure of 2.23% represented a satisfactory level of performance. Members also requested further information on the seven bids in the current year which had not been successful in attracting external funding to establish whether there were common reasons why bids had failed.

RESOLVED

that further reports be submitted on:

- the financial performance of and future plans for the Leisure Centres Hospitality Service;
- the savings that had been achieved following the dissolution of the Leisure Centres Management Committees and individual Leisure Centre's overall financial performance and monitoring arrangements,
- and the Leisure Centres' employment structure.

13. REMIT AND WORK PROGRAMME

Consideration was given to a report by the Head of Democratic and Central Services (a copy of which is appended in the Minute Book) reviewing the Panel's programme of studies and providing an opportunity for Members to plan their work programme for the year.

Following discussion on a number of suggestions from Panel Members, it was

RESOLVED

that further investigations be undertaken into waste collection round scheduling, the promotion of the use of re-useable nappies and the use of S106 monies for transport schemes in St Neots.

14. WORKPLAN STUDIES

The Panel received and noted a report by the Head of Democratic and Central Services (a copy of which is appended in the Minute Book) containing details of studies being undertaken by the Council's Overview and Scrutiny Panels.

15. OVERVIEW AND SCRUTINY ANNUAL REPORT 2009/10

The Panel reviewed the draft Overview and Scrutiny Annual Report for 2009/10 (a copy of which is appended in the Minute Book). Members were reminded that it was a constitutional requirement to produce a report each year.

Having been advised of suggestions made by the Overview and Scrutiny Panel (Social Well-Being) for changes, it was agreed that the report should include details of the proposed work programme for the forthcoming year.

16. SCRUTINY

The Panel received and noted the latest edition of the Council's Decision Digest.

Chairman

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FORWARD PLAN OF KEY DECISIONS

Prepared by Councillor I C Bates
Date of Publication: 11 June 2010
For Period: 1 July 2010 to 31 October 2010

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 with Special Responsibility for HQ/Accommodation	45 Devoke Close Stukeley Meadows Huntingdon Cambs PE29 6XE Tel: 01480 388946 E-mail: Mike.Simpson@huntsdc.gov.uk
Councillor K J Churchill	- Executive Councillor for Resources and Policy	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 Planning Strategy and Transport	4 Weir Road Hemingford Grey Huntingdon PE28 9EH Tel: 01480 469814 E-mail: Douglas.Dew@huntsdc.gov.uk
Councillor J A Gray	- Executive Councillor for Environment and Information Technology	Shufflewick Cottage Station Row Tilbrook PE28 OJY Tel: 01480 861941 E-mail: JG@novae.com

Councillor C R Hyams	- Executive Councillor for Operational and Countryside Services	22 Bluegate Godmanchester Huntingdon Cambs PE29 2EZ Tel: 01480 388968 E-mail: Colin.Hyams@huntsdc.gov.uk
Councillor A Hansard	- Executive Councillor for Housing and Public Health	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 Leisure, Law, Property and Governance	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 Customer Services	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
Civil Parking Enforcement	Cabinet	22 Jul 2010	None.	Steve Ingram, Head of Planning Services Tel No. 01480 388400 or e-mail Steve.Ingram@huntsdc.gov.uk		D B Dew	Environmental Well-Being
Former Fire Station and Waste Recycling Site, Huntingdon Street, St. Neots	Cabinet	22 Jul 2010	Development Brief and Marketing Information (in preparation)	Keith Phillips, Estates and Property Manager Tel No. 01480 388260 or e-mail Keith.Phillips@huntsdc.gov.uk	Ward Councillors.	Mrs D C Reynolds	Economic Well-Being
Homelessness Strategy	Cabinet	22 Jul 2010	None.	Jon Collen, Housing Needs and Resources Manager Tel No. 01480 388220 or e-mail Jon.Collen@huntsdc.gov.uk	Consultation process in preparation.	A Hansard	Social Well-Being
Public Conveniences	Cabinet	22 Jul 2010	None.	Malcolm Sharp, Director of Environmental and Community Services Tel No. 01480 388301 or e-mail Malcolm.Sharp@huntsdc.gov.uk		J A Gray C Hyams	Environmental Well-Being
Environment Strategy Review***	Cabinet	16 Sep 2010	None.	Dr Paul Jose, Head of Environmental Management Tel No 01480 388332 or e-mail Paul.Jose@huntsdc.gov.uk		J A Gray	Environmental Well-Being
Leader or Mayor - The Choice for Huntingdonshire***	Cabinet	16 Sep 2010	None.	Roy Reeves, Head of Democratic and Central Services Tel No. 01480 388003 or e-mail Roy.Reeves@huntsdc.gov.uk		K J Churchill	Economic Well-Being

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
Single Equality Scheme***	Cabinet	16 Sep 2010	Covering report, Single Equality Scheme plus Appendices	Mrs Louise Sboui, Senior Policy Officer Tel No 01480 388032 or e-mail Louise.Sboui@huntsdc.gov.uk	DMT, Equality Steering Group, COMT, O&S Panel and other internal and external consultation (detailed in the scheme)	K J Churchill	Social Well-Being
Open Space Strategy***	Cabinet	16 Sep 2010	Open Space Strategy	Mr Howard Thackray, Policy and Strategic Services Manager Tel No 01480 388035 or e-mail Howard.Thackray@huntsdc.gov.uk	Planned with Town and Parish Councils	C Hyams	Social Well-Being
Home Improvement Agency Review - Future Delivery Model Consultation	Cabinet	16 Sep 2010	None	Steve Plant, Head of Housing Services Tel No. 01480 388240 or e-mail Steve.Plant@huntsdc.gov.uk		A Hansard	Social Well-Being
Site Options Planning Proposals Development Plan Document***	Cabinet	21 Oct 2010	Updated SHLAA, Employment Land Review, Updated Retail Study	Paul Bland, Planning Service Manager (Policy) Tel No 01480 388430 or e-mail Paul.Bland@huntsdc.gov.uk	Approve findings for consultations as preferred options	D B Dew	Environmental Well-Being
St Neots East Urban Design Framework***	Cabinet	21 Oct 2010	Agreed Urban Design Framework	Paul Bland, Planning Service Manager (Policy) Tel No 01480 388430 or e-mail Paul.Bland@huntsdc.gov.uk	Adopt as Council policy	D B Dew	Environmental Well-Being
Local Transport Plan***	Cabinet	21 Oct 2010	Draft Local Transport Plan	Paul Bland, Planning Service Manager (Policy) Tel No 01480 388430 or e-mail Paul.Bland@huntsdc.gov.uk	Endorse as Council policy	D B Dew	Environmental Well-Being

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
St. Ivo Leisure Centre - Proposal for Development	Cabinet	21 Oct 2010	None	Simon Bell, General Manager, Leisure Centres Tel No. 01480 388049 or e-mail Simon.Bell@huntsdc.gov.uk		Mrs D C Reynolds	Social Well-Being

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Agenda Item 5

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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COMT
Overview and Scrutiny (Economic
Well-Being)

22 June 2011
15 July 2011

**Annual report on organisations supported by grants via service level agreements
(Report by the Head of Environmental and Community Health)**

1. INTRODUCTION

- 1.1 Overview and Scrutiny panel have requested information on the performance of voluntary organisations in Huntingdonshire who receive their funding via service level agreements.
- 1.2 The current service level agreements are all for five year periods and are due to end in March 2013, the one exception is the agreement with Bedford Pilgrims Housing Association which is due to end on the 31st March 2011.
- 1.3 All organisations in receipt of funding via service level agreements have agreed to not only meet service performance targets but also management standards which cover financial procedures, governance arrangements, equal opportunities etc.
- 1.4 All organisations have to provide details of their performance to officers every 3 months, and meet every six months to undertake performance reviews. Some of these reviews are joint reviews with officers of Cambridgeshire County Council who also provide a level of financial support to some of the organisations.
- 1.5 The designated cabinet portfolio holders receive a report in November outlining the organisation half yearly performance and details of any concerns on performance and delivery officers may have.
- 1.6 Appendix 'A' to this report provides details of the organisations performance.

2. RECOMMENDATIONS

- 21 Members of the Overview and Scrutiny Panel note the report.

BACKGROUND INFORMATION

Three monthly monitoring report return forms.
Half yearly report to Cabinet portfolio holder.

Contact Officer: Dan Smith – Community Manager
☎ 01480 388377

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2009/10 Performance review

Organisation – Huntingdonshire Citizens Advice Bureaux							
Performance Indicators (PI's)	8125 advice cases dealt with per annum	6,000 hours of advice provided by volunteer advisers.	CAB offices in St Neots & Huntingdon open for a minimum of 2000 hours of delivered advice.	Minimum of 10% of funds above HDC contribution acquired externally.	Minimum of 120 (half day) outreach sessions provided per annum.		
Performance	12,433 165%	9,426 163%	2,292 114%	£23,171 112%	131 109%		
Comment	The PI's figures for the CAB have been revised upwards by 20% to reflect the additional finance provided by the authority to the organisation in the present financial year. The performance figures are based on the first 9 months of the present financial year. The total in brackets is the 9 month target. Total HDC revenue contribution for 2009/10 £186,260						
Organisation – Hunts Forum for Voluntary Organisations							
PI's	A minimum of £100,000 levered into Huntingdonshire via funding bids to support local voluntary organisations	25 local voluntary organisations supported to present external bids to funding agencies.	4 groups supported to acquire accreditation appropriate to service (IiP, and Pqasso quality marks etc)	Produce and update data base of Huntingdonshire Voluntary organisations twice per annum.	Monthly web newsletter produced and circulated to voluntary organisations.	Increase the number of voluntary sector members of HFVO by 10% per annum.	6 training events held per annum.
Performance	£160,643 160%	37 167%	4 100%	2 100%	28 233%	18 120%	10 160%
Comment	In addition to providing support and assistance to voluntary and community organisations across Huntingdonshire, HFVO represents the voluntary sector on the Huntingdonshire Strategic Partnership Board. Additionally the organisation work in partnership with the authority on a number of major initiatives. Total HDC revenue contribution for 2009/10 £40,790						

Organisation – Huntingdon Shopmobility					
PI's	1250 shop mobility users per annum	Huntingdon service to be provided 5 days per week.	140 new service users per annum	2 publicity events held per year.	To provide a shopmobility service in St Ives.
Performance	1929 166%	258 103%	188 134%	2 100%	0
Comment	Last year 2008/09 Huntingdon Shopmobility carried out a pilot project in St Ives to identify if there is a need for a Shopmobility service in the town. The pilot project was undertaken using one off funds acquired by the organisation, unfortunately long term sustainable revenue funding could not be identified. Total HDC revenue contribution for 2009/10 £37,110				
Organisation- Disability Information Service Huntingdonshire					
PI's	Minimum of 1500 cases dealt with per annum	Minimum of 192 home visits per annum.	DISH office to be open for a minimum of 1000 hours of delivered advice per annum	A minimum of 10% of total funds provided by HDC & CCC to be acquired externally.	
Performance	1270 84%	166 86%	1065 106%	£15,960 228%	
Comment	The recent climatic conditions have had a significant impact on the services provided by DISH. Total HDC revenue contribution for 2009/10 £7,000				

Organisation – St Barnabas Community Learning Centre					
PI's	1600 service users per annum	100 new learners per annum	32 crèche places provided per annum to support training session.	Project to acquire 20% additional funding above HDC provided funds per annum.	
Performance	1473 92%	212 212%	32 100%	£24,629 471%	
Comment	<p>At the start of the year the organisation were informed that Learn Direct would not be renewing their service provision contract for basic skills training with St Barnabas following funding reduction. The decision of Learn Direct had a major impact on the number of service users in the first 2 quarters of this financial year. St Barnabas has reorganised and the 3rd quarter figures are on track...</p> <p>Total HDC revenue contribution for 2009/10 £26,110</p>				
Organisation – Hunts Volunteer (Formally Huntingdonshire Federation of Volunteer Bureaux)					
PI's	550 volunteers recruited per annum.	2 events per annum promoting volunteering	Increase the number of organisations receiving volunteers via the volunteer bureaux by 10% per annum target 110	Increase the number of people regularly participating in volunteering (4hrs or more per week) Target 316	
Performance	542 98%	2 100%	163 167%	432 136%	
Comment	<p>The organisation had staffing difficulties at the start of the year which resulted in underperforming slightly the last quarter figures clearly</p> <p>Total HDC revenue contribution for 2009/10 £36,770</p>				

Organisation – Bedford Pilgrims Housing Association						
PI's	Establish resident, developer and stakeholder partnership forum.	Welcome packs developed for all new residents and delivered to new residents within 1 week of arrival.	Residents association formed.	Services for young people established	6 Welcome events organised for new residents.	Loves farm Community Action plan to be produced by March 2010
Performance	Forum Established Sept 09	Target achieved, review of info pack underway	Established May 2009	Established Sept 2009	8 events organised to date	Completed
Comment	Developments at Loves Farm slowed during the economic downturn in 2009 there are clear signs that properties are starting to be sold on the development. Total HDC revenue contribution for 2009/10 £36,770					

Agenda Item 8

Quarterly Customer Service report for the period Apr to Jun 2010

Highlights of the last quarter

- Elections calls in the Contact Centre totalled 2,337 for April, seven times the usual month's volume; this was the first time the Contact Centre had experienced a General Election month and there were no previous figures available to indicate the call demand.
- Monthly service levels achieved in Huntingdon CSC throughout the quarter, although customers had to wait up to an hour at busy times
- Advisors responded well at all locations to high demand and to cover for absences through sickness or unfilled vacancies by taking shorter lunches and missing breaks
- Council tax enhanced training given to all Contact Centre advisors to be able to amend, create and cancel council tax direct debits.
- Onyx CRM systems in the Contact Centre were streamlined to improve payment card requests.
- Equalities & diversity training carried out for Customer Service advisors using trainers from the Papworth trust.
- Campaign line successfully used in the Contact Centre for the first time for the Gypsy & Traveller consultation

Issues for next period

- Increased strain on service levels from...
 - Longer call lengths in the Contact Centre due to additional services carried out for council tax (see Risks)
 - Potential long term sickness at Ramsey CIC requiring cover from the Contact Centre
 - Peak holiday season
 - Continued unfilled vacancies
 - Increasing need in CSCs to use up high levels of flexitime accrued by advisors working extra time to support service levels
- Preparation needed for Customer Service Excellence review in Contact Centre, Ramsey CIC and Yaxley CIC, and first application for Huntingdon, St Ives and St Neots CSCs
- E-mails to be processed at Ramsey and Yaxley CICs to try and increase workload at those locations and take pressure off the Contact Centre
- Potential dip in advisor motivation from impact of budget constraints on already pressurised staffing levels
- Evaluate changes in layout of office in St Ives
- Roll out of Planning training to all CSCs to continue multiskilling of advisors

Risks

- If Council Tax calls do prove longer this will show itself when customers respond to Council Tax reminders, an already very busy time for the Contact Centre; as a result there may be an impact on the service level for other services' calls
- Impact on quality during training period at CICs as they start to handle customer emails
- Continued sickness levels
- Being unable to fill fixed term roles(DWP funding) at Huntingdon CSC
- Disconnection from Government Connect

Budget Position – 2010/11

Budgets for Customer Services are, as a whole, on target, with efficiency savings being used for unplanned expenditure.

Efficiency Savings

See appendix on last page.

Notes

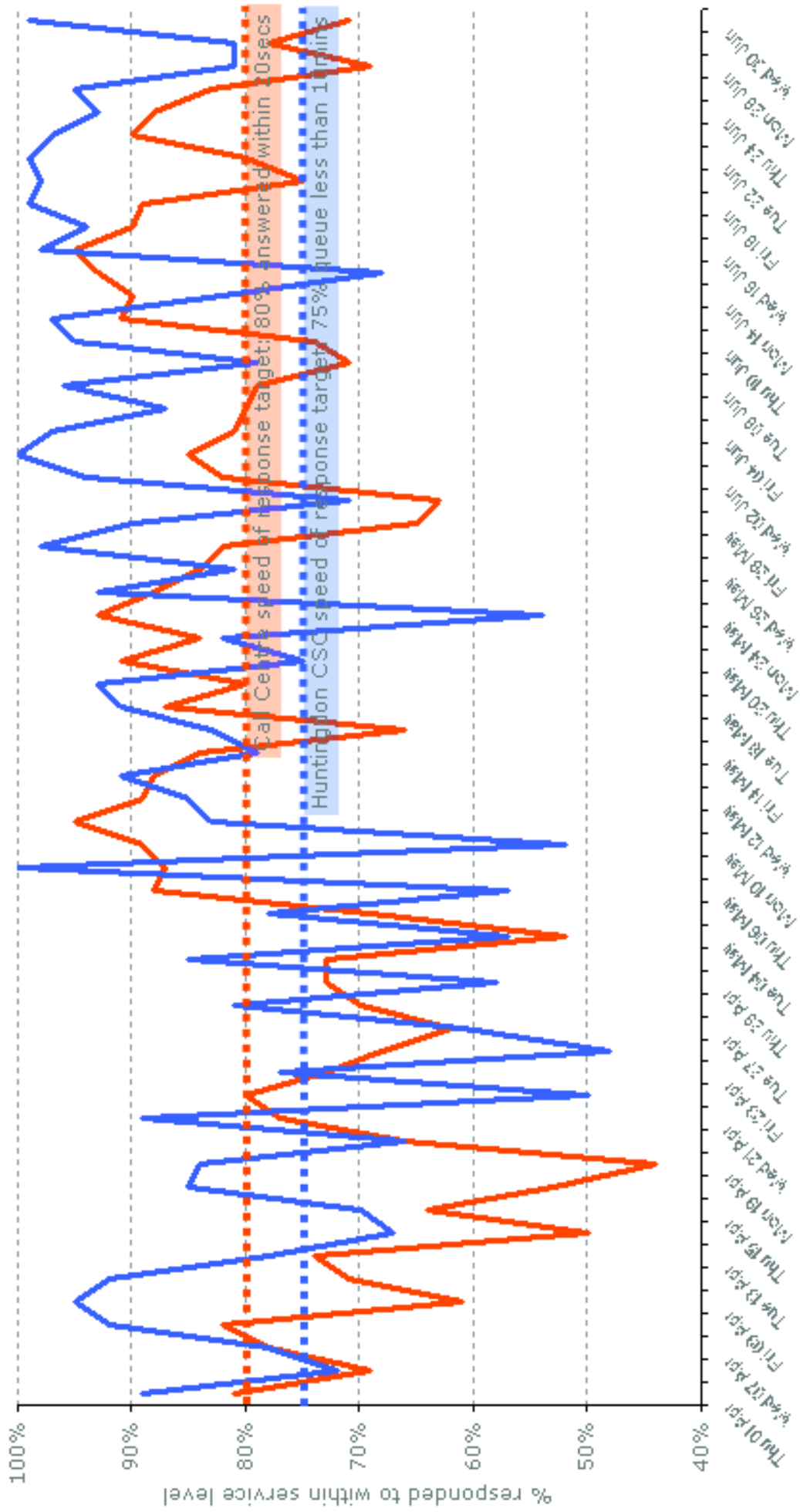
- At the Contact Centre the speed of answer service level was not met for April due to high levels of Election calls
- Focus continues on retaining staff morale to try and reduce staff turnaround in case of a recruitment freeze
- Meetings planned to discuss the best way forward for providing cover at Ramsey CIC if sickness continues
- Migration of Leisure calls is now planned for Feb 2011

I can verify the accuracy of the data used in the compilation of the performance report and the data has been collected in accordance with the procedures identified in our data measure template, where appropriate.

Daily speed of response

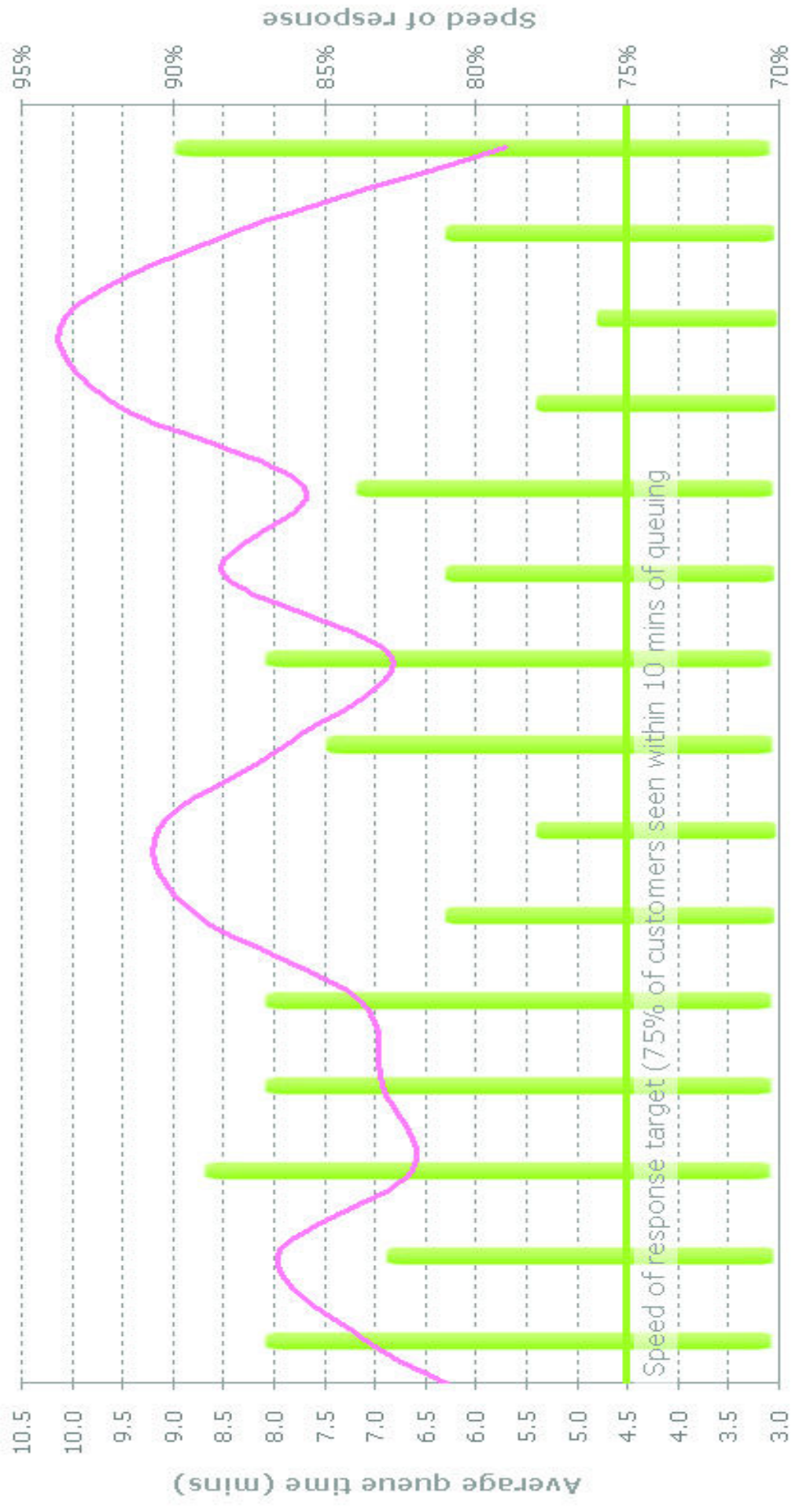
Apr to Jun 2010

- Call Centre
- Huntingdon CSC



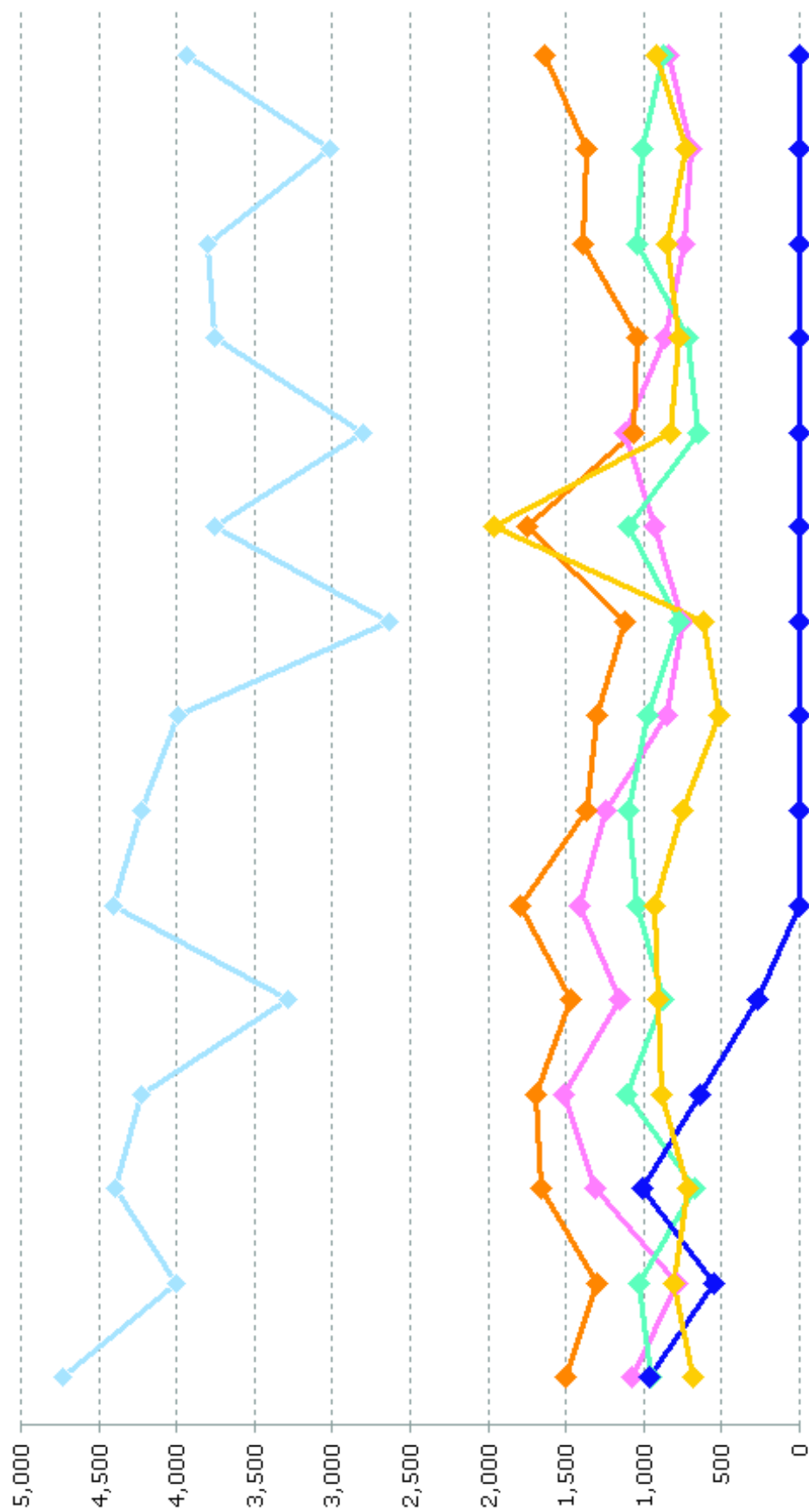
Huntingdon Customer Service Centre Queue performance 2009/2010

- Speed of response
- Average queue time (mins)



Apr-09 May-09 Jun-09 Jul-09 Aug-09 Sep-09 Oct-09 Nov-09 Dec-09 Jan-10 Feb-10 Mar-10 Apr-10 May-10 Jun-10

Customer Service Centres' enquiries per month



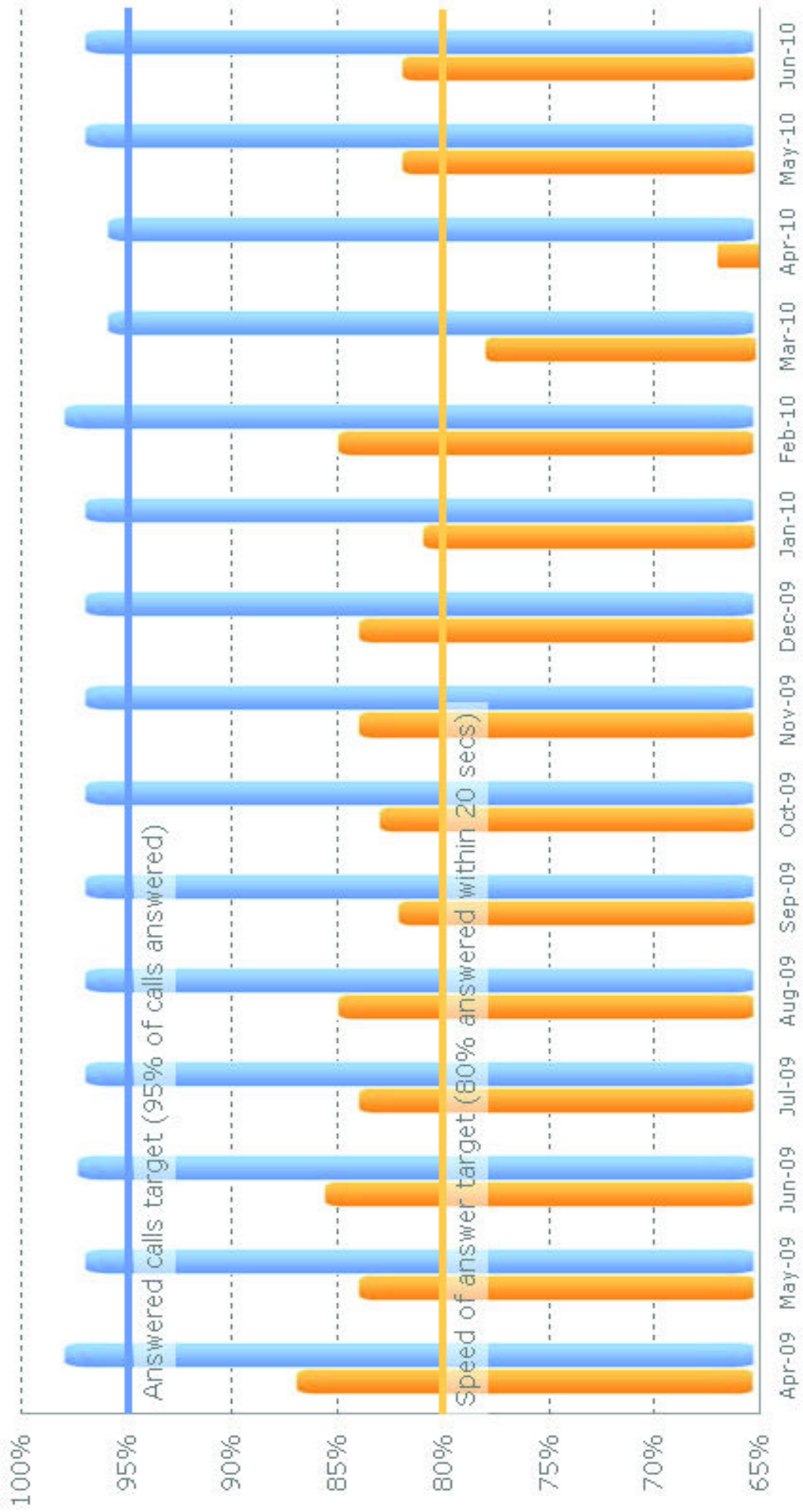
	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
Huntingdon CSC	4,734	3,997	4,400	4,229	3,286	4,410	4,231	3,995	2,629	3,760	2804	3,758	3799	3,017	3939
Ramsey CIC	1,074	786	1,315	1,512	1,152	1,416	1,244	847	746	936	1119	863	742	690	838
St Ives CSC	956	1,032	674	1,113	871	1,040	1,099	973	770	1,100	650	719	1039	1,005	874
St Neots CSC	1,506	1,295	1,657	1,693	1,467	1,794	1,372	1,300	1,116	1,744	1070	1,046	1389	1,372	1636
St Neots TIC	963	554	1,004	639	270	0	0	0	0	0	0	0	0	0	0
Yaxley CIC	686	806	721	889	903	936	756	511	622	1,961	831	769	850	728	921

Customer Service Centre Enquiries

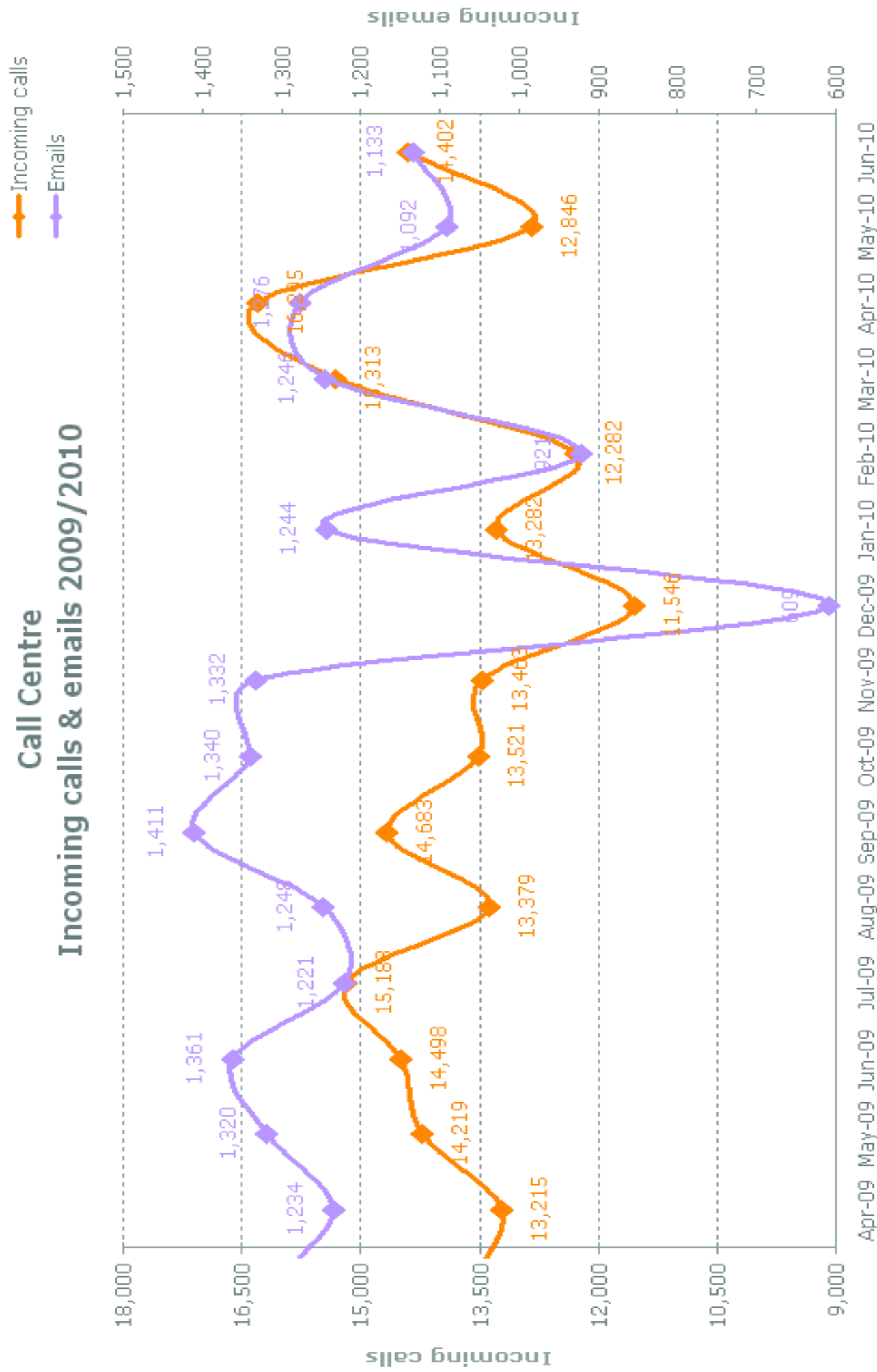
Service	Enquiry type	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10
Benefits	Casual caller								54	26	4	9	18	22	17	16
	Customer handled								1,905	1,437	2,090	1,909	2,415	2,053	1,834	2,235
	Unspecified	1,862	1,552	2,140	2,325	1,852	2,129	1,919								
Council Tax	Casual caller								49	32	1	1	3	4	3	1
	Customer handled								263	204	420	276	338	322	253	296
	Unspecified	319	239	320	393	295	400	296								
Employment	Casual caller								21	19	13	24	21	21	20	28
	Customer handled								49	30	24	51	26	27	19	52
	Unspecified	104	77	204	230	199	157	86								
Equipment use	Casual caller								499	340	292	345	407	391	321	334
	Customer handled								106	79	199	140	202	152	109	114
	Unspecified	222	210	742	723	611	854	695								
Housing	Casual caller								129	77	120	101	71	105	98	79
	Customer handled								923	586	1,101	1,014	1,079	901	800	934
	Unspecified	1,239	1,257	1,105	1,177	1,017	1,200	1,080								
Leisure	Casual caller								5	2	3	3	1	7	1	4
	Customer handled								8	3	28	15	5	12	14	11
	Unspecified	71	71	43	44	15	24	32								
Older Person	Casual caller								1	0	0	0	0	2	0	0
	Customer handled								32	22	43	43	26	25	19	21
	Unspecified	13	12	38	29	23	29	29								
Other Enquiry	Casual caller								446	279	137	86	61	346	189	278
	Customer handled								20	128	319	266	448	361	264	461
	Unspecified	879	797	766	623	495	802	567								
Partner External	Casual caller								80	192	1,334	207	150	83	132	144
	Customer handled								108	115	163	152	92	67	95	138
	Unspecified	665	418	471	402	330	386	682								
Payment Debt	Casual caller								650	473	20	7	7	60	106	58
	Customer handled								1,248	1,028	1,952	629	671	1,768	1,574	1,614
	Unspecified	2,324	2,066	1,792	2,069	1,633	2,137	2,043								
Planning	Casual caller								9	15	14	5	19	1	0	162
	Customer handled								116	113	158	110	147	172	125	195
	Unspecified	177	198	197	155	154	155	143								
Public transport	Casual caller								137	120	62	182	88	93	44	41
	Customer handled								318	171	460	444	411	347	313	428
	Unspecified	799	547	614	750	586	503	470								
Streetscene	Casual caller								144	99	69	50	57	44	54	57
	Customer handled								134	144	239	225	227	255	217	257
	Unspecified	392	425	384	381	332	421	388								
Tourism	Casual caller								16	5	14	9	24	13	20	17
	Customer handled								105	79	115	116	60	74	92	136
	Unspecified	771	533	866	642	328	245	217								
Vehicle	Casual caller								51	43	0	2	0	0	0	0
	Customer handled								0	18	88	42	62	86	62	90
	Unspecified	67	54	69	99	62	128	55								
Younger Person	Casual caller								0	4	2	0	0	1	1	1
	Customer handled								0	0	17	13	11	12	13	7
	Unspecified	15	14	20	33	17	26	0								
Grand Total	Casual caller								2,291	1,726	2,085	1,029	935	1,185	1,009	1,219
	Customer handled								5,335	4,157	7,416	5,445	6,220	6,634	5,803	6,989
	Unspecified	9,919	8,470	9,771	10,075	7,949	9,596	8,702								

Call Centre Call performance 2009/2010

■ Speed of answer
■ Answered calls



Call Centre Incoming calls & emails 2009/2010



Call Centre Enquiries

Complaints	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Last 12 mths
Streetscene	33	28	47	29	24	27	33	19	39	37	40	34	19	27	23	351
Other Enquiry	4	2	3	0	0	0	2	2	3	0	0	0	0	0	0	7
Formal Complaint	0	0	0	4	1	1	0	0	0	2	2	4	4	4	1	23
Total	37	30	50	33	25	28	35	21	42	39	42	38	23	31	24	381

Information requests	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Last 12 mths
Other Enquiry	1,211	984	1,235	1,116	899	1,100	1,065	953	835	980	1,085	1,236	822	890	1,230	12,211
Streetscene	600	599	584	600	587	654	530	482	706	900	522	672	664	496	645	7,458
Benefits	254	165	207	234	193	264	201	245	177	221	158	224	165	155	168	2,405
Planning	116	122	178	149	124	147	158	121	76	139	151	161	129	149	215	1,719
Housing	34	234	325	279	249	327	348	347	243	510	494	396	304	351	397	4,245
Council Tax	94	133	101	164	54	159	53	150	104	205	75	134	138	198	233	1,667
Environmental health	74	84	118	193	173	83	60	61	31	47	44	34	49	94	191	1,060
Electoral registration	60	223	124	46	46	209	249	91	56	63	67	109	1,836	319	80	3,171
Payment Debt	40	61	57	64	48	106	103	78	57	58	84	168	42	70	92	970
Tourism	45	41	44	89	48	89	86	51	32	43	45	49	27	41	78	678
Energy efficiency	20	9	24	38	15	24	49	26	24	42	24	20	6	11	31	310
Public transport	0	0	10	47	43	66	0	0	0	0	0	0	0	0	0	156
Change of details	6	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Formal Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	2,554	2,656	3,007	3,020	2,479	3,228	2,902	2,605	2,341	3,208	2,749	3,203	4,182	2,774	3,360	36,051

Service requests	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Last 12 mths
Payment Debt	1,526	1,827	1,571	1,911	1,376	1,884	1,517	1,770	1,397	1,708	1,039	1,186	1,524	1,835	1,756	18,903
Streetscene	1,273	1,169	1,285	1,361	1,312	1,349	1,156	1,141	1,134	1,230	1,036	1,512	1,314	1,129	1,380	15,054
Environmental health	74	70	140	299	234	90	70	80	44	68	60	54	94	63	154	1,310
Change of details	80	124	101	137	134	149	130	127	123	84	117	144	118	127	111	1,501
Housing	0	93	157	165	147	141	139	117	93	147	145	136	130	134	129	1,623
Electoral registration	48	111	61	30	11	6	11	32	34	45	44	104	219	60	50	646
Tourism	52	44	29	20	18	24	31	16	7	28	25	41	15	15	20	260
Other Enquiry	17	10	11	11	9	8	6	6	13	11	6	12	7	7	10	106
Planning	15	9	12	15	16	18	11	8	7	12	12	16	12	6	18	151
Formal Complaint	1	1	0	2	0	0	0	0	0	0	0	0	0	0	0	2
Benefits	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Council Tax	0	0	0	0	0	0	0	0	0	0	0	0	0	3	52	55
Total	3,086	3,458	3,367	3,951	3,257	3,669	3,071	3,297	2,852	3,333	2,484	3,205	3,433	3,379	3,680	39,611
Grand total	5,677	6,144	6,424	7,004	5,761	6,925	6,008	5,923	5,235	6,580	5,275	6,446	7,638	6,184	7,064	76,043

Efficiency savings within Customer Services

Savings

Housing services incoming call levels four times what was planned for at Call Centre

Processing & administration of bus passes, up to 100 per week

Issuing visitors passes & receiving visitors on behalf of PFH staff

St Ives & St Neots CSCs dealing with basic Benefits enquiries

No Benefits assessor available in Huntingdon CSC since May-09

Payments now taken at all locations

Council Tax enquiries handled at Ramsey & Yaxley CSCs

NI14 data capture & analysis

Increased work issuing extra season parking permits due to change in car parking strategy, extra 260 issued

Increased Benefits & Housing enquiries from recession, increased up to 40% over previous period last year

Work with other department to implement new parking and permit systems

Merge Tourism function from the Museum into the CSC in St Neots

Integration of the bus pass database with the GIS system

All face to face locations now offer Housing services, consistent with the Call Centre

Sept - closure of St Neots Tourist Information Centre, & increased Electoral Registration calls due to incorrect electoral forms sent to all residents

Sharepoint calendar created to reduce the volume of e-mail communication from internal departments.

Changes to top 5 Onyx service requests to speed up calls. Onyx & GIS changes to accommodate operations integration of systems. Centrex lines cancelled saving £40 per month

RISK REGISTER

(Report by the Audit & Risk Manager)

1. Purpose

- 1.1 To inform the Panel of the significant changes that have been made to the risk register in the period from September 2009 to February 2010 and the current residual risk scores.

2. Updating of the Risk Register

- 2.1 Since the last meeting of the Panel, the register has been updated with the significant operational risks identified by Activity Managers, the controls in place to manage those risks and the sources of assurance available to manage those controls. This information will help the Panel when it considers the annual governance statement.
- 2.2 The process by which the register is reviewed by Heads of Service is now well established and dovetails with the COMT quarterly performance reporting timetable. A similar review process is intended to be introduced with Activity Managers, albeit on a six monthly basis.
- 2.3 All changes to the register are reviewed by the Audit & Risk Manager on a monthly basis. This allows general over-sight and challenge of the risk entries and the inherent and residual scoring. The full risk register is available on the risk management intranet site.

3. Current Register

- 3.1 Since the last report to the Panel in September 2009, the following changes have been made to the risk register:
- 44 new register entries
 - 3 Corporate
 - 41 Operational
 - 1 operational risk has been deleted.
- 3.2 The attached annexes show the reduction in risk achieved by the controls that managers have in place for both Corporate and Operational risks. Risks with a “very high” residual risk are listed separately. Risks have also been analysed by the corporate objectives outlined in Growing Success.

3.3 The risk management strategy requires the Cabinet to consider each of the very high residual risks to identify whether they should be further mitigated by cost-effective and affordable actions. Four of the six very high residual risks in the register have not yet been considered by Cabinet. It is intended that risk option forms will be presented to Cabinet shortly.

4. Future Developments

4.1 The Risk Management Group considers that risk management is now embedded across services. It has agreed the following development programme over the next year:

- Improving training for staff
- Linking risk reporting to performance management information
- Considering how to identify risk issues in reports to Members
- Benchmarking the Council's approach to risk management

5. Recommendation

5.1 It is recommended that the Panel note the report.

ACCESS TO INFORMATION ACT 1985

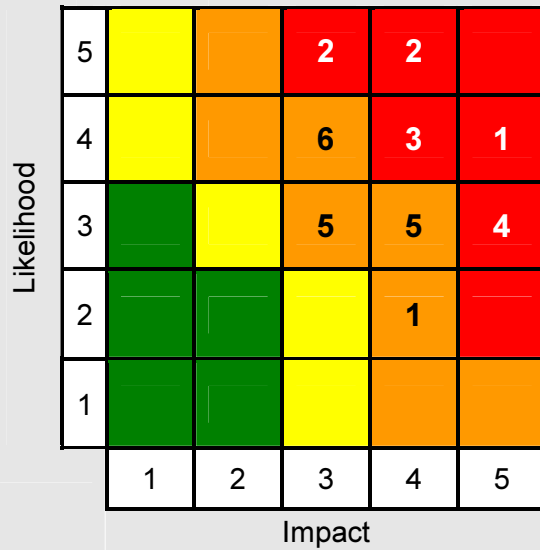
Risk Register

Minutes of the Risk Management Group

Contact Officer: David Harwood, Audit & Risk Manager ☎ **01480 388115**

Corporate Risks

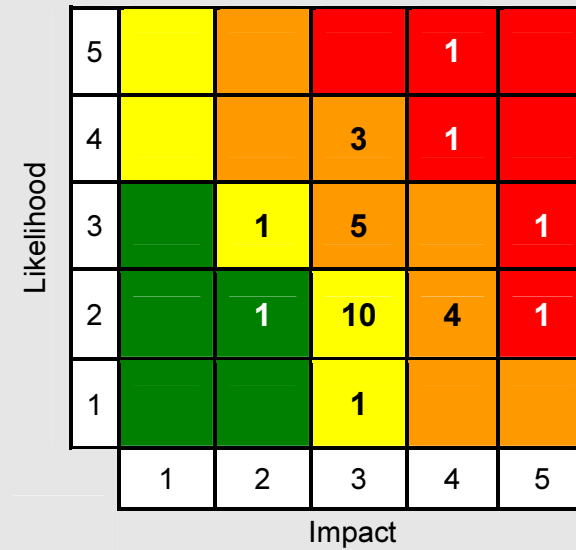
**Inherent Risks
before controls
February 2010**



Residual risk scores rely on the identified controls working effectively.

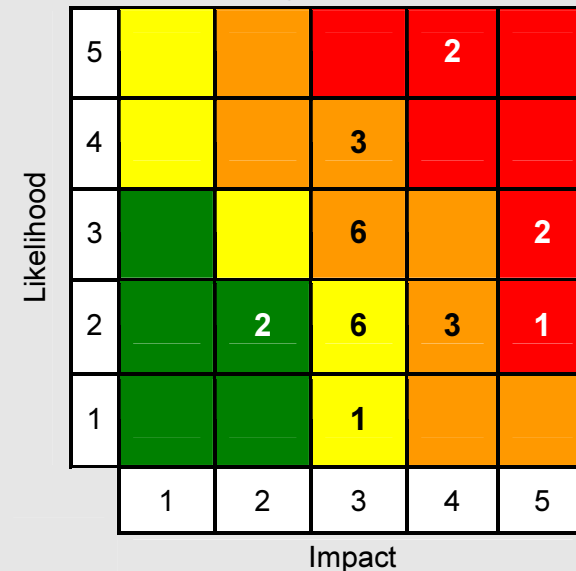
CGP and COMT rely on internal audit and managers' 'assurance' statements to judge whether this is the case.

**Residual Risks
after controls
February 2010**



total
29

August 2009



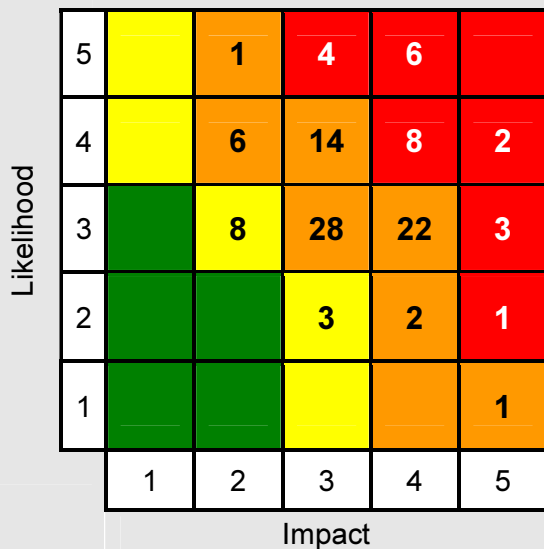
total
26

+ 3

	'Very High' Residual Risks	Aug 2009	Feb 2010	Accepted by Cabinet
47	Investment decisions not appropriate	0	0	
104	Delays to A14	0	0	Dec 2007
130	Failure to achieve financial savings	0	0	
148	Increased homelessness	0	0	
154	Delivery of environmental agenda	0	0	

Operational Risks

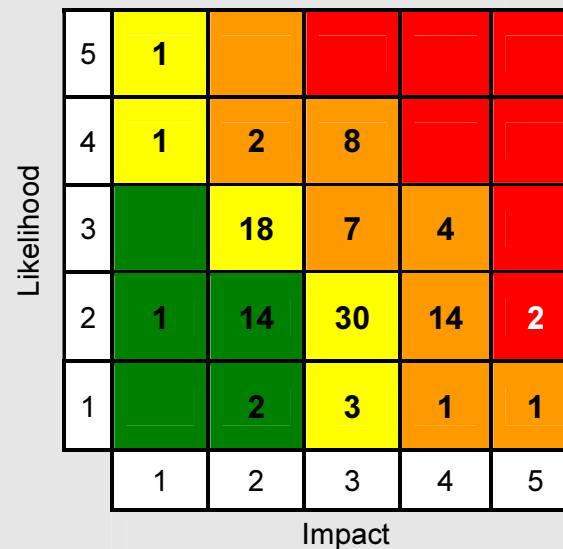
**Inherent Risks
before controls
February 2010**



Residual risk scores rely on the identified controls working effectively.

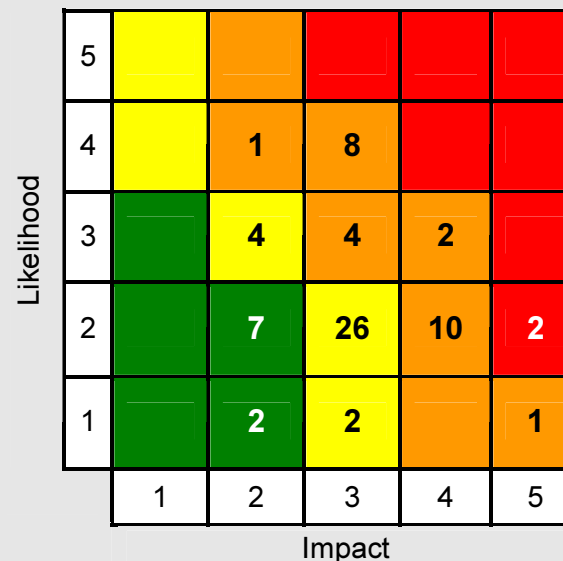
CGP and COMT rely on internal audit and managers' 'assurance' statements to judge whether this is the case.

**Residual Risks
after controls
February 2010**



total
109

August 2009



total
69

+ 40

	'Very High' Residual Risks	Aug 2009	Feb 2010	Accepted by Cabinet
15	ICT security is breached			May 2007
58	Information or data is lost			May 2007

Risks analysed by “Growing Success” categories

	Corporate Risks	Operational Risks	Total	%age
A clean, 'green' and attractive place	8	6	14	10%
A strong local economy	1	0	1	1%
Developing communities sustainably	4	3	7	5%
Healthy Living	1	8	9	7%
Housing that meets individuals' needs	3	6	9	7%
Safe, vibrant & inclusive communities	2	3	5	4%
To improve our systems and practices	4	52	56	40%
To learn & develop	1	12	13	9%
To maintain sound finances	5	19	24	17%
			138	100%

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**OVERVIEW AND SCRUTINY PANEL
(SOCIAL WELL-BEING)**

6TH JULY 2010

**OVERVIEW AND SCRUTINY PANEL
(ENVIRONMENTAL WELL-BEING)**

13TH JULY 2010

**OVERVIEW AND SCRUTINY PANEL
(ECONOMIC WELL-BEING)**

15TH JULY 2010

JOINT SCRUTINY (Report by the Head of Democratic and Central Services)

1. INTRODUCTION

- 1.1 This report discusses recent developments intended to introduce greater joint scrutiny between Cambridgeshire Councils.

2. JOINT ACCOUNTABILITY COMMITTEE

- 2.1 The Cambridgeshire Joint Accountability Committee (JAC) is responsible for scrutinising the work of the Cambridgeshire Together Board. The way this work is carried out has been the subject of discussion for some time. It was originally intended that the JAC would meet twice a year; however, it has not met since November 2009 and the last three meetings have been cancelled owing to lack of business. The Cambridgeshire Together Board has now formally proposed to the JAC that the JAC should consider the benefits that could be realised by joint scrutiny.
- 2.2 Current financial challenges have created pressures for public bodies to work more closely together. It is held that collaboration will be required to drive costs down and focus resources on service delivery. Building on that principle, opportunities for sharing services and joint working are being examined.
- 2.3 The view is further expressed that there are benefits to be derived if scrutiny focuses on both geographic issues tying scrutiny to leadership of place, and on the key outcomes that matter most to local communities. Joint scrutiny might build on similar work that is already taking place and share capacity to use scrutiny to improve services and outcomes.
- 2.4 Joint scrutiny could, for example, focus on issues in a specific local area, focusing geographically on a local neighbourhood, parish or District involving Scrutiny Members from the relevant Councils involved in that area. Furthermore, outcome based scrutiny could bring Scrutiny Members together from all Councils to focus on a particular issue such as climate change or tackling crime across the whole county.
- 2.5 This approach may have advantages. It would be necessary to explore in detail its risks and benefits to establish whether it really would strengthen democratic accountability, have clearly demonstrable savings for each organisation and improve outcomes for communities.
- 2.6 On a practical note, this approach, if adopted, would need to be carefully co-ordinated. Efforts have always been made to ensure there is no duplication between Cambridgeshire Council's in their scrutiny study work, which has

resulted in few problems occurring to date. This issue based way of organising joint scrutiny would appear to be a preferable model to closer structural integration as it avoids the additional costs of the latter. Experience through previous study work suggests that there could be benefits to having a representative of, for example, the County Council present during investigations, as it could make jointly provided services more open to scrutiny.

3. CONCLUSION

- 3.1 Like all Council services, scrutiny has to look at opportunities for different ways of working where they can be demonstrated to reduce costs and produce better outcomes. The Panel is invited to consider the principles involved to guide future negotiations on this subject.

BACKGROUND PAPERS

Correspondence between Cambridgeshire County Council and Cambridgeshire Together Board.

Contact Officer: A Roberts (01480) 388015

**OVERVIEW AND SCRUTINY PANEL
(SOCIAL WELL-BEING)**

6TH JULY 2010

**OVERVIEW AND SCRUTINY PANEL
(ENVIRONMENTAL WELL-BEING)**

13TH JULY 2010

**OVERVIEW AND SCRUTINY PANEL
(ECONOMIC WELL-BEING)**

15TH JULY 2010

SCRUTINY OF PARTNERSHIPS (Report by the Head of Democratic and Central Services)

1. INTRODUCTION

- 1.1 This report provides the Panel with an opportunity to consider how it will scrutinise the partnerships in which the Council is involved.

2. SCRUTINY OF PARTNERSHIP WORKING

- 2.1 The Council has a statutory duty under the Police and Criminal Justice Act 2006 to scrutinise the Crime and Disorder Reduction Partnership (known in Huntingdonshire as the Inclusive, Safe and Cohesive Communities Thematic Group). This work has already commenced when the Overview and Scrutiny Panel (Social Well-Being) reviewed the Huntingdonshire Community Safety Plan 2010-11 and progress against the associated Action Plan at its meeting in April 2010. Further work has not been undertaken pending training on the scrutiny of partnership working. This training took place on 3rd June 2010.
- 2.2 In addition to the Police and Criminal Justice Act 2006, there is a requirement under the Local Government and Public Involvement in Health Act 2007 for the Council to scrutinise the Local Strategic Partnership (LSP). The role of the Overview and Scrutiny Panel (Economic Well-Being) in this work is to scrutinise the Economic Prosperity & Skills thematic Group of the LSP. No work has yet been undertaken in this direction, though a protocol has been produced to guide this process (see Appendix).
- 2.3 The Panel's remit also includes scrutiny of the Economic Prosperity and the Equality and Inclusion priorities of the Countywide Sustainable Community Strategy (Cambridgeshire's Vision).

3. TRAINING ON SCRUTINY OF PARTNERSHIP WORKING

- 3.1 As has been said, Members received training on the scrutiny of partnership working on 3rd June 2010. During the training it was pointed out that partnerships are responsible for significant levels of funding but that nationally scrutiny is viewed as "the lion that hasn't roared". This is probably a fair description of partnership scrutiny in Huntingdonshire though, to an extent, this has been deliberate as training on this subject was planned.
- 3.2 During the training it was indicated that Scrutiny's role should be to:
- support the development and examination of indicators that truly reflect the "place" agenda;
 - bring issues to the table;
 - contribute actively to partnership working;

- adding value to partners' information gathering
- use the LSP's information gathering to add value to scrutiny work, and
- highlight success and failure and then, critically, make recommendations for improvements.

More specifically, the trainer made suggestions for key areas of questioning. These included:

- Why is performance at the current level?
- What difference does a partnership make to the people we represent?
- What is missing from the information we have been given?
- Is the experience of the service-user heard?
- What are the priorities for improvement?
- What will happen as a result of our review?
- How will we follow-up?

4. ACCOUNTABILITY WORKS

4.1 *Accountability Works* was published by the Centre for Public Scrutiny (CFPS) in April 2010. This document neatly encapsulates some of the reasons why scrutiny of partnerships is important. It provides challenge to decision-makers directly as part of the democratic decision-making process and represents a means to bring together discussions about matters of public concern as part of debate about past and future delivery of public services. It also means there is an obligation on the part of decision-makers to respond to and act upon the concerns and insights of those holding them to account. Finally, it is a route for decision-makers to improve the services they deliver, ensuring responsiveness alongside quality and value for money.

4.2 *Accountability Works* goes on to state that it is desirable to build a culture of accountability as it lends partnerships credibility and legitimacy. Through scrutiny, partnerships can demonstrate openness and transparency and their effectiveness. Other potential benefits include the fact that assurances might be provided that defined results are delivered, a contribution is made to democratic engagement and relationships with other sectors can be strengthened.

4.3 The CFPS provides evidence to support their findings. Given this, it can be seen that there are potentially considerable benefits to be derived from effective scrutiny of the Council's partnerships.

5. CONCLUSION

5.1 The Panel is invited to consider how it will scrutinise the Council's partnership.

BACKGROUND PAPERS

Partnership scrutiny training materials.

Centre for Public Scrutiny (2010) - *Accountability Works*.

Previous reports to the Overview and Scrutiny Panels on partnership scrutiny.

Contact Officer: A Roberts (01480) 388015

APPENDIX

HUNTINGDONSHIRE SCRUTINY / STRATEGIC PARTNERSHIP PROTOCOL

Introduction

The Police and Justice Act 2006 and the Local Government and Public Involvement in Health Act 2007 require local authorities to scrutinise the strategic partnerships in their areas and make reports and recommendations to the local authorities and the Partnerships.

This Protocol has been produced between Huntingdonshire District Council, Huntingdonshire Strategic Partnership and the respective partners to the Strategic Partnership. Regulations, Guidance and good working practice have shaped this Protocol, which may be revised by agreement between all the parties in order continually to improve the scrutiny process.

References in the following paragraphs to the Strategic Partnership include the Board, Executive and its Thematic Groups.

Principles of Scrutiny Operation

Scrutiny in Huntingdonshire is positive, objective and constructive. It acknowledges good practice and recommends improvements where it feels these would be of benefit. Scrutiny concentrates on service outcomes and seeks to add value to each service that it considers.

The Protocol also encompasses the following Principles of Effective Scrutiny, as advocated by the Centre for Public Scrutiny, which state that scrutiny should:

- provide 'critical friend' challenge to executive policy-makers and decision-makers;
- enable the voice and concerns of the public and its communities to be heard;
- be carried out by 'independent minded governors' who lead and own the scrutiny process, and
- drive improvement in public services.

Scrutiny of the Strategic Partnership will only be successful if key organisations work and co-operate together in an atmosphere of mutual respect and trust with an understanding and commitment to its aims. Shared responsibility for creating and sustaining this relationship is acknowledged and will feature in scrutiny reviews.

The key organisations involved in scrutiny will be willing to share information, knowledge and reports which relate to the delivery and success of services in Huntingdonshire and to carry out duties that would be reasonably expected of them to enable scrutiny to be successfully undertaken.

At all times officers and members of the organisations involved in scrutiny, representatives and members of the public will be treated with respect and courtesy. Matters of confidentiality will be treated with respect.

Scrutiny will be open and transparent. Any person involved in scrutiny will always declare any personal or other pecuniary interest that they have either in a scrutiny activity or during a meeting of a Scrutiny Panel in accordance with the Code of Conduct relating to standards of conduct and ethics.

The Overview and Scrutiny Panels, whilst working in partnership, are independent of the respective partners comprising the Strategic Partnership.

The Overview and Scrutiny Panels will try to maximise the involvement of the community and will work with other agencies representing the public.

Scrutiny will be focused on improving services and service provision for the people of Huntingdonshire and will concentrate on outputs that are intended to help improve their well-being.

A separate protocol and procedure exists for references to the Overview and Scrutiny Panels from the elected members via the Councillor Call for Action.

Huntingdonshire Overview and Scrutiny Panels

All dates and times of meetings of the Overview and Scrutiny Panels, agendas, minutes and reports will be circulated to Members, to the Chairmen of the Strategic Partnership Board, Executive and Thematic Groups (as appropriate) and to any other representatives on request.

The Strategic Partnership will be consulted on the Overview and Scrutiny Panels' work programmes and informed in advance of scrutiny activities that the Overview and Scrutiny Panels are intending to undertake. It will also be informed of the scope of all scrutiny activities and will be given adequate notice of invitations to attend meetings of Scrutiny Panels and any required information (see below).

The Strategic Partnership will be consulted on any draft reports before they are published to ensure that recommendations are realistic and deliverable. Final reports will be presented as appropriate to the District Council's Executive, the Strategic Partnership, Cambridgeshire County Council and be published on the Council's website and circulated in accordance with other requirements for the distribution of scrutiny reports.

The Overview and Scrutiny Panels are not to be used as a complaints procedure. Case studies may however be used as part of supporting information for scrutiny activities.

The Strategic Partnership will be informed of any press releases relating to scrutiny of it; though Scrutiny Officers may speak to the press in advance of meetings to brief them about forthcoming Scrutiny Panel meetings.

Overview and Scrutiny Panels will at all times comply with the Council's Constitution.

Overview and Scrutiny Panels will endeavour to use the following method to prioritise topics for inclusion on committee work programmes:

Criteria for selecting topics:

- does the issue have a potential impact for significant section(s) of the population?
- is it a matter of general public concern?
- is the issue to be reviewed a key deliverable of a partnership plan/strategy?

- is it a key performance improvement area?
- is there a legislative requirement to undertake the review?

Criteria for rejecting topics:

- the issue is being examined elsewhere;
- the issue was dealt with less than 2 years ago;
- new legislation or guidance is expected within the year, and
- there is no scope for Overview and Scrutiny to add value / make a difference.

The Overview and Scrutiny Panels will contact the Chairman (or other nominated representative) of the relevant Strategic Partnership Thematic Groups on scrutiny work and maintain regular contact as necessary.

The Strategic Partnership

The Strategic Partnership will work in partnership with the Overview and Scrutiny Panels to provide objective and effective scrutiny of its work.

The Strategic Partnership will provide information relating to its activities and strategies that is required by the Scrutiny Panel so that the Panel can undertake its scrutiny work. This will not include confidential information, unless the subject of it gives consent for such information to be released. The Strategic Partnership will provide the Scrutiny Panel with information within 15 working days of the receipt of the request.

The Strategic Partnership will have regard and respond to Scrutiny reports within 28 days from the date of its next meeting. A copy of a Scrutiny report will also be sent to District Council's Executive, individuals who have contributed to reviews, local Members of Parliament, appropriate voluntary organisations, libraries and the Council's customer service centre.

The Strategic Partnership will ensure that officers attending Overview and Scrutiny Panel meetings are able to answer questions openly and are given appropriate support by their line managers.

Strategic Partnership will monitor, as appropriate, progress to deliver any recommendations made.

Notice of required attendance at scrutiny meetings

Overview and Scrutiny Panels will give at least six weeks notice to the Strategic Partnership requesting their attendance at an Overview and Scrutiny Panel meeting. Attendance requests will clearly outline:

- the subject of the matter for scrutiny;
- the key lines of enquiry, and
- arrangements for the meeting.

The Strategic Partnership will advise the Overview and Scrutiny Panel as to who is best placed to attend on their behalf in view of the issue to be scrutinised.

Notice of information required for scrutiny

Overview and Scrutiny Panels will give at least six weeks notice to the Strategic Partnership requesting information to facilitate the scrutiny process. Requests for information will clearly outline:

- the subject of the information required;
- the key lines of enquiry, and
- the format in which the information is required.

The provision of information to Overview and Scrutiny Panels will be governed by relevant legislation and established protocols for the sharing of information.

Requests should avoid duplication with requests made within the previous 12 months.

Scrutiny Reports and Recommendations

Reports where recommendations are made should include an implementation plan, prepared by the Overview and Scrutiny Panels and the Strategic Partnership, outlining the actions required to implement those recommendations. Lead officers should also be identified. This will assist both the Overview and Scrutiny Panels and the Strategic Partnership to monitor the progress and outcomes achieved as a result of the Scrutiny review.

Reviewing the protocol

This protocol will be reviewed on an annual basis.

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**OVERVIEW AND SCRUTINY PANELS
(SOCIAL WELL-BEING)
(ENVIRONMENTAL WELL-BEING)
(ECONOMIC WELL-BEING)**

**6TH JULY 2010
13TH JULY 2010
15TH JULY 2010**

**WORK PLAN STUDIES
(Report by the Head of Democratic and Central Services)**

1. INTRODUCTION

- 1.1 The purpose of this report is to allow Members of the Panel to review their programme of studies and to be informed of studies being undertaken by the other Overview and Scrutiny Panels.

2. STUDIES

- 2.1 The Council has a duty to improve the social, environmental and economic well-being of the District. This gives the Overview and Scrutiny Panels a wide remit to examine any issues that affect the District by conducting in-depth studies.

- 2.2 Studies are allocated according to the Council's service areas which have been identified as follows:-

Social Well-Being

Housing
Community
Leisure Centres
Operations (part)
Democratic and Central Services (part)
People, Performance and Partnerships (part)

Environmental Well-Being

Environmental and Technical Services
Planning Services
Environmental Health
Operations (part)

Economic Well-Being

Information Management
Finance
Customer Service and Call Centres
Revenues
Democratic and Central Services (part)
Law, Property and Governance
People, Performance and Partnerships (part)
HQ/Accommodation

2.3 On going studies have been allocated between the Panels accordingly:-

STUDY	PANEL	STATUS
Provision of play facilities for young people across the District.	Social Well-Being	Final report submitted to the Cabinet in April where recommendations relating to group insurance and combined inspections were endorsed. A report on progress on these matters has been requested.
Car parking at Hinchingsbrooke Hospital.	Social Well-Being	Final report produced and sent to Hospital. A representative of the Hospital to be invited to a future Panel meeting to report on decisions made by the Hospital's Senior Executive Group.
Visitor Development & Town Centre Vibrancy.	Economic Well-Being	Report requested on costs and value to the Council and the District.
Night Time Economy (Hospital's Perspective)	Economic Well-Being	Further investigation to be undertaken into this matter.
Planning Conservation.	Environmental Well-Being	A study scoping report has been requested. This will be presented at the July Panel meeting.
Customer Services	Economic Well-Being	Presentation to be given to Panel's July meeting.
Other Liberal Democrat Savings Proposals	Economic Well-Being	Various actions requested.

2.4 The following have also been identified by Members as possible future studies:-

The employee's performance development review process.	Economic Well-Being
Lessons learned from the Headquarters and other accommodation project.	Economic Well-Being

Land use for agricultural purposes in the context of planning policies and its contribution to the local economy.	Environmental Well-Being
Rural Transport.	Environmental Well-Being
Leisure Centre Hospitality Performance and future plans	Economic Well-Being
Leisure Centres financial performance and Employment Structure	Economic Well-Being
Waste Collection Round Scheduling	Economic Well-Being
Promotion of use of re-usable nappies	Economic Well-Being
Use of S106 money for transport schemes in St Neots.	Economic Well-Being

3. RECOMMENDATION

3.1 The Panel is requested to note the progress of the studies selected.

BACKGROUND DOCUMENTS

Minutes and Reports from previous meetings of the Overview and Scrutiny Panels.

**Contact Officers: Miss H Ali, Democratic Services Officer
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**Mrs J Walker, Trainee Democratic Services Officer
01480 387049**

**Mrs C Bulman, Democratic Services Officer
01480 388234**

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Panel Date	Decision	Action	Response	Date For Future Action
13/05/09	<p><u>Grant Aid</u></p> <p>This item was transferred over from the former Overview and Scrutiny Panel (Service Delivery). A Working Group was established, comprising Councillors Mrs M Banerjee, P G Mitchell and J S Watt, to consider all capital and revenue grant aid schemes administered by the Council. The Working Group's final report has been endorsed for submission to the Cabinet.</p>	Final report considered by the Cabinet on 29 th January 2009.	In order to monitor the situation an annual report on organisations supported by grant through service level agreements is requested by the Panel. Item appears elsewhere on the agenda.	15/07/10
13/05/09	<p><u>Customer Services Monitoring Report</u></p> <p>This item was transferred over from the former Overview and Scrutiny Panel (Service Delivery). Quarterly performance reports to be circulated informally to the Panel twice per year and formally twice per year.</p>	Report to be included on Panel Agenda in July and January.	Item appears elsewhere on the agenda.	15/07/10
13/05/09	<p><u>Licensing Act – Impact On Night-time Economy</u></p> <p>This item was transferred over from the former Overview and Scrutiny Panel (Service Support).</p> <p>Agreed to re-visit the study towards the end of the year to review progress made towards achievement of the countywide action plan, the night watch project and the availability of statistics from Hinchingsbrooke Hospital on alcohol related accidents and emergency treatment.</p>		Report received at February 2010 meeting, Panel requested further information on the rate of alcohol specific hospital admissions for the under 18s and qualitative data on alcohol consumption in rural areas.	TBC

Panel Date	Decision	Action	Response	Date For Future Action
19/05/10	<u>Corporate Plan Working Group</u> Councillors J Ablewhite and GSE Thorpe have been appointed onto the Corporate Plan Working Group.	Quarterly performance reports to be submitted to all Overview and Scrutiny Panels in September, December, March and June of each year.	Next report scheduled for September 2010.	09/09/10
12/11/09	<u>Local Government Act 2000 – Forward Plan</u> Covert Surveillance Policy review	Received Presentation by Council's Solicitor and Fraud Manager on the operation of current policy (April 2010)	Policy to be reviewed in due course. Await return on Forward Plan.	TBC
12/11/09	Development brief for former Fire Station site in St Neots	Planning brief considered by Cabinet in January 2010.	Item appears elsewhere on the agenda.	15/07/10
15/03/10	Requested copy of the report on the transfer of the Section 106 Asset at Loves Farm.		Copy of report circulated to Panel members on 25 th May 2010 for information.	

Panel Date	Decision	Action	Response	Date For Future Action
10/6/10	<p><u>Visitor Development & Town Centre Vibrancy</u></p> <p>Received a presentation by the Head of People, Performance & Partnerships and the Sustainable Economic Development Manager.</p> <p>Requested a further report outlining the cost of the service and the benefits it brings to both the Council and the District.</p>	Report to be submitted to a future meeting.		09/09/10
10/6/10	<p><u>Performance Management</u></p> <p>Requested a further report on the financial performance and future plans of the Leisure Centres Hospitality Service.</p> <p>Requested a future report on the overall financial performance of the Leisure Centres and their employment structure.</p>		<p>Report to be submitted to October meeting.</p> <p>Report to be submitted to October meeting.</p>	<p>14/10/10</p> <p>14/10/10</p>

Panel Date	Decision	Action	Response	Date For Future Action
	<p><u>Workplan Studies</u></p> <ol style="list-style-type: none"> 1. The employees Performance Development Review process 2. Lessons learned from the headquarters and other accommodation project 3. Industrial units at Caxton Road St Ives 4. Use of Section 106 Monies for transportation in St Neots 5. Scheduling of Waste Collection Rounds 6. Promotion of the use of re-useable nappies 		<p>Officers to undertake a full review over the next year. Outcome to be reported once this concluded.</p> <p>Report to be submitted to a future meeting.</p> <p>Clarification required as to information required.</p> <p>Information provided to Councillor Thorpe.</p> <p>Approach to be determined.</p> <p>Approach to be determined.</p>	<p>TBC</p> <p>14/10/10</p>

Panel Date	Decision	Action	Response	Date For Future Action
11/03/10	<p><u>Proposed Amendments to the Huntingdonshire District Council Budget 2010/11</u></p> <p>Agreed to convene a special meeting to discuss the proposals submitted by the Liberal Democrat Group to the full Council meeting on 17th February 2010.</p> <p>Requested a further report on public perception and the effectiveness of District Wide and on ways of reducing the cost of its production.</p> <p>Requested a report on the scope of a review of Customer Services.</p> <p>Investigations to be undertaken into ways of disseminating information to Members more economically.</p> <p>Officers to investigate ways of altering the format of Council publications to reduce cost.</p>	<p>Special Meeting held on 3rd June 2010 at 5.30pm.</p> <p>Communications Manager to attend September meeting.</p> <p>Head of Customer Services to attend July meeting to give presentation and update on Customer Services Strategy</p> <p>Referred to Members Communications Group. Report to be forthcoming to future meeting.</p> <p>To be considered at next Section meeting of Admin Division.</p>	<p>Deliberations presented to Council on 23rd June 2010.</p> <p>Group to meet in September.</p>	TBA

Panel Date	Decision	Action	Response	Date For Future Action
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15/04/10	<p><u>Risk Register</u></p> <p>Having noted that 44 entries had been made to the Risk Register between the period 1st September 2009 to 28th February 2010 inclusive, agreed to invite the Council's Audit & Risk Manager to attend a future meeting,</p>		Item appears elsewhere on the agenda.	15/07/10
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Decision Digest

Edition 105

Monthly summary of the decisions taken at meetings of the Council, Cabinet, Overview & Scrutiny and other Panels for the period Monday, 24th May 2010 to Friday, 25th June 2010.

POLICY REVIEWS

Subject to a number of minor amendments, the Employment Panel has approved the content of a policy designed to address issues which may arise during periods of adverse weather. The need for such a policy had arisen during poor weather conditions experienced during the previous two winters and is intended to clarify working and remuneration arrangements in such circumstances.

As part of its overall review of the Council's current HR policies and procedures, the Employment Panel has also approved the content of a new disciplinary policy which has been drafted to take into account best practice and legislative changes which have emerged since the procedure was last reviewed. The aim of the policy is to provide a solution for those occasions when standards of conduct or performance are unacceptable and to encourage an improvement in these circumstances.

TERMS OF REFERENCE FOR EMPLOYEE LIAISON ADVISORY GROUP

Pending a review of the operation of the Employee Liaison Advisory Group by the Democratic Structure

Working Group and discussion with employee representatives, the Employment Panel has approved interim revisions to the terms of reference and constitution of the Group. The changes include an increase in the number of Employees' Side representatives, together with changes to the Group's general objectives.

ANNUAL PAY AWARD 2010 / 11

The Employment Panel has received the findings of a study by the Employment Advisory Group regarding current remuneration practices and terms & conditions of employees. The study included a review of the salaries of those members of staff on lower salary scales.

In endorsing the overall conclusions, the Panel has

- ❖ used the Group's analysis and recommendations in continuing negotiation of the 2010/11 Pay Award to employees;
- ❖ authorised the Director of Central Services to initiate a review of the Council's pay and performance related pay schemes; and

- ❖ Undertaken to engage with employee representatives to suggest improved mechanisms to consult and engage with employees on future savings plans, in conjunction with the outstanding work of the Democratic Structure Working Group.

The Panel has initiated negotiations with Employees' Side representatives on the Annual Pay Award for 2010/11. Negotiations are currently adjourned and expected to continue on Monday, 26th July 2010.

REQUEST TO FILL VACANT POSTS

The Employment Panel has considered the circumstances applicable to a number of vacancies across the Council's Directorates. Having questioned the Director of Environmental & Community Services and Head of Financial Services extensively as to the justification for recruitment to these posts, the Panel has authorised the Head of People, Performance and Partnerships to recruit to the posts of:-

- ❖ Head of Operations; and
- ❖ Auditor, Financial Services

A decision in respect of a Supervising Inspector (Refuse and Recycling) has been deferred and delegated to the Chairman and Vice-Chairman for their consideration in consultation with the Executive Councillor.

PROPOSED AMENDMENTS TO THE HUNTINGDONSHIRE DISTRICT COUNCIL BUDGET 2010 -11

The Overview and Scrutiny Panel (Economic Well-Being) has met to discuss details of proposed amendments to the 2010-11 Budget which was submitted by the Liberal Democrat Group to the Council meeting on 17th February 2010. The Council decided to refer them to the Panel for consideration and Officers have been invited to comment on each of the proposals individually.

The Panel has discussed each of the proposals in turn, and in so doing noted that the proposals were not intended to be a comprehensive alternative budget but represented suggestions for ways in which the Council might achieve budget adjustments.

Having noted that the proposal relating to the Arts Development Service had been withdrawn, the Panel has agreed

- ❖ that the Independent Members' Allowances Panel be requested to take account of recent economic trends when it undertakes the forthcoming review and that the review be undertaken as cost effectively as possible;
- ❖ that further information be requested on the public's perception and the effectiveness of District Wide, together with the ways of reducing the cost of its production;

- ❖ that a report be requested on the scope of a review of Customer Services;
- ❖ that no changes be made to the Council's current electoral cycle;
- ❖ that Officers be asked to investigate ways of altering the format of Council publications to reduce cost;
- ❖ that investigations be undertaken into ways of disseminating information to Members more economically;
- ❖ to note that planned improvements to Huntingdon Bus Station have been deferred pending the outcome of investigations into alternative courses of action;
- ❖ that any future reports on public conveniences be reviewed by the relevant Overview and Scrutiny Panel before its submission to the Cabinet; and
- ❖ that the Overview and Scrutiny Panel (Environmental Well-Being) be asked to consider the cost effectiveness of investing in the distribution of Smart meters to residents in comparison with other initiatives in the Environment Strategy.

PERFORMANCE MANAGEMENT

The Overview and Scrutiny Panels have reviewed the Council's performance against its priority

objectives, which are contained in "Growing Success" – the Corporate Plan, prior to its submission to the Cabinet. The Panels have endorsed the views of the Corporate Plan Working Group.

The Social Well-Being Panel has received clarification on a number of matters raised by the Corporate Plan Working Group including the methodology used to calculate admissions to the Burgess Hall, the achievement of targets in respect of the objective "to promote healthy lifestyle choices" and the types of temporary accommodation used to prevent people from becoming homeless.

The Economic Well-Being Panel has received clarification regarding the fact that the Burgess Hall is £20k up on target and £30k up on the previous year, despite hospitality income dropping by £65k across the board. While the former concerns events income, the latter relates to bars and catering income. Members have decided that the reported financial performance requires further investigation. In addition, the Panel will also look at the Leisure Centres' overall financial performance and their employment structure.

The Economic Well-Being Panel has also commented that the target of 10% for staff turnover is too high and that something in the order of 7% would be more appropriate. At the same time it is recognised that an actual figure of 2.23% reflected a positive performance.

The Environmental Well-Being Panel has noted that the target for

the key measure relating to the tonnes of CO2 saved from year one carbon management projects has not been achieved. Members have been advised that this was attributed to the fact that not all the Leisure Centres have installed new combined heat and power systems as originally planned. At present, only the Huntingdon facility has the system installed and a decision has been made to review the system before rolling it out to the other Leisure Centres.

Members have also requested details of the amount of CO2 saved by moving into the Council's new headquarters.

In discussing the Council's performance, the Cabinet has been apprised of plans to review the structure of the Council's performance management procedure in light of changes to local priorities, circumstances and national inspection regimes.

MONITORING OF SECTION 106 AGREEMENTS (PLANNING OBLIGATIONS)

The Overview and Scrutiny Panel (Social Well-Being) has been updated on the receipt and expenditure by the Council of money negotiated under Section 106 Agreements. Progress against two of the four schemes identified previously by Members for further investigation has been made since the last quarter. Details of the developer for each scheme has been requested for inclusion in future reports, together with information on particular schemes that are currently pending allocation.

PROVISION OF PLAY FACILITIES IN HUNTINGDONSHIRE

The outcome of the Cabinet's deliberations on the Panel's study into the availability of play facilities in Huntingdonshire has been reported to the Overview and Scrutiny Panel (Social Well-Being). A progress report has been requested to a future meeting of the Panel in respect of the recommendations that were endorsed by the Cabinet, namely researching the availability of group insurance schemes and the feasibility of combining safety inspections.

CAMBRIDGESHIRE HEALTH AND ADULT SOCIAL CARE SCRUTINY COMMITTEE

An update on matters currently being considered by the Cambridgeshire Health and Adult Social Care Scrutiny Committee has been delivered to the Overview and Scrutiny Panel (Social Well-Being). Views on the quality of services at Hinchingsbrooke Hospital are currently being sought by the Committee, which may be subject to a future study.

OVERVIEW AND SCRUTINY ANNUAL REPORT 2009/10

The Overview and Scrutiny Panels have reviewed the draft Overview and Scrutiny Annual Report for 2009/10 in advance of its forthcoming publication.

OVERVIEW AND SCRUTINY (SOCIAL WELL-BEING) – REMIT AND WORK PROGRAMME

The Overview and Scrutiny Panel (Social Well-Being) has reviewed its programme of studies and considered its work programme for the forthcoming year. In so doing, Members have been reminded of their responsibility to scrutinise the Children and Young People, Health and Well-Being and Inclusive, Safe and Cohesive Communities thematic groups of the Huntingdonshire Strategic Partnership.

Members have reviewed their existing programme of studies and received updates on the future governance of Hinchingsbrooke Hospital, the Place Survey and car parking at Hinchingsbrooke Hospital.

VISITOR DEVELOPMENT AND TOWN CENTRE VIBRANCY

The Overview & Scrutiny Panel (Economic Well-Being) has received a presentation by the Head of People, Performance and Partnerships and the Sustainable Economic Development Manager on visitor development and town centre vibrancy. Having been reminded of the Cabinet's previous decisions to drastically reduce the Tourism Service to make savings, Members have been acquainted with the ways in which the Council, in conjunction with its partners and local businesses, encourages visitors to the District.

There are two main strands to the Council's Strategy. Firstly, it aims to encourage visitors within a two hour radius of the District to use local accommodation by drawing attention to specialist attractions and

attracting tourists visiting Cambridge. This is almost exclusively achieved through the internet. Secondly, it endeavours to promote town centre vibrancy and thereby persuade Huntingdonshire residents to spend their money locally. The resources used by the Council to do this work amount to less than the equivalent of one full-time post.

The Panel has discussed the interaction between the two approaches, the potential for staging more large scale events and the costs and benefits of this work. Members have noted that most bed and breakfast accommodation is occupied by workers staying during the week. While they are keen to promote events, it has been stressed that this should be done using local suppliers and services.

Having received an introduction to this area of activity, the Panel will now look at the cost of the service and the benefits it brings to both the Council and the District.

TREASURY MANAGEMENT ANNUAL REPORT 2009 /10

In accordance with the requirements of the CIPFA Code of Practice and the Council's Treasury Management Strategy, the Overview & Scrutiny Panel (Economic Well-Being) has reviewed the performance of Fund Managers for the year ending 31st March 2010 in the investment of the Council's capital receipts. Members have been pleased to note that funds have performed well, significantly exceeding both the benchmark and the budgeted investment interest. In addition, all

of the Council's investments have been repaid in full and on time.

The Panel has paid particular attention to the scheme through which Town and Parish Council's can deposit funds with the District Council for investment. Having noted the origins of the scheme, the Panel has been made aware of the strict legal framework within which it operates in that, for example, the District Council cannot borrow to invest. Members have considered whether there might be any benefit in varying the scheme's current terms. While the administrative costs and low level of likely returns mean it would not be worth reducing the minimum sum that can be invested, there might be an opportunity to tailor investments that exceed £250k.

With regard to the Council's advisors on investments, Members have discussed the value of the service they provide. Although the cost to the Council is relatively low, the Panel has suggested that the Council should review whether they are needed in two years time, when balances have reduced.

Having discussed the security of investments and received an update on the request for a loan by the Wildlife Trust for Bedfordshire, Cambridgeshire, Northamptonshire and Peterborough, the Panel has endorsed the Treasury Management Annual Report 2009/10 for submission to the Cabinet.

Subsequently, Cabinet has noted the views of the Overview and Scrutiny Panel and recommended the report to Council.

OVERVIEW AND SCRUTINY (ECONOMIC WELL-BEING) – REMIT AND WORK PROGRAMME

The Overview & Scrutiny Panel (Economic Well-Being) has added waste collection round scheduling, promotion of use of disposable nappies and the use of S106 money for transport schemes in St Neots to the list of matters it intends to investigate in the course of the year.

RAMSEY MARKET TOWN TRANSPORT STRATEGY

The Overview & Scrutiny Panel (Environmental Well-Being) has considered a report seeking approval of the first Ramsey Market Town Transport Strategy which has been devised in conjunction with the Huntingdonshire Traffic Management Area Joint Committee. The Strategy identifies the key transport issues facing Ramsey and outlines a programme of transport schemes to address the transport needs of the Town and surrounding villages over the next five years. Projects within the Strategy will be funded from a variety of different sources, with the Strategy providing the evidence base required to request contributions from developers. The majority of funding will be required from the County Council as the Highway Authority which will be responsible for the maintenance of the improvements that are made. Members have acknowledged that on-street parking is a particular concern in Ramsey as it slows traffic and can make junctions more difficult to negotiate. This is exacerbated by a lack of enforcement of illegal parking which

might be addressed by forthcoming proposals on civil parking enforcement.

The Panel has questioned the extent to which the proposed Strategy could be funded via S106 contributions from the recent Tesco development in Ramsey. However, the principle contribution would have been the provision of traffic signals at the High Street/Great Whyte junction which has not been supported by the Huntingdonshire Traffic Management Area Joint Committee.

Having received the views of the Overview and Scrutiny Panel, the Cabinet has approved the contents of the Transport Strategy.

CAR PARKING ORDERS

Following consideration of reports on car parking in February and March 2010, the Overview and Scrutiny Panel (Environmental Well-Being) has considered a further report summarising the public response to the advertisement of proposals to introduce new Orders governing the use of car parks operated by the Council.

Members have been acquainted with details of the financial impact of the approved MTP, in the context of income from the fees for parking at Riverside Park, St. Neots with 38 spaces free of charge for two hours, as well as the alternative scenario suggested by the Panel of all spaces at Riverside Park being free of charge for three hours.

With regard to the proposed introduction of parking charges at

Hinchingbrooke Country Park, Members have recognised that the car park is being used by motorists working and visiting the nearby Hospital and commuting via the Railway Station. With that in mind, the Panel has drawn attention to the need to ensure that membership of the "Friends of the Country Park" is not used simply as a way of enabling motorists to continue to park at the Country Park without charge.

Members have noted the responses received which oppose the introduction of charges at Riverside Park, St. Neots. In view of the level of publicity that this matter has generated in the local press, it was felt that there has been ample opportunity for members of the public to comment. Members therefore see no reason why a local inquiry should be required to explore the objections raised in greater detail, which in Members' opinion, would only add further delay and additional costs to the process.

Members of the Panel have expressed some sympathy with the views expressed by the public but also recognise the need for the Council to generate additional income to meet the anticipated shortfall in the Council's budget. The Panel has recommended that the Cabinet considers the objections received and determines the Orders without holding a local inquiry. In so doing, the Cabinet have concurred with the Panel that the use of the car park at Hinchingbrooke Country Park will need to be managed in such a way to prevent "Friends of the Country Park" car park permits being exploited by commuters and

those working and visiting the nearby Hospital.

The Cabinet has considered carefully the representations received in the context of needing to achieve additional income to balance the Council's budget in future years. Executive Councillors decided that the retention of a number of spaces where motorists can park free of charge for 2 hours will offset the concerns of the users of Riverside Park. In that respect, the Cabinet has therefore decided not to hold a local inquiry and to confirm the Orders as advertised.

OVERVIEW AND SCRUTINY PANEL (ENVIRONMENTAL WELL-BEING) WORKPLAN STUDIES

The Overview and Scrutiny Panel (Environmental Well-Being) has reviewed its programme of studies. Members have requested further information on the work of the Flood Forum, which was established as a result of a previous scrutiny study. The Panel has appointed Councillors M G Baker, P Godley, D Harty and Messrs D Hopkins and M Phillips to a Working Group to investigate planning conservation.

TRANSFER OF SECTION 106 ASSET: LOVES FARM COMMUNITY BUILDING

The Cabinet has agreed to Loves Farm Residents' Association managing a new community building to be built at the Loves Farm development, St Neots as part of the S106 Agreement.

The Association has expressed a wish to be involved in both the

design and generation of supplementary funding for the building. The terms of the agreement will involve the granting of a leasehold and will be subject to the establishment of an appropriate charitable trust and the receipt of a three to five year business plan.

CAMBRIDGESHIRE VOLUNTARY SECTOR: INFRASTRUCTURE REVIEW

The Cabinet has requested further information from Cambridgeshire County Council and NHS Cambridgeshire on the cost implications and benefits of their proposal to introduce a single funding agreement for the Council for Voluntary Services.

REPRESENTATION ON ORGANISATIONS AND PARTNERSHIPS

The Cabinet has made appointments/nominations in relation to representation on a variety of organisations/partnerships. A schedule of the appointments is available on request from the Democratic Services Section.

SERVICE PLAN FOR FOOD SAFETY

The Licensing and Protection Panel has recommended that the Council approve the Service Plan for Food Safety 2010/11 following consideration of an Executive Summary. The Plan has been developed to comply with the requirements of the Food Standards Agency and incorporates the aims and objectives of the service, the

resources available and reviews that were undertaken during the previous year.

SERVICE PLAN FOR HEALTH AND SAFETY ENFORCEMENT

The Licensing and Protection Panel has endorsed the Service Plan for Health and Safety Enforcement for 2010/11, which has been developed in accordance with guidance issued by the Health and Safety Executive. The Plan contains sections on the aims and objectives of the service and the resources available and reviews work undertaken in the previous year.

Members have been informed that a full programme of inspections of premises had been carried out in 2009/10 and a high customer satisfaction rating has been achieved.

HEALTH PROTECTION REGULATIONS

The Licensing and Protection Panel has approved delegations to appoint Officers to enforce new Regulations produced by the Department of Health implementing a modernisation process for infectious disease notifications and control. The Regulations are the result of changes introduced by the Health and Social Care Act 2008 and introduce new wide ranging powers and responsibilities for local authorities to allow for an appropriate response to public health threats. This may lead to the provision of services for people made housebound as a result of a public health order. There are significant legal and potential human

rights implications for the Council as a consequence of the legislation, with the safeguard of a Magistrate's Order when applying restrictions on people's civil liberties.

PRIVATE WATER SUPPLY REGULATIONS

Members of the Licensing and Protection Panel have been advised of the implications of the introduction of the Private Water Supply Regulations 2009. The Regulations impose a duty on local authorities to carry out a risk assessment of the private water supplies in the District. Procedures including a full investigation will have to be followed if water is found not to be wholesome. The associated costs incurred by the Authority can be recovered where possible. There are nine private water supplies in the area at present all serving a single dwelling and are therefore currently exempt from requirement for a risk assessment unless this is requested by the owner.

The question of responsibility for private distribution networks is of greater concern for the Council. Depending on the definition of a private distribution network, this could apply where water is supplied by a licensed supplier and is then further distributed by a person other than a licensed supplier, eg. a caravan park. With the possibility that this could apply to 1,000 premises in the District, clarification and guidance is awaited from the Drinking Water Inspectorate. A further report on the possible impact will be submitted to the Panel once the position has been clarified.

The Panel has authorised delegations to Officers to enforce the Regulations and initiate prosecutions.

REPRESENTATIONS ON ORGANISATIONS

The Licensing and Protection Panel has appointed a number of representatives to outside organisations for the ensuing Municipal Year.

LICENSING ACT 2003 - NEW MANDATORY CONDITIONS

The Licensing Committee has been acquainted with five new mandatory conditions introduced for licences granted under the Licensing Act 2003 for the sale and supply of alcohol.

The conditions which are applicable to all premises licences and premises certificates have been introduced following concerns nationally about the costs of crime and disorder linked to alcohol consumption. The conditions are intended to ensure good practice and consistency within the industry in trying to prevent irresponsible drinking and associated activities.

Possible sanctions for a breach of the code include the revocation of the licence or certificate, additional conditions or on summary convictions, a fine not exceeding £20,000 and/or six months imprisonment.

DEVELOPMENT MANAGEMENT

At its June meeting, The Development Management Panel determined eight applications and of these six were approved, one refused and one deferred for further information. Of those approved, one involved the development of 191 dwellings on the site of the former Jewsons/LEL, on London Road, St Ives and the other a large development of mixed uses on St Mary's Road, Ramsey. The mixed uses of the latter application will include employment, car sales, combined heat and power uses and a children's day nursery.

At the same meeting, it was reported that the Secretary of State for Communities & Local Government had announced the Government's intention to abolish Regional Spatial Strategies, to exclude private residential gardens from the definition of previously developed land and to delete the indicative minimum density of 30 dwellings per hectare.