



HEALTHY BOROUGH WITH STRONG  
COMMUNITIES OVERVIEW AND SCRUTINY  
COMMITTEE

Tuesday,  
27 November 2007  
10.00 a.m.

Council Chamber,  
Council Offices,  
Spennymoor

**AGENDA**  
and  
**REPORTS**



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**العربية (Arabic)**

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

**বাংলা (Bengali)**

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

**(中文 (繁體字)) (Cantonese)**

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

**हिन्दी (Hindi)**

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

**polski (Polish)**

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

**ਪੰਜਾਬੀ (Punjabi)**

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

**Español (Spanish)**

Póngase en contacto con nosotros si desea recibir información en otro idioma o formato.

**اردو (Urdu)**

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

**AGENDA**

**1. APOLOGIES**

**2. DECLARATIONS OF INTEREST**

To notify the Chairman of any items that appear later in the agenda in which you may have an interest.

**3. MINUTES**

To confirm as a correct record the Minutes of the meeting held on 23<sup>rd</sup> October 2007 (Pages 1 - 6)

**4. OVERVIEW AND SCRUTINY REVIEW GROUP REPORT - LEISURE CENTRE  
CONCESSIONARY PRICING SCHEME**

To consider the attached Action Plan detailing progress against recommendations from the Overview and Scrutiny Review of Leisure Centre Concessionary Pricing Scheme. (Pages 7 - 10)

**5. PERFORMANCE INDICATORS**

To consider the attached schedule. (Pages 11 - 20)

**6. WORK PROGRAMME**

To consider the attached report of the Chairman of the Committee. (Pages 21 - 24)

**7. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT**

Members are respectfully requested to give the Chief Executive notice of items they would wish to raise under the heading not later than 12 noon on the day preceding the meeting, in order that consultation may take place with the Chairman who will determine whether the item will be accepted.

**B. Allen  
Chief Executive**

**Council Offices  
SPENNYMOOR**

Councillor J.E. Higgin (Chairman)  
Councillor Mrs. P. Crathorne (Vice Chairman)

Councillors W.M. Blenkinsopp, Mrs. D. Bowman, J. Burton, Mrs. S. Haigh,  
Mrs. H.J. Hutchinson, Mrs. E.M. Paylor, K. Thompson, T. Ward, J. Wayman J.P and  
Mrs E. M. Wood.

**ACCESS TO INFORMATION**

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Liz North 01388 816166 ext 4237 email: enorth@sedgefield.gov.uk

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# Item 3

## SEDGEFIELD BOROUGH COUNCIL

### HEALTHY BOROUGH WITH STRONG COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

Council Chamber,  
Council Offices,  
Spennymoor

Tuesday,  
23 October 2007

Time: 10.00 a.m.

**Present:** Councillor J.E. Higgin (Chairman) and

Councillors W.M. Blenkinsopp, Mrs. P. Crathorne, Mrs. S. Haigh,  
B.M. Ord, Mrs. E.M. Paylor, K. Thompson and Mrs E. M. Wood

**In Attendance:** Councillors V. Crosby, G.C. Gray, J.G. Huntington, B. Lamb,  
Mrs. E. Maddison and B.M. Ord

**Invited to Attend :** Councillor J.M. Khan

**Apologies:** Councillors Mrs. D. Bowman, Mrs. H.J. Hutchinson, T. Ward and  
J. Wayman J.P

#### **H&S.13/07 DECLARATIONS OF INTEREST**

No declarations of interest were submitted.

#### **H&S.14/07 MINUTES**

The Minutes of the meeting held on 11<sup>th</sup> September, 2007 were confirmed as a correct record and signed by the Chairman.

#### **H&S.15/07 CCTV ARRANGEMENTS WITHIN THE BOROUGH**

It was explained that Andrew Aitken, Business Development Manger, Chilton Depot, was present at the meeting to give a presentation regarding CCTV arrangements. (For copy see file of Minutes).

Portfolio holder for Safer Communities, Councillor J. M. Khan and the Head of Neighbourhood Services, Dennis Scarr, were also at the meeting to respond to any queries.

The Committee was reminded that in October, 2006 consideration had been given to a presentation regarding CCTV arrangements and any developments to the Service that were anticipated to be made in the future. The purpose of today's presentation was to consider how the Service had evolved since that time.

The presentation was to include details of the current CCTV platform and cameras, CCTV costs and charging structure, the investment programme, Legislation/Licensing, Performance Indicators and Payback.

With regard to the deployment of cameras the Committee was informed that there were now 72 fully functional CCTV cameras, 49 Fixed Head

CCTV cameras, 7 Automatic Numberplate Recognition CCTV Cameras and 2 further cameras were awaiting commissioning within the next two months.

Cameras had recently been commissioned at :

- Hackworth Park
- Dabble Duck Industrial Estate
- Chilton Leisure Centre
- Ferryhill Leisure Centre
- Chilton (Durham Road)

It was explained that during the last year projects undertaken had included the refurbishment of the Control Room desk and monitor wall at a cost of £20K. This provided new technology for monitoring. A Digital Network Recorder System was out to tender and a Camera Replacement/Upgrade Programme had commenced in the Chilton area.

It was explained that the CCTV Budget for 2007/08 was £460K. There would be an anticipated income of £200,000 from the private sector including Chilton Industrial Estate, Newton Aycliffe Town Centre and the partnership of approximately £200,000. The Borough Council's contribution was 57%. The management costs of each camera was £3,000.

The key costs related to CCTV was maintenance at approximately £50,000. The replacement programme, however, had reduced the downtime of CCTV cameras by 17%. BT line rental was in the region of £62,000 per year. It was pointed out that the Council had no control over these costs. The contract was for a five year period and was due to be renewed the following year. It was anticipated that there would be between a 10% - 15% increase in costs. Staffing costs were in the region of £300,000 and electricity costs equated to approximately £16,000.

Details of monitoring charges were also outlined.

The Committee was informed that in relation to line rental, BT held the monopoly in relation to the hardwire network. The flat rate fee was £1,200. In relation to broadband, the monthly rental charge was £60. BT charges were between £767 and £4,326 per line.

In order to reduce the revenue burden in the future, wireless/broadband CCTV needed to be developed.

In 2004 the Security Industry Authority had been formed as a regulator for the CCTV industry. The Security Industry Authority was empowered to regulate using the Private Security Act 2001, the Data Protection Act 1998, the Terrorism Bill and the Human Rights Act 2004. It was noted that the Home Office had recently issued a Code of Conduct for CCTV relating to the conduct of future development and the security of Control Centres.

CCTV operators needed to be licensed and have formalised training. The licence was renewable every three years. The cost of training and licensing was £600 per operator for a new operator and £200 for each renewal. The service would be seeking accreditation relating to quality service and accountability, professional standards and procedures. It was noted that reporting procedures were already in place and Best Practice was being issued. However, accreditation would be deferred until next year when new legislation would be introduced. The performance of CCTV was monitored through Performance Indicators and the system was quantified by operator performance, value for money, quantifiable accountability and customer feedback. It was noted that development of KPIs were ongoing. Quarterly reports were produced detailing incidents by location, activity by categorisation and Police response. The Committee was informed that the Control Room also generated background activity such as alerting emergency services, area patrol carried out by CCTV, CCTV recording reviews carried out and incidents monitored.

As far as future developments were concerned it was reported that the service was looking to develop a Memorandum of Understanding which would outline the activities the service covered, details of the maintenance contract and value for money. The service was also looking to increase resources for the monitoring of CCTV and strengthen Police links by introducing a monitor in the custody suite to link CCTV images.

The Service was also looking to reduce maintenance/downtime by 17% and address :-

- Management information
- An increase in automatic number plate recognition.
- New recording capability
- Remote Patrolling Capability
- Improve monitoring capability
- Adoption of new technology
- Accredited service
- Service Accountability
- Services which could be marketed.

The aim of future developments included delivering what the customer wanted and an improvement in the capturing of incidents.

During discussion a query was raised regarding the future of CCTV under a Unitary Authority and the effect on the Service. In response it was explained that the Control Room could deliver a Service for the whole of the County and that the Service needed to deliver the best possible activities.

Reference was made to the cost of the Service on Council Tax and the return on expenditure. The responsible authority for Crime and Disorder was queried. It was explained that the Crime and Disorder Act 1998 had focused in who was responsible for crime and disorder. The Council had equal responsibility with the Police authority for Crime and Disorder and to deliver on Section 17 requirements. CCTV was

supported by a range of measures including Government funding. The statistics showed that the measures had been extremely successful and had very good feedback. The Council had clear responsibility to take account of Crime and Disorder.

A query was raised regarding training, whether it could be undertaken in-house and whether employees who had undertaken training had to repay training costs if they left the employment of the Authority. In response it was explained that in order for in-house training to be undertaken, an operator would have to have been in post for five years and licensed before they could deliver training. With regard to payback the Council did not stipulate this requirement.

Discussion was also held regarding the effectiveness of CCTV as a deterrent. In response the Home Office had carried out extensive research and found that CCTV cameras were effective and work well in standalone situations.

In relation to performance information, Members of the Committee requested that they be sent quarterly performance reports detailing statistical information on incidents in the area.

Concern was expressed regarding BT's monopoly on line rental and the prospective increase of upto 15% in the next contract. It was explained that BT had the monopoly situation because there was no other service provider in the area.

A query was also raised regarding Police response and the relationship with the CCTV Service. The Committee was informed that the Service could provide detailed analysis of where crime and disorder was occurring. A joint briefing of staff could take place, Police could also ask Wardens to take up certain issues. The Council did discuss the issue of public perception with the Police and would continue to do so.

The Committee considered that there should be a Performance Indicator relating to Police response. In response it was explained that the Service had to be able to demonstrate value and there was a need to highlight successful prosecutions therefore there was a need for feedback from the Police. Members were concerned that the Performance Indicators should be local as opposed to national and should be able to monitor Police responses to incidents reported through CCTV.

Members questioned what funding is provided from the Police to CCTV within the Borough. In response Members were informed that no financial funding is provided but the Police do provide staffing resources to deal with incidents reported by CCTV.

During discussion a question was also raised regarding Christmas lights in town centres and guidance given to Town Councils to minimise the distortion on CCTV. In response it was explained that the equipment could be adjusted to change contrast and reduce glare. With new camera technology there was much less distortion.



In response to a query raised regarding advice to Town and Parish Councils, it was explained that they were advised of new legislation.

- AGREED :*
- 1. That the Committee was satisfied with the progress of the CCTV Service and that a further update be given in twelve months.*
  - 2. That Members are issued CCTV performance reports on a quarterly basis.*

**H&S.16/07 OVERVIEW AND SCRUTINY REVIEW GROUP REPORT - STREETS SAFE REVIEW - PROGRESS ON ACTION PLAN**

Consideration was given to the progress to date and the Cabinet's response and action plan following consideration of its recommendation arising from the Streetsafe Review Group. (For copy see file of Minutes).

D. Scarr, Head of Neighbourhood Services, updated Members with progress with regard to undertaking a Performance Review of Community Safety and the implementation of the Customer Relations Management System to record anti-social behaviour.

It was explained that in relation to Performance Review that outcomes of the Review have been identified and a very successful community consultation has been completed, it is proposed that further work on the preparation of a Borough Council Strategy is postponed pending the outcome of the Judicial Review of Local Government Reorganisation, the review of Crime and Disorder Reduction Partnerships and the implementation of the Crime and Disorder (Formulation and Implementation of Strategy) Regulations 2007.

The reported detailed that Anti Social Behaviour recording is scheduled to go live with the CRM in January 2008 and this will assist in understanding the overall problem and will enable more effective targeting.

- AGREED :*
- 1. That the Committee was satisfied with the progress of the Action Plan for the Overview and Scrutiny Review for Streetsafe within the Borough.*
  - 2. That the Committee reviews the progress of the Action Plan in six months.*

**H&S.17/07 OVERVIEW AND SCRUTINY REVIEW GROUP REPORT - TOURISM WITHIN THE BOROUGH - PROGRESS ON ACTION PLAN**

Consideration was given to a report detailing progress to date and Cabinet's Response and Action Plan following consideration of its recommendation arising from the Tourism within the Borough Review Group.

Lucy Wearne, Tourism Officer, attended the Committee to give a presentation regarding progress.

Members were reminded of the background and recommendations provided by the Review Group, the Action Plan which had been drawn up and the suggested timescale.

Details of progress on each action were outlined.

It was noted that Locomotion had recently achieved two regional awards, Silver in relation to accessibility and Bronze in relation to sustainability.

During discussion of this item a query regarding the economic benefits of Locomotion to Shildon Town Centre. In response it was explained that Locomotion's Procurement Policy was to try and procure goods and services locally wherever possible. It was also noted that 33 employees were employed at Locomotion, 7 of whom were from Shildon. It was also hoped to extend the apprenticeship programme. Leisure Services were working with the Regeneration Section to consider how Shildon Town Centre could be made more attractive to visitors.

In response to a query raised regarding the three years free admission, it was explained that this was being discussed with Durham County Museum Service.

Discussion was also held regarding the One North East website and the Council's involvement in its content. In response it was explained that accommodation etc., on the website had to be quality inspected to be included. Tourism was offering incentives to accommodation providers to obtain this quality inspection.

- AGREED :*
- 1. That the Committee was satisfied with the progress of the Action Plan for the Overview and Scrutiny Review for Tourism within the Borough.*
  - 2. That the Committee reviews the progress of the Action Plan in twelve months.*

#### **H&S.18/07 WORK PROGRAMME**

Consideration was given to a report setting out the Committee's Work Programme for consideration and review. (For copy see file of Minutes).

*AGREED :*            *That the Work Programme be noted.*

OVERVIEW AND SCRUTINY REVIEW GROUP REPORT – LEISURE CENTRE CONCESSIONARY PRICING SCHEME

CABINET RESPONSE AND ACTION PLAN

Review Recommendations	Cabinet Response		Implementation	
	Agreed?	Comments	Responsibility	Timescale
<p><b>1. Consideration be given to extend concessionary usage of the Lifestyle Suites between 7.30 p.m. and 9.00 p.m.</b></p>	<p><b><u>yes</u></b></p>	<p>Some further work will be required to determine spare capacity at these times by location and report back on what may be possible</p> <p>*Time-Band / Gym Usage analysis completed and reviewed in conjunction with Competition Line. Agreement reached to extend concessionary usage within Lifestyle suites between 7.30pm and 9.00pm from 2 January 2008.</p>	<p>Mar/team</p>	<p>June 2007</p>
<p><b>2. Feasibility of extending the Concessionary Pricing Scheme to clubs and associations based in the Council's Leisure Centres be examined.</b></p>	<p><b><u>yes</u></b></p>	<p>Service level agreements are being refreshed with clubs at present and this issue will be included in these discussions</p> <p>Clubs approached and concessionary pricing schemes agreed with a majority of clubs (eg. NALC swimming club, South Durham Gymnastics Centre, FLC Taekwando club). Proportion of Sportsca\$h allocation also used to subsidise concessionary pricing within specific sports clubs.</p>	<p>Leisure centre managers</p>	<p>June 2007</p>

Review Recommendations	Cabinet Response		Implementation	
	Agreed?	Comments	Responsibility	Timescale
3. <b>Concessionary Prices remain at their current level for 2007/08 and be examined periodically.</b>	<u>Yes</u>	<p>The Cabinet Member was asked to investigate the Leisure pricing strategy for 2007/08 to allow for concessionary pricing to remain at 2006/07 levels and has been able to comply with the scrutiny recommendation</p> <p>Proposal executed. Concessionary prices held at 2006 levels for the entire 2007 budget period.</p>	Director	April 2007
4. <b>Communications Plan be monitored on a monthly basis to ensure actions within the plan are delivered.</b>	<u>yes</u>	<p>Work is incorporated within the department's marketing plan</p> <p>Completed.</p>	Mar/ Team	March 2007
5. <b>Partnership working with County Durham Primary Care Trust be established to:</b> <ul style="list-style-type: none"> <li>a) <b>Promote the Concessionary Leisure Scheme in GP Practices within the Borough.</b></li> <li>b) <b>Provide Information to Primary Care Health Workers to promote the Concessionary Scheme when discussing the health benefits of exercise with patients.</b></li> </ul>	<u>yes</u>	<p>The issue will be developed via the healthy lifestyle and strategic working group processes</p> <ul style="list-style-type: none"> <li>a) On-going as part of the "Fit for Life" programme.</li> <li>b) As part of the "Social Prescribing" initiative, a website-based menu of activities will be made available to GP practices during 2008 which will include concessionary access for those who qualify.</li> </ul>	Youth/Sport development team	2007/08

Review Recommendations	Cabinet Response		Implementation	
	Agreed?	Comments	Responsibility	Timescale
6. <b>A Focus Group be established with existing users of the Leisure Centre Concessionary Scheme to provide Leisure Services with a forum for consultation regarding the Leisure Centre Concessionary Pricing Scheme.</b>	<u>yes</u>	Incorporated within the marketing plan	Mar/team	2007/08
		Focus Group not established. Base campaigns have already tripled the number of concessionary users registered within Torex from 1,557 in 2006 to 4,693 as of October '07.		
7. <b>Leisure Centre Concessionary Pricing Scheme Communication Plan to include bespoke marketing and communications materials relevant to the targeted group.</b>	<u>yes</u>	Incorporated within the marketing plan	Mar/team	2007/08
		Completed.		
8. <b>Information and advertisements including case study examples regarding the Leisure Centre concessionary scheme be promoted through the Council's Community Newspaper Inform.</b>	<u>yes</u>	As above	As above	As above
		On-going. Examples include free swimming promotions for selected S.O.A.s and the "Zest for Life" campaign launched in September '07.		

Review Recommendations	Cabinet Response		Implementation	
	Agreed?	Comments	Responsibility	Timescale
<p><b>9. All members be transferred on to the B: Active Scheme by September 2007 to create accurate information to assist Performance and Marketing Information.</b></p>	<p><u>yes</u></p>	<p>Dependant on installation of turnstiles within all S.B.C. leisure centres during 2007.</p>	<p>Facility managers</p>	<p>Sept 2007</p>
		<p>Process 75% complete as of October 2007. Additional capital spend required during 2008 to capture accurate usage data from out-lying venues (eg. non-leisure centre holiday activities, coaching programmes, Locomotion events and arts programmes) by using hand-held data capture hardware.</p>		
<p><b>10. Leisure Services take account of findings from the reports evaluating initiatives in Wales and Scotland when published and identify if any further improvements can be made.</b></p>	<p><u>yes</u></p>	<p>Part of the research work within the marketing team</p>	<p>Mar/team</p>	<p>2007/08</p>
		<p>Contact established with Senior Policy Development Manager within Welsh Assembly. Final evaluation report on free swimming campaigns in Wales to be made available to S.B.C. on publication in January '08.</p>		

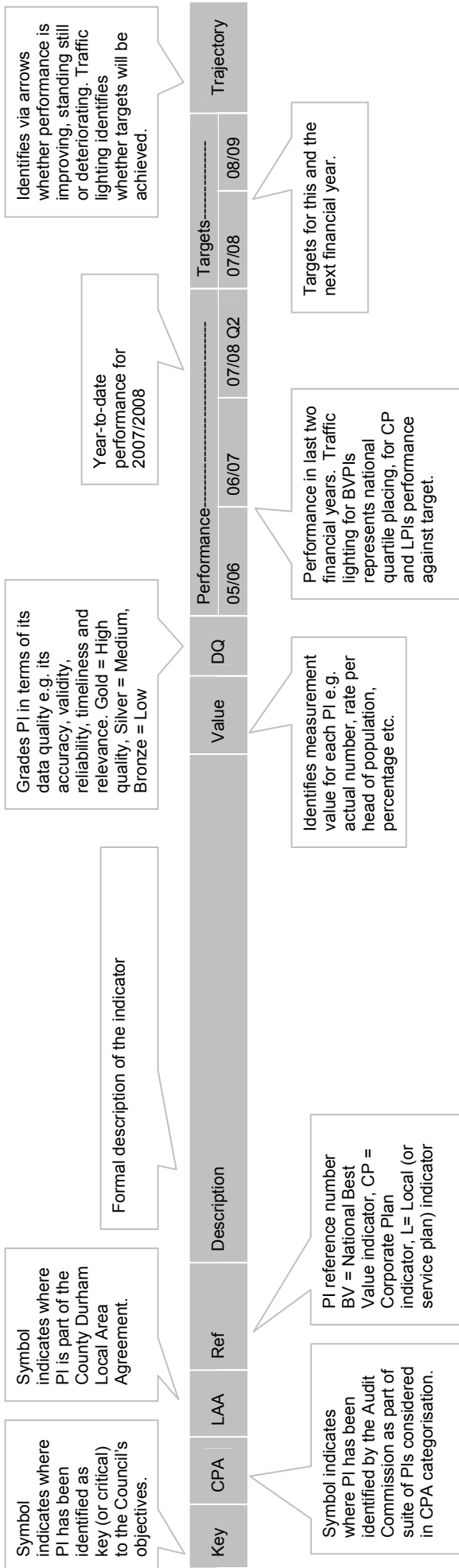
\*Dark blue text in "Comments" boxes represents position reported by Leisure Services Department as of October 2007. Contact Paul Gray (Marketing Manager) on ext. 4512 for further information.

**HEALTHY BOROUGH WITH STRONG COMMUNITIES OVERVIEW AND SCRUTINY  
PERFORMANCE UPDATE REPORT  
QUARTER 2 2007/2008 (START APRIL 2007- END SEPTEMBER 2007)**

Strategy and Regeneration  
Chief Executive's Department  
Sedgefield Borough Council  
(01388) 816166  
[www.sedgefield.gov.uk](http://www.sedgefield.gov.uk)  
Contact: [pstephens@sedgefield.gov.uk](mailto:pstephens@sedgefield.gov.uk)



# COLUMNS OF THIS REPORT EXPLAINED





# SUMMARY

## Purpose of this report

This is the first bi-quarterly report against the Corporate Plan's Healthy Borough and Strong Communities Delivery Plans, covering the period from the 01 April to 30 September 2007. Healthy Borough and Strong Communities Strategic Working Groups and Healthy Borough and Strong Communities Overview and Scrutiny Committee will receive this report. Management Team and Cabinet will receive a composite report covering all ambitions and corporate governance.

The report provides data on 15 Healthy and 29 Strong performance indicators. 8 performance indicators are key to the Council's aims and objectives. 7 are used in the performance assessment element of Comprehensive Performance Assessment. 3 indicators are monitored through the Local Area Agreement. Indicators that are calculated on an annual basis will not be reported until Quarter 4 and so do not feature in this report.

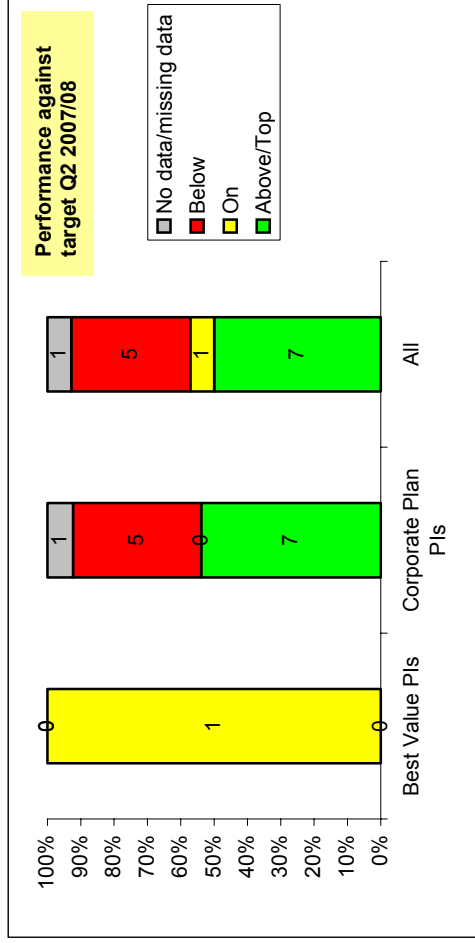
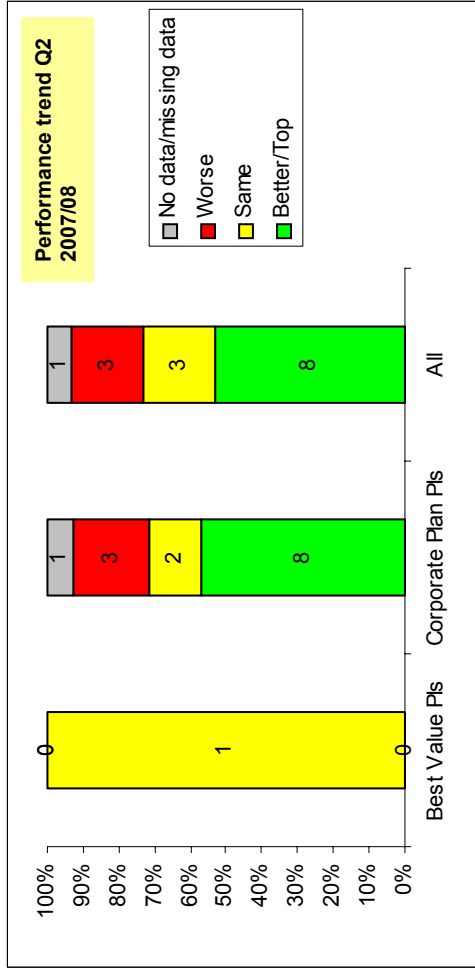
Whilst providing a full summary of progress to date, this is essentially an exception report, drawing attention to where performance is off target to promote discussion and action.

## Year-to-date performance

### Healthy

Of 15 indicators, 8 have demonstrated improved performance against 2006/2007 actual outturns, 3 are performing at the same level and 3 are performing at a worse level. 7 indicators are projected to achieve 2007/2008 targets and 5 are off target. Narrative for the 'exception indicators' is included below.

Indicator type	Total No.	QUARTILE				TREND				TARGET				
		Top	Average		Bottom	No data/missing data	Better/Top	Same	Worse	No data/missing data	Above/Top	On	Below	No data/missing data
			Above	Below										
Best Value Pls	1	0	0	0	1	0	0	0	0	0	1	0	0	0
Corporate Plan Pls	14	Not applicable				8	2	3	1	7	0	5	1	1
All	15	0	0	0	1	0	8	3	3	1	7	1	5	1



### Key points of progress

#### CPH 05 Pest Control - Percentage of pest control complaints responded to within 3 days (page 8)

Improvement on 2006/07 figure and performing 4% above target. Team focused on response times and individual core area of work, which is treating pests in domestic properties. Focusing on core business effected ability to generate income from the commercial sector and currently under achieving against projected target income. Climatic conditions over the past 6 months have led to wasps and other pests being less of a problem. Next year the introduction of new software should make it easier for operatives to record and gather information.

#### CPH 30 Adults with physical disabilities helped to live at home per 1,000 population aged 18-64 and older people helped to live at home per 1,000 population aged 65 and over (page 8)

Performing 3.1 (physical disabilities) and 36.6 (older people) per 1,000 population above target. The 'helped to live at home' indicators continue to show improved performance with increases in the number of provisions to support people in their own home rather than residential or nursing care. This is in line with the government's agenda and is part of the commissioning strategy. The types of services provided include home care, extra care, day care, short-term breaks, items of equipment (particularly for Physical Disabilities and Sensory Impaired clients) and professional support.

#### CPH 19 Representative facility use by people from black and ethnic minorities (page 8)

Representation has exceeded target by 0.58%. Figure re-calculated for Q1 as an ethnic group were misplaced within the calculation (Polish immigrants working within the borough, principally Newton Aycliffe). Also only using visits recorded in Torex.

## Key points of concern

### CPH 04 Percentage of high-risk food premises inspections that should and were carried out (page 8)

Performing 15% below target. Staffing levels in the Food Safety Team down by 33% and a high percentage of the premises in this year's programme requiring an inspection in the first half of the year are primary reasons for target not being met. The appointment of an additional Senior Environmental Health Officer in the Food Safety Team (expected in the near future) will ensure that the overall inspection programme is complete by the end March 2008.

### CPH 16 Representative facility use by young people under 16 (page 8)

Performing 8.91% under target. Figure re-calculated for quarter 1. Calculation now based on actual figures from Torex (software package) that records the number of people who have swiped their B: Active card on entry to the facility. This figure, therefore, currently under-reports the actual facility use of young people under 16. Data will become more reliable once turnstiles are fully operational, and all leisure centre visitors are recorded through Torex via B: Active card swipes.

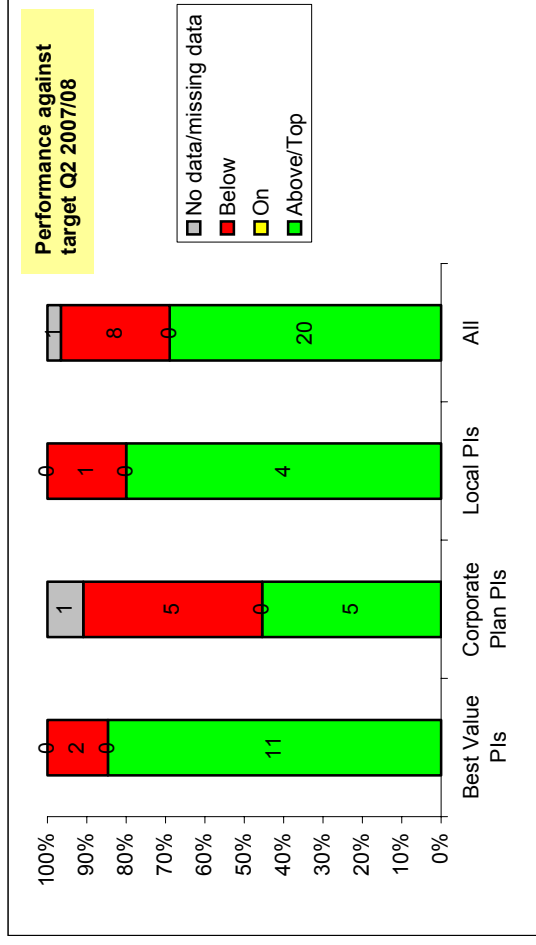
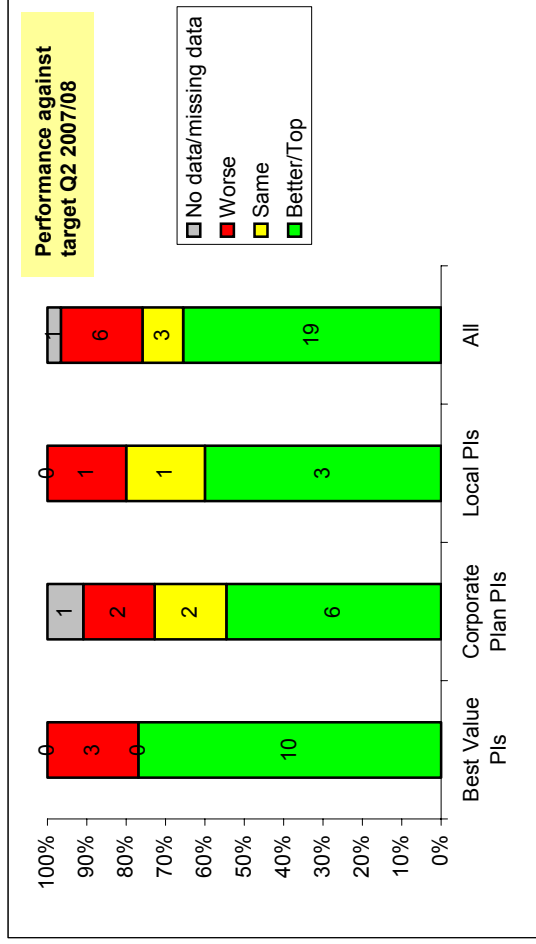
### CPH 22 Percentage of population that is within 20 minutes travel time (urban areas – by walk – rural areas – by car) of a range of three different facility types, of which one has achieved a quality assured standard (page 8)

Performing 7.3% under target. Newton Aycliffe has recently submitted their application for Quest (accreditation scheme) approval. Assessment due in February 2008 and predict that they will be awarded Quest by the end of the financial year and target will be met.

## Strong

Of 29 indicators, 19 have demonstrated improved performance against 2006/2007 actual outturns, 3 are performing at the same level and 6 are performing at a worse level. 20 indicators are projected to achieve 2007/2008 targets and 8 are off target. Narrative for the 'exception indicators' is included below.

Indicator type	Total No.	QUARTILE					TREND					TARGET			
		Top	Average		Bottom	No data/missing data	Better/Top	Same	Worse	No data/missing data	Above/Top	On	Below	No data/missing data	
			Above	Below											
Best Value Pls	13	7	2	2	1	1	10	0	3	0	0	0	2	0	0
Corporate Plan Pls	11	Not applicable				6	2	2	1	5	0	5	0	1	
Local Pls	5	Not applicable				3	1	1	0	4	0	1	0	0	
All	29	7	2	2	1	1	19	3	6	1	20	0	8	1	1



**Key points of progress**

**LPI 44 % homelessness applications that are repeat applications (page 9)**

Performance at quarter 2 was 0%, an excellent achievement. Improved housing advice, casework intervention and partnership working has assisted in order to resolve repeat homelessness.

**CPS 13 Number of homeless applications and CPS 14 Number of homeless applications from 16-17 year olds (page 9)**

Application numbers are significantly below target (95% and 97.5%). Re-focusing homelessness service on prevention, continuing to impact upon homelessness caseload.

**BV 213 Number of households who considered themselves as homeless, for whom housing advice casework intervention resolved their situation (page 9)**

Target exceeded by 6.5 households. Housing advice and casework intervention resulted in increased prevention.

**BV 216 Number of domestic burglaries per 1,000 households/ Violent crime per year, 1,000 population/ Number of vehicle crimes per 1,000 population (page 9 and 10)**

Rate is 4.14 below target. Introduction of fortnightly partnership tasking meetings, coupled with targeted interventions, reinforces high priority crimes.

**BV 217 Number of racial incidents per 100,000 population (page 10)**

Rate is 3.85 below target. Indicator related to racial complaints made to SBC. Low numbers must be attributed to the low ethnic minority within the Borough coupled with little or no community tensions of a racial nature involving SBC.

**Key points of concern**

**BV 66 (a) Proportion of rent collected (page 9)**

Performance 1.38% below target. Performance can only be calculated accurately at the end of the financial year however the trend identifies the target will be achieved.

**CPS 08 Satisfaction with condition of new let properties (page 9)**

Satisfaction 12% below target. Voids Standards under review. Standards will be issued to new tenants in order for tenants to assess satisfaction levels against standards, dealing with tenants perception compared to standards.

**BV 212 Average time taken to re-let local authority housing (page 9)**

Performance currently 4.1 days below target. Service targeting long-term voids in Sheltered Units resulting in properties being let, leading to an adverse affect on the voids turnaround time.

**LPI 36 Percentage of homelessness applications decided and notified within 33 working days (page 9)**

Performance 3% below target at Q2. Impact due to prevention agenda success, complex cases measured by this performance indicator.

**CPS 15 Total BCS crime within the Borough (page 10)**

Performance monitored monthly by the Crime and Disorder Reduction Partnership (CDRP). Partnership's target is to reduce crime by 15% by 2008. Experienced 9% reduction against baseline year July 2007. Sedgefield CDRP was the only CDRP in the County to record a reduction in total crime against baseline year. Performance is good but achieving a 15% reduction is a challenging target.

# HEALTHY BOROUGH PI TABLE

Key	CPA	LAA	Ref	Description	Value	DQ	Performance				Trajectory	
							05/06	06/07	07/08 Q2	07/08		08/09
Improved public health												
			BV166 (a)	Score against a checklist of enforcement best practice for Environmental Health trading standards	%	G	70%	70%	70%	70%	70%	▲
⊕			CPH04	Percentage of high risk food premises inspections that should and were carried out	%	G	100%	98%	85%	100%	100%	▼
			CPH05	Pest Control - Percentage of pest control complaints responded to within 3 days	%	G	88%	90%	96%	92%	93%	▲
⊕			CPH06	General PH- Percentage of general public health complaints responded to within 3 days	%	G	85%	95%	96%	92%	93%	▲
			CPH07	Air Pollution- the number of authorised premises inspected within the year	%	G	100%	92%	100%	100%	100%	▲
			CPH16	Representative facility use by young people under 16	%	S	N/A	23.6%	16.09%	25%	27%	▼
⊕			CPH17	Representative facility use by people from the most disadvantaged socio-economic groups	%	S	N/A	N/A	22.54%	TBD	TBD	N/A
⊕			CPH18	Representative facility use by people aged over 60	%	S	N/A	9.90%	7.68%	10%	12%	▼
			CPH19	Representative facility use by people from black and ethnic minorities	%	S	N/A	0.42%	1.38%	0.8%	1.0%	▲
			CPH20	Proportion of facility use by disabled people aged under 60 years	%	S	N/A	1.11%	1.35%	2%	3%	▲
			CPH22	Percentage of population that is within 20 minutes travel time (urban areas – by walk – rural areas – by car) of a range of three different facility types, of which one has achieved a quality assured standard	%	G	N/A	27.7%	27.7%	35%	40%	▲
			CPH23	Percentage of population that are within 15 minutes walking time from a NPFA accredited playground	%	G	N/A	79%	79%	70%	70%	▲
			CPH26	Subsidy per visit (leisure centres)	£	G	N/A	£6.27	£3.31	TBD	TBD	▲
Increased independent living												
⊕			CPH30	Adults with physical disabilities helped to live at home per 1,000 population aged 18-64 (PAF C29)	Per 1,000	G	8.9	7.9	8.5	5.4	TBD	▲
⊕			CPH31	Older people helped to live at home per 1,000 population aged 65 and over (PAF C32)	Per 1,000	G	138.8	116.5	127.1	90.5	TBD	▲

# STRONG COMMUNITIES PI TABLE

Key	CPA	LAA	Ref	Description	Value	DQ	Performance				Trajectory	
							05/06	06/07	07/08 Q2	07/08		08/09
Quality, affordable and sustainable housing												
	⌘		BV066 (a)	Proportion of rent collected	%	G	98.51%	98.84%	97.42%	98.80%	98.80%	▲
			BV066 (b)	Number of local authority tenants with more than seven weeks rent arrears as a percentage of the total number of council tenants	%	G	4.29%	3.89%	3.46%	4.00%	3.75%	▲
			BV066 (c)	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	%	G	11.15%	19.90%	7.72%	13.00%	13.00%	▲
			BV066 (d)	Percentage of local authority tenants evicted as a result of rent arrears	%	G	0.19%	0.10%	0.05%	0.20%	0.20%	▲
	⌘		BV183 (b)	Average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	Weeks	G	0	0	0	0	0	▲
⚙	⌘		BV212	Average time taken to re-let local authority housing	Days	G	45	30	34.1	30	29	▼
		I	BV213	Number of households who considered themselves as homeless, for whom housing advice casework intervention resolved their situation	No.	G	1.5	7	10.8	4	5	▲
	⌘		CPS06	% Urgent repairs completed within Government time limits	%	G	93%	96%	96%	97%	97%	◀▶
			CPS07	Satisfaction with Gas Servicing	%	B	91%	92%	92%	93%	93%	◀▶
			CPS08	Satisfaction with condition of new let properties	%	S	84%	80%	76%	88%	88%	▼
			CPS10	Proportion of private sector vacant dwellings (which have been empty over six months as at 1st April) that are returned to use during the financial year with Council involvement	%	G	0%	0%	0%	10%	15%	◀▶
			CPS13	Number of homeless applications	No.	G	N/A	238	18	350	345	▲
	I		CPS14	Number of homeless applications from 16-17 year olds	No.	G	N/A	29	1	40	35	▲
			LP116	Percentage of rent lost through dwellings becoming vacant	%	G	1.11%	0.91%	0.83%	1.00%	0.90%	▲
			LP117	Rent arrears of current tenants as a proportion of the authority's rent roll	%	G	2.08%	1.66%	1.71%	2.00%	1.75%	▼
	⌘		LP136	Percentage of homelessness applications decided and notified within 33 working days	%	G	84%	89%	89%	92%	93%	◀▶
	⌘		LP144	% homelessness applications that are repeat applications	%	G	4.43%	4%	0%	10%	9%	▲
Safer neighbourhoods												
			BV126	Number of domestic burglaries per 1,000 households	Per 1,000	S	7.9	8.31	4.66	8.8	8.8	▲
			BV127 (a)	Violent crime per year, 1,000 population in the Local Authority area	Per 1,000	S	21.2	18.97	9.49	19.99	18.89	▲
			BV127 (b)	Robberies per year, per 1,000 population in the Local Authority area	Per 1,000	S	0.36	0.05	0.08	1	1	▼

Key	CPA	LAA	Ref	Description	Value	DQ	Performance			Targets		Trajectory
							05/06	06/07	07/08 Q2	07/08	08/09	
Safer neighbourhoods												
			BV128	Number of vehicle crimes per 1,000 population	Per 1,000	S	7.7	7.76	3.21	7.79	7.59	▲
			BV174	Number of racial incidents per 100,000 population	Per 1,000	S	4.5	3.43	1.15	5	5	▲
	Ⓟ		BV175	Percentage of racial incidents recorded by the Council subject to subsequent action	%	G	100%	100%	100%	100%	100%	▲
			CPS02	Percentage of incidents of racial harassment responded to on the same day	%	S	100%	100%	100%	100%	100%	▲
			CPS03	Percentage of incidents of extreme anti-social behaviour responded to within 1 working day	%	G	100%	100%	100%	100%	100%	▲
			CPS04	Percentage of incidents of serious anti-social behaviour responded to within 3 working days	%	G	100%	99.05%	100%	100%	100%	▲
Ⓢ		!	CPS15	Total BCS crime within the Borough	No.	S	5,031	4,651	2,204	4,098	TBC	▼
			CPS19	Number of reported Domestic Abuse repeat victimisations	No.	S	435	665	*	375	350	TBC
			LP103	Number of recorded anti-social behaviour incidents	No.	S	3815	14,905	7,330	20,000	20,000	▲

\* Figures will be included once data is received.



# Item 6

## HEALTHY BOROUGH WITH STRONG COMMUNITIES OVERVIEW & SCRUTINY COMMITTEE

27<sup>th</sup> November 2007

## REPORT OF CHAIRMAN OF THE COMMITTEE

### WORK PROGRAMME

#### SUMMARY

This report sets out the Committee's current Work Programme for consideration and review.

#### RECOMMENDATIONS

1. That the Committee's Work Programme be reviewed.

#### DETAIL

1. In accordance with Overview & Scrutiny Procedure Rule 8 of the Council's Constitution, Overview & Scrutiny Committees are responsible for setting their own work programme.
2. Each Overview & Scrutiny Committee should agree a realistic, achievable and considered work programme on the understanding that, from time to time, more urgent or immediate issues may require scrutiny. Issues may, for example, be raised by Cabinet reports, Members' constituency business or be referred to Scrutiny by Cabinet in advance of a Cabinet decision.
3. The current Work Programme for this Committee is appended to the report which details:-
  - Scrutiny Reviews currently being undertaken.
  - Scrutiny review topics held in reserve for future investigation.
  - A schedule of items to be considered by the Committee for the next 6 meetings.
4. **Scrutiny Review**

The Committee should aim to undertake a small number of high quality reviews that will make a real difference to the work of the Authority, rather than high numbers of reviews on more minor issues. Each Overview & Scrutiny Committee should therefore aim to undertake two reviews concurrently. Any additional review topics that have been

agreed by Members will be placed on a reserve list and as one Review is completed the Committee will decide on which review should be undertaken next.

Scrutiny reviews will be conducted by a Review Group established by the Committee comprising of 5-6 Members. In most cases the Review Group will be made up of Members from the establishing Committee. However, Members may decide to conduct a review that cuts across the responsibilities of another Overview & Scrutiny Committee. In these cases Members should consider whether it would be appropriate to co-opt Members from the other relative Overview & Scrutiny Committee(s). If it is decided that the review is crosscutting the Chairmen and Vice-Chairmen of Overview & Scrutiny Committees concerned should decide which Committee should take the lead on the review and how many Members should be co-opted from other Overview & Scrutiny Committee(s). The number of Members to be co-opted will depend on the extent to which the responsibility of the topic is shared, however the Review Group should have no more than 6 members.

#### 5. **Business for Future Meetings**

The Work Programme sets out a plan of when it is anticipated that certain items will be considered by the Committee. These items may include:-

- Best Value Service Improvement Plan updates
- Items which are submitted at regular intervals
- Issues identified by Members for consideration
- Any updates requested by Members

Members are requested to review the Committee's Work Programme and identify, where necessary, issues which they feel should be investigated by the Committee. It will not always be possible to anticipate all reports which will need to be considered by an Overview & Scrutiny Committee and therefore a flexible approach will need to be taken to work programming.

#### 4. **FINANCIAL IMPLICATIONS**

None associated with this report.

#### 5. **CONSULTATION**

**Contact Officers:** Jonathan Slee  
**Telephone No:** (01388) 816166 ext 4362/4109  
**Email Address:** [jslee@sedgefield.gov.uk](mailto:jslee@sedgefield.gov.uk)

**Ward(s):** Not ward specific

**Background Papers** None

## HEALTHY BOROUGH WITH STRONG COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

### WORK PROGRAMME

#### Ongoing Reviews

*No Reviews currently ongoing*

#### Future Reviews

The following review topics have been identified by the Committee for future review. As one review is completed Members will decide which review should be undertaken next.

- *No reviews currently identified*

#### ANTICIPATED ITEMS

##### 27<sup>th</sup> November 2007

- **Overview and Scrutiny Review Group Report: Leisure Centre Concessionary Pricing Scheme – Progress on Action Plan**
- **Performance Indicators**

##### 15<sup>th</sup> January 2008

- **Overview and Scrutiny Review Group Report: Review of Regeneration with Older Private Sector Housing – Progress on Action Plan**
- **Overview and Scrutiny Review Group Report: The Provision of Affordable Housing – Progress on Action Plan**

##### 23<sup>rd</sup> January 2008

- **Budgets**

##### 26<sup>th</sup> February 2008

- **No Items Currently Identified**

##### 15<sup>th</sup> April 2008

- **Choice Based Lettings**

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