

Social Overview and Scrutiny Committee  
11 April 2018

WELWYN HATFIELD COUNCIL

Minutes of a meeting of the SOCIAL Overview and Scrutiny Committee held on Wednesday 11 April 2018 at 7.30pm in the Council Chamber, Council Offices, The Campus, Welwyn Garden City, Herts, AL8 6AE.

PRESENT: Councillors D.Bennett (Chairman)  
B.Fitzsimon (Vice-Chairman)  
  
A.Chesterman, L.Chesterman, J.Cragg, S.Elam, P.Mabbott,  
T.Mitchinson, F.Thomson, K.Thorpe

ALSO PRESENT: T.Kingsbury (Executive Member, Policy and Culture)  
B.Sarson (Executive Member, Business, Partnerships  
and Public Health)  
B.Rhodes (Tenants' Panel)  
N.Palmer (Finesse Leisure)

OFFICIALS PRESENT: Executive Director (Housing and Communities) (S. Russell)  
Executive Director (Resources, Environment and Cultural Services) (K.Ng)  
Head of Community and Housing Strategy (S.Chambers)  
Head of Policy and Culture (P.Underwood)  
Museums Manager (L.Dobbs)  
Community Partnerships Manager (M.Rayner)  
Youth and Sports Coordinator (C.Robertson)  
Community Partnership Support Officer (N.Dunbar)  
Engagement and Events Officer (R.Richardson)  
Governance Services Officer (M.Lowe)

36. APOLOGIES

Apologies for absence were received from Councillor L.Brandon and Tenants' Panel Representative D.Goodson.

37. MINUTES

The Minutes of the meeting held on 17 January 2018 were confirmed as a correct record and signed by the Chairman.

38. ACTIONS UPDATE

The Committee noted that the report of the Executive Director (Public Protection, Planning and Governance) giving an update on actions from the meeting held on 17 January 2018, which had all been completed.

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39. DECLARATIONS OF INTEREST BY MEMBERS

Councillor L.Chesterman declared a non-pecuniary interest as a Member of Hertfordshire County Council.

Councillor T.Mitchinson declared a non-pecuniary interest as a Member of the Welwyn Garden City Bid Board.

40. FINESSE LEISURE MONITORING REPORT - QUARTER 3 (2017-18)

Report of the Executive Director (Resources, Environment and Cultural Services) submitting the monitoring report from Finesse Leisure for Quarter 3 of 2017/18, which formed part of the current client monitoring framework with Finesse Leisure.

The framework was a formal part of the management agreement between the two organisations which enabled key decision makers to take action based on information provided by Finesse Leisure on its service and financial performance. It ensured that Finesse Leisure and the Council were able to identify opportunities for improvement and, where necessary, deliver change as well as recognise service success.

The Executive Director (Resources, Environment and Cultural Services), on behalf of the Council, thanked Finesse Leisure for the services they had provided to the Council since 2004 ahead of their merger with Greenwich Leisure Ltd (GLL).

Members noted that the merger of Finesse Leisure Partnership with GLL was now scheduled to take place on 1 May 2018 and the management of the leisure facilities would continue with GLL who will operate the seven sites under their 'Better' brand.

RESOLVED:

- (1) That the report be noted the content of this monitoring report for this period.
- (2) That at the next meeting of the Committee a presentation be made from the Council's new leisure provider, GLL.
- (3) A visit by Members to be arranged to the Hatfield Swim Centre to view the finished refurbishments.

41. PERFORMANCE INDICATOR REPORT - QUARTER 3

Report of the Executive Director (Resources, Environment and Cultural Services) and accompanying presentation provided the Committee with the performance indicator data collected for those services that fell within its remit. It

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also provided Quarter 3 data for 2017-18 along with comparative information where available.

Members noted that Performance Indicator 8 – the percentage of residents who feel safe in their neighbourhoods during the day, which had slightly decreased and was below the Council's target was not area specific and extra resources from the Police and Community Safety Partners had been allocated to tackle the issues in certain known areas.

Officers verbally reported on the significant issues experienced by residents and tenants due to the changes in Universal Credit. Members noted that these would continue. The Housing Team were making a huge effort to address the confusion caused by the changes to the processes and to support those tenants who were affected. All the Housing Teams were working hard to find solutions to tackle homelessness in the Borough.

RESOVLED:

- (1) That the report on the performance indicator data be noted.
- (2) That any feedback or discussion from Members be provided to the Council's service teams on the trends shown in these performance indicators on an exception basis.
- (3) That, following the implementation of the Homeless Reduction Act, which would see the Council's duties increase in the number of households living in temporary accommodation, it would be appropriate to review Performance Indicator 29 - the maximum number of households living in temporary accommodation in the Borough (where the Council had a duty) to reflect the new legislative landscape.

42. MUSEUM SERVICE ANNUAL REPORT 2017-18

Report of the Executive Director (Resources, Environment and Cultural Services) with accompanying presentation from the Museums Manager informed the Committee of the work of the Council's Museum Service for 2017/18 at both the Mill Green Museum and Mill and Welwyn Roman Baths sites.

RESOLVED:

That the content of the report and presentation for the Museum Service covering 2017-18 be noted.

43. TOWN CENTRES PROGRESS REPORT

Report of the Executive Director (Housing and Communities) and related presentation providing an insight into the activity carried out by the team and partners within each town over the past year and indicated the direction of future

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developments, including how the team successfully worked in conjunction with Welwyn Garden City BID Partnership Board to help meet its first year's aims and objectives. The report also set out working with the Hatfield Town Centre businesses to establish the Hatfield Town Centre Forum.

RESOLVED:

That the role of the Town Centres team during 2017 in building local partnerships that could sustain and develop each Centre to thrive and serve local people be noted.

44. YOUTH AND SPORT PARTNERSHIPS ANNUAL REPORT 2017-18

Report of the Executive Director (Housing and Communities) and related presentation on the success of the past year which includes three new campaigns #JUSTTALK, BIG SUMMER '17 and Herts Year of Physical Activity, as well as the continued delivery of the Youth Council and the Dragons Apprentice Challenge.

RESOLVED:

That the content of the Youth and Sport Partnerships Annual Report 2017-18 be noted.

45. COMMITTEE OVERVIEW WORK PROGRAMME 2017/18

The pro-forma setting out the Committee's overview work programme had been updated since the last meeting to enable the forward planning of items to take place. Items which the Committee agreed it would like to consider would be scheduled into the work programme.

RESOLVED:

That the work programme be noted.

Meeting ended 9.30pm  
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