

SCRUTINY COMMITTEE
Tuesday, 13 March 2018 at 7.30 pm
Council Chamber - Civic Centre

1. Apologies for Absence and Substitutions
2. Declarations of Interest

To receive Councillors' declarations of interest (if any) in relation to any matters on the agenda.
3. Minutes (Pages 3 - 6)

To approve the minutes of the meeting held on 6 February 2018.
4. Matters arising
5. Written questions from members of the public

To receive any questions from members of the public in accordance with Council Procedure Rule 10.
6. Written questions from Councillors

To receive any questions from Councillors in accordance with Council Procedure Rule 11.
7. Responses of the Cabinet to Reports of the Scrutiny Committee

To consider responses (if any) of the Cabinet to reports and recommendations from the Committee.
8. Review of Universal Credit in Harlow - Interviews with DWP and Claimants (Pages 7 - 21)
9. Review of Sports in Harlow - Final Report (Pages 22 - 50)
10. Review of Landscaping Services Provided by HTS - Report (Pages 51 - 58)
11. Work Plan (Page 59)

To review the Committee's work plan for the current year.
12. References from Other Committees
13. Matters of Urgent Business

Such other business which, in the opinion of the Chair, should be received as a matter of urgency by reason of special circumstances to be specified in the minutes.

**MINUTES OF THE SCRUTINY COMMITTEE
HELD ON**

6 February 2018

7.30 - 8.30 pm

PRESENT

Committee Members

Councillor Bob Davis (Chair)
Councillor Simon Carter
Councillor Joel Charles
Councillor Nick Churchill
Councillor Tony Edwards
Councillor Maggie Hulcoop
Councillor Lanie Shears
Councillor Edna Stevens

Officers

Graeme Bloomer, Head of Place
Simon Freeman, Head of Finance
Jane Greer, Head of Community Wellbeing
Chris Purvis, Sports and Leisure Policy and Development Officer
Adam Rees, Governance Support Officer

44. **APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

Apologies for absence were received from Councillor David Carter.

45. **DECLARATIONS OF INTEREST**

None.

46. **MINUTES**

RESOLVED that the minutes of the meeting held on 28 November 2017 are agreed as a correct record and signed by the Chair.

47. **MATTERS ARISING**

None.

48. **WRITTEN QUESTIONS FROM MEMBERS OF THE PUBLIC**

None.

49. **WRITTEN QUESTIONS FROM COUNCILLORS**

None.

50. **RESPONSES OF THE CABINET TO REPORTS OF THE SCRUTINY COMMITTEE**

RESOLVED that the following responses of the Cabinet to reports of the Scrutiny Committee were noted.

- a) Review of Sheltered Housing (Phase 2) - Final Report

51. **REVIEW OF SPORTS IN HARLOW - INTERIM REPORT**

Chris Purvis, Sports and Leisure Policy and Development Officer, presented an interim report for the review of sport in Harlow. The report set out the differences in levels of participation in Harlow compared with the rest of the UK, the economic cost of inactivity and events taking place in Harlow to encourage participation. Two surveys were being undertaken to better understand any barriers to participation for both organisations and individuals.

It was agreed that information about participation by ethnic groups, as well as a comparison by socio-economic group would be included in the next report to the Committee.

RESOLVED that the report was noted.

52. **REVIEW OF UNIVERSAL CREDIT IN HARLOW - AGREEMENT OF QUESTIONS FOR INTERVIEWS**

The Committee considered questions to be asked to Universal Credit claimants and related organisations. The Committee considered the questions as attached as Appendix A to the report.

The Committee discussed a number of amendments to the questions proposed by Councillor Charles. It was also agreed that a question to establish the best way for the Council to communicate with the Department for Work and Pensions (DWP).

The Committee considered the need for claimants to attend the next meeting of the Committee and agreed that written responses could be provided by claimants and organisations. One-to-one interviews would also be offered to claimants.

RESOLVED that:

- A** The Committee agreed the draft questions attached as Appendix A to the report be used for the interviews with Universal Credit claimants, representatives from the Department of Work and Pensions (DWP) and other relevant organisations as part of the Committees review of Universal Credit in Harlow, subject to the following amendments.

- (i) Question 4 of the Questions for Claimants to read 'Has Universal Credit impacted on your rent payments, and if so how?'
- (ii) The third bullet point of Question 5 of the Questions for Claimants to read 'Was seeking help and advice easy for you to access?'
- (iii) Question 5 of the Questions for DWP Representatives to read 'How many and what percentage of claimants are requesting emergency loans or advance payments?'
- (iv) A question is added to the Questions for DWP Representatives about the best method for the Council to communicate with the DWP.
- (v) Question 6 of the Questions for all organisations to read 'What evidence is there to suggest that the transfer to UC has caused
 - Rent Arrears, or increased Rent Arrears.
 - Debt issues for claimants.
 - Referrals to agencies such as the Food Bank/CAB, or an increase of referrals.
 - People to approach pay day loan type facilities to support themselves and their families?'
- (vi) Question 8 of the Questions for all organisations to read 'What is the impact of UC on your organisations resources?'

B Claimants and organisations are allowed to submit written responses instead of attending the Committee meeting, with claimants also being offered one-to-one interviews.

53. **WORK PLAN**

Graeme Bloomer, Head of Place, provided an update of the review of bus provision in Harlow. A report had been due to be considered at this meeting but was now due to be considered by the meeting on 13 March. This would incorporate studies and proposals arising from the garden town developments taking place around Harlow.

The Committee discussed the meeting on 13 March and considered that a Special Committee should be held prior to the elections in May to consider the interim report.

The Committee received a report summarising its work plan for 2017/18. Jane Greer, Head of Community Wellbeing, proposed that the final report

of the review of Civic Pride and Education be considered at the first meeting of the 2018/19 municipal year.

RESOLVED that:

- A** A Special Committee meeting be arranged prior to the elections in May to consider the interim report on improving the provision of bus services in Harlow.
- B** The final report of the review of civic pride and education be considered at the first meeting of the 2018/19 municipal year.
- C** The work plan be noted.

54. **REFERENCES FROM OTHER COMMITTEES**

None.

55. **MATTERS OF URGENT BUSINESS**

None.

CHAIR OF THE COMMITTEE

2. Although there have been a number of delays and changes to the scheme since its initial introduction, implementation of UC in Harlow began in February 2016 and was finally rolled out to all eligible claimants in September 2017.
3. The administration and management of UC is carried out by the Department for Works and Pensions (DWP) and locally is accessed via the Job Centre Plus.
4. The Committee requested that, as part of its work plan for 2017/18, a review of the local impacts of UC be carried out. This report provides some of the currently available statistics following the full roll out of UC in Harlow in September 2017.
5. The key issues and local impacts will be explored further through the discussions that will take place at the meeting itself and from evidence provided by those organisations represented at the meeting or the written responses to the pre-determined questions submitted to the Council.

ISSUES/PROPOSALS

Impact on Housing Services

6. The introduction of UC has impacted on the Housing Service in a number of ways. However, the single biggest change that has been experienced by both the Council and other landlords has been the conversion to monthly payments of housing costs, paid directly to claimants. Previously, under the housing benefits system, housing costs were paid directly to tenants rent accounts on a weekly basis (or to the landlord in the case of Registered Social Landlords). This has impacted significantly on the Council's income stream from rental payments, and on the day to day management of claimants rent accounts.
7. For Council tenants', rent is payable either weekly, or otherwise in advance, as required by their tenancy agreement. As UC claimants have generally had to wait around six weeks to receive payments, sometimes longer. Furthermore, in most cases they have had no access to additional benefits during this time, and therefore in the vast majority of cases this has led to arrears accruing or increasing on claimants rent accounts. Further information regarding the impacts of this change are set out later in the report.
8. The implementation of UC has also seen a significant change in information sharing arrangements between agencies. Prior to the roll out of UC, Rent Officers were able to liaise effectively with Revenues and Benefits Officers regarding the status of tenants Housing Benefit claims, and were therefore able to assist tenants with actions required. Under UC the responsibility for sharing information rests with the claimant, with Officers no longer able to rely on an 'implied authority' from the claimant to obtain information regarding a claim from UC. Information can only be provided where the express authority of the claimant has been provided, and is required each time information is sought, making effective liaison more difficult. To address this issue, Rent Officers are working closely with the local DWP office to assist claimants wherever possible.

9. In response to the changes, Rent Officers have had to adapt their approaches to recovery of rent, with a focus on early intervention and communication with claimants, assisting with budgeting support and looking to identify any potential vulnerabilities or difficulties. Additionally, claimants are also advised of the availability of independent personal budgeting support and additional digital support, and other support agencies. One of the key difficulties experienced by landlords is encouraging tenants falling in to arrears to engage with them regarding their situation.
10. UC does make provision, in certain specified circumstances, for landlords to request payment of claimants housing costs to be paid directly. For example, where the claimant may have a vulnerability or specific difficulty in managing finances, or where there is a history of rent arrears. While this does enable Officers to take steps to seek to ensure payment of housing costs, and/ or arrears, such payments are made in bulk on a schedule system and this has led, in some cases, to delays of up to seven weeks from the date payment is deducted from a claimants UC payment, to the time it is applied to their rent account, resulting in increases in arrears of over £600.

Impacts on the Council's rent arrears

11. While it is still very early to carry out a full analysis of the impact of UC on rent arrears figures, with full service only being rolled out from September 2017, the table below shows the month by month increase in the number of UC claimants, and the effect on arrears since the end of September 2017.

	Total No. of Council tenancies	No. of Council tenants in receipt of UC	No. of UC Council tenants in rent arrears	Total value of arrears for UC tenants
Sept 17	9223	228	170	£92,605
Oct 17	9219	341	266	£153,778
Nov 17	9203	480	366	£213,904
Dec 17	9190	531	442	£264,593
Jan 18	9179	615	486	£276,600

12. As at 28 January 2018, 615 Council tenants were recorded as being in receipt of UC, equating to 6.7 percent of all Council tenancies. Of these 615 cases, 486 were showing arrears at this date, amounting to a total debt due of £276,600. The average level of arrears for tenants on UC currently amounts to £569.14.
13. In context, the average level of arrears for all Council tenants in arrears at this date was £384.46.
14. Due to the nature of UC, with Claimants receiving payments on differing dates, and the four weekly schedules for receiving managed payments, it should be noted that these figures can only represent a snapshot of the position at the relevant date in question.

Changes in service demands for Revenues and Benefits

15. Following the roll out of UC in Harlow the Revenues and Benefits service has seen a number of impacts in terms of its day to day work.
16. The service has seen a considerable increase in documentation received relating to Universal Credit since full service was introduced in Harlow, with 6,023 documents being received in the period 19 July 2017 to date. For comparison, the service received 1,328 documents relating to UC in the period 1 February 2016 to 18 July 2017 under Live Service. Most of this documentation is received from the DWP but some is from claimants themselves. The service has also experienced a high level of duplicate requests for information from the UC service centres, which is resulting in duplication of work and confusion within the team.
17. The service receives numerous calls from residents querying their Universal Credit entitlement. Officers have been supporting residents wherever possible but no longer have the tools or access to information to solve many of the issues and therefore can only refer residents back to the DWP Job Centre Plus office or the UC service centre in Bangor for the support they need. Residents can be referred to or approach support agencies to assist in dealing with these matters.
18. Traditionally claimants made a claim for Housing Benefit and Council Tax Support via the Council's own claim form. Where a resident of working age claims UC, their housing costs are assessed as part of the UC claim, but no corresponding claim for Local Council Tax Support (LCTS) is made. Where the Revenues and Benefits service is aware residents have claimed UC, Officers are proactively inviting customers to make a claim for LCTS, but residents do not always take this up. This can lead to a loss of entitlement to support and council tax arrears. The Council has agreed a change to its LCTS scheme from 1 April 2018 to accept notification from the DWP of a UC claim as an intention to claim Council Tax Support.
19. The Council's Revenues and Benefits service have received official complaints from residents and Member of Parliament enquiries on behalf of residents regarding UC – which indicates that residents may be uncertain as to who is responsible for providing their support in the whole process.
20. The Council receives funding directly from the DWP to provide discretionary awards of housing payments to those affected by welfare reforms. In 2017/18 this funding amounted to £305,579. Applications from residents for Discretionary Housing Payments (DHP) have increased by 40 percent in 2017/18 compared to the same period in 2016/17. This is partially due to UC but is also due to the wider welfare reforms such as the benefit cap. Payments of DHP in 2017/18 financial year to those in receipt of UC amounts to £60,000 at the time of writing this report. Awards totalling £22,000 were made to residents in receipt of UC in the 2016/17 financial year. The applications received have also become more complex for officers to assess with residents presenting with multiple issues.
21. The design of UC has two key principles, namely:

- a) It is digital by default and therefore applications must be made on line and once accepted, the customer must maintain their online journal; and
- b) Applicants must budget monthly to prepare them for the world of work.

The Council's Revenues and Benefits Service, and Housing Service look to identify those residents that require Assisted Digital Support (ADS) and Personal Budgeting Support (PBS) as the DWP do not provide these services. Referrals are made to the Citizens Advice Service who provides the support services. The Council receives funding from the DWP for these services.

Impacts on Claimants and other support/advice providers.

- 22. It is anticipated that a fuller picture of the implications for both the support organisations and the claimants will be developed through the question and answer session at the Committee meeting and where it has not been possible to gain specific representation at the meeting then the evidence will be provided from the responses to the questions agreed by the Committee at its February meeting.

IMPLICATIONS

Place (Includes Sustainability)

None specific.

Author: Graeme Bloomer, Head of Place

Finance (Includes ICT)

None specific at this stage.

Author: Simon Freeman, Head of Finance

Housing

As outlined in the body of the report.

Author: Andrew Murray, Head of Housing

Community Wellbeing (Includes Equalities and Social Inclusion)

None specific.

Author: Jane Greer, Head of Community Wellbeing

Governance (Includes HR)

In order for the survey to be undertaken the full principles of the Data Protection legislation must be adhered to. Officers when collecting personal information including personal sensitive information must adhere to the processing principles in the Schedules to the current legislation, the principles of the General Data Protection Regulation [GDPR], and any guidance that has been published by the Information Commissioners Office. Failure to comply with data protection legislation and Regulations is likely to result in a breach of the fair processing principles.

Prior to any interviews taking place the Council will need to ensure that those being interviewed are aware that they did not have to participate in the interview process. If they do wish to do so the Council will need to explain that the information will be anonymised and used for statistical and research purposes only.

Author: Amanda Julian, Legal Services Manager

Appendices

Appendix A – Copy of the agreed questions for DWP Representatives

Appendix B – Copy of the agreed questions for claimants

Appendix C – Copy of the agreed questions for support organisations

Appendix D – Responses from Organisations

Appendix E – Worked Example Supplied by Harlow Advice Centre

Background Papers

None.

Glossary of terms/abbreviations used

None.

Appendix A

Questions for DWP Representatives

1. What are the current numbers of Harlow people/households on UC?
2. How many single people and families will be going on to UC and over what time scale?
3. Are you able to provide a breakdown of claimants by housing tenure?
4. What support is being offered to claimants and how are claimants made aware of it?
5. How many and what percentage of claimants are requesting emergency loans or advance payments?
6. What is the most effective way for the Council to communicate with the DWP if claimants have any issues with UC payments?

Appendix B

Questions for Claimants

1. When did you transfer to Universal Credit?
2. How many weeks did you have to wait for your first Universal Credit Payment?
3. Has switching to Universal credit caused you more or less financial problems?
4. Has Universal Credit impacted on your rent payments, and if so, how?
5. When you were going through the process of switching to Universal Credit:
 - What worked?
 - What didn't work?
 - Was seeking help and advice easy for you to access?
 - What could have been done better and how?
 - Is there anything that you feel Harlow Council could have done to assist you during this process?
 - How did the on line claim process work for you especially with reference to ease of use and accessibility?
6. Are you aware that you can still claim for Council Tax Support from the Council?

Appendix C

Questions for Support Organisations

1. What evidence is there to suggest that the transfer to UC has caused –
 - Rent arrears, or increased rent arrears?
 - Debt issues for claimants?
 - Referrals to agencies such as the Food Bank/CAB, or an increase of referrals?
 - People to approach pay day loan type facilities to support themselves or their families?
2. What impact is the introduction of UC having on the rental/housing market?
3. What is the impact of UC on your organisations resources?
4. Are there any requirements for the links between the agencies to be strengthened and if so in what way?
5. Are there any areas in which you believe Harlow Council can provide additional assistance to help in managing the challenges of Universal Credit?

Responses from Support Organisations

Family Mosaic

1. What evidence is there to suggest that the transfer to UC has caused:

- Rent arrears, or increased rent arrears.

Unless the customer is engaging with an agency this is where the notices are being served as the communication between the landlord and tenant is non-existent, in my experience when customers are claiming UC for the first time it would appear that advice given may be incorrect about their housing costs. They are not being advised that they can have direct payments to the landlords. A big concern is that when the customers are paid the entitlements which includes their housing costs they are not paying the rent, they then fall into rent arrears and this in turn causes problems.

- Debt issues for claimants.

The period that they have to wait for six weeks for their first payments, they are offered a loan that they have to pay back but from my experience they do not budget correctly and end up running out of money a lot sooner than the first payment date and then the debts accumulate.

- Referrals to agencies such as the Food Bank/CAB, or an increase of referrals.

I have seen a great deal more attending the food bank due to being paid once a month and the customers find it hard to manage their money for the entire month (budgeting).

- People to approach pay day loan type facilities to support themselves or their families?

None identified at present.

2. What impact is the introduction of UC having on the rental/housing market?

It is very hard to private rent within the Harlow area. Estate agents require six to twelve months rent up front and a £408 holding fee which is non-refundable whilst checks are being processed. This is very hard for customers to achieve, they do not have that amount of money, a DHP can be applied for but this could take anywhere from 24 hours to 3 weeks to be agreed and in the meantime a customer will become homeless.

3. What is the impact of UC on your organisations resources?

No impact at present, staff have regular refresher training provided by Gill Close from the DWP.

4. Are there any requirements for the links between the agencies to be strengthened and if so in what way?

Regular meetings if needed, sharing agreements to enhance communication.

5. Are there any areas in which you believe Harlow Council can provide additional assistance to help in managing the challenges of Universal Credit?

No, 1st point of call including duty are fantastic, cannot fault the team.

Harlow Save (Credit Union)

1. What evidence is there to suggest that the transfer to UC has caused:

- Rent arrears, or increased rent arrears

We don't deal with rent arrears.

- Debt issues for claimants

Harlow advice centre deal with this.

- Referrals to agencies such as the Food Bank/CAB, or an increase of referrals.
- People to approach pay day loan type facilities to support themselves or their families?

We are not getting any referrals to us.

2. Harlowsave are getting a few people who haven't got a bank account coming into open an account with us to get their benefits or UC paid into us.

Harlow Advice Centre

1. What evidence is there to suggest that the transfer to UC has caused –

- Rent arrears, or increased rent arrears?
- Debt issues for claimants?
- Referrals to agencies such as the Food Bank/CAB, or an increase of referrals?
- People to approach pay day loan type facilities to support themselves or their families?

Response

A significant number of local residents who have sought assistance from Harlow Advice Centre with universal credit have rent arrears or increased rent arrears as a direct result of the way universal credit works. Please see attached example. The main problem is the change from fortnightly to monthly payments. Whilst it is possible for some claimants to obtain more frequent payments this is not open to everyone.

Many claimants are forced to make applications for advance payments because of the long wait between application and payment. This solves the immediate problem but creates a debt which has to be repaid. Claimants who reach the maximum possible under the advance payment system are often tempted to take out expensive debt elsewhere including pay day loans.

Since the introduction of full service UC Harlow Advice Centre has experienced a 43.5% increase in food bank referrals. This is from a fairly low base but does illustrate the impact on local residents forced to wait for long periods between claim and payment.

2. What impact is the introduction of UC having on the rental/housing market?

Response

It is difficult for Harlow Advice Centre to comment on this. Local residents who have experienced difficulties, letting agencies, and agencies assisting local residents on UC to obtain accommodation are best placed to answer this question.

3. What is the impact of UC on your organisations resources?

Response

The introduction of UC has resulted in additional training costs and increased demand.

4. Are there any requirements for the links between the agencies to be strengthened and if so in what way?

Response

The Welfare Reform Network hosted by the Council, the Job Centre's Multi-Agency Centre, and Frontline referral system work well but there is always room for improvement.

5. Are there any areas in which you believe Harlow Council can provide additional assistance to help in managing the challenges of Universal Credit?

Response

The Council could work with the Job Centre and other agencies to ensure that all tenants experiencing financial difficulties are made aware of the availability of Discretionary Housing Payments and are provided with assistance to complete the relevant claim form.

Transfer from Income-Related Employment and Support Allowance to Universal Credit - Couple Claim

	02-11-17	09-11-17	16-11-17	23-11-17	30-11-17	07-12-17	14-12-17	21-12-17	28-12-17	04-01-18	11-01-18	18-01-18	25-01-18	
IRESA	*£216.88		*£216.88											
HB	**172.90		**172.90											
CTS	**37.68		**37.68											
Total	£427.46		£427.46											
UC								***£579.00					***£750.00	
Advance					£436.00					£464.00				
CTS								**81.64					**81.64	
Total								£660.64					£831.64	
Rent arrears				£322.00				£668.00						****0

*reduced to recover budgeting loan and tax credit overpayment. Gross amount before deductions = £229.70 fortnightly.

**shown as fortnightly payments whilst on IRESA. CTS shown as monthly payments whilst on UC.

***reduced to recover advance payment of UC and pre-existing budgeting loan and tax credit overpayment.
Gross before deductions = £873.51 monthly - includes housing element.

****rent arrears reduced to zero following further payment of UC and discretionary housing payment of £258.

NB: Rent arrears avoided by payment of discretionary housing payment and application for advance payments deducted at £75.07 per month over 12 months.

IRESA	=	Income-Related Employment and Support Allowance
HB	=	Housing Benefit
CTS	=	Council Tax Support
UC	=	Universal Credit

REPORT TO: SCRUTINY COMMITTEE

DATE: 13 MARCH 2018

TITLE: REVIEW OF SPORT IN HARLOW – FINAL REPORT

LEAD OFFICER: JANE GREER, HEAD OF COMMUNITY WELLBEING (01279) 446406

CONTRIBUTING OFFICERS: MAUREEN PEARMAN, COMMUNITY, LEISURE AND CULTURAL SERVICES MANAGER (01279) 446095

CHRIS PURVIS, SPORTS AND LEISURE POLICY AND DEVELOPMENT OFFICER (01279) 446435

RECOMMENDED that:

- A** The Committee notes the findings of the additional information on sport and physical activity participation rates.
- B** The Committee notes the findings of the sport and physical activity surveys as detailed within this report.
- C** The Committee recommends to Cabinet that the Action Plan, attached as Appendix A, is approved.
- D** The Committee recommends to Cabinet that the Council should adopt a target of 0.5 percent per year participation rate increase in sport and physical activity. Active Lives data should be used as the tool by which this is measured.

BACKGROUND

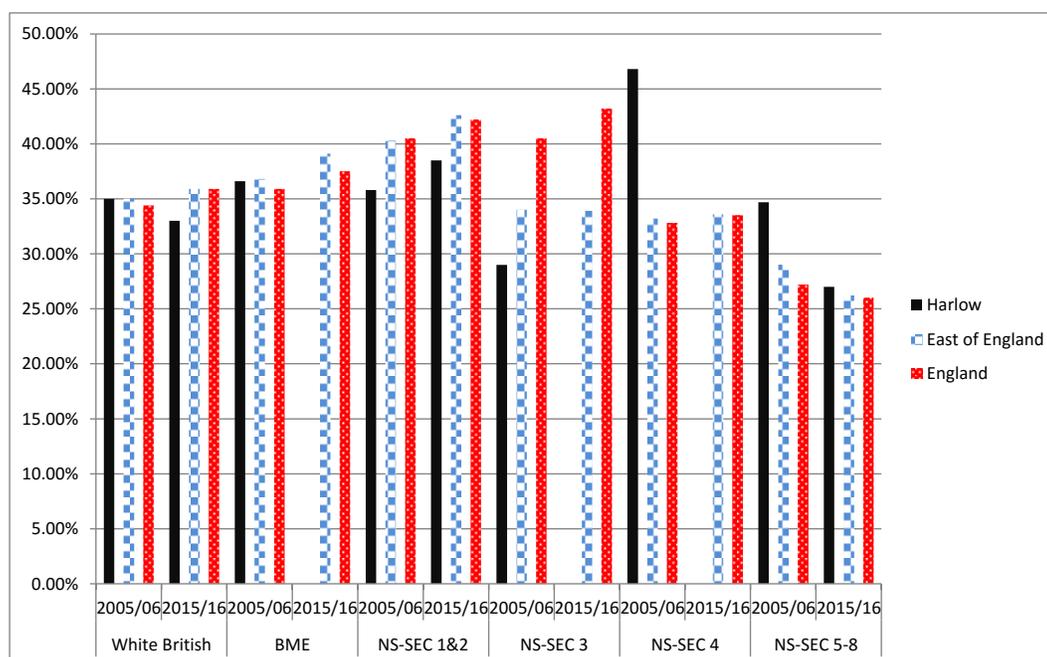
1. On 5 September 2017, the Scrutiny Committee agreed to conduct a review of sport in Harlow.
2. An interim report was presented to Scrutiny Committee on 6 February 2018. Progress to date was noted and the committee requested:
 - a) Information on Black and Minority Ethnic (BME) participation in sport and physical activity in Harlow.

- b) Information on socio-economic factors relating to participation in sport and physical activity.
3. The Council supports sport and physical activity by employing a Sports and Leisure Policy and Development Officer. This post administers Active Harlow, the Community Sport and Physical Activity Network and supports organisations delivering opportunities for people to be physically active in Harlow. The post also leads capital projects to develop facilities offering sports and leisure opportunities for residents and advocates the strategic case for sport and physical activity being a priority.
4. Physical activity is a priority of the Harlow Health and Wellbeing Partnership Board. However, there is a limited amount of funding available for sport and physical activity interventions from the Public Health Improvement Grant. The Council does not have a budget allocation specifically for sport and physical activity. All development work is externally funded. No additional resources are available at present. Opportunities to access external funding and adopt a partnership approach will be monitored.
5. In 2016 the Council undertook a piece of work with Sport England, the Chief Culture and Leisure Officers Association (CLOA) and Active Essex to improve the strategic position of Active Harlow. An outstanding item from the action plan the work produced was “Organise an event to build and develop relationships with Primary and Secondary Care”. This event was planned but cancelled due to lack of support from Primary and Secondary Care.
6. In 2014, the Council and other partners of Active Harlow developed a referral project to focus on the areas of Harlow that have the highest level of health inequality and low levels of female participation. The project was not delivered because local funding could not be secured to support a larger bid to Sport England.

FINDINGS

7. Active People Survey (APS) data demonstrates that between 2005/06 and 2015/2016 that adult (16+) participation (at least once a week) declined slightly in Harlow. In contrast to this, participation increased slightly across the East of England and England. However, adult (16+) participation in sport and active recreation (formerly NI8 and calculated 3 x 30 minutes per week) in Harlow increased at a greater rate than it did across the East of England and England. 2015/16 (APS9/10) demonstrates an increase of 1.4 percent in Harlow since APS1 in 2005/06. The Active People Survey was replaced by Active Lives in 2017. The next results will be available 22 March 2018.
8. The chart below uses Active People Survey data from the time period

2005/06 to 2015/16 to demonstrate participation trends relating to population groups that committee requested further information on at Scrutiny Committee held 6 February 2018:



9. The chart demonstrates that in 2005/2006 Black and Minority Ethnic (BME) participation at least once per week was 36.6 percent. This was higher than the White British participation rate of 35.0 percent in Harlow. Due to a smaller sample size there is no comparative figure available for BME participation in 2015/16. However, due to only small percentage decreases for the whole population within Harlow and small percentage increases across the East of England and England, it would be a fair assumption that there will have been no significant changes in participation amongst BME communities within Harlow.
10. In 2005/06 adult (16+) residents in socio-economic groups 1 and 2 had a participation rate of 35.8 percent. This increased to 38.5 percent in 2015/16. In contrast, adult residents in the lowest socio-economic groups 4 and 5 had a participation rate of 34.7 percent but this declined to 27 percent in 2015/16. Adult residents in socio-economic group 3 had a participation rate of 29.9 percent and residents in socio-economic group 4 had the highest participation rate at 46.8 percent. Due to smaller sample sizes there is no comparable data available from 2015/16.
11. In 2005/06 adult (16+) residents with a disability had a participation rate of 20.03 percent. This was higher than the rates for the East of England (15.9 percent) and England (15.3 percent). Whilst no comparable 2015/16 data is available due to sample sizes the trend for disabled participation across East of England and England was that of a slight increase so a similar situation

could be assumed in Harlow.

12. As residents get older they are less likely to participate in sport and physical activity. This is in line with regional and national trends.
13. A summary of the findings from the sport and physical survey of for Harlow residents is below:
 - a) 129 residents responded to the survey.
 - b) The survey was completed online using Survey Monkey. The survey was promoted by the Council via the website, press release, social media and Weekly Information Sheet. The survey was also promoted by the Active Harlow Twitter account, direct to the Active Harlow Network and the Health and Wellbeing Partnership Board and it's sub-groups amongst other networks.
 - c) 94.57 percent of residents stated that physical and mental wellbeing was either important or very important to them.
 - d) 84.5 percent of respondents stated sport and physical activity was either important or very important to them.
 - e) The top 3 reasons why respondents participate in sport and physical activity are health and wellbeing (72.09 percent), fitness (68.22 percent) and enjoyment (53.49 percent). Social reasons and to challenge myself were the next most popular responses.
 - f) Cost was the most common barrier with 66.67 percent of respondents citing it as a barrier to them being more active. Lack of time (52.71 percent) was the next most prevalent response followed by current fitness level (29.46 percent), not aware of what is available (22.48 percent), childcare (16.28 percent), nobody to go with (13.95 percent), I'm not confident enough when doing physical activity and I don't want to be more active than I currently am being the next most prevalent responses at 10.08 percent.
 - g) Low cost activities (64.8 percent) were reported to be the top factor that would encourage respondents to do more sport and physical activity. This was followed by free activities (42.4 percent), taster sessions/open days (38.4 percent), increased awareness (36 percent), activities that focus on health and wellbeing (35.2 percent) and Increased social opportunities (17.6 percent).
 - h) The most popular locations for respondents to exercise were sports centre or gym (67.44 percent), green spaces other than the Town Park

(41.09 percent), the Town Park (37.98 percent), neighbourhood community centre (32.56 percent), workplace (24.03 percent), educational facility (30.16 percent) and River Stort (17.83 percent).

- i) The most popular time for respondents to exercise was between 6pm and 10pm (45.74 percent) followed by 9am to 12 noon (27.13 percent). Wednesday was the most popular day of the week but there was no large difference between the days.
- j) The most preferable length of time respondents wanted to be active for per session was 30 minutes to 60 minutes (58.14 percent) followed by 60 minutes to 90 minutes (27.91 percent).
- k) The most common maximum amount people were willing to pay per session was reported to be £5 (28.84 percent). The next most common maximum amount per session was £3 (20.93 percent). 15.5 percent were willing to pay more than £5.
- l) Survey respondents were quite active. 35.66 percent met the recommended 150 minutes per week. Only 1.55 percent did less than 30 minutes per week (Chief Medical Officer's definition of being inactive).
- m) The most popular sports and activities amongst respondents included walking (66.67 percent), keep fit and gym (36.59 percent), exercise, movement and dance (21.14 percent), athletics (17.89 percent), swimming (15.45 percent) and cycling (13.01 percent).
- n) 78.29 percent of respondents reported wanting to do more activity with 31.01 percent of respondents want to be active three times per week and 50.39 percent wanted to achieve the recommended level of 150 minutes or more.
- o) The majority of respondents find information relating to opportunities to be physically active through word of mouth (52.71 percent). Facebook (44.19 percent) was the next most prevalent response followed by search engine (29.56 percent) and council website (20.93 percent).
- p) An open ended 'any other comments' question raised issues such as:
 - Some facilities are perceived to be too expensive.
 - Some sports clubs struggle to get sufficient access to facilities.
 - Some facilities are of good quality but others such as cycle tracks could be maintained better.
 - Some niche sports are not catered for in Harlow.
 - There is a perception that activities are not well promoted.
 - Interventions such as parkrun have attracted new people to

exercise.

- A demand for inclusive school holiday programmes.
- A demand for activities for older residents.
- Physical activity could be built into lifestyles where possible.
- More investment into local groups is desired.

14. A summary of the findings from the survey of sports clubs and organisations providing opportunities for residents to be physically active in Harlow is below:

- a) 61 clubs and organisations delivering opportunities for residents to be physically active responded.
- b) The survey was completed online using Survey Monkey. The survey was promoted by Harlow Council via the website, press release, social media and Weekly Information Sheet. The survey was also promoted by the Active Harlow Twitter account, direct to the Active Harlow Network and the Health and Wellbeing Partnership Board and it's sub-groups amongst other networks.
- c) The majority (59.02 percent) of responding organisations classified themselves as being a sports club. 59.02 percent of respondents were also affiliated to a National Governing Body of Sport. The most typical classification of the organisation responding was a 'non-profit members club with a constitution and committee, typically managed by volunteers of respondents (40.91 percent). Respondents delivered approximately 70 different activities or variants of the same activity.
- d) The majority of respondents (63.64 percent) reported that their organisation has been operating for 10 years or more. Fewer than 10 percent of respondents reported being operational for less than three years.
- e) The majority of respondents reported providing opportunities for a wide section of the community:
 - 95.45 percent of respondents reported providing opportunities for both males and females.
 - 84.09 percent of respondents reported providing opportunities children and adults.
 - 81.92 percent of respondents reported providing opportunities for both disabled and non-disabled people.
- f) The majority of respondents operate in venues that they hire (43.19 percent) with 22.73 percent providing opportunities in a leased venue and 20.45 percent providing opportunities in a venue that they own.

g) The majority of organisations fund their activities through fees to participants:

- Membership fees (75 percent)
- Weekly fees (36.6 percent)
- Match fees (27.27 percent)

Other ways that organisations are funding their activities are:

- Fundraising activities (43.18 percent)
- Grants (25 percent)
- Charitable donations (20.45 percent)

h) 50 percent responding organisation relied on more than 10 volunteers.

i) Word of mouth and their own website were the most common single response detailing how organisations promote their activities (both 90.02 percent). Facebook (84.09 percent) was the most common social media response. 22.73 percent of respondents use the Get Active Finder on the Active Essex Website.

j) Financial Resources are the most prevalent (65.91 percent) challenge faced by respondents over the next three years. This was followed by access to grant funding and loss of members (both 45.45 percent), access to facilities (36.36 percent), growth of organisation (31.82 percent), lack of volunteers (29.55 percent) and skills gap (18.18 percent).

k) The top priority for respondents over the next three years was to gain more members (56.82 percent). This was followed by access to grant funding for specific projects (43.18 percent), increase financial resources (40.91 percent), secure facilities (27.27 percent), workforce development, recruiting more volunteers, improved facilities (all at 25 percent) and offer more to current members (22.73 percent). 18.18 percent of respondents reported that to survive was a priority.

l) The majority (72.73 percent) of respondents reported sport specific coaching qualifications were the top training need to help them achieve their goals. A combination of club development workshops was next (47.73 percent) and 36.36 percent of respondents reporting safeguarding training is a need.

m) Respondents requested support in the form of funding (72.73 percent), networking opportunities and assistance to access facilities (both 38.64 percent), increased organisation profile (36.36 percent) and assistance to improve facilities (25 percent) would help them

achieve their goals. 11.36% reported needing advice.

- n) 35 organisations wanted to be included on a database that could be used to share information about opportunities relating to sports and physical activity development in Harlow.
- o) 41 organisations want to receive invitations to Active Harlow network meetings.
- p) A wide range of suggestions were provided as to the functions that Active Harlow could undertake in its role as Community Sports and Physical Activity Network.

CONCLUSION

- 13 This report has taken into account nationally collated data sets and information as well as local research. Based upon the data and findings an action plan has been developed and is available in Appendix A. A series of recommendations and reasons for the Committee to consider are included at the beginning of the report.

IMPLICATIONS

Place (includes Sustainability)

None specific.

Author: **Graeme Bloomer, Head of Place**

Finance (Includes ICT)

The delivery of the action plan will have no direct financial implications for the Council, any expenditure required will be contained within the approved 2018/19 budgets or will be financed through external grants and/or contributions.

Author: **Simon Freeman, Head of Finance**

Housing

None specific.

Author: **Andrew Murray, Head of Housing**

Community Wellbeing (includes Equalities and Social Inclusion)

The review of sport will help inform the work of the health and wellbeing board and its sub-groups. It has also highlighted some of the inequalities that could potentially be addressed.

Author: **Jane Greer, Head of Community Wellbeing**

Governance (includes HR)

The Council has no statutory duty to convene a Health and Wellbeing Board, however there is no statutory provision preventing the Council convening such a board or committee to outwardly scrutinise and suggest recommendations where it can to support the wider Public Health initiative.

The information gathered is purely statistical or factual in nature, I am aware that the survey forms had appropriate privacy notices to enable the data subject to be aware of their rights. Further that only statistical information will be retained, sharing of information with other organisations that does not contain personal information falls outside the current Data Protection legislation and the General Data Protection Regulation (GDPR) 2016/679.

In analysing the data and identifying where inequalities may lie the Council in looking to support the inclusion of those with protected characteristics will be giving due regard to the public sector equality duty under the Equalities Act 2010.

Author: **Amanda Julian, Legal Services Manager**

Appendices

Appendix A – Action Plan

Appendix B – Harlow Sport and Physical Activity Participation Survey 2018

Appendix C – Harlow Sport and Physical Activity Club and Organisation Survey 2018

Background Papers

UK Chief medical Officer physical activity benefits for adults and older adults

UK Chief medical Officer physical activity benefits for children and young people (5-18 years).

UK Chief medical Officer physical activity benefits for early years (birth to 5 years)

Active Essex Changing 1 Million Lives Strategy

The European Sports Charter

World Health Organisation Physical Activity Factsheet February 2017

Public Health England: Health matters, getting every adult active every day.

Department for Digital, Culture, Media & Sport, Sporting Future: A New Strategy for an Active Nation

HM Government, Sporting Future: First Annual Report

Harlow Council: Working Together for Harlow Corporate Plan 2017/18 - 2019/20

http://www.ukactive.com/downloads/managed/Physical_Activity_and_Health_-_Final_Version.pdf

Sport England: Partnering Local Government in Harlow.

Local Sport Profile for Harlow

Interim Review of Sport in Harlow report, Scrutiny Committee 6 February.
Active People Survey: time period 2005-2006 to 2015/2016
Sport and physical activity surveys

Glossary of terms/abbreviations used

SMART – Specific Measureable Achievable Realistic Target.

BME – Black Minority Ethnic Groups.

NS-SEC – National Statistics Socio-economic classification:

- 1 Higher managerial and professional occupations
- 2 Lower managerial and professional occupations
- 3 Intermediate occupations (clerical, sales, service)
- 4 Small employers and own account workers
- 5 Lower supervisory and technical occupations
- 6 Semi-routine occupations
- 7 Routine occupations
- 8 Never worked or long-term unemployed.

APPENDIX A

ACTION PLAN

	Action	Outcome	Responsibility	Timescale
1.	The Council develops an overarching statement of intent which helps to deliver the authority's aims and objectives within the Corporate Plan, encapsulates actions from this report, the emerging Playing Pitch Study and Built Facilities Study and Health and Well-being Strategy. The overarching document will support the Local Plan and Town Centre Area Action Plan.	This will provide evidence that can be used within the Local Plan. It will enable developed contributions to be sought that can have a positive impact on sport and physical activity provision. It will also provide strategic guidance, policy and operational direction and actions to the delivery of services that influence sport and physical activity provision.	Harlow Council	March 2019
2.	Commission a minimum of 1 sport and physical intervention annually per Health and Wellbeing Partnership Board sub-group that aims to address barriers to sport as identified in the Scrutiny Review of Sport Report.	Residents will find it easier to access opportunities for them to participate in sport and physical activity.	Health and Wellbeing Board Active Harlow	Annually.
3.	Open a Facebook account for Active Harlow and to promote opportunities for residents to be physically active.	Residents will have a greater understanding and awareness of the opportunities for them to be physically active within Harlow.	Harlow Council Active Harlow	Ongoing.
4.	Share statistical and facility specific findings from the sport and physical activity surveys with facility operators that they relate to. No personal or contact details will be shared.	Facility operators will have enhanced knowledge about how they are perceived by customers and potential customers.	Harlow Council	April 2018.
5.	Organise a programme of workshops	Organisations delivering opportunities for	Harlow Council	One workshop per

	<p>for clubs and organisations to address issues identified in the sports clubs and organisations survey:</p> <ul style="list-style-type: none"> Social media, funding, managing finances, club management, safeguarding etc. 	<p>residents to be physically active in Harlow will be better equipped to deliver quality environments for residents to be active in and potentially offer more opportunities for residents to be active.</p>	Active Harlow	quarter to be delivered annually.
6.	<p>Promote the Get Active Finder and Livewell tools and website as a means for organisations to raise their profile.</p>	<p>Residents will find it easier to find opportunities to be active and organisations delivering opportunities will have an enhanced profile.</p>	Harlow Council	May 2018.
7.	<p>Volunteer Centre Harlow to be invited to be a member of Active Harlow.</p> <p>Active Harlow to work in partnership with the Be Well, Work Well sub-group of the Health and Wellbeing Partnership Board to develop the time credits proposal that could be delivered in Harlow.</p>	<p>Sports clubs and organisations will have a better understanding as to how they can effectively recruit and retain volunteers.</p> <p>Sports clubs and organisations offering opportunities to be physically active will be able to offer activities in exchange for credits and will also benefit from an increase in volunteers to support their activities.</p>	Active Harlow	May 2018.
8.	<p>Produce a 'how to guide' on attracting residents into clubs, organisations and activities using information from the surveys and publically available insight from Sport England.</p>	<p>Organisations providing opportunities for residents to be physically active will have a better understanding as to how they can attract residents to their opportunities.</p>	Harlow Council	March 2019.
9.	<p>Advocate Harlow as a destination for National Governing Bodies of Sport (NGBs) and similar organisations to deliver sport specific coaching qualification opportunities.</p>	<p>NGBs offering opportunities in Harlow will result in more Harlow clubs and organisations undertaking sport specific coaching qualifications which will enhance the participant experience for residents.</p>	Harlow Council Active Harlow	At least one course per quarter to be delivered annually from June 2018.

10.	Share statistics and findings from the sport and physical activity surveys with Active Harlow. No personal or contact details will be shared.	This will enable the network to have a clear focus and function.	Harlow Council Active Harlow	May 2018.
11.	Develop Active Harlow to include a Sports Club Forum and events that celebrate the community such as Harlow Sports Awards.	This will provide networking opportunities for sports clubs and organisations within Harlow. It will also increase the profile of sport and physical activity within Harlow.	Active Harlow Harlow Council	At least 2 networking events to be held annually.
12.	Use the Health and Wellbeing Partnership Board to organise an event that champions the benefits of physical activity to Primary and Secondary care.	This will increase the knowledge and understanding of the benefits of physical activity amongst the Primary and Secondary Care sector in Harlow. It may also influence the commissioning of preventative and rehabilitative services in the future.	Harlow Health and Wellbeing Partnership Board	March 2019.
13.	Use the Health and Wellbeing Partnership Board to assess opportunities for a GP referral scheme to be developed and delivered that will target communities whose health could be improved by physical activity interventions. External funding will be required to deliver this work.	If successful it will enable funds to be sourced to deliver a GP referral scheme that can target specific communities in Harlow. This will improve the health and wellbeing of the beneficiaries and has the potential to be hosted by a partner organisation.	Harlow Health and Wellbeing Partnership Board	March 2019.
14.	The Council approach Public Health England to discuss the delivery of a campaign/project focusing on improving the health and wellbeing of Harlow residents through physical activity.	If partnership working is possible it will enable a high profile campaign/project to be delivered. A partnership between the Council and Public Health England would have sufficient credibility to encourage behaviour change.	Harlow Council	June 2018

15.	Adopt a target of 0.5% per year participation rate increase in sport and physical activity.	This will provide the Council with an aspirational yet achievable target by which to increase participation in sport and physical activity.	Harlow Council	Annually.

APPENDIX B: Harlow Sport and Physical Activity Participation Survey 2018

Introduction

Harlow Council would like to invite you to take part in the following survey. You are not obliged to complete the survey.

This an exercise to assist Harlow Council to gather data that will inform the work of the Harlow Health and Wellbeing Partnership Board and its subgroups along with Active Harlow who are the Community Sport and Physical Activity Network. This will help us in our joint commitment towards addressing health and wellbeing inequalities and increasing the number of residents who participate in sport or physical activity.

For the purpose of this survey and the Council's approach to sport and physical activity the definitions provided by the European Sports Charter and World Health Organisation will be used to give context.

The European Sports Charter defines 'Sport' as being all forms of physical activity which, through casual or organised participation, aim at expressing or improving physical fitness and mental well-being, forming social relationships or obtaining results in competition at all levels.

The World Health Organisation (WHO) defines physical activity as any bodily movement produced by skeletal muscles that requires energy expenditure – including activities undertaken while working, playing, carrying out household chores, travelling, and engaging in recreational pursuits.

All completed surveys will be entered into a prize draw to win Decathlon gift vouchers. There is 1 x £50 and 2 x £25 gift cards courtesy of Decathlon and Harlow Council.

The deadline to complete surveys is 23.59 on 19 February 2018. Winners of the vouchers will be notified before 31 March 2018.

1. How important is physical and mental wellbeing to you?

- Not important at all Slightly important important
 Very important

2. How important is sport and physical activity to you?

- Not important at all
- Slightly important
- Important
- Very important

3. What are the top 3 reasons why you participate in sport or physical activity?

- Fitness
- Enjoyment
- Health and Wellbeing
- Social reasons
- To challenge myself
- To compete
- To develop new skills
- To look good
- I do not currently participate in sport or physical activity

Other (please specify)

4. What are the barriers preventing you from exercising or being more active than you currently are?

- | | |
|---|---|
| <input type="checkbox"/> Cost | <input type="checkbox"/> I don't need to |
| <input type="checkbox"/> Childcare | <input type="checkbox"/> I wouldn't enjoy it |
| <input type="checkbox"/> Not aware of what is available | <input type="checkbox"/> I'm not confident when doing physical activity |
| <input type="checkbox"/> Nobody to go with | <input type="checkbox"/> I'm not interested |
| <input type="checkbox"/> Current fitness level | <input type="checkbox"/> It's boring |
| <input type="checkbox"/> Lack of available time | <input type="checkbox"/> I do not want to be anymore active than I currently am |

Other (please specify)

5. In a typical week, how many minutes of physical activity (e.g. walking, team sports, swimming, dancing, gym, fitness classes, yoga, cycling) or sport do you do?

- 0 minutes
- 0 to 30 minutes
- 30 to 60 minutes
- 60 to 90 minutes
- 90 to 120 minutes
- 120 to 150 minutes
- 150 minutes or more
- Other (please specify)

6. Please list (if any) what activity you currently participate in regularly? (Please select all that apply).

- Walking
- Keep fit and gym
- Exercise, movement and dance
- Football
- Swimming
- Athletics (including running and jogging)
- Cycling
- Golf
- Tennis
- Badminton
- Bowls
- Netball

Other (please specify)

7. Where do you go to find information about what opportunities there are to be physically active in Harlow?

- Facebook
- Instagram
- Twitter
- Youtube
- Harlow Council website
- Active Essex website (Get Active Finder)
- Harlow Star (newspaper)
- Harlow Star (website)
- Your Harlow
- Harlow Times (Council publication)
- Word of mouth
- Local Radio Search
- Engine Other
- (please state)

8. Would you like to exercise more often?

- Yes
- No
- Don't Know

9. What would encourage you to do more sport or physical activity/activities? (Please select all that apply).

- Nothing
- Low cost activities
- Free activities
- Activities focused on improving health and wellbeing
- Increased social opportunities
- Taster sessions/open days
- Increased awareness of opportunities in Harlow

Other (please state: including any activities you are interested in that are not currently provided in Harlow).

10. How often would you like to exercise per week?

- Zero times per week
- Once per week
- Twice per week
- Three times per week
- Four times per week
- Five times per week
- Six times per week
- Seven or more times per week

11. How many minutes would you like to be physically active for per week?

- 0 minutes
- 0 to 30 minutes
- 30 to 60 minutes
- 60 to 90 minutes
- 90 to 120 minutes
- 120 to 150 minutes
- 150 minutes or more

12. What would be the ideal location for you to exercise?

- Sports Centre or gym
- Town Park
- Workplace
- Educational facility
- Neighbourhood Community Centre
- Green space other than the Town Park
- River Stort

Other or specific location (please state)

13. What would be the most ideal time of day for you to take part in exercise sessions?

- | | |
|---|---|
| <input checked="" type="radio"/> 6am - 9am | <input checked="" type="radio"/> 3pm - 6pm |
| <input checked="" type="radio"/> 9am - 12noon | <input checked="" type="radio"/> 6pm - 10pm |
| <input checked="" type="radio"/> 12noon - 2pm | <input type="radio"/> 10pm - 6am |
| <input type="radio"/> 2pm - 3pm | |

14. Are there preferable days of the week for you to exercise?

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

15. What is the optimum length of time you would like to be active for per session?

- | | |
|---|--|
| <input checked="" type="radio"/> 1 to 10 minutes | <input checked="" type="radio"/> 60 to 90 minutes |
| <input checked="" type="radio"/> 10 to 30 minutes | <input checked="" type="radio"/> 90 minutes to 120 minutes |
| <input type="radio"/> 30 to 60 minutes | <input type="radio"/> 120 minutes or more |

16. Is there a sport or physical activity you would like to participate in, that is not currently available in Harlow?

(1 answer per line)

17. What is the maximum you are willing to pay per physical activity or sports session?

- | | |
|-------------------------------------|---|
| <input checked="" type="radio"/> £1 | <input checked="" type="radio"/> £5 |
| <input checked="" type="radio"/> £2 | <input checked="" type="radio"/> £6 |
| <input checked="" type="radio"/> £3 | <input checked="" type="radio"/> £7 or more |
| <input type="radio"/> £4 | |

18. If you have any other comments relating to sport and physical activity that you have not had the opportunity to make clear in this survey then please state them here

19. Please provide a contact name, phone number and email address to be eligible to win one of the Decathlon Vouchers. Winners will be notified by 31 March 2018. All contact details will be deleted by 31 March 2018. You are not obliged to complete this question.

Contact name

Email Address

Phone Number

APPENDIX C: Harlow Sport and Physical Activity Club and Organisation Survey 2018

Introduction

Harlow Council would like to invite your organisation to take part in the following survey. Your organisation is not obliged to complete the survey.

This an exercise to assist Harlow Council to gather data that will inform the work of the Harlow Health and Wellbeing Partnership Board and its subgroups along with Active Harlow who are the Community Sport and Physical Activity Network. This will help us in our joint commitment towards addressing health and wellbeing inequalities and increasing the number of residents who lead physically active lifestyles.

All completed surveys will be entered into a prize draw to win Decathlon gift vouchers. There is 1 x £50 and 2 x £25 gift cards courtesy of Decathlon and Harlow Council.

The deadline to complete surveys is 23.59 on 19 February 2018. Winners of the vouchers will be notified before 31 March 2018.

1. What is the name of your organisation?

2. How would you classify your organisation?

Sports Club

Community Organisation

Gym/Fitness Centre/Sports Centre

Personal Trainer

Other (please specify)

3. What sport or physical activity opportunities does your organisation provide?

1
2
3
4
5
6
7
8

[Eight empty rectangular boxes for listing sport or physical activity opportunities]

4. Is your organisation affiliated to a National Governing Body of Sport?

- Yes (go to question 5)
- No (go to question 6)
- Don't know (go to question 6)

5. Please state the National Governing Body of Sport that your organisation is affiliated to?

[Empty rectangular box for stating the National Governing Body of Sport]

6. Approximately, how many years has your organisation been operating?

- Less than 1 year
- 1 to 3 years
- 3 to 5 years
- 5 to 10 years
- 10 years or more
- Don't know

7. What best describes your organisation? Please select 3 options

- We provide opportunities for males and females
- We provide opportunities for males only
- We provide opportunities for females only
- We provide opportunities for children and adults
- We provide opportunities for adults only
- We provide opportunities for children only
- We provide opportunities for both disabled and non-disabled people
- We provide opportunities specifically for people with disabilities
- We do not provide opportunities for people with a disability

8. Where do your organisation's activities mainly take place?

- In a facility we own
- In a facility we partially own
- In a facility we lease
- Other (please specify)
- In a hired facility
- In a public place

9. How does your organisation fund its activities? (Please select all that apply).

- Membership fees
- Weekly fees
- Match fees
- Grant fees
- Charitable donations
- Fundraising activities

Other (please specify)

10. Which of the following best describes your club?

- | | |
|--|--|
| <input type="checkbox"/> Non-profit members club with a constitution and committee, typically managed by volunteers | <input type="checkbox"/> Community Interest Company |
| <input type="checkbox"/> Non-profit members club that operates like a business with surplus funds being reinvested in the club | <input type="checkbox"/> Registered Charity |
| <input type="checkbox"/> Incorporated as a Limited Company (by shares) | <input type="checkbox"/> Registered Community Amateur Sports Club (CASC) |
| <input type="checkbox"/> Incorporated as a Limited Company (by guarantee) | <input type="checkbox"/> A group of people with a shared interest who meet regularly |
| <input type="checkbox"/> Other (please specify) | |

11. How many volunteers does your organisation rely on?

- zero
- 1 to 5
- 6 to 10
- More than 10

12. How do you currently market your organisation's opportunities to Harlow residents

- | | |
|---|--|
| <input type="checkbox"/> Website | <input type="checkbox"/> Active Essex (Get Active Finder) |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Local media paid advertising (please state the company) |
| <input type="checkbox"/> Twitter | <input type="checkbox"/> Local media editorial and press releases (please state the company) |
| <input type="checkbox"/> Instagram | <input type="checkbox"/> Posters/flyers |
| <input type="checkbox"/> Youtube | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Other (please specify) | |

13. What are the top 3 challenges facing your organisation over the next 3 years?

☐☐☐	Loss of members
☐☐☐	Access to facilities
☐☐☐	Financial resources
☐☐☐	Growth of organisation
☐☐☐	Lack of volunteers
☐☐☐	Skills gap in the workforce (including volunteers)
☐☐☐	Accessing grant funding

14. What are the top 3 priorities for your organisation over the next 12 months?

☐☐☐	To survive
☐☐☐	Gain more members
☐☐☐	Offer more activities to current members
☐☐☐	Improve facilities
☐☐☐	Secure facilities
☐☐☐	Increase financial resources
☐☐☐	Access grant funding for specific projects
☐☐☐	Workforce (including volunteer) development
☐☐☐	Recruit more volunteers

15. What are the top 3 priorities for your Organisation over a 5 year period?

<input type="checkbox"/>	<input type="text"/>	To survive
<input type="checkbox"/>	<input type="text"/>	Gain more members
<input type="checkbox"/>	<input type="text"/>	Offer more activities to current members
<input type="checkbox"/>	<input type="text"/>	Improve facilities
<input type="checkbox"/>	<input type="text"/>	Secure facilities
<input type="checkbox"/>	<input type="text"/>	Increase financial resources
<input type="checkbox"/>	<input type="text"/>	Access grant funding for specific projects
<input type="checkbox"/>	<input type="text"/>	Workforce (including volunteer) development
<input type="checkbox"/>	<input type="text"/>	Recruit more volunteers

16. What training does your organisation require to help achieve its goals? (Please select all that apply)

- None
- Sport specific coaching qualifications
- Club development workshops (finance, incorporation, volunteers, marketing, funding etc.)
- Safeguarding

Anything specific not listed (please state)

17. Does your organisation require any other support to help achieve its goals? (Please select all that apply)

- None
- Funding
- Advice
- Networking opportunities
- Increased organisation profile
- Assistance to improve facilities
- Assistance to secure access to facilities

Other (please specify)

18. Please list up to 5 functions that Active Harlow could undertake in its role as the Community Sport and Physical Activity Network for Harlow that would benefit your organisation and help increase participation in sport and physical activity levels of Harlow residents.

(1 answer per line)

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>
5	<input type="text"/>

19. If your organisation has any other comments relating to sport and physical activity that it has not had the opportunity to make clear in this survey then please state them here

20. Please provide a contact phone number and email address for your organisation to be eligible to win one of the Decathlon Vouchers. Your organisation is not obliged to answer this question.

Organisation's email address

Organisation's phone number

21. Would your organisation be interested in being part of Active Harlow's network meetings for organisations delivering opportunities for residents to lead healthy and physically active lifestyles?

Yes

No

22. Please complete the following section if your organisation wants the Council to include your organisation's contact details on a database that will be used to occasionally share information about opportunities relating to sports and physical activity development in Harlow. This may include but is not limited to training, networking, workshops and funding. The Council will keep your organisation's contact details on the database for a period up to 1 year from the date of receipt of the completed survey.

Your organisation does not have to complete this question.

Name

Company

Address

Address 2

City/Town

County

ZIP/Postal Code

Country

Email Address

Phone Number

THE PURPOSE AND OBJECTIVE OF THE REVIEW

4. The purpose of the review was to address concerns about the standard of the environment works carried out by HTS across the Town. These works are linked to the Council corporate priority, a Clean and Green Environment.
5. A key objective of the review was the development of an improvement plan to address the following operational areas within Grounds Maintenance and Street Scene:
 - a) Identify 'quick wins' to show progress on issues recognised as affecting the satisfaction/perception of HTS, such as grass cutting and tall grass/weeds around obstacles.
 - b) A 'clean-up' programme to commence from 1 April 2018, or earlier, sufficient to make a visible impact on tired looking neighbourhoods including, what is practicable and the costs.
 - c) Examine how to make the management information for the environmental services more cost effective and transparent (e.g. using technology such as GIS, route optimisation software and vehicle tracking).
 - d) Examine how co-ordinating Grounds Maintenance and Street Scene Services can contribute to points a, b and c above.
 - e) Review the KPI, standards and frequency for Landscape Maintenance.
 - f) Identify any works not covered by the Annual Service Charge (ASC) that could contribute to points a, b and c above.

THE APPROACH OF THE REVIEW

6. An Environment Task and Finish Group comprised of Officers from the Council and HTS was setup in the autumn of 2017 to implement the review.

THE IMPROVEMENT PLAN

7. The improvement plan set out at Appendix A commenced in January 2018. The works are split into three categories:
 - a) Quick Wins (Non-ASC Works): The responsibility of the Council via Non-Housing and funded by the County Council.
 - b) Quick Wins (ASC Works): Covered by the ASC and implemented by HTS.

- c) Additional Works (Not covered by the ASC): HTS to provide detailed reports via business cases on how the works will be delivered, the costs, the timescales for completion and the impact on the services.

The business cases will be reviewed in accordance with the evaluation criteria set out in Schedule 2 (Business Case Methodology) of the Services Agreement.

IMPLICATIONS

Place (Includes Sustainability)

As contained within the report.

Author: Graeme Bloomer, Head of Place

Finance (Includes ICT)

The changes and improvements will be largely dealt with through external sources or within the existing contractual payments being made under the ASC. Where additional investment is required this will be considered alongside the appropriate business cases submitted to the Council by HTS (P&E) Ltd and should additional budgetary provision be required then the appropriate approvals will be sought in line with the Councils Financial Regulations.

Author: Simon Freeman, Head of Finance

Housing

As contained within the report.

Author: Andrew Murray, Head of Housing

Community Wellbeing (Includes Equalities and Social Inclusion)

Having a pleasant, clean and green environment is an important factor in determining the quality of life of individuals, as well as being an influencing factor when attracting potential new investment to the town.

Author: Jane Greer, Head of Community Wellbeing

Governance (Includes HR)

None specific.

Author: Amanda Julian, Legal Services Manager

Appendices

Appendix A – Improvement Plan for Environment Services

Background Papers

None

Glossary of terms/abbreviations used

ASC – Annual Service Charge

HLF – Heritage Lottery Fund

Appendix A

Quick Wins: Harlow Non-ASC Work			
No.	Works	Description/Outline	Responsibility/ When
1.	Cleansing of highways & roads signs and street names	The Council receives funding from Essex County Council which funds the work of the Highway Rangers. Any cleansing works will be undertaken by the Council (via the Highway Rangers) and not HTS.	Non-Housing (Highway Rangers) January – March 2018
2.	Cleansing of Roundabouts	Works to be scoped to establish: <ol style="list-style-type: none"> a) Which roundabouts will need cleansing (<i>not every roundabout has block pavers around them</i>); b) How the works will be completed i.e. jet washing or an alternative. c) Due to the proximity of the workforce to the carriageways (some of which are duelled): <ul style="list-style-type: none"> • Can the works be completed safely? • Will a traffic management scheme need to be set-up (with permits agreed by ECC) or an alternative method? 	Non-Housing (Highway Rangers) January – March 2018

Quick Wins: Annual Service Charge			
No.	Works	By When	Responsibility
1.	Main roads verges as first cut and maintain the 24-working day round	To start in 2 nd week of March 2018	HTS
2.	Split the Wave into 2 Teams	Programmed for Spring 2018	HTS
3.	<u>Weeds:</u> <ul style="list-style-type: none"> • Research chemical for weed control • Assess chemical spray around Knee Rails and Street Furniture 	Late Spring 2018	HTS
4.	Support Estate Walkabout /Inspections with an operative and vehicle equipped for a range of small cleaning/repair tasks	February 2018	Housing & HTS
5.	Investment approx. £200k in further landscape maintenance equipment over the next 3 months: <ul style="list-style-type: none"> • Telescopic 'flail arm' (the ability to cut higher up on steep banks and slopes) • Ride on Triple Mowers /Tractors 	January to March 2018	HTS
6.	Great British Spring Clean 2018 (2 – 4 March 2018)	March 2018	HDC Environment (with support from HTS)
7.	Identify, repair or refurbishment Bus shelter	January to March 2018	Non-Housing & HTS
8.	Review the programme for Ditches	January to March 2018	Non-Housing & HTS

Quick Wins: Annual Service Charge

No.	Works	By When	Responsibility
9.	Joint visit to Chelmsford to learn and compare their Environment arrangements with HTS.	Chelmsford (Jan 2018)	HTS & HDC Environment Teams
10.	Co-ordinate Grounds Maintenance & Street Scene Services Teams i.e. Potter Street & an Estate Programme. (Could align with estate inspections)	January/February 2018	HTS
11.	Review the standards, frequency (schedules) & KPIs for Landscape Maintenance & Street Scene	January to March 2018	HDC & HTS Environment Teams
12.	Review drainage maintenance programme	January to March 2018	Non-Housing, Housing & HTS
13.	Issue 'advance programme of works to prevent constant queries	Mid-March 2018	HTS
14	Increase stinging teams during growing season	Recruit form January 2018	HTS

Additional Works: Non-Annual Service Charge

No	Works	Description/Outline
1.	<p>Gateway (Entry Points) in the Town. Create and maintain gateways reflecting the Council's aspirations for Harlow. The main entry points to the Town are</p> <ul style="list-style-type: none"> • A414 – from Jn. 7 M11 Motorway • A414 – Eastwick lodge from Hertfordshire • A1184 – Sawbridgeworth (Cambridge Road) 	<p>a) Verges: grass sward, hedge lines, vegetation belts shrub planting maintain to industry good practice standards.</p> <p>b) Gateway signage: supply and install to Council's specification. Maintain and clean regularly</p> <p>c) Horticulture i.e. flower beds planters provide to Council specification and maintain to industry good practice standards</p>
2.	<p>a) Signs within Housing Estates</p> <p>b) Community Notice Boards</p>	<p>a) Identify, clean, repair replace signs still required/remove and make good signs not required within Estate Areas e.g. <i>no ball games / no parking in front garages</i></p> <p>b) Identify, clean, repaint, repair replace or remove community notices boards</p>
3.	<p>More Litter Bin capacity in Town Park</p>	<p>Double the capacity of bins in the park.</p>
4.	<p>Estate Tidy -up</p>	<p>Milwards estate used as a pilot. A joint inspection undertaken to establish and quantify the works required to refresh:</p> <p>a) Street Scene features, to include pavement/curb/knee rail/fencing/street furniture - repainting, repair, replacement, removal, as appropriate; and</p> <p>b) Landscape features - stooling, coppicing pruning, and height reduction, grubbing out and replacing with grass/hard surface as appropriate.</p>

Additional Works: Non-Annual Service Charge

No	Works	Description/Outline
5.	Grass cutting: engineer out grass and weed growth around obstacles in the sward i.e. Second Ave	a) Identify (in consultation with the Council) a highly visible and significant exemplar section of street scene; where the sward presents difficulties in maintaining an acceptable appearance in accordance with the Output Specification; and b) Provide mowing strips to each obstacle so that visual amenity is maintained, and the grass can be cut using the mechanised mowers removing the future requirement for strimming or chemical spraying.
6.	Standards for Town Park	To ensure the grant conditions of HLF and the requirements of the Green Flag Award are met. The following additional works have been identified to enhance the works covered by the ASC: <ul style="list-style-type: none"> • review shrubs & borders across the Park • paths • removal of ivy • water courses & ditches • tree • hard landscapes • The Water & Walled Garden

Scrutiny Committee Work Plan 2017/18

Title	Tuesday 25 July 2017	Tuesday 5 September 2017	Tuesday 10 October 2017	Tuesday 28 November 2017	Tuesday 6 February 2018	Tuesday 13 March 2018	Tuesday 10 April 2018 <i>Special</i>
Review of Sheltered Housing (Phase 2)				Final Report			
Civic Pride and Education							
Improving the Provision of Bus Services in Harlow							Interim Report
Review of Sports in Harlow		Scoping Report			Interim Report	Final Report	
Review of Road Safety and Improving the Safety of Young Drivers			Question and Answer Session with Essex Police				
Review of Landscaping Services Provided by HTS						Report	
Review of Church Langley Fund							
Review of Universal Credit in Harlow				Scoping Report	Agreement of Questions for Interviews	Interviews with DWP and Claimants	
Transport Links in and out of Harlow <i>Delayed pending the completion of the preparation of the Local Plan including transportation evidence and input by Essex County Council</i>							
Review of Social Mobility							

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Agenda Item 11