



Welcome to the Induction for New Councillors 2 June 2014

Ann Shaw – Leader of the Council
Steven Halls - Chief Executive

Three Rivers and its Communities

- We serve all of them
- Some are council tax payers
- Some are vulnerable with no choice
- Some pay extra for a service
- Expectations steadily rising
- Comparison with the private sector re. helpful service and attitude

Councillors

- legal employers of the staff
- take policy decisions about service and expenditure levels
- represent and help individuals in their ward
- resolve conflict between individuals and between user groups

The Policy Framework (i) Vision and 'The Golden Thread'

- Three Rivers should remain a prosperous, safe and healthy place where people want and are able to live and work
- duty to promote social, environmental & economic well-being, with a new General Power of Competence (Localism Act)

The Policy Framework (ii)

The Golden Thread (cont.)

- Herts Health & Wellbeing Board and the Government's and local PIs
- Three Rivers' multi-agency Community Strategy and its themes:
 - a) Children and Young People's Wellbeing
 - b) Health and Disability
 - c) Adult Skills and Employment
 - d) Affordable Housing
 - e) Crime and Anti-Social Behaviour
 - Cross-cutting themes: Geographical areas of need and Sustainability
- Council themes and priorities over the medium term
 - Safer, Sustainable, Prosperity (and Health)
- TRDC's Annual Strategic Plan - SMART targets
 - 1) Safety and well-being
 - 2) Clean and green
 - 3) Economic opportunities
 - 4) Customer Service
- Service Plans – PIs & service targets
- Individual plans from appraisals

Policy & Resources Committee

- To set and co-ordinate all policy for itself and the service and other committees which have been delegated by Council
- To review and scrutinise the policies made or proposed to be made by the Council and to recommend appropriately to the Council
- The Leader of the Council shall chair this Committee. Lead Member for Resources is Vice-Chairman
- All the Lead Members designated as such by Council are *de facto* Members of this Committee.

Sustainable Development, Planning & Transport

Lead Member for Housing & Planning

- Social Housing Allocations & Lettings (transfers and Choice Based Lettings bids)
- Homelessness and Housing Advice
- Housing grants for improvement and adaptation
- Private Housing condition and Houses in Multiple Occupation (inc. stock condition surveys)
- Building Control
- Car Parking (provision, fines, permits)
- Development Management
- Highways
- Heritage (conservation areas, listed buildings, tree protection)
- Land Charges/Land Drainage Local Plans ie conservation areas, neighbourhood forums

Lead Member for Econ. Dev. & Sustainability

- Energy Efficiency & Beat The Killer Cold
- Economic Development
- Sustainability – promoting energy efficiency & ‘green’ matters
- Supporting public transport and cycling

General Public Services and Community Safety

Lead Member for Public Services

- Air Pollution
- Animal and Pest control
- Cemeteries and crematorium
- Food Inspection and disease control
- Health & Safety (for H&S Executive & Council staff/contractors)
- Noise Pollution
- Community Toilets Scheme
- Refuse collection and recycling
- Street Cleaning and litter bin emptying (inc. grass verges)
- Travellers (incursions and management of traveller sites)

Lead Member for Community Safety

Community Safety includes duty

- To review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions;
- To make reports or recommendations to the Council with respect to the discharge of those functions;
- To co-opt members from the Responsible Authorities (The Community Safety Partnership) should it wish to when reviewing certain projects/decisions.

Leisure, Wellbeing and Health

Lead Member for Health

- HCC Health & Wellbeing Strategy
- Health & social care provision and access
- Public Health Strategy

Lead Member for Leisure, Community & Wellbeing

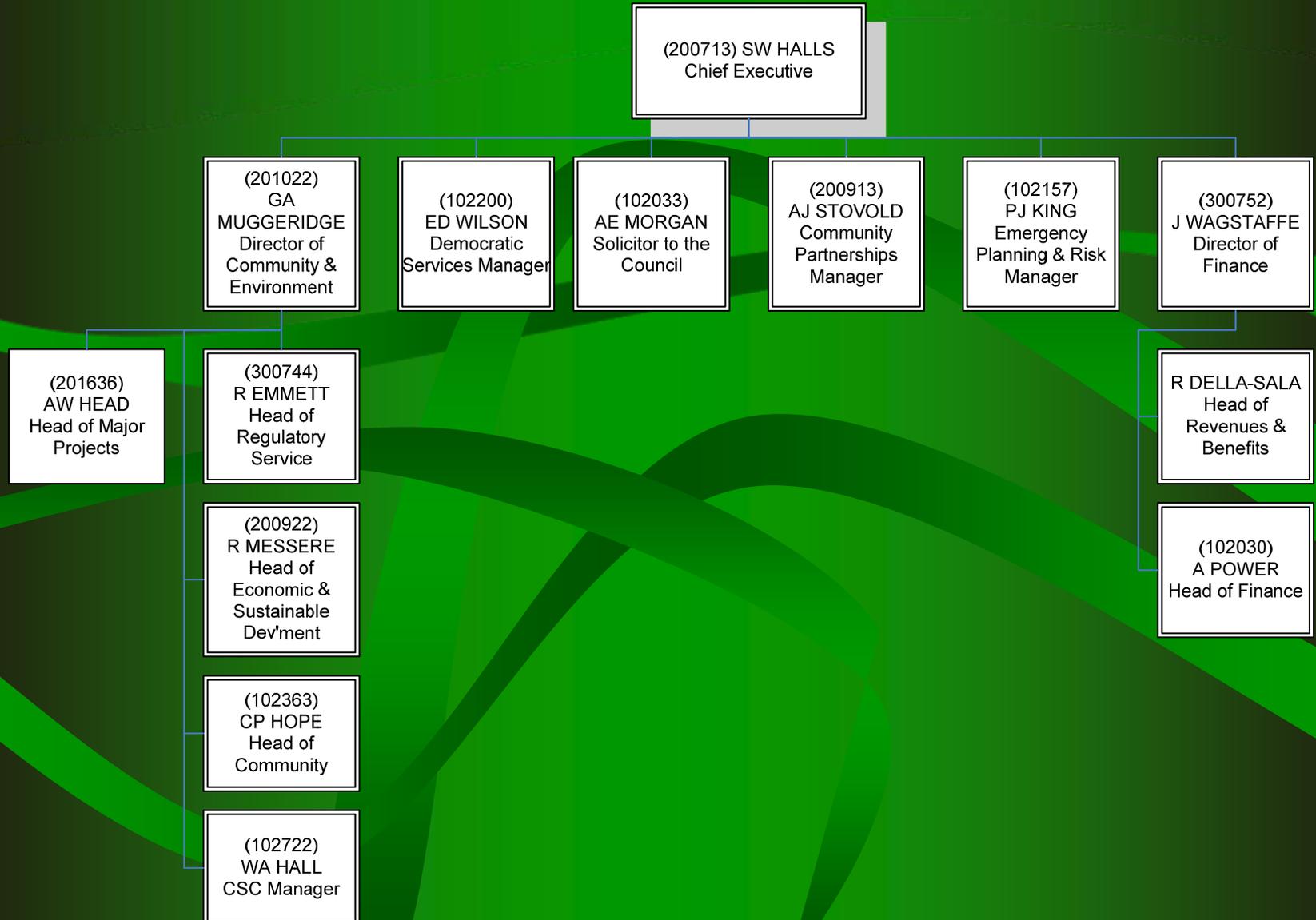
- Arts development
- Charging
- Vol. Sector Grants

- Meals on Wheels
- Indoor (community centres, theatre)
- Outdoor (woods, play areas open spaces/ grounds maintenance)
- Play Development, Schemes and Rangers
- Sport development and pools, gyms, pitches, golf
- Services for Young and Old People

Different Services

- statutory services
 - discretionary services
 - Councillors & Ward work
 - 3 departments, sections/units
 - front line and support services
 - in-house and external provision
-but Councillors and Officers are all part of the one team

Three Rivers District Council



Partners

- Councillors & Officers
- Public Sector - County, Parishes, Police & Crime Commissioner and Police & Crime Panel, GPs Commissioning Groups and Health & Wellbeing Board, Local Enterprise Partnership and Herts. Forward (LSP)
- Private Sector - Chambers of Commerce,
- Voluntary Sector - CAB, community groups, sports clubs

Corporate Customer Standards 1

- Three Rivers District Council's commitment to high quality services – Customer Service Excellence.
- When you telephone us, we will:
 - aim to answer your calls within **15** seconds
 - let you know to whom you are speaking
 - be polite, friendly and helpful
 - advise you in advance if we need to transfer your call or put you on hold.

Corporate Customer Standards 2

- When you email, fax or write to us, we will:
 - aim to provide an initial response to your enquiry within **2** working days.
 - aim to provide a full response to your enquiry within **10** working days.
 - let you know who is dealing with your enquiry.
- When you visit us, we will:
 - aim to attend to your enquiry within **10** minutes.
 - be easily recognisable wearing name badges.
 - make sure that the area you are visiting is tidy, clean and welcoming.

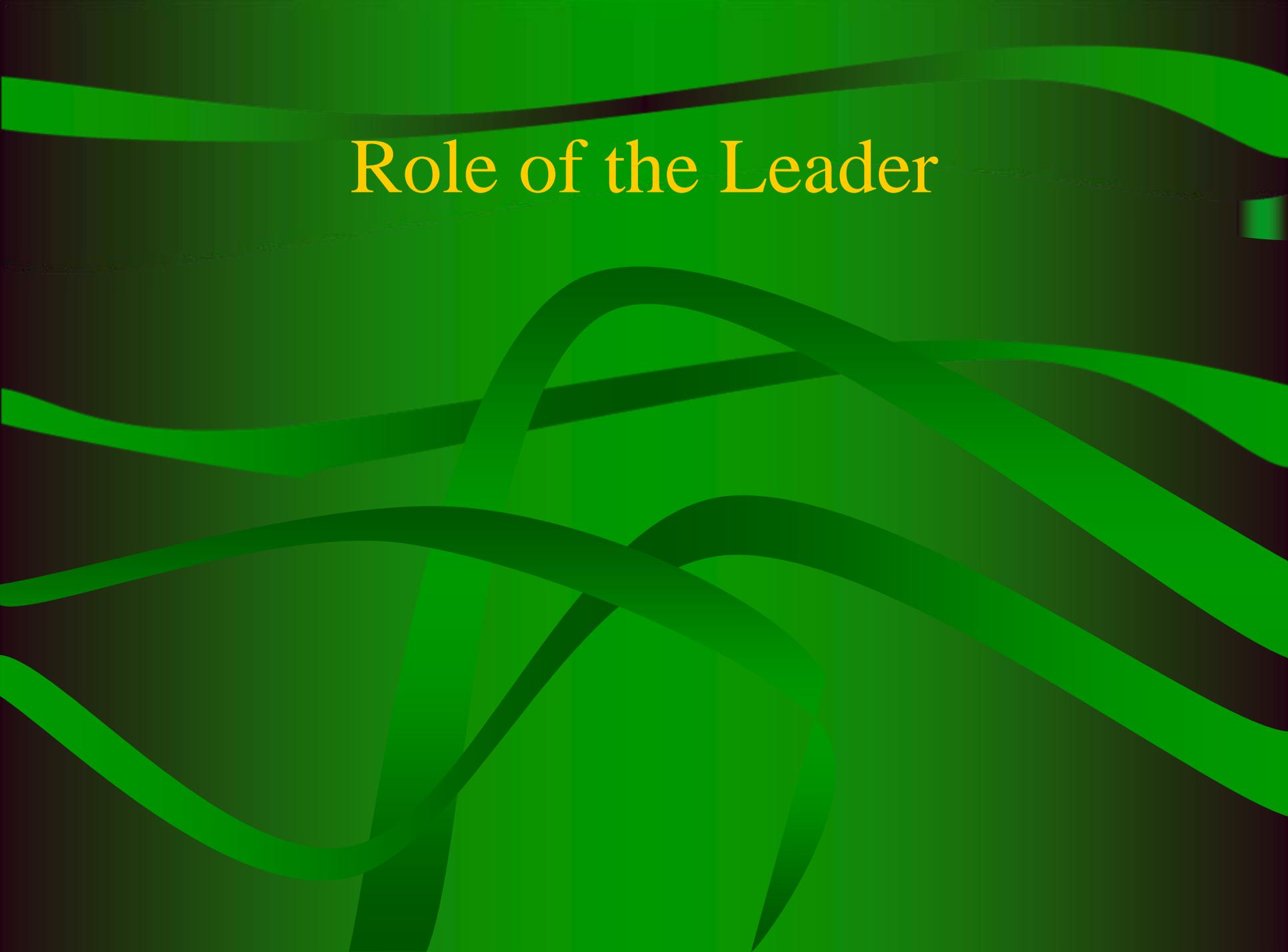
Quality Measures

- Local Government Standards
 - National PIs, league tables,
- External Standards
 - Investor In People, ISO/BS standards, Equalities Level 3, Two Ticks (Charter Mark/CSE)
- Benchmarks, market-testing, focus groups
- Checks, Balances & Appeals
 - internal & external audit, validation & redress
 - complaints from public → ombudsman
 - staff code of conduct → ET or Disciplinary
 - councillor code of conduct → New Standards regime from July 2012

Customers, Councillors & Partners: Key Messages

- treat others as you would wish to be treated yourself
- remember the public sees the Council as a single body and hold any Councillor or member of staff accountable for the whole
- higher standard of probity - dealing with public money

Role of the Leader

The background features a dark green gradient with several thick, wavy, light green lines that create a sense of movement and depth. A prominent yellow circle is centered in the lower half of the image, partially overlapping the wavy lines. The overall aesthetic is modern and professional.

Role of CE

- Statutory Officer – Head of Paid Service
- Work with Leader day to day
- Relate to the Council's political leadership
- Work with Members to clarify the Council's vision
- Ensure that the Council provides the best possible service
- Represent the Council as necessary
- Lead an effective corporate management team
- Account for the strategic management and focus of the Authority
- Act as principal policy adviser, trouble-shooter, problem-solver and crisis-handler
- H & S and Elections – personal responsibility

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Thank you for listening

Any Questions?