



**MEETING** : EXECUTIVE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : TUESDAY 1 DECEMBER 2015  
**TIME** : 7.00 PM

## **MEMBERS OF THE EXECUTIVE**

- |                                   |   |
|-----------------------------------|---|
| Councillor Linda Haysey           | - Leader  |
| Councillor Eric Buckmaster        | - Executive Member for Health and Wellbeing   |
| Councillor Tony Jackson           | - Ambassador and Executive Member for Shared Services                               |
| Councillor Gary Jones             | - Executive Member for Economic Development   |
| Councillor Graham McAndrew        | - Executive Member for Environment and the Public Space                             |
| Councillor Suzanne Rutland-Barsby | - Deputy Leader and Executive Member for Development Management and Council Support |
| Councillor Geoffrey Williamson    | - Executive Member for Finance and Support Services                                 |

**CONTACT OFFICER: Martin Ibrahim**  
**Tel: 01279-502173**  
**Email: [martin.ibrahim@eastherts.gov.uk](mailto:martin.ibrahim@eastherts.gov.uk)**

## **DISCLOSABLE PECUNIARY INTERESTS**

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
  - must not participate in any discussion of the matter at the meeting;
  - must not participate in any vote taken on the matter at the meeting;
  - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
  - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
  - must leave the room while any discussion or voting takes place.
2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.
3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.

4. It is a criminal offence to:

- fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
- fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
- participate in any discussion or vote on a matter in which a Member has a DPI;
- knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

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**Audio/Visual Recording of meetings**

Everyone is welcome to record meetings of the Council and its Committees using whatever, non-disruptive, methods you think are suitable, which may include social media of any kind, such as tweeting, blogging or Facebook. However, oral reporting or commentary is prohibited. If you have any questions about this please contact Democratic Services (members of the press should contact the Press Office). Please note that the Chairman of the meeting has the discretion to halt any recording for a number of reasons, including disruption caused by the filming or the nature of the business being conducted. Anyone filming a meeting should focus only on those actively participating and be sensitive to the rights of minors, vulnerable adults and those members of the public who have not consented to being filmed.

## AGENDA

### 1. Apologies

*To receive apologies for absence.*

### 2. Leader's Announcements

### 3. Minutes (Pages 7 - 12)

*To approve the Minutes of the meeting held on 3 November 2015.*

### 4. Declarations of Interest

*To receive any Member(s) declaration(s) of interest.*

### 5. Issues Arising from Scrutiny

*Report to follow*

### 6. Request for Area Designation for Neighbourhood Planning: Sawbridgeworth Parish (Pages 13 - 30)

### 7. Council Tax Reduction Scheme (Pages 31 - 52)

### 8. Charrington's House, Bishop's Stortford Capital Bid (Pages 53 - 62)

### 9. Quarterly Corporate Healthcheck - July-Sept 2015 (Pages 63 - 122)

### 10. Urgent Business

*To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.*

### 11. Exclusion of Press and Public

*To move that under Section 100(A)(4) of the Local Government Act 1972,*

*the press and public be excluded from the meeting during the discussion of item 12 on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the said Act of the following description:*

*“Information relating to the financial or business affairs of any particular person (including the authority holding that information)”*

12. NNDR Write-Off (Pages 123 - 128)

13. Urgent Business

*To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration.*

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MINUTES OF A MEETING OF THE  
EXECUTIVE HELD IN THE COUNCIL  
CHAMBER, WALLFIELDS, HERTFORD ON  
TUESDAY 3 NOVEMBER 2015, AT 7.00 PM

PRESENT: Councillor L Haysey (Chairman/Leader)  
Councillors E Buckmaster, A Jackson,  
G Jones, G McAndrew, S Rutland-Barsby  
and G Williamson.

ALSO PRESENT:

Councillors A Alder, M Allen, P Ballam,  
R Brunton, M Casey, M Freeman,  
J Goodeve, M McMullen, P Moore, T Page,  
M Pope and P Ruffles.

OFFICERS IN ATTENDANCE:

Simon Drinkwater	- Director of Neighbourhood Services
Louise Harris	- Housing Strategy and Development Manager
Martin Ibrahim	- Democratic Services Team Leader
Chris Roberts	- Graduate Finance Officer
Adele Taylor	- Director of Finance and Support Services
Liz Watts	- Chief Executive

ALSO IN ATTENDANCE:

David Couttie	- David Couttie Associates
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372 **WEST ESSEX AND EAST HERTFORDSHIRE STRATEGIC HOUSING MARKET ASSESSMENT (SHMA), SEPTEMBER 2015**

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The Executive considered and supported the recommendations of the District Planning Executive Panel meeting held on 22 October 2015, on the West Essex and East Hertfordshire Strategic Housing Market Assessment (SHMA) September 2015.

**RECOMMENDED** – that the West Essex and East Hertfordshire Strategic Housing Market Assessment (SHMA), September 2015, be agreed as part of the evidence base to inform and support preparation of the East Herts District Plan, and for housing strategy purposes.

(see also Minute 380)

373 **ECONOMIC EVIDENCE TO SUPPORT THE DEVELOPMENT OF THE OAHN FOR WEST ESSEX AND EAST HERTS, SEPTEMBER 2015**

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The Executive considered and supported the recommendations of the District Planning Executive Panel meeting held on 22 October 2015, on the Economic Evidence to Support the Development of the Objectively Assessed Housing Need (OAHN) for West Essex and East Herts, September 2015.

**RECOMMENDED** – that the Economic Evidence to Support the Development of the OAHN for West Essex and East Herts, September 2015, be agreed as part of the evidence base to inform and support preparation of the East Herts District Plan.

(see also Minute 380)

374 **DISTRICT PLAN TRANSPORTATION – A414, HERTFORD**

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The Executive considered and supported the

recommendations of the District Planning Executive Panel meeting held on 22 October 2015, on the District Plan Transportation – A414, Hertford.

**RECOMMENDED** – that (A) the contents of the letter dated 27 July 2015 from Hertfordshire County Council Highways Development Management in respect of transportation issues identified on the A414, Hertford, be noted; and

(B) Hertfordshire County Council be urged to give highest priority to expediting the completion of its COMET transportation model and publication of its emerging Transportation Vision and that East Herts Council was most willing to assist this process, if considered appropriate.

(see also Minute 380)

375 **DELIVERY STUDY, SEPTEMBER 2015**

The Executive considered and supported the recommendations of the District Planning Executive Panel meeting held on 22 October 2015, on the Delivery Study, September 2015.

**RECOMMENDED** – that the Delivery Study, September 2015, be agreed as part of the evidence base to inform and support preparation of the East Herts District Plan.

(see also Minute 380)

376 **LEADER'S ANNOUNCEMENTS**

The Leader welcomed the press and public to the meeting and reminded everyone present that the meeting was being webcast.

## 377 MINUTES

RESOLVED – that the Minutes of the Executive meeting held on 6 October 2015, be approved and signed as a correct record by the Leader.

## 378 HOUSING NEEDS SURVEY

The Executive Member for Health and Wellbeing submitted a report detailing the key findings of the Housing Needs Survey 2015 carried out on behalf of the Council by David Couttie Associates (DCA). The Executive member sought approval for the Housing Needs Survey results to be approved and published to guide the emerging Housing Strategy 2016-21.

David Couttie gave a presentation in which he outlined the methodology used and the key findings. Arising from the Survey, the key messages were to:

- focus new delivery in market housing to address future demographic and household formation change and to meet the need for smaller units across the stock;
- address the under-occupation of almost 950 social rented properties to improve the turnover of family units and address the needs of 350 over-occupied households and those on the waiting list;
- link new affordable delivery to the growth in older people and enabling a better flow of the existing stock; and
- assess the Extra Care delivery strategy to meet the growth in 85+ year olds.

The Executive Member for Health and Wellbeing linked the Survey to other ongoing work, such as the Strategic Housing Market Assessment and the emerging District Plan. He also referred to the challenges that would need to be met with the proposals in the latest Housing Bill.

In response to Members' questions and comments, David Couttie referred to impending legislation intended to improve energy standards in the private rental housing stock. The Housing Strategy and Development Manager also referred to the need to address the Study's findings in updating the Council's emerging Housing Strategy 2016-21.

The Leader thanked David Couttie for his presentation and asked Officers to circulate this to all Members.

The Executive approved the proposal as now detailed.

RESOLVED - that the District Wide Housing Needs Survey to be published and used as information to guide the emerging Housing Strategy 2016-21, be approved.

#### 379 PROCUREMENT OF NEW CAR PARK MANAGEMENT SYSTEM

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The Executive Member for Economic Development submitted a report seeking approval for the basis of operation of East Herts Council's new car park management system and its procurement. He reminded the Executive that the Government had restricted local authorities' ability to use Automatic Number Plate Recognition (ANPR) systems alone to manage their car parks.

He also referred to the Environment Scrutiny Committee's consideration of the matter at its meeting held on 8 September 2015. One of its recommendations was for Officers to consider Gascoyne Way, Hertford and Jackson Square, Bishop's Stortford, for conversion to "pay on exit" car parks. The Executive Member advised that this option would present structural difficulties at both car parks as well as having traffic implications. Informal discussions with Hertfordshire County Council, a statutory consultee in the Traffic Regulation Order process to establish a 'pay on exit' operation, had indicated that formal objections would be made on the grounds of impact on traffic management at both sites. Therefore, this option could not be progressed any further.

However, the Executive Member advised that the new pay and display machines would include developments with credit/debit card payments and “pay by phone and mobile app” options, which would deliver the key benefits of “pay on exit”.

The Executive Member for Development Management and Council Support, speaking as a Herford Member, expressed her frustration with the Government’s restrictions on the use of ANPR. Although disappointed with the subsequent recommendation, she acknowledged the difficulties highlighted by the Executive Member for Economic Development.

The Executive approved the recommendations now detailed.

RESOLVED - that (A) the comments and recommendations of the Council’s Environment Scrutiny Committee be received and noted;

(B) based on the evidence presented, East Herts Council should continue to manage its car parks on a solely ‘pay and display’ basis; and

(C) Officers be authorised to commence procurement, obtaining detailed costing and a recommended preferred supplier for ‘pay and display’ in all car parks.

380 DISTRICT PLANNING EXECUTIVE PANEL: MINUTES - 22 OCTOBER 2015

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RESOLVED – that the Minutes of the District Planning Executive Panel held on 22 October 2015 be received.

(see also Minutes 372 – 375)

The meeting closed at 8.01 pm

## EAST HERTS COUNCIL

EXECUTIVE – 1 DECEMBER 2015

### REPORT BY LEADER OF THE COUNCIL

#### REQUEST FOR AREA DESIGNATION FOR NEIGHBOURHOOD PLANNING: SAWBRIDGEWORTH PARISH

WARD(S) AFFECTED:      SAWBRIDGEWORTH

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#### **Purpose/Summary of Report**

- To enable the consideration of an application for the designation of a Neighbourhood Area

<b><u>RECOMMENDATION FOR EXECUTIVE:</u> that</b>	
<b>(A)</b>	<b>the application for the designation of a Neighbourhood Area, submitted by Sawbridgeworth Town Council, be supported.</b>

#### 1.0 Background

1.1 Sawbridgeworth Town Council (STC) submitted an application for the designation of a Neighbourhood Area to the Council on 16<sup>th</sup> September 2015. Agreement to the designation of a Neighbourhood Area is required by the Council as Local Planning Authority (LPA) before a Neighbourhood Plan can be formulated.

1.2 The application was made in the form of a letter from STC with an attached plan setting the area to which the application relates. The letter and plan form **Essential Reference Paper 'B'** to this report.

#### 2.0 Consultation

2.1 The Council has undertaken the appropriate consultation with regard to the application submission.

- 2.2 Comments have been received in response to the area designation application. There are no formal objections to the area designation however there are concerns in regard to the timing of producing a neighbourhood plan with an out-of-date Local Plan and in relation to the Gilston Area proposals in the draft District Plan.
- 2.3 Comments were received from Hertfordshire County Council (HCC) regarding waste and minerals matters. HCC are the responsible body for producing the Minerals and Waste Local Plans. HCC identify that there are no Waste Site Allocations within the area designation boundary, however there is a waste and mineral operations at Redricks Lane and a restored landfill site at Hollingson Mead.
- 2.4 In terms of minerals, the entire area designation falls within the sand and gravel belt. HCC identify this to ensure that no unnecessary sterilisation of minerals from non-mineral development takes place.
- 2.5 A further comment from Bidwells, on behalf of the Diocese of St Albans Board of Finance, includes a request for the area designation boundary be amended to include land to the north of the boundary, adjacent to Spellbrook.
- 2.6 All received comments can be viewed at **Essential Reference Paper 'C'**.
- 3.0 Considerations
- 3.1 Two main areas of consideration to be taken into account when determining an application for the designation of a Neighbourhood Area are set out in Schedule 9 of the Localism Act 2011. One of these is that the authority determining the application must have regard to the desirability of maintaining the existing boundaries of neighbourhood plan areas already designated.
- 3.2 No weight needs to be given to this consideration in this case as no other Neighbourhood Areas are currently designated in the Sawbridgeworth parish area.

- 3.3 The other area of consideration is the desirability of designating the whole of the area of a parish council as the Neighbourhood Area.
- 3.4 In this case, the area proposed covers the entire parish area, a known and existing boundary which does not conflict with neighbouring parish boundaries.
- 3.5 One of the comments request that the area designation boundary is amended to include a piece of land to the north of the boundary adjacent to Spellbrook. The site as seen at **Essential Reference Paper 'C'** is outside of the Sawbridgeworth Parish, and therefore to include this site the Town Council would need to reach an agreement with Thorley Parish, where the site lies. The site is proposed by Bidwells as a potential area for development, however at this stage any amendment to a boundary may undermine the neighbourhood plan process. It is also important to note that whilst Spellbrook forms part of the parished area, Spellbrook is a Category 3 Village where no new building will be permitted except for that appropriate in the Rural Area. Ultimately, it is not within the Council's ability to amend boundaries submitted by a Parish or Town Council. The determination of this decision must be made in regard to the proposed area designation by the Town Council.
- 3.6 This comment has been considered by the Town Council. The Town Council has decided to adhere to the existing Parish boundaries, as originally proposed at **Essential Reference Paper 'B'**. The response from the Town Council can be viewed at **Essential Reference Paper 'C4'**.
- 3.7 The comments received regarding the timing of the neighbourhood plan are not considered to impact upon the decision of the neighbourhood area application. Neighbourhood plans can be developed alongside emerging Local Plans and is not considered to be detrimental to the development of the neighbourhood plan. Neighbourhood plans must be developed in conformity with national and district planning policies, therefore any neighbourhood plan must be developed in conformity with the strategic policies of the 2007 Local Plan until the emerging District Plan is brought into force.

- 3.8 In relation to the Gilston Area proposals, at this stage the detail of the broad location including the related infrastructure requirements, are not certain yet. Therefore at this stage, granting neighbourhood planning area designation is not considered to impact upon bringing the Gilston Area proposal forward. Furthermore, it is recognised that as this proposal progresses, it will be East Herts role to ensure there is constructive partnership working between the relevant stakeholders.
- 3.9 At the current stage of the emerging District Plan it is considered suitable to bring the neighbourhood plan area designation forward for approval.
- 4.0 Conclusion
- 4.1 Neighbourhood planning is now an integral part of the planning system with legislative backing through the Localism Act. The LPA is charged with determining applications for the designation of Neighbourhood Areas. In this case, designation of a parished area for neighbourhood planning purposes.
- 5.0 Implications/Consultations
- 5.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers  
None

<u>Contact Member:</u>	Linda Haysey <a href="mailto:linda.haysey@eastherts.gov.uk">linda.haysey@eastherts.gov.uk</a>
<u>Contact Officer:</u>	Kevin Steptoe – Head of Planning and Building Control 01992 531407 <a href="mailto:kevin.steptoe@eastherts.gov.uk">kevin.steptoe@eastherts.gov.uk</a>
Report Author:	Isabelle Haddow – Senior Planning Officer, Planning Policy <a href="mailto:isabelle.haddow@eastherts.gov.uk">isabelle.haddow@eastherts.gov.uk</a>

**IMPLICATIONS/CONSULTATIONS**

Contribution to the Council's Corporate Priorities/ Objectives:	<p><b><i>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</i></b></p> <p>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p><b><i>Place – Safe and Clean</i></b></p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p><b><i>Prosperity – Improving the economic and social opportunities available to our communities</i></b></p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
Consultation:	The application for the designation of a Neighbourhood Area was the subject of consultation.
Legal:	The formulation of a Neighbourhood Plan is established in the Localism Act 2011.
Financial:	The formulation of a Neighbourhood Plan, if it progresses to the stages of referenda and adoption will lead to costs for the Council.
Human Resource:	There will be a requirement for Planning Officers to provide advice and guidance in relation to the formulation of any Neighbourhood Plan.
Risk Management:	The issues which are favourable or otherwise to the formulation of a Neighbourhood Plan are considered in the report.
Health and wellbeing – issues and impacts:	The link between planning and health has long been established. The built and natural environments are major determinants of health and wellbeing.

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# Sawbridgeworth Town Council

Sayesbury Manor, Bell Street, Sawbridgeworth  
Hertfordshire CM21 9AN  
Tel: 01279 724537

e-mail: [info@sawbridgeworth-tc.gov.uk](mailto:info@sawbridgeworth-tc.gov.uk)  
web: [www.sawbridgeworth-tc.gov.uk](http://www.sawbridgeworth-tc.gov.uk)



**MAYOR**

**Cllr Eric Buckmaster** BSc.(Econ)

**TOWN CLERK**

**Richard Bowran** BSc.(Hons) MILCM

09 September 2015

Mr Kevin Steptoe  
Head of Planning & Building Control  
East Herts District Council  
Wallfields  
Peggs lane  
Hertford SG13 8EQ

Dear Kevin

## **Application for Designation of a Neighbourhood Area**

Sawbridgeworth Town Council being a Relevant Body for the purposes of section 61G of the Town and Country Planning Act 1990 (as amended by the Localism Act 2011) hereby requests that the town of Sawbridgeworth, as defined by the civil parish boundary outlined in blue on the enclosed map, be designated as a Neighbourhood Area as specified in Schedule 9 61G of the Localism Act 2011.

The Town Council considers this as an appropriate area for designation as a Neighbourhood Area for these reasons:

1. It comprises the entire civil parish of Sawbridgeworth.
2. The boundary is existing and well established.
3. It complies with the guidance given in the Neighbourhood Planning Guidance Note December 2011 that "the expectation in East Herts is that the neighbourhood areas will follow the parish boundaries".

Sawbridgeworth Town Council has at its meeting of 07 September 2015 resolved that this application be made.

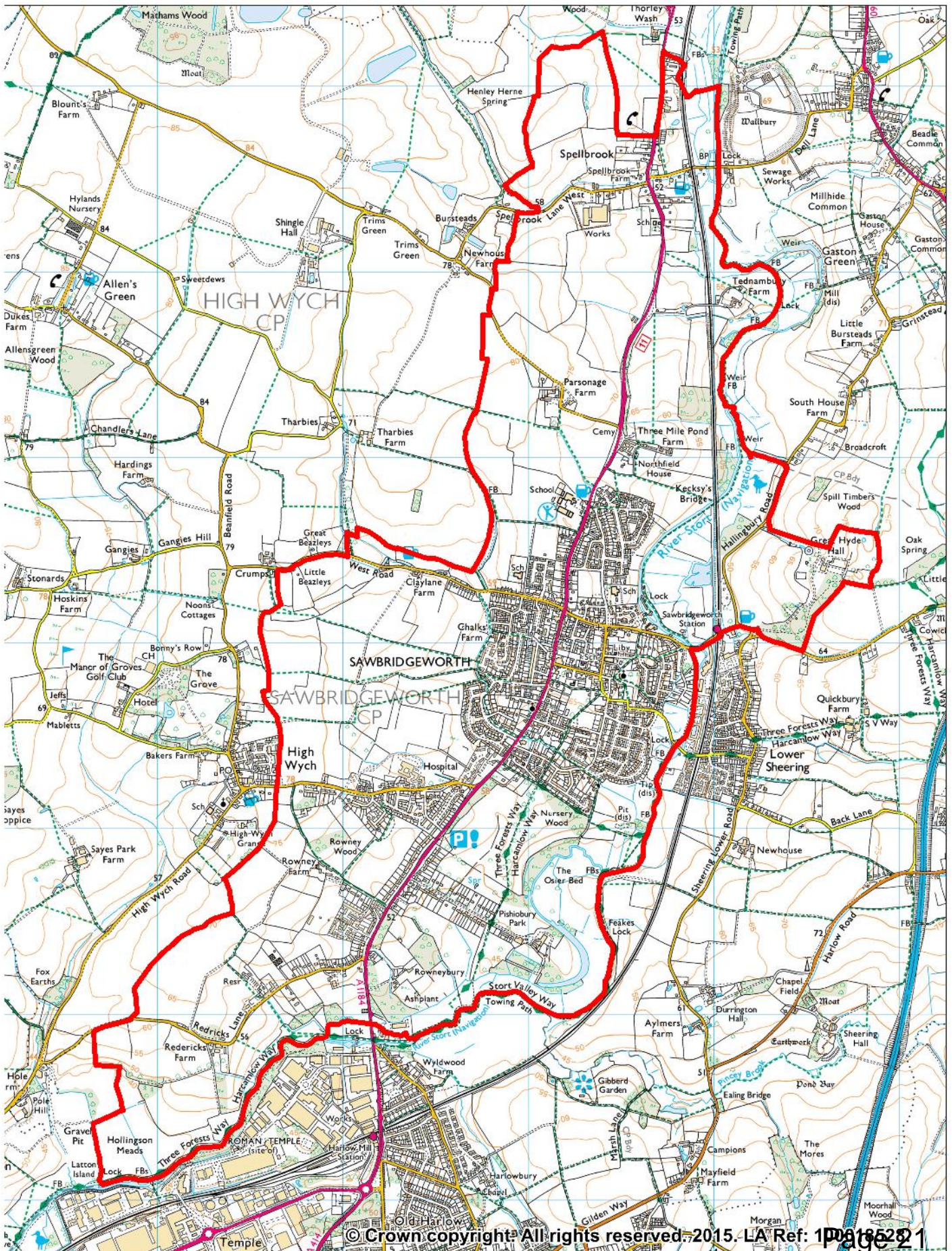
Yours sincerely

Richard Bowran  
Town Clerk

Encl. Map of Sawbridgeworth CP  
NP Application 150909

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# Sawbridgeworth Parish Boundary



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**Chief Executive and Director of  
Environment: John Wood**



East Herts District Council  
Wallfields  
Pegs Lane  
Hertford  
Herts  
SG13 8EQ

**Spatial Planning & Economy Unit  
Minerals and Waste Team**  
CHN216  
County Hall  
Hertford, Herts SG13 8DN

[spatialplanning@hertfordshire.gov.uk](mailto:spatialplanning@hertfordshire.gov.uk)

Telephone : 01992 556404  
Minicom : 01992 556611  
Contact : David Hodbod  
My ref : SPEU/DH/NP

Emailed to [planningpolicy@eastherts.gov.uk](mailto:planningpolicy@eastherts.gov.uk)

Date : 05 October 2015

Dear Isabelle Haddow,

**Re: Sawbridgeworth Town Council Neighbourhood Plan Area Consultation**

I am writing in response to the consultation regarding Sawbridgeworth Town Council's application for the designation of a Neighbourhood Plan Area and provide comments in relation to minerals and waste planning matters.

The proposed Neighbourhood Plan Area, which follows the civil parish boundary, does not include any of the county council's Allocated Waste Sites as shown in the Waste Site Allocations (adopted July 2014) document. However, there is a history of planning applications at the south west point of the proposed area for a mix of waste and mineral operations at Redricks Lane from the 1950s and at Hollingson Mead which now exists as a restored landfill site.

In terms of minerals matters, the proposed Neighbourhood Plan Area does not contain any sites identified in the Hertfordshire Minerals Local Plan (adopted 2007) but the entire area falls within the sand and gravel belt as shown on Map 2 of the Minerals Consultation Areas in Hertfordshire Supplementary Planning Document. The county council, as Minerals Planning Authority (MPA) would raise concerns for any unnecessary sterilisation of minerals from non-mineral development. When areas for development are identified during the preparation of the Neighbourhood Plan the county council should be consulted so that further detailed comments can be provided in relation to minerals.

Although Neighbourhood Plans cannot include policies that cover minerals or waste development, it should be noted that when the Town Council develops its vision and objectives for shaping development and growth, minerals and waste matters will need to be taken into account as Minerals and Waste Local Plans form part of the Development Plan. As outlined above, this particular proposed Neighbourhood

Plan Area contains an existing site relating to the county council responsibilities and therefore the county council would like to be consulted at future stages in the production of the Neighbourhood Plan.

Yours sincerely

David Hodbod

Planning Officer - Minerals and Waste Policy

Your ref: Sawbridgeworth Neighbourhood Plan  
 Our ref: SADF - Spellbrook  
 dd: [REDACTED]  
 df: [REDACTED]  
 e: [REDACTED]  
 Date: 22 October 2015



BY EMAIL

2nd Floor  
 45 Grosvenor Road  
 St Albans AL1 3AW  
 [REDACTED]  
 [REDACTED]  
 bidwells.co.uk

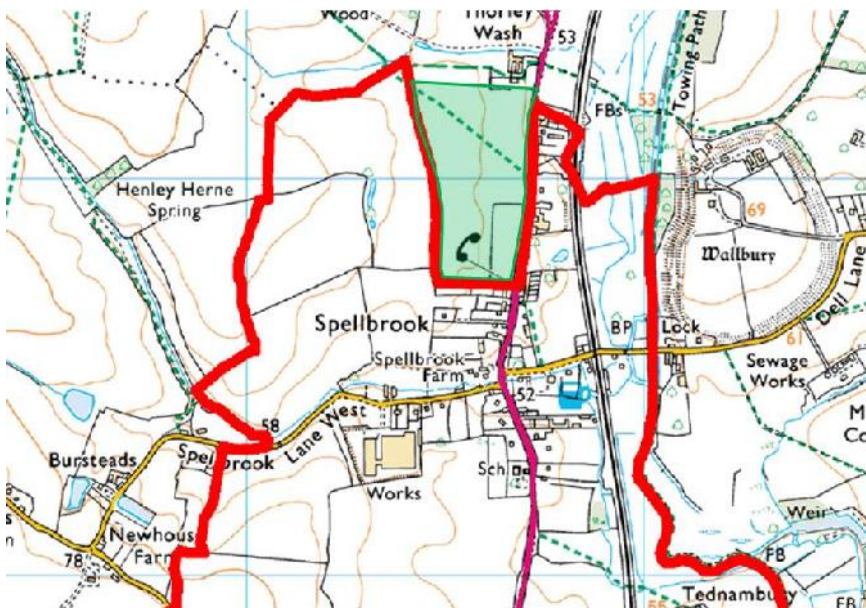
Dear [REDACTED]

### Sawbridgeworth Neighbourhood Plan Boundary Consultation

I write with regard to the consultation of the Neighbourhood Plan boundary for Sawbridgeworth. Thank you for your time on the phone earlier this week and I appreciate you allowing my comments to be considered, you informed me that the consultation was closed on Wednesday 14<sup>th</sup> October. The Council web site shows the consultation to be open at present and I could not find a part of the web site that gives the deadline for comment.

My interest in the consultation is on behalf of my client, the Diocese of St Albans Board of Finance, who is a landowner within the area. The concern with the proposed boundary is the exclusion of my clients land from the Neighbourhood Plan Area, and I ask for consideration for the alteration of the boundary to extend the Neighbourhood plan area.

The area in question lies to the north of Spellbrook and is shaded (shaded green) in the plan below. The site abuts the built development boundary of the settlement, with residential properties to the south, and commercial sites to the east on the other side of the road. This could offer a sustainable location for small scale growth of Spellbrook in the future.



## Sawbridgeworth Neighbourhood Plan Boundary Consultation

22 October 2015

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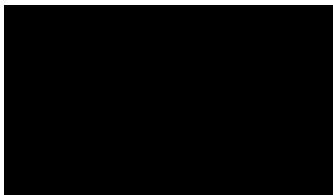


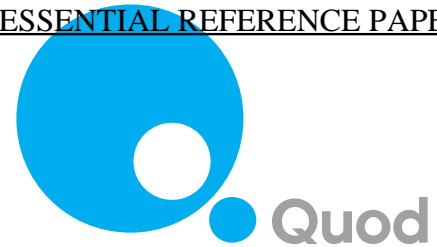
I request that the Parish Council gives consideration to the extension of the plan area in the way I describe in my last paragraph. My client's land does not fill the entire green area of the plan provided, but this forms a logical rounding of the settlement in line with the boundary drawn around Spellbrook to the east and west.

I appreciate the currently proposed boundary follows the existing (historic) Parish boundary, however, I believe this could hinder opportunities for the most appropriate pattern of growth. As the area is outside of the Parish Council boundary the parish shall need to apply to the neighbouring Parish of Thorley for acceptance to include the aforementioned area; however, I suggest this is plausible approach as the land relates much more closely to the settlement of Spellbrook than Bishop Stortford and Thorley.

I trust the above is clear; however, please do feel free to contact me should you wish to clarify any of the comments above.

Yours sincerely,





our ref: PM/Q10058  
your ref:  
email: [REDACTED]  
date: 12 October 2015

[REDACTED]  
Planning Policy Team  
East Herts Council  
Wallsfields  
Pegs Lane  
Hertford  
SG13 8EQ

Dear [REDACTED]

**NEIGHBOURHOOD AREA DESIGNATION APPLICATION**  
**SAWBRIDGEWORTH TOWN COUNCIL**

I write on behalf of Places for People in respect of an application that has been made by Sawbridgeworth Town Council to form a Neighbourhood Area.

As East Herts District Council ("EHDC") are aware, Places for People are the freehold owners of over 1,000 hectares of land referred to as the Gilston Park Estate. This land falls outside of the proposed Neighbourhood Area. However, Places for People have been working closely with Essex County Council regarding the delivery of a vehicular crossing of the River Stort to the east of the existing 'Central Crossing', which is required to support the wider growth aspirations of the Harlow area. The current proposals for the crossing overlap with the south western boundary of the proposed Neighbourhood Area boundary.

Places for People have been engaging with EHDC planning officers for a number of years regarding the identification of the Gilston Area for a residential led development that would address the significant evidenced local housing need, whilst also materially contributing to the urgent economic and social regeneration of Harlow. The preparation of detailed evidence by EHDC and Places for People has led to the identification of the site within the Gilston Area Broad Location as set out in the District Plan Preferred Options. Based on the detailed evidence prepared, the Preferred Options states that the Gilston Area is a strategic scale location where the "*Council accepts the principle of development*" although there are certain aspects that require additional testing (paragraph 3.3.10).

Our client is therefore concerned to ensure that the Neighbourhood Area designation recognises EHDC's development plan approach for the area and as a result we request that the Council carefully considers this application prior to making any decision.

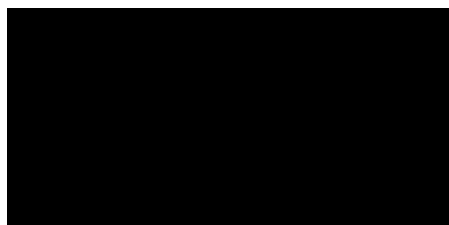
A Neighbourhood Plan is required to be in general conformity with the strategic policies of the development plan in force. The Guidance advises that it is important to minimise any conflicts between policies in the neighbourhood plan and those in the emerging Local Plan, and that where any conflict occurs weight will be afforded to the last document to become part of the development plan.

If the District Plan continues to support the development of the Gilston Area and is adopted post the adoption of a Neighbourhood Plan, depending on the content, the former could be immediately be out of date and require review. This is a factor that can be taken into account when considering the application for a Neighbourhood Area.

We have discussed the application with my client's joint promoters of the Gilston Area, City & Provincial Properties, and we're aware they are submitting similar representations.

In summary, the Gilston Area is a critical element of the EHDC's emerging District Plan (as supported by up to date evidence) and is fundamental to the successful economic regeneration of Harlow. As a result it is important for EHDC to ensure that the Neighbourhood Area designation does not impact on the planned growth for the area.

Yours sincerely,



## **Haddow Isabelle**

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**From:** Richard Bowran <Richard.Bowran@sawbridgeworth-tc.gov.uk>  
**Sent:** 29 October 2015 17:18  
**To:** Haddow Isabelle  
**Cc:** Eric Buckmaster  
**Subject:** RE: Sawbridgeworth NP

Hi Isabelle

In response to your note and our telephone conversation last evening I have considered the latter from Bidwells, and consulted with Cllr Buckmaster.

We are agreed that we **do not** want to reconsider the proposed boundaries for our Neighbourhood Area.

Kind regards

Richard

Richard Bowran BSc (Hons) MILCM  
Town Clerk

Sawbridgeworth Town Council  
Sayesbury Manor  
Bell Street  
Sawbridgeworth  
CM21 9AN

01279 724537

[www.sawbridgeworth-tc.gov.uk](http://www.sawbridgeworth-tc.gov.uk)  
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**From:** Haddow Isabelle [<mailto:Isabelle.Haddow@eastherts.gov.uk>]  
**Sent:** 28 October 2015 13:21  
**To:** Richard Bowran <[Richard.Bowran@sawbridgeworth-tc.gov.uk](mailto:Richard.Bowran@sawbridgeworth-tc.gov.uk)>  
**Cc:** Eric Buckmaster <[Eric.Buckmaster@sawbridgeworth-tc.gov.uk](mailto:Eric.Buckmaster@sawbridgeworth-tc.gov.uk)>  
**Subject:** Sawbridgeworth NP

Hi Richard

We have received a few responses to the area designation consultation. One of which proposes an extension of the proposed area designation to the north of Spellbrook outside of Sawbridgeworth Parish. Bidwells has written in, acting on behalf of the landowners the Diocese of St Albans, the response can be found here within the table: <http://www.eastherts.gov.uk/index.jsp?articleid=31232>.

As this has been raised, would the Town Council want to re-consider its current proposed boundaries to include this site? In order to do this, you would need to have agreement from Thorley Parish as this would not be within Sawbridgeworth area. Spellbrook is considered in current planning policy terms a Category 3 Village where no new development will be permitted unless it is appropriate within the Rural Area.

If you have any questions, please feel free to give me a call.

Kind regards

Isabelle

Isabelle Haddow  
**Senior Planning Officer,**  
**Planning Policy**  
**01992 531605**

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## EAST HERTS COUNCIL

EXECUTIVE - 1 DECEMBER 2015

### REPORT BY EXECUTIVE MEMBER FOR FINANCE AND SUPPORT SERVICES

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#### COUNCIL TAX REDUCTION SCHEME

WARD(S) AFFECTED: ALL

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#### **Purpose/Summary of Report**

- To propose arrangements which will enable the Council to implement a local Council Tax Support scheme (CTS), from April 2016.
- To present financial and equality impacts of the recommended CTS scheme for East Herts residents.

<b><u>RECOMMENDATIONS FOR COUNCIL:</u> That</b>	
<b>(A)</b>	<b>the forecasted financial implications arising from the recommended scheme for the Council Tax Reduction Scheme (CTS) with effect from 1 April 2016 and the risks and assumptions attached to these, be received; and</b>
<b>(B)</b>	<b>the CTS scheme detailed within this report be approved.</b>

## **1 BACKGROUND**

- 1.1 Localised schemes for Council Tax Reduction Schemes (CTS) are valid for one year and must be approved by Council before the end of January immediately preceding the financial year in which it is to take effect.

## **2. REPORT**

- 2.1 The CTS scheme reduces the tax base and therefore the Council Tax collectable. This impacts EHC and its preceptors. To compensate Council's for the lost Council Tax revenue, government provides funding, but only at 90% of the cost of the

former CTB expenditure, through the overall funding mechanism for the Council.

- 2.3 The Council and its preceptors have to bear the 10% shortfall, or devise a CTS scheme that delivers a 10% saving. The CTS scheme continues to be demand led, but with a fixed income from government. All risks of increasing caseloads and costs have to be borne by EHC and its preceptors.
- 2.4 If the council were to make material revisions to the scheme, this has to be the subject of public consultation with all tax payers in the district. Major preceptors are consulted regardless of any changes.
- 2.5 A report was taken to Corporate Business Scrutiny on 14 July 2015 which detailed the background to the introduction of CTS, the current position and potential changes that could be made.
- 2.6 Attention was drawn to the impending welfare reforms and the potential impact on our residents. At the time of writing these Government proposals are being scrutinised in parliament and there remains uncertainty around implementation and roll out of some reforms.
- 2.6 CBS resolved to support the status quo for 16/17 and agreed that officers report back to the Committee in March 2016 to explore options for the 17/18 scheme.

### **3. CONSULTATION**

- 3.1 Consultation with major preceptors has been on the basis of the same scheme as was in operation for 2015/16. This is essentially the same as the old CTB scheme, but assessing entitlement for working age customers on 91.5% of their liability instead of 100%.
- 3.2 Details of the consultation are included in **Essential Reference Paper B**.

### **4. THE PROPOSED SCHEME**

- 4.1 The formal scheme document for East Herts is available at <http://www.eastherts.gov.uk/index.jsp?articleid=9377>

This is the 15/16 version and as such is a final draft for 16/17, as officers are still awaiting final amendments from the Government which are not available at the time of submission. The final version will be included with the Council report in January.

4.2 As the Section 13a scheme document referred to above is technical in nature, officers have created an 'easy read' guide to the scheme which is available to staff and the public via our website. The new guide is currently in draft for the same reasons identified above.

4.3 The CTS scheme complies with the Government's key principles of protecting Pensioner claimants from changes in their existing CTB award, supports work incentives, and was drafted with regard to appropriate consideration to vulnerable groups.

4.4 The manner in which this is achieved in relation to the DCLG policy Statement of Intent is set out below.

4.4.1 **Armed Forces Covenant –**

The Covenant sets out the relationship between the Nation, the State and the Armed Forces and recognises that the whole nation has a moral obligation to members of the Armed Forces and their families, and it establishes how they should expect to be treated. It exists to redress the disadvantages that the Armed Forces community faces in comparison to other citizens, and to recognise sacrifices made. In some cases this will require special consideration, especially for those who have given the most such as the injured and the bereaved. In consideration of the above the recommended scheme reaffirms that in addition to war widow's, war widower's and war disablement pensions, guaranteed income payments (including survivor's guaranteed income payments under the Armed Forces Compensation Scheme) be disregarded in full for working age claimants thus ensuring that receipt of these incomes does not impact upon their Council Tax Support entitlement.

4.4.2 It is also important to note that under Government regulations for pensionable age claimants, which will apply to all LAs, only £10 per week can be disregarded from the receipt of the above pensions. EHC currently exercises its discretion within the current legislation whereby these pensions are disregarded in full, and proposes to continue this under the new arrangements.

**4.4.3 Child Poverty Act 2010** - The principles enshrined within the recommended CTS Scheme support the objectives of reducing and mitigating the effects of child poverty through the following means:

- a) Child Benefit shall be completely disregarded as a claimant's income thus ensuring that their entitlement to CTS is unaffected by the receipt of this income.
- b) Premiums and allowances shall be used to determine a claimant's basic living needs, with amounts being determined for each child and young person resident in the claimant's household.
- c) The provision of disregards for child care costs will be applied within the scheme, up to a maximum prescribed level of £175 per week for one child and £300 for two or more children, or such other amount to align the CTS scheme to the allowances within the Housing Benefit scheme.

**4.4.4 Incentivising Work** - The provision of extended payments for the first four weeks after a claimant commences work, will be applied where they meet certain prescribed requirements through the recommended scheme.

**4.4.5 Equalities Implications** - The Equality Act 2010 S149 sets out the public sector equality duty which requires the Council, when exercising its functions (including those as an employer) to have 'due regard' to the need to eliminate discrimination (both direct and indirect discrimination), harassment and victimization and other conduct prohibited under the Act, and to advance equality of opportunity and foster good relations between those who share a 'protected characteristic' and those who do not share that protected characteristic.

**4.4.6** A 'protected characteristic' is defined in the Act as:

- a) age;
- b) disability;
- c) gender reassignment;
- d) pregnancy and maternity;
- e) race; (including ethnic or national origins, colour or nationality)

- f) religion or belief;
- g) gender;
- h) sexual orientation;
- i) marital status.

4.4.7 Marriage and civil partnership are also a protected characteristic for the purposes of the duty to eliminate discrimination.

4.4.8 Due regard must also be given to the need to take steps to meet the needs of such persons where those needs are different from persons who do not have that characteristic, and encourage those who have a protected characteristic to participate in public life. The steps involved in meeting the needs of disabled persons include steps to take account of the persons' disabilities. Complying with the duty may involve treating some people better than others, as far as that is allowed by the discrimination law.

4.4.9 Due regard to the need to eliminate discrimination, advance equality, and foster good relations must form an integral part of the decision making process. The Council must consider the effect that implementing a particular policy will have in relation to equality before making a decision.

4.4.10 There is no prescribed manner in which the equality duty must be exercised. However, the Council must have an adequate evidence base for its decision making. This can be achieved by gathering details and statistics on who use the facilities. A careful consideration of this assessment is one of the key ways in which the Council can show "due regard" to the relevant matters. Where it is apparent from the analysis of the information that the proposals would have an adverse effect on equality then adjustments should be made to avoid that effect (mitigation).

4.4.11 The duty on public authorities is to bring important objectives relating to discrimination into consideration when carrying out its functions. "Due regard" means the regard that is appropriate in all the particular circumstances in which the authority is carrying out its functions.

4.4.12 At the same time, the council must also pay regard to any countervailing factors, which it is proper and reasonable for them to consider. Budgetary pressures faced by the Council form part of the analysis shown in the equality impact assessment.

4.4.13 The proposed scheme will impact on approximately 3500 existing working age claimants.

4.4.14 The schemes equalities impact assessment has been reviewed and in summary, the main issues and conclusions reached through the review assessment were as follows :

- a) The proposed CTS Scheme will, like the scheme introduced for 15/16 have a negative impact on everyone receiving Council Tax Support, who is not of pensionable age, compared to the Council Tax Benefit scheme. Everyone who is affected will have a reduction in the financial help they received towards their Council Tax bills, when compared to the former Council Tax Benefit scheme. The 16/17 scheme will not reduce this further.
- b) This reduction applied a change in the rules of entitlement to financial support, which requires 8.5% of any Council Tax bill to be paid irrespective of the claimant's personal circumstances or ability to pay. This does not apply to pensioners, who are unaffected by the proposed scheme. The 16/17 proposed scheme retains this position.
- c) An assessment of the impact on claimants with protected characteristics shows that is no discrimination in terms of sexual orientation, gender reassignment or specific age groups.
- d) With reference to race, gender, religion and belief, marital status and pregnancy and maternity, the Council does not hold sufficient information about claimants with these characteristics, in order to make a thorough assessment of the impact on them of the proposed scheme.
- e) Claimants who are disabled, are carers, are pregnant or have children aged under five, have obvious restrictions on their ability to work and increase their income. The proposed scheme does not address these claimants' different levels of ability to pay an increase in their Council Tax Bill. As a result, the requirement on these groups to pay 8.5% of their Council Tax, before CTS is awarded, is likely to have a disproportionate negative impact on them.

- f) The Council recognises it's duty to consider the need to remove or minimise the disproportionate disadvantage certain groups of claimants with protected characteristics will experience, as a result of the proposed scheme. However, given the financial pressure placed on the Council by central Government cuts in the funding available to pay CTS, and the wider government funding reductions for local government there is no acceptable alternative option but to reduce the support to working age claimants.
- g) However, attempts have been made to reduce the impact on claimants by requiring them to pay the first 8.5% of their net Council Tax liability, rather than the 10% indicated by the cut in government funding.

## **5 Financial Implications**

- 5.1 The 15/16 CTS scheme was estimated to cost £6,098,229, which converted to 4099 band D equivalent properties. At the time of writing expenditure is £5,841,916 equating to 3874 band D equivalents.
- 5.2 No increase will be built into the spend for 16/17 from the current position. Spend has fallen to date due to a reducing caseload. There is however likely to be pressure on the 16/17 spend as a result of the welfare reforms introduced from April 16. This may be partially mitigated by further changes in caseload during the remainder of 15/16, but the extent of this or the impacts of the reforms cannot fully be measured at this time.
- 5.3 The tax base is adjusted to reflect risks around the collectability of all liability, and a further adjustment is made to reflect the increased risk of non-payment of that element of liability not eligible for Council Tax Support. This is currently an additional adjustment of 0.35%, and it is not proposed to revise this adjustment for 16/17 based on arrears outstanding at 31.3.2015.
- 5.4 The medium term financial plan (MTFP) agreed in August 2015, assumes a 1% increase in the tax base for 2016/17 over the 2015/16 base of 56425.4. This requires the tax base to grow to 56989.6

- 5.5 The actual tax base which will be recommended for 15/16 will be 57254.9 after reductions for the proposed CTS scheme. This additional growth is attributable to a number of factors including new builds and changes in the levels of discounts granted. The assumptions used therefore mean that the scheme would still be affordable in its current form.
- 6.1 **Proposed Council Tax Support Scheme** – The proposed CTS scheme for 2016/17 as informed by the results of consultation and from the results of the equalities impact assessment can be summarised as follows:
- a) That the CTS scheme for all working age claimants will be based on 91.5% of their council tax liability.;
  - b) All local discretions currently in place will continue e.g. war pension disregards;
  - c) All other aspects of the new Council Tax Support scheme to mirror the previous Council Tax Benefit scheme.
- 6.2 In recognition of the fact that the additional Council Tax liability is more difficult to collect, a collection rate of 98.65% has been assumed. This is the same as that used for 2015/16.
- 6.3 The Council will need to determine whether to revise its CTS scheme for 2017/18 based upon experience during 2016/17, including any changes in caseload and collection rates. The impact of the early years of the scheme and the welfare reforms being introduced from April 16 will also be available to inform decisions at that time.

## **7 OPERATIONAL IMPLEMENTATION**

- 7.1 Customers have struggled to adapt to the change in schemes from April 2013. Those who were previously in receipt of 100% Benefit have had to adjust to making regular payments of Council Tax. Other customers have experienced increases in their Council tax liability.
- 7.2 This has had a significant impact on resources in the service. In proposing that the scheme remains the same for 16/17, it will

enable customers to bed in the new arrangements, rather than having to adapt to further changes.

- 7.3 It will also reduce pressure and risk levels for training, and software changes.
- 7.4 The intension is, in time to move away from a means tested benefit towards a discount scheme. This would make administration more efficient and far less complex and time consuming for the customer. Officers are keen to explore developments nationally in this area and will keep members informed of any developments. In the mean time minimising changes to the existing scheme is the most efficient alternative.

## BACKGROUND PAPERS

The Local Government Finance Bill 2012

<http://services.parliament.uk/bills/2012-13/localgovernmentfinance/documents.html>

The Local Government Finance Act 2012

<http://www.legislation.gov.uk/ukpga/2012/17/contents/enacted>

Statutory Instrument 2012 / 2885

<http://www.legislation.gov.uk/uksi/2012/2885/contents/made>

DCLG Statement of Intent

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/6090/2176498.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6090/2176498.pdf)

DCGL Policy document - Vulnerable People and Key Local Authority Duties

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/6074/2148567.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6074/2148567.pdf)

DCLG Policy Document – Taking work incentives into account

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/6075/2148501.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6075/2148501.pdf)

Policy Document – Information Sharing and Powers to Tackle Fraud

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/6090/2176498.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6090/2176498.pdf)

Child Poverty Act 2010

[http://www.legislation.gov.uk/ukpga/2010/9/pdfs/ukpga\\_20100009\\_en.pdf](http://www.legislation.gov.uk/ukpga/2010/9/pdfs/ukpga_20100009_en.pdf)

Disabled Persons Act 1986

[http://www.legislation.gov.uk/ukpga/1986/33/pdfs/ukpga\\_19860033\\_en.pdf](http://www.legislation.gov.uk/ukpga/1986/33/pdfs/ukpga_19860033_en.pdf)

Chronically Sick and Disabled Persons Act 1970

[http://www.legislation.gov.uk/ukpga/1970/44/pdfs/ukpga\\_19700044\\_en.pdf](http://www.legislation.gov.uk/ukpga/1970/44/pdfs/ukpga_19700044_en.pdf)

Equality Act 2010, section 149

<http://www.legislation.gov.uk/ukpga/2010/15/section/149>

Armed Forces Covenant

[http://www.mod.uk/NR/rdonlyres/4E9E2014-5CE6-43F2-AE28-B6C5FA90B68F/0/Armed\\_Forces\\_Covenant.pdf](http://www.mod.uk/NR/rdonlyres/4E9E2014-5CE6-43F2-AE28-B6C5FA90B68F/0/Armed_Forces_Covenant.pdf)

National Assistance Act 1948

[http://www.legislation.gov.uk/ukpga/1948/29/pdfs/ukpga\\_19480029\\_en.pdf](http://www.legislation.gov.uk/ukpga/1948/29/pdfs/ukpga_19480029_en.pdf)

Contact Member:

Councillor G Williamson, Executive Member  
for Finance and Support Services

[geoffrey.williamson@eastherts.gov.uk](mailto:geoffrey.williamson@eastherts.gov.uk)

Contact Officer/  
Report Author:

Su Tarran – Head of Revenues and  
Benefits Shared Service, Extn: 2075.

[su.tarran@eastherts.gov.uk](mailto:su.tarran@eastherts.gov.uk)

## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives :	<p><b>People</b></p> <p>This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p>
Consultation and Equality Impact:	The detailed Equality Impact Assessment for the proposed CTS Scheme is set out in <b>ERP C</b> to this report
Legal:	<p><b>Legal Implications</b></p> <p>The Local Government Finance (LGF) Act came into force on 31<sup>st</sup> October 2012.</p> <p>Details as to what was set out in the LGF Bill in relation to local authorities setting up Council Tax Support / Reduction schemes are set out below.</p> <p><b>Requirements of Council Tax Support scheme</b> – The prescribed content of a CTS scheme was set out in section 9 of the Local Government Finance Bill and in clause 1 of Schedule 4 which inserts Schedule 1A to the Local Government Finance Act 1992 ("LGFA 1992") and clause 2 of that proposed Schedule 1A. Under these provisions, a CTS scheme must state the following:</p> <ol style="list-style-type: none"> <li>(1) A scheme must state the classes of persons who are to be entitled to a reduction under the scheme;</li> <li>(2) A scheme must set out the reduction to which persons in each class are to be entitled (and different reductions may be set out for different classes);</li> <li>(3) A scheme must state the procedure by which a person may apply for a reduction under a scheme;</li> <li>(4) A scheme must state the procedure by which a person can make an appeal under section 16 of the LGF Act 1992 against any decision of the authority which affects (a) the person's entitled to a reduction under the scheme, or (b) the amount of</li> </ol>

	<p>any reduction to which the person is entitled;</p> <p>(5) A scheme must state the procedure by which a person can apply to the authority for a reduction under section 13A (1) (b) of the LGF Act 1992.</p> <p>As for stating the classes of people who are to be entitled to a reduction under a scheme, classes may be determined by reference to the following:</p> <p>(1) The income of any person liable to pay council tax on the authority in respect of a dwelling;</p> <p>(2) The capital of any such person;</p> <p>(3) The income and capital of any other person who is a resident of the dwelling;</p> <p>(4) The number of dependants of any person within paragraph (2) or (3) above;</p> <p>(5) Whether the person has made an application for the reduction.</p> <p>As for stating the reduction to which persons in each class are to be entitled and if different reductions are set out for different classes, a reduction may include the following detail:</p> <p>(a) A discount calculated as a percentage of the amount which would be payable apart from the scheme;</p> <p>(b) A discount of an amount set out in the scheme or to be calculated in accordance with the scheme;</p> <p>(c) Expressed as an amount of council tax to be paid (lower than the amount which would be payable apart from the scheme) which is set out in the scheme or is to be calculated in accordance with it; or</p> <p>(d) The whole amount of Council Tax (so that the amount payable is nil).</p> <p>The LGF Act states that for each financial year, Councils must consider whether to revise its CTS scheme or replace it with another scheme and that such decisions need to be made by 31st January in the financial year preceding that for which the revision or replacement scheme is to take effect. If the Council does not make a</p>
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	CTS scheme by 31st January 2015, a default scheme will be imposed on the Council which will be effective from April 2015, the effect of which has been set out above in this report. Regulations on the working of the default scheme have been published.
Financial:	As included in the report
Human Resource:	None
Risk Management:	<p><b>Risks and assumptions of the recommended scheme</b></p> <p>The following risks and assumptions have been identified:</p> <ul style="list-style-type: none"> <li>a) <b>Scheme Deficit Forecasts</b> - The level of deficit cannot be determined with accuracy, as the Government will not be issuing final funding allocations until the end of the year.</li> <li>b) <b>Caseload Forecasts</b> - Actual future caseload and expenditure growth cannot be determined with precise accuracy although estimates based on the profiles of current expenditure and caseload has been applied to the financial modelling.</li> <li>c) <b>Collection Rate Forecasts</b> - The actual Council Tax collection rate for the claimants affected by the changes cannot be predicted with accuracy as many have not been required to pay Council Tax previously, and are also on low incomes</li> <li>d) <b>Increased Administration Costs</b> - The impact of the recommended scheme on costs of Council Tax collection have not been included within the deficit modelling as they are subject to agreement with Revenues and Benefits Partnership. These discussions will be finalised once a decision on the final scheme has been made by the Council.</li> <li>e) <b>Collection Fund</b> - Diminution of anticipated Council Tax receipts could result in a Collection</li> </ul>

	<p>Fund deficit position at the end of a financial year, particularly as precept payments at present have to be paid to the County Council and Police Authority at an agreed monthly rate, irrespective of Council Tax sums collected.</p> <p>f) <b>Bad Debt Provision</b> - A potential risk arising from the recommended changes is a drop in Council Tax collection rates and hence an increase in bad debt provision. Reductions to budgeted collection rates also affect the level at which the Council Tax base set, this in turn is used to determine the Band D Council Tax level.</p> <p>g) <b>Discretionary Discounts</b> - The use of Section 13A discounts under the Local Government Finance Act 1992 may increase as a consequence of the recommended changes and the wider welfare reforms and will need to be met by the General Fund.</p>
Health and wellbeing – issues and impacts:	See 4.3 & 4.4 of the report.

## **ESSENTIAL REFERENCE PAPER 'B'**

**From:** [mike.jarvis@herts.pnn.police.uk](mailto:mike.jarvis@herts.pnn.police.uk) [<mailto:mike.jarvis@herts.pnn.police.uk>]

**Sent:** 02 November 2015 14:27

**To:** Taylor Adele

**Cc:** Challis Mandy; [Mike.Collier@hertfordshire.gov.uk](mailto:Mike.Collier@hertfordshire.gov.uk)

**Subject:** Council Tax Support Scheme Consultation

Hi Adele

Thank you for your letter dated 20 August consulting on the Council's proposed 2016/17 Council Tax Support Scheme. I note your comments that the scheme is in-line with your original financial forecasts and that you propose to continue with the current scheme. I have no points to raise.

Please accept this email as our formal response to the annual consultation process.

Regards

Mike

Mike Jarvis  
Head of Finance  
Hertfordshire Constabulary  
01707 354241

Mike Jarvis



Deputy Chief Executive  
Resources and Performance

Adele Taylor  
Director of Finance & Support Services  
East Herts Council  
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By e-mail to : [adele.taylor@eastherts.gov.uk](mailto:adele.taylor@eastherts.gov.uk)

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My ref: SP/MGB

Date: 12 November 2015

Dear Adele

**East Herts Council – Council Tax Support Scheme 2015/16**

Thank you for your letter of 20 August 2015 concerning the Council Tax Support Scheme.

I can confirm that this authority is happy to support the continuation of the tax support scheme which first came into operation on 1 April 2013, given that it continues to meet the objectives that were set out in our original response to the proposals.

Whilst the scheme continues to deliver its original intentions I do appreciate that there is a need to monitor its operation, not least in the context of national changes to benefits and the impact that this could have on collection rates. I look forward to continuing to work with you on this.

Yours sincerely

**Claire Cook**  
**Assistant Director - Finance**

**ESSENTIAL REFERENCE PAPER C**

<b>1 Identify the aims of the policy/service/function and how it is implemented.</b>			
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
1.1	What is the aim, objective or purpose of the policy/service/function?	The Council has a statutory duty to adopt a Council Tax Support Scheme under the Local Government Finance Act 2012.	The Council has a statutory duty to adopt a Council Tax Support Scheme under the Local Government Finance Act 2012.
1.2	What outcomes do you want to achieve with this policy/service/function and for whom?	The Government abolished Council Tax Benefit from 1 <sup>st</sup> April 2013. It was replaced by a statutory requirement for all Council Tax billing authorities to develop their own Council Tax Support Scheme based on local priorities.	It is for the Council to decide whether to find the required savings by making conditions of entitlement to Council Tax reductions more stringent requiring everyone (except those of pensionable age) to pay at least 8.5% of their Council Tax bill.
1.3	Who defines or defined the policy/service/function?	As a result of changes from Central Government East Herts Council will develop and implement its own Council Tax Support Scheme based on local priorities.	East Herts Council develops and implements its own Council Tax Support Scheme based on local priorities.
1.4	Who implements the policy/service/function?	East Herts Council as the Council Tax billing authority.	Not applicable
1.5	What factors or forces are at play that could contribute <b>or</b> detract from the outcomes identified earlier?	Changes in legislation.	Not applicable
1.6	Taking protected characteristics (age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, sex and sexual orientation), is there anything in the policy/service/function that could discriminate or disadvantage any of these	<b>Age</b> The proposed scheme reduces the amount of support given to people on low income when compared with the previous national Council Tax Benefit scheme, and are not of pensionable age. The proposed scheme has no impact on claimants of pensionable age as the level of	No further action required.

	groups?	<p>support for claimants of pensionable age is unchanged.</p> <p><b>Disability</b> The proposed scheme will reduce the amount of support given to people on low incomes compared to the previous national Council Tax Benefit, but will make no further reduction compared to the 2013/14 CTS scheme. Some people are unable to work because of illness or disability, have limited ability to work because of illness or disability and have limited ability to work because they are carers. The proposed scheme will have a negative impact on these groups who cannot work or have limited capacity for employment due to their disabilities.</p> <p><b>Gender</b> The proposed scheme will reduce the amount of support given to working age claimants on low incomes when compared to the previous national Council Tax Benefit scheme irrespective of gender, but will make no further reduction compared to the 2013/14 CTS scheme. No information is held about the sexuality of claimants so the impact on transgendered and transsexual has not been considered.</p> <p><b>Pregnancy/Maternity</b> The proposed scheme will reduce the amount of support given to working age claimants on low incomes compared to the previous national Council Tax</p>	<p>Se 4.1, 4.2 and 4.3.</p> <p>No information is held about the sexuality of claimants so the impact on transgendered and transsexual has not been considered.</p> <p>See 4.1, 4.2 and 4.3</p>
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		<p>Benefit scheme, but will make no further reduction compared to the 2013/14 CTS scheme. . The proposed scheme will have a negative impact on this group who either cannot work or have restricted capacity for employment due to parenting responsibilities.</p> <p><b>Marriage/Civil Partnership</b> The proposed scheme will reduce the amount of support given to working age claimants on low incomes compared to the previous national Council Tax Benefit scheme, but will make no further reduction compared to the 2013/14 CTS scheme, irrespective of marriage or civil partnership status.</p> <p><b>Race</b> The proposed scheme will reduce the amount of support given to working age claimants on low incomes compared to the previous national Council Tax Benefit scheme, but will make no further reduction compared to the 2013/14 CTS scheme, irrespective of race and ethnicity.</p> <p><b>Religion/Belief</b> No information is held about religion and beliefs so the impact has not been considered.</p> <p><b>Sexual Orientation</b> No information is held about sexual orientation so the impact has not been considered.</p>	<p>No further action required.</p> <p>No further action required.</p> <p>No information is held about religion and beliefs so the impact has not been considered.</p> <p>No information is held about sexual orientation so the impact has not been considered.</p>
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<b>2</b>	<b>Consideration of available data, research and information</b>		
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
2.1	What do you already know about who uses this policy/service/function?	The scheme will directly affect approximately 3524 households in East Herts who currently get CTS and are not of pensionable age.	As no detrimental changes are proposed to the scheme for 15/16, consultation has been limited to the major preceptors only, as required..
2.2	What additional information is needed to ensure that all protected characteristic group's needs are taken into account?	Feedback from customers would be considered.	No further action required
<b>3</b>	<b>Formal consultation</b>		
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
3.1	Who do we need to consult with?	If there is no deterioration or enhancement in the scheme, consultation is limited to the major preceptors..	Consultation with the major preceptors..
3.2	What method/form of consultation can be used?	The form of consultation is not specified.	Discussion and a formal notification of intention will be issued to the major preceptors.
<b>4</b>	<b>Assessment of impact</b>		
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
4.1	Have you identified any differential impact and does this adversely affect any protected characteristic groups in the community?	The Council will continue to support pensioners but for those who have restricted scope for finding employment or increasing earnings from employment they will have less ability to find the means to pay increased Council Tax.	See 4.2
4.2	If there is an adverse impact can it be avoided, can we make changes, can we lessen it etc?	The Council will not reduce support for working age claimants further than the 8.5% reduction sought by government. It will be fair to all working age claimants. It will not adjust those factors which provide a higher level of support for vulnerable groups such as families with a member who has a disability.	See 4.3

4.3	If there is nothing you can do, can the reasons be fairly justified?	As East Herts Council is committed to not increasing the council tax, the rules for working age claimants have to change.	As East Herts Council is committed to not increasing the council tax, the rules for working age claimants have to change.
<b>5</b>	<b>Consideration of the effect of proposed changes on other groups.</b>		
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
5.1	Do any of the changes in relation to the adverse impact have a further adverse affect on any other protected characteristic group?	It will not adjust those factors which provide a higher level of support for vulnerable groups such as families with a member who has a disability.	It will not adjust those factors which provide a higher level of support for vulnerable groups such as families with a member who has a disability.
<b>INTERNAL PROCESSES FOR THE ORGANISATION</b>			
<b>6</b>	<b>Making a decision in the light of data, alternatives and consultations</b>		
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
6.1	The organisations decision making process	The Council will take sufficient time to evaluate and consider responses to consultation on the proposed scheme before agreeing its final proposals by 31 <sup>st</sup> January 2016.	The Council will take sufficient time to evaluate and consider responses to the consultation on the proposed scheme before agreeing its final proposals by 31 <sup>st</sup> January 2016.
<b>7</b>	<b>Monitor in the future and publication of results of such monitoring</b>		
	<b>Key questions</b>	<b>Answers / Notes</b>	<b>Actions required</b>
7.1	What have we found out in completing this EqIA? What can we learn for the future?	It ensures that decisions taken by East Herts Council are made in a fair and transparent way and demonstrates our compliance with the Public Sector Equality Duty – Section 149 Equality Act 2010.	No further action required.
<b>8</b>	<b>Publication of results of the impact assessment</b> <b>Date 28 October 2014</b> <b>Lead Officer Su Tarran Head of Revenues and Benefits Shared Service.</b>		

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## EAST HERTS COUNCIL

EXECUTIVE – 1 DECEMBER 2015

### REPORT BY EXECUTIVE MEMBER FOR FINANCE AND SUPPORT SERVICES

### PROPOSAL TO REFURBISH VACANT OFFICE SUITE IN CHARRINGTON'S HOUSE, BISHOP'S STORTFORD

WARD(S) AFFECTED: ALL

#### **Purpose/Summary of Report**

- To seek approval to add a new scheme to the capital programme and initiate consultants and works to complete the proposed refurbishment of a vacant office suite at Charrington's House, Bishop's Stortford.

<b><u>RECOMMENDATION FOR COUNCIL:</u> That:</b>	
<b>(A)</b>	<b>the proposed addition to the capital programme for the proposed refurbishment of a vacant office suite at Charrington's House, Bishop's Stortford, as now submitted, be approved.</b>

#### 1.0 Background

1.1 The Council purchased the Old River Lane site in Bishop's Stortford in October 2015. One of the five constituent parts of the site is Charrington's House, a self-contained investment property made up of 8 individual office suites.

1.2 Charrington's House is a key source of income for the Old River Lane site. It is therefore essential that the building is managed and maintained to a high standard. This will aid tenant retention, encourage new lettings and deliver rental and capital growth.

#### 2.0 Report

2.1 The office suite on the second floor, north wing, of Charrington's House is currently vacant. The previous tenancy expired on 30

July 2015 and the office suite requires refurbishment prior to letting.

- 2.2 **Essential Reference Paper B** sets out the capital proposal for the scheme to refurbish the vacant office suite described above.
- 2.3 It is in the interests of the council to progress this work at the earliest opportunity in order for Charrington's House to be fully occupied and deliver the anticipated return on investment.
- 2.4 Council has the authority to approve additions to the capital programme. Subject to the approval of CMT and the Executive the scheme will be submitted to Council on 16 December 2015 to approve the addition of the scheme to the capital programme.
- 2.5 The risks of not proceeding with this capital scheme are documented within **Essential Reference Paper B**.
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper A**.

#### Background papers

None

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Contact Officer: Adele Taylor, Director of Finance and Support Services, Extn: 1401.  
[adele.taylor@eastherts.gov.uk](mailto:adele.taylor@eastherts.gov.uk)

Report Author: Philip Gregory, Head of Strategic Finance, Extn: 2050.  
[philip.gregory@eastherts.gov.uk](mailto:philip.gregory@eastherts.gov.uk)

**IMPLICATIONS/CONSULTATIONS**

Contribution to the Council's Corporate Priorities/ Objectives:	<p><b><i>People</i></b> – Fair and accessible services for those that use them and opportunities for everyone to contribute</p> <p><b><i>Place</i></b> – Safe and Clean</p> <p><b><i>Prosperity</i></b> – Improving the economic and social opportunities available to our communities</p> <p>The contribution of the proposed capital scheme to the corporate priorities are detailed in Section 3 of ERP B.</p>
Consultation:	The intention to refurbish this suite has been included in several documents presented to Executive and Council. The council's property advisor has provided estimated costs and rental estimates.
Legal:	No legal implications.
Financial:	A capital investment is required to bring the vacant suite up to the standard required to achieve a good return through rental income. This is detailed section 4 of ERP B.
Human Resource:	The skills required to manage the project, commission the consultancy and works exist within council staff.
Risk Management:	These are detailed in Section 6 of ERP B.
Health and wellbeing – issues and impacts:	No specific implications arise from this report

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## Capital project bid form

### ESSENTIAL REFERENCE PAPER 'B'

<b>Section 1</b>	<b>Project Description</b>
<b>Service</b>	Strategic Finance
<b>Name of project</b>	Charrington's House: 2 <sup>nd</sup> floor suite refurbishment
<b>Project Manager</b>	Anna Osborne
<b>Ref no.</b>	<i>To be added by Strategic Finance once approved</i>
<b>Description of project</b>	<p>The North suite on the 2<sup>nd</sup> floor of Charrington's House is currently vacant following the expiry of the previous tenants lease.</p> <p>This project will generate rental income and business rates income for the Council once the suite is refurbished.</p>
<b>Section 2</b>	<b>Project Timeline</b>
<b>Target start date</b>	04/01/2016
<b>Target end date</b>	29/04/2016
<b>Section 3</b>	<b>Service objectives and outcomes</b>
<b>Project objectives</b>	Maximise return from Council assets
<b>Project benefits</b>	<p>Without this investment the asset will be unable to generate income due to the poor condition of the vacant suite. This investment will secure the ability of the asset to generate income over the course of the lease when granted.</p> <p>The council's property consultants have provided an assessment of the costs of refurbishing the vacant suite. The costs are estimated to be in the range of £120k to £280k dependant on the specification level of the works.</p> <p>The specification level will be determined by officers in conjunction with property consultants to determine what level of specification will generate the greatest interest from the market and the best return. The capital cost specified in this bid represents a refurbishment at a high specification level in the interests of prudence.</p> <p>The works will involve stripping out the vacant suite and making good. Works may involve upgrading IT, electrical and kitchen facilities and</p>

	may also include creating partition walls within the suite. The works included within the scope of the scheme may also include cosmetic renewal to the fabric of the building should these works contribute significantly to the return on investment.	
<b>Scheme priority level</b>	Level 2	
<b>Project type</b>	<i>Property refurbishment</i>	
<b>Key project outputs</b>	Refurbished office suite to a good standard ready to lease.	
<b>Project</b>	Milestones	Dates
	Design & Tender Stages	04/01/2016
	Start Works	07/03/2016
	Complete Works	29/04/2016
<b>State how the project links to the Corporate Strategy</b>	<p><b><u>People:</u></b></p> <p>The rental income from Charrington's House will be used to support the provision of fair and accessible services as a source of investment income to the council.</p> <p><b><u>Place:</u></b></p> <p>This project will help to ensure that Charrington's House remains occupied and therefore reduces the risk that an unoccupied suite detracts from the safety and cleanliness of the surrounding area.</p> <p><b><u>Prosperity:</u></b></p> <p>Refurbishing this vacant office suite will contribute to the economic wellbeing of Bishop's Stortford. This capital scheme ensures that the capital investment in Old River Lane is able to continue to generate the return on investment expected.</p>	

<b>Section 4</b>	<b>Costs and Funding</b>
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This section sets out the whole life costs of the project i.e. capital and revenue costs

Section 4a CAPITAL COSTS	2016/17 £	2017/18 £	2018/19 £	2019/20 £	TOTAL £
Works	280,000	-	-	-	280,000
Fees	20,000	-	-	-	20,000
Equipment	-	-	-	-	-
Other	-	-	-	-	-
<b>TOTAL CAPITAL COST</b>	<b>300,000</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>300,000</b>

Section 4b FUNDING SOURCE	Details:	TOTAL £
Council Funding	EHDC Capital Funding	300,000
Match Funding	Specify Funding Source	-
Grant Funding	Specify Grant Source	-
S106 Contribution	Name of Contributor or Scheme	-
Other		-
<b>TOTAL:</b>		<b>300,000</b>

Section 4c REVENUE IMPACT	2016/17 £	2017/18 £	2018/19 £	2019/20 £	TOTAL £
<b>COSTS</b>					
Operating Expenses	-	-	-	-	-
Consultants/Salaries	-	-	-	-	-
IT Licences	-	-	-	-	-
Other	-	-	-	-	-
Sub-total:	-	-	-	-	-
<b>SAVINGS</b>					
Revenue saving	-				-
Additional Income	(49,000)	(98,000)	(98,000)	(98,000)	(343,000)
Sub-total:	(49,000)	(98,000)	(98,000)	(98,000)	(343,000)
<b>TOTAL</b>	<b>(49,000)</b>	<b>(98,000)</b>	<b>(98,000)</b>	<b>(98,000)</b>	<b>(343,000)</b>

NB: Income is already built into the budget for Charrington's House including an assumption that a rent free period is offered as an incentive to prospective tenants.

Section 5	VFM assessment –
<b>What alternative means of providing this output been considered? e.g. leasing of assets, partnership arrangements, match funding</b>	
<p>This scheme will involve a significant upgrade to a key, revenue-generating asset.</p> <p>Value for Money will be achieved by undertaking a market assessment to ascertain the standard and level of works required to achieve a good rental and through the correct procurement of a contractor to deliver the refurbishment works.</p>	

Section 6	Risk Management
Risk	Mitigation
The office suite remains vacant and the rental income at Charrington's House is below budget expectations.	Refurbishing the office suite with the advice of property consultants will ensure that optimal rental yield is achieved.
The office suite remains vacant and additional costs are borne by the council (e.g. NDR, service charge etc).	Progressing this scheme in a timely manner will minimise the council's exposure to any additional costs.
The office suite is refurbished and remains vacant.	Refurbishing the office suite with the advice of property consultants will ensure that optimal rental yield is achieved.
The appointed contractor fails to deliver the works to the required standard in a timely manner.	The tender exercise to procure the contractor will assess the capability of the contractor to complete the works in a timely manner.
There is a reputational risk to the council in failing to act as a responsible landlord. This may affect the perception of current tenants in Charrington's House.	This scheme demonstrates that the council is committed to continue investing in Charrington's House through active estate management.

Section 7	Approval		
	Name	Signature	Date
Project Manager	Anna Osborne		date
Head of Service	Philip Gregory		date
Head of Strategic Finance	Philip Gregory		date

### **General guidance on completion of the capital project bid form.**

The project appraisal process seeks to ensure that all capital schemes are appraised consistently and are deliverable. Set out below are general pointers and questions that should be addressed by completing the appraisal form:

- How does the scheme contribute towards the council's aims and objectives?
- How does the scheme meet members' priorities?
- Does the scheme form part of an adopted strategy or policy objective of the Council?
- Are there clear objectives for the scheme?
- What is the timescale for the scheme?
- Has there been a risk assessment of the scheme?
- Will the project achieve value for money?
- Have avenues for alternative or match funding been explored?
- Is it appropriate to deliver this scheme in partnership with another agency?
- Have the revenue implications been assessed and a source of revenue funding identified where appropriate?
- Have milestones, project outputs and the method of monitoring been set and agreed?
- Are stakeholders involved in the review of targets and achievements?
- Have the regeneration implications of the scheme been assessed and appropriate corresponding outputs agreed such as jobs created, training places provided?
- Does the scheme contribute to raising the performance of the council in areas of weakness?
- Once approved, is there capacity within the service to deliver the scheme to agreed timescales?

### **Specific notes to aid completion of the capital project bid form**

#### **Section 3: Service objectives and outcomes**

- ***Scheme priority level***
  - **Level One Priorities** should include schemes which meet a statutory service delivery requirement and/or meet a central government requirement.  
This may also include schemes which are essential to avoid loss of life or limb.
  - **Level Two Priorities** cover schemes which can either repay part of the investment by generating revenue savings in service provision, or which attract at least 50% external funding.  
Additionally, level two priority schemes include those where assets generate income and the income is at risk without capital investment for health and safety reasons or reduced customer satisfaction e.g. leisure centres and outdoor sports facilities.

- **Level Three Priorities** relate to non-statutory service provision and schemes which do not generate savings or attract 50% external funding as described above.
- **Key project outputs**
  - State what the outputs for the project will be. Try and be as specific as possible.
  - For example:
    - a new refuse vehicle to reach hard to access properties
    - adaptations that enable x clients to stay in their homes
    - an IT system to deliver clearly stated benefits
    - no of residents to benefit from works

#### **Section 4: Costs and funding**

The purpose of this section is to give an overview of project costs and the funding sources.

- This section should be completed in consultation with your Finance contact. The Finance contact will provide advice and support to ensure that the proposal is financially robust.
- The total capital cost (4a) should equal the total funding source (4b).
- In section 4c, costs should be positive values and savings/income should be negative values.
- (NB: Double-clicking on the table should open an Excel table. This will ensure that totals are calculated correctly.)

#### **Section 5: VFM assessment**

The Council has a duty to ensure that capital schemes are affordable and sustainable in the long term. Value for money is often assessed by considering:

- Economy – is the scheme affordable?
- Efficiency – does the scheme use the right method of delivering the stated outcome?
- Effectiveness – is this scheme the right way to achieve the stated outcome?

#### **Section 7: Approval**

This section needs to be completed by your Head of Service and Head of Strategic Finance to ensure that all financial implications arising from this bid have been considered.

Once the project is approved and included in the capital programme it is the responsibility of the project manager to monitor the outcome delivery and the costs against the budget approved.

## EAST HERTS COUNCIL

### EXECUTIVE – 1 DECEMBER 2015

#### QUARTERLY CORPORATE HEALTHCHECK – QUARTER TWO/ SEPTEMBER 2015

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#### REPORT BY THE EXECUTIVE MEMBER FOR FINANCE AND SUPPORT SERVICES

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#### WARD (S) AFFECTED: All

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#### Purpose/Summary of Report:

- To provide a report on finance, performance and strategic risk monitoring for East Herts Council for 2015/16 as at September 2015.
- The revenue budget for 2015/16 is £14.133m. The forecast position as at 30 September 2015 shows an underspend of £556k in 2015/16. The main contributory factors are underspends against service budgets of £149k and underspends against corporate items totalling £407k. This is in comparison to the £448k overspend in service budgets and £302k underspend against corporate items (a total overspend of £144k) reported in the Quarter One/June Healthcheck report.
- The capital budget for 2015/16 is £2.718m. The forecast position shows a variance of £581k underspent.
- Overall 10 out of the 12 performance indicators in Executive's basket (that have a target) are either on target or exceeding their target as at September 2015/Quarter 2 and the remaining two performance indicators are off target.
- Overall for the short term trend 10 indicators out of the 18 performance indicators in Executive's basket are showing an improvement when performance is compared to the previous period. One indicator has maintained the same level of performance and seven have declined.
- The performance system analyses where current performance is less than the average for the preceding 12 months/ 4 quarters this is flagged as a potential long term trend. 6 of the 18 indicators have

been flagged for this reporting period and further analysis behind each can be found in paragraph 7.4.

<b><u>RECOMMENDATIONS FOR EXECUTIVE:</u> That:</b>	
<b>(A)</b>	<b>the comments of the Corporate Business Scrutiny Committee on the Quarterly Corporate Healthcheck, be received;</b>
<b>(B)</b>	<b>the revenue budget forecast underspend of £556k be noted (paragraph 2.1);</b>
<b>(C)</b>	<b>the use of the transformation reserve to fund the compensation payments in respect of changes to the employee expenses policy of £198k be approved (paragraph 2.9);</b>
<b>(D)</b>	<b>proposed slippage on capital schemes of £277.7k (paragraphs 3.3 and 3.6) be noted;</b>
<b>(E)</b>	<p><b>the current explanation for long term trends for:</b></p> <ul style="list-style-type: none"> <li><b>• EHPI 151 – Number of homeless households living in temporary accommodation at the end of the quarter</b></li> <li><b>• EHPI 152 – The number of applicants accepted as owed the main homelessness duty to secure accommodation.</b></li> <li><b>• EHPI 2.6 – Percentage of residual waste (refuse) sent for disposal</b></li> <li><b>• EHPI 12c – Total number of sickness absence days per FTE staff in post</b></li> </ul> <p><b>be noted (Paragraph 7.4);</b></p>
<b>(F)</b>	<b>the amendment to the indicator set out in paragraph 7.7, be noted; and</b>
<b>(G)</b>	<b>the risk controls and addition to the Strategic Risk Register (paragraphs 8.1 to 8.3) be approved.</b>

## 1 BACKGROUND

- 1.1 This is the finance and performance monitoring report for the council.
- 1.2 In February 2015 Council agreed a balanced budget for the 2015/16 financial year. This report sets out the financial position for the year to date and provides forecasts for the outturn position.
- 1.3 In 2014 Council approved the performance measures that would be monitored. This report sets out the year to date performance against those targets.

## 2 REVENUE BUDGET

- 2.1 The Council is forecast to underspend in 2015/16 by £556k. Table 1 below shows the current forecast outturn position as at 30 September 2015 by directorate.

**Table 1: Revenue forecast outturn**

Revenue	ORIGINAL BUDGET £'000	FORECAST OUTTURN £'000	VARIANCE £'000
Customer and Community Services	6,574	6,503	(71)
Neighbourhood services	3,053	3,297	244
Finance and Support services	5,255	4,933	(322)
<b>Net cost of Services</b>	<b>14,882</b>	<b>14,733</b>	<b>(149)</b>
Priority Spend Budget	150	150	-
Contingency Budget	370	41	(329)
Contributions to/(from) reserves	(1,269)	(1,347)	(78)
<b>Total</b>	<b>14,133</b>	<b>13,577</b>	<b>(556)</b>

- 2.2 The key service budget variances in the forecast outturn are summarised below in Table 2. The quarterly variance shows a movement of £597k from an overspend of £448k to an underspend of

£149k.

**Table 2: Service budget variances since Quarter one.**

<b>Quarter on Quarter Variance</b>	<b>Variance £'000</b>
Graduate Scheme	(18)
Refuse Contract	49
Kerbside Recycling	120
Clinical Waste	19
Environmental Services	113
Environmental co-ordination grants	(10)
Leisure Services	(21)
Hertford Theatre - Pantomime	(30)
Hertford Theatre - cinema	(25)
Car Park Pay and Display income	(34)
Herford Car Parks	(12)
Planning & Building Control Salaries	(62)
Planning Policy – local plan	(51)
Development Management pre application fee	(30)
Development Management- Appeals	40
Development Management – S106	(19)
Environmental Health Promotions	(100)
Police Community Support Officers	(11)
Revenues & Benefits salaries	(31)
Revenues & Benefits	(15)
Old River Lane	(427)
Land Charges	78
Other small variances	(120)
<b>Total Quarterly Variance</b>	<b>(597)</b>

- 2.3 The main variances in the forecast outturn are set out below by Directorate and can be found in **Essential Reference Paper B**.

### **Customer and Community Services**

- 2.4 The forecast outturn position shows an underspend of £71k. Table 3 below shows the breakdown by service.

**Table 3: Customer and Community Services forecast outturn**

<b>Community &amp; Customer Services</b>	<b>ORIGINAL BUDGET £'000</b>	<b>FORECAST OUTTURN £'000</b>	<b>VARIANCE £'000</b>
Chief Executive and Director of Customer & Community	151	108	(43)
Business Development	360	422	62
Communications, Engagement & Culture	928	883	(45)
Customer Services & Parking	(474)	(542)	(68)
Environmental Services	5,609	5,632	23
<b>Total:</b>	<b>6,574</b>	<b>6,503</b>	<b>(71)</b>

Key variances arising this month:

- 2.4.1 Salaries within Customer and Community are expected to be £42k overspent. This represents a £20k improvement on the forecast overspend reported in August 2015. The additional funding of £18k from reserves highlighted in July 2015 will no longer be utilised as the recruitment of a candidate to the graduate post has been unsuccessful.
- 2.4.2 An underspend of £73k against the Refuse and Recycling contract is expected due to contract inflation being lower than budgeted for. This is a reduction of £49k against the previously reported £122k underspend.
- 2.4.3 The Kerbside Recycling budget is anticipated to be £120k over the 2015/16 budget. This is due to an additional £65k expenditure on the cost of dealing with contaminated recycling. The kerbside recycling

income budget is forecast to be £55k below budget due to lower price received for recyclables.

- 2.4.4 There is lower demand for Clinical waste sharps containers and sacks this year due to cyclical purchasing by customers, who tend to buy in bulk. The 2014/15 outturn was higher than the estimate for this reason. This will lead to an anticipated £19k shortfall in income in 2015/16.
- 2.4.5 Due to a low take up of grants the Environmental co-ordination budget will be underspent by £10k.
- 2.4.6 The Leisure Services budget will be underspent by £21k in 2015/16. This is made up of an £11k reduced cost of ground maintenance and a £14k reduction in the management fee due to the Council's capital investment at Hartham Leisure Centre.
- 2.4.7 The Pantomime at Hertford Theatre is anticipated to generate additional income of £30k above the original budget.
- 2.4.8 Demand at the cinema at Hertford Theatre has exceeded expectations, resulting in £25k additional income forecast in 2015/16.
- 2.4.9 Predicted Pay and Display income at the Council's car parks continues to be above profiled income levels. An additional £301k is expected in 2015/16, this is £34k above the level forecast as at 30 June 2015.

Key variances previously reported:

- 2.4.10 An increased customer base in Commercial Waste has resulted in anticipated additional income of £67k in 2015/16.
- 2.4.11 The contribution from Hertfordshire Council linked to Recycling (Alternate Financial Model – AFM) is expected to be lower than budget by £60k.
- 2.4.12 Following the community right to challenge the management fee to Bishops Stortford Town Council for running the Market will exceed the approved budget by £47k. This is currently being managed as a pressure within the service
- 2.4.13 Following the sale of the lease for Bircherley Green Car Park in Hertford at the end of March 2015, the Council is no longer

responsible for the running of the car park. Therefore a net overspend of £126k is reported mainly due to lost income. This is currently being managed as a pressure within the service.

2.4.14 Use of the RingGo pay by phone service in the pay and display car parks is expected to increase by 30% in 2015/16. The cost to the motorist of using this council are passed on to the Council, an additional cost of £14k is predicted. This is currently being managed as a pressure within the service.

2.4.15 The consultation for Bishop's Stortford Parking Futures has been expanded in agreement with the Portfolio holder, with additional costs of £7k in 2015/16. This is currently being managed as a pressure within the service.

2.4.16 Sawbridgeworth and Buntingford town Councils will no longer be subsidising Pay and Display parking, resulting in a £25k reduction in income. As approved by Executive on 8<sup>th</sup> June 2015, this is to be funded through use of the New Homes Bonus Priority Spend budget.

2.4.17 A rent review of the Causeway car park in Bishop's Stortford has been completed, this will increase the rental cost to the Parking Service by £58k per year. This is currently being managed as a pressure within the service.

## **Neighbourhood Services**

2.5 The forecast outturn position shows a £244k overspend. Table 4 below shows the breakdown by service.

**Table 4: Neighbourhood Services forecast outturn**

<b>Neighbourhood Services</b>	<b>ORIGINAL BUDGET £'000</b>	<b>FORECAST OUTTURN £'000</b>	<b>VARIANCE £'000</b>
Director of Neighbourhood	112	125	13
Corporate Support Team	108	107	(1)
Community Safety and Health	1,197	1,236	39
Housing Services	567	604	37
Planning and Building Management	1,069	1,225	156
<b>Total:</b>	<b>3,053</b>	<b>3,297</b>	<b>244</b>

Key variances arising this month:

- 2.5.1 The salary budget within Neighbourhood services is predicted to be £129k overspent. Additional funding for salaries is approved to come from Contingency budget (£8k), contributions from reserves (£13k) and from additional income (£50k); a total of £71k reducing the budget pressure to £58k. This budget pressure has increased by £23k since August 2015 mainly due to increased agency staff costs in Development Management.
- 2.5.2 It is expected that an element of the 2015/16 local plan expenditure in the Planning Policy service will slip into 2016/17, although the amount is still uncertain at this stage of the financial year. This is funded through the Local Development Framework reserve therefore there will be a reduction in the amount drawn down in 2015/16.
- 2.5.3 £30k additional income is anticipated in the Development Management Service from pre application fees to be received in February 2016 in relation to the Bishop's Stortford Goods Yard Site. This will be offset by increased agency staff costs as detailed above.
- 2.5.4 The appeals expenditure budget in Development Management is expected to be £40k above budget. This is due to the use of consultants at Public Inquiry to present the Councils case and the instruction from the Executive for all major residential schemes submitted from July onwards to be subject to rigorous financial assessment.

2.5.5 An additional £19k of S106 income is anticipated in Development Management.

2.5.6 The second receipt of £100k from Hertfordshire County Council as a contribution towards Public Health promotions (paragraph 2.5.10) will be in January 2016. This will be transferred to reserves as expenditure is programmed in 2016/17.

2.5.7 The budget for PCSOs (Police Community Support Officers) will overspend by £19k as 4 posts are being funded rather than the budgeted 3. Additional funding has been received reducing this overspend by £11k to £8k.

Key Variances previously reported:

2.5.8 The 2015/16 budget for Planning Application fees was increased in line with historic trends. Whilst the volume of planning applications received to 31<sup>st</sup> August is consistent with previous years the size of these are small in financial value. An under achievement in income of £189k is currently forecast. This is currently being managed as a pressure within the service.

2.5.9 Based on current trends the Building Control income received from Safestyle will be £40k lower than budget, due to a lower number of applications than expected. This is currently being managed as a pressure within the service.

2.5.10 A contribution towards Public Health promotions of £100k has been received from Hertfordshire County Council. As agreed at Council on 18 February 2015 match funding of £100k from East Herts will be used to support this project funded from the New Homes Bonus priority fund.

## **Finance and Support Services**

2.6 The forecast outturn position shows an underspend of £322k. Table 5 below shows the breakdown by service.

**Table 5: Finance and Support Services forecast outturn**

<b>Finance and Support Services</b>	<b>ORIGINAL BUDGET £'000</b>	<b>FORECAST OUTTURN £'000</b>	<b>VARIANCE £'000</b>
Director of Finance & Support	118	124	6
Business and Technology Services	1,296	1,294	(2)
Corporate Governance and Risk	1,487	1,535	48
Democratic Services and Legal	1,131	1,186	55
Human Resources and OD	328	379	51
Revenues and Benefits Shared Service	319	210	(109)
Strategic Finance	530	147	(383)
Other Corporate Budgets	46	58	12
<b>Total:</b>	<b>5,255</b>	<b>4,933</b>	<b>(322)</b>

Key variances arising this month:

- 2.6.1 An overspend of £24k against the Salary budgets is anticipated in Finance and Support Services. Funding of £25k has been agreed from the contingency budget, £39k from reserves and £52k from other sources. A total of £116k funded from other sources resulting in a £92k underspend, a £9k improvement since August 2015.
- 2.6.2 The purchase of the Old River Lane site in Bishop's Stortford will lead to a net increase in revenue income in 2015/16. This is currently forecast to result in additional net income of £427k this financial year. There is a corresponding in year reduction in interest income received of £144k as a result of using cash balances to fund this investment. This variance is not shown in this report but will be reflected in the updated Medium Term Financial Plan. Full details of the implications of this acquisition can be found in **Essential Reference Paper J.**
- 2.6.3 A collective action (APPS) was bought against the Council by Property Search Companies relating to a dispute on the terms by which the Council provided property search information. The settlement sum due to be paid is anticipated to be no greater than

£188k. A Government Grant of £110k has been received to partially offset this. The balance of £78k will be funded through the General Reserve, this is reflected in the figures shown in paragraph 2.1.

Key Variances previously reported:

- 2.6.4 The housing association lease at Charrington's House has expired and will not be renewed therefore there will be a shortfall in income of £41k in 2015/16. This is currently being managed as a pressure within the service whilst alternative tenants are identified.
- 2.6.5 External Audit fees are anticipated to be £30k lower than budget, due to a new External Auditor, EY, being appointed from 2015/16 with a lower fee agreed by PSAA (Public Sector Audit Appointments).
- 2.6.6 Worldpay transaction charges are forecast to be higher than budget, although this is partially offset by savings from bank charges, resulting in a £12k overspend. This is further offset by treasury management fees which are £5k lower than budget.

### **Non-departmental budgets**

- 2.7 The Priority Spend budget for 2015/16 is £697k. As approved by Executive on 8<sup>th</sup> June 2015 £150k is allocated in 2015/16 with the remainder to be transferred to the New Homes Bonus Priority Fund Reserve. The uncommitted balance is £547k and future requests will be drawn down from the Reserve as they are approved. **Essential Reference Paper C** shows the amounts committed against the New Homes Bonus Priority Spend budget.
- 2.8 The Contingency budget of £370k allows for unforeseen events to be funded in-year. **Essential Reference Paper D** shows the amounts committed against the Contingency budget. As at 30th September the £41k funded through the contingency budget all relates to items approved by CMT prior to 1<sup>st</sup> April 2015.
- 2.9 A collective agreement was reached with Unison in September 2015 on the proposed changes to employee expenses policy with respect to car mileage rates, removing the essential lump payment of £1,239 per annum and reducing the mileage rate from 65p per mile to the HMRC rate of 45p per mile. The final decision on whether to accept the policy rests with Local Joint Panel, which meets on 2 Dec 2015, and HR Committee, which meets on 13 January 2016. To reach this agreement a compensation payment was agreed to be made to

employees in January 2016. The estimated cost of the compensation payment is £198k which will be funded from the transformation reserve.

### 3 CAPITAL PROGRAMME

- 3.1 The 2015/16 capital forecast expenditure is summarised in Table 6 below. **Essential Reference Paper E** sets out the detailed forecast on each scheme.

**Table 6: Capital forecast outturn**

Service	Approved budget £'000	Revised Budget £'000	Forecast outturn £'000		Proposed over/under £'000	Proposed slippage £'000
Customer and Community Services	782	1,180	945		(235)	226
Neighbourhood services	927	903	766		(137)	36.7
Finance and Support services	1,009	20,999	20,790		(209)	15
<b>Total</b>	<b>2,718</b>	<b>23,082</b>	<b>22,501</b>		<b>(581)</b>	<b>277.7</b>

Key variances arising this month:

- 3.2 The Finance and Support Services capital budget has increased to reflect the £19.55m acquisition cost of the Old River Lane site.
- 3.3 It is proposed that the capital project for preliminary works at Hartham Common associated with the development of the major play site project to be undertaken in 2016/17, is reprogrammed to 2016/17 to allow greater investigation work to take place to create an appropriate brief. It is recommended that the £25k budget is slipped into 2016/17.
- 3.4 The Castle Weir Micro Hydro Scheme is subject to a rigorous approval by the Environment Agency (EA). The Land Drainage team and the EA are to agree operation protocols following improvement works and automation of the main weir gates. It is recommended that

the £201k budget for this is slipped into 2016/17.

- 3.5 Take up of Historic Building Grants has been limited in the first half of 2015/16 leading to a lower level of expenditure. It is recommended that £36.7k is slipped into 2016/17.
- 3.6 The scheme for replacement air conditioning at Fanshawe Swimming pool offices is on hold pending a decision on joint provision capital expenditure. It is recommended that the £15k budget is slipped into 2016/17.
- 3.7 There will be a forecast underspend of £100k against the Decent Homes Grant capital budget due to the current lack of referrals and time from initial assessments to completion of works. There is no recommendation to slip this budget to 2016/17 at this point as the 2016/17 is deemed to be sufficient to meet the likely demand.

Key variances previously reported:

- 3.8 A drawdown of £30k from the Operational Buildings budget was approved in December 2014 for air conditioning works at Buntingford Service Centre. Whilst this project was completed 5 months after the timetabled completion date a significant saving of £15k was achieved. It is requested that this is transferred back into the operational Buildings Rolling programme budget to be used for other capital projects. The uncommitted balance on this budget is £125k, a programme of minor works to improve Old River Lane is currently being developed and will result in this budget being utilised.
- 3.9 There is a forecast £10k overspend on Commercial Waste bins capital budget due to the rise in new customers (see paragraph 2.4.10) which is offset by an increased revenue forecast. There is currently no recommendation to adjust the budget for this projected overspend at this stage in the financial year.
- 3.10 Currently £200k of the £400k capital ICT rolling programme remains uncommitted. There is currently no recommendation to adjust the budget for this projected underspend at this stage in the financial year.

## **4 VIREMENTS**

- 4.1 There are no virements to report to date.

## 5 SAVINGS

- 5.1 The approved savings for 2015/16 total £107k. 100% of the 2015/16 savings will be achieved. **Essential Reference Paper F** sets out these savings.

## 6 DEBTORS

- 6.1 Total Outstanding debt as at 30th September 2015 is £1.045m. This is a 89% increase from the previous quarter mainly due to £830k of invoices raised in respect of the Revenues & Benefits shared service at the end of September 2015, these invoices are not due to be paid until the end of October 2015.
- 6.2 Essential Reference Paper G analyses the profile of aged debtors

## 7 PERFORMANCE ANALYSIS

### Performance against targets

- 7.1 Table seven shows movement in performance when compared to the last reporting period for measures where there is a RAG status. Five indicators are showing an improvement. One indicator has maintained the same level of performance and five indicators show a decline in performance.

**Table 7:**

<b>Performance Indicator Short Name</b>	<b>Performance Status (RAG)</b>	<b>Movement since last reported</b>
<b>EHPI 10.2</b> – Council tax collection, % of current year liability collected	<b>Green</b>	<b>Improved</b>
<b>EHPI 10.4</b> – NNDR (Business rates) collection, % of current year liability collected	<b>Green</b>	<b>Improved</b>
<b>EHPI 181</b> – Time taken to process Housing Benefit new claims and change events	<b>Green</b>	<b>Improved</b>

<b>EHPI 7.2</b> – Turnaround of PCN Challenges and Representations	<b>Green</b>	<b>Improved</b>
<b>EHPI 157a</b> – Processing of planning applications: Major applications	<b>Green</b>	<b>Improved</b>
<b>EHPI 7.3</b> – Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued	<b>Green</b>	<b>Stayed the same</b>
<b>EHPI 157b</b> – Processing of planning applications: Minor applications	<b>Green</b>	<b>Declined</b>
<b>EHPI 2.2</b> – Waste: missed collections per 100,000 collections of household	<b>Green</b>	<b>Declined</b>
<b>EHPI 12c</b> – Total number of sickness absence days per FTE staff in post	<b>Green</b>	<b>Declined</b>
<b>EHPI 8</b> – % of invoices paid on time	<b>Amber</b>	<b>Declined</b>
<b>EHPI 157c</b> – Processing of planning applications: Other applications	<b>Amber</b>	<b>Declined</b>

### Trend only performance indicators

7.2 Table eight shows movement in performance when compared to the last reporting period for the measures where no targets have been set, e.g. only trend data is analysed.

**Table 8:**

<b>Indicator (Trend only)</b>
There were higher volumes of planning appeals in September but the number of appeals allowed has reduced when compared to August for <b>EHPI 204</b> (Planning appeals allowed)
There has been a slight decrease in <b>EHPI 192</b> (Percentage of household waste sent for reuse, recycling and composting) since July.
There has been a slight increase in <b>EHPI 151</b> (Number of homeless households living in temporary accommodation at the end of the quarter) since Quarter 1.
There has been a slight decrease in <b>EHPI 152</b> (The number of applicants accepted as owed the main homelessness duty to secure accommodation) since Quarter 1.

There has been a slight decrease in **EHPI 153** (Number of applicants that presented to the council as homeless) since Quarter 1.

There has been a slight decrease in **EHPI 2.6** (Percentage of residual waste (refuse) sent for disposal) since Quarter 1.

7.3 Table 9 shows the long term trend analysis (current value compared to the average performance for the last 12 months or the last 4 quarters) for those indicators that are showing a significant long term decline.

**Table 9:**

<b>Service &amp; Indicator</b>	<b>Commentary</b>
<b>Housing Services</b>	
EHPI 151 – Number of homeless households living in temporary accommodation at the end of the quarter	The council owned temporary accommodation (hostel) remains full with 12 households with the average length of stay for those with a homeless duty before moving onto a housing association tenancy is 12 weeks. There is no clear cause to the higher number and is just subject to when households are ready to move onto a housing association tenancy.
EHPI 152 – The number of applicants accepted as owed the main homelessness duty to secure accommodation.	The number of homeless acceptances was only one off compared to the same period last year. The primary reason for homelessness is due to the end of a private sector assured short hold tenancy because the landlord requires the property back. Work is underway to profile homelessness presentations, results of this and how it might explain performance will be available from Quarter 3.
<b>Environment Services</b>	
EHPI 2.6 – Percentage of residual waste (refuse) sent for disposal	This is a rolling quarter from June to August as data is reported one month in arrears. The reason for the declining long term trend is because DEFRA has yet to update the number of new properties in the district since 1 April 2015 and this has resulted in a slightly higher number of kilograms per household. In addition more waste is being presented at the kerbside as the

	economy grows and dry recycling (paper) is reducing due to increase use of electronic media.
<b>HR and Organisational Development</b>	
EHPI 12c – Total number of sickness absence days per FTE staff in post	Long term trend for total number of sickness absence lower due to higher levels of long term sickness absences. Managers have been alerted to the trend and it is being discussed regularly at DMT meetings.

### Potential future issues

7.4 Further analysis by the Performance Team shows that the following measures are either 'Amber' or 'Red' already and at risk of further decline. The indicators are:

- EHPI 157c – Processing of planning applications: Other applications. This indicator is 'Amber' and has had a declining long term trend for the past five consecutive months and is at risk of moving to 'Red'.
- EHPI 8 – % of invoices paid on time. This indicator is 'Amber' and is the first time showing a declining long term trend.

7.5 Please refer to performance indicator summary analysis in **Essential Reference Paper H** for full performance indicator analysis.

### Proposed changes to performance indicators

7.6 Please note and agree the following changes:

- **EHPI 204 – Planning appeals allowed.** After reviewing this indicator it was established that there were no clear pattern that could be identified in the monthly frequency due to the volatile nature of this indicator and low monthly volume of appeals being made. The service proposes that this indicator be changed from monthly reporting to quarterly reporting as this will address the low monthly volume of appeals and better identify where the seasonal highs and lows are. It is proposed that this change will be applied immediately. So the next update will be reported in December for quarter three.

## 8 STRATEGIC RISKS

- 8.1 Controls implemented in the period July to September 2015 have been recorded. Please refer to **Essential Reference Paper I** for more information.
- 8.2 There have been no changes to scores since the previous quarter.
- 8.3 One new risk was introduced with effect from July 2015; 'safeguarding adults'. Please see SR15.
- 8.4 A further new risk concerning Old River Lane has been introduced. Given that the Council completed the acquisition in October 2015, the risk will feature in the risk register for the period October to December 2015.
- 8.5 All strategic and operational risks can be viewed on the Council's performance management system, Covalent ([www.covalentcpm.com/eastherts](http://www.covalentcpm.com/eastherts)).

## 9 IMPLICATIONS/CONSULTATIONS

- 9.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper A**.

Background Papers:  
None

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**IMPLICATIONS/CONSULTATIONS**

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p><b><i>People – Fair and accessible services for those that use them and opportunities for everyone to contribute</i></b></p> <p>This priority focuses on delivering strong services and seeking to enhance the quality of life, health and wellbeing, particularly for those who are vulnerable.</p> <p><b><i>Place – Safe and Clean</i></b></p> <p>This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p><b><i>Prosperity – Improving the economic and social opportunities available to our communities</i></b></p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p>
Consultation:	Discussions have taken place with Directors, Heads of Service and external partners to construct an accurate revenue and capital financial forecast and performance report.
Legal:	There are no legal implications.
Financial:	Financial implications are included in the body of the report.
Human Resource:	There are no Human Resources implications.
Risk Management:	The Healthcheck report considers emerging risks to the in-year delivery of the Council budget and performance targets and sets out the mitigation of those risks.
Health and wellbeing – issues and impacts:	There no direct Health and Wellbeing issues arising as a result of the recommendations in this report.

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## 2015/16 Revenue Forecast - Month ended September 2015

		Original Budget 2015/16 £'000	Budget to date £'000	Actual to date £'000	Variance to date £'000	Forecast outturn £'000	Variance £'000
Customer and Community Services	Chief Executive and Director of Customer and Community Services	151	75	50	(25)	108	(43)
	Environmental Services	5,609	3,141	2,941	(200)	5,632	23
	Customer Services and Parking	(474)	(122)	(1,032)	(910)	(542)	(68)
	Communications, Engagement & Cultural Services	928	558	488	(70)	883	(45)
	Business Development	360	191	252	61	422	62
	<b>Customer and Community Services Total:</b>	<b>6,574</b>	<b>3,843</b>	<b>2,699</b>	<b>(1,144)</b>	<b>6,503</b>	<b>(71)</b>
Neighbourhood Services	Director of Neighbourhood Services	112	55	65	10	125	13
	Corporate Support Team	108	54	53	(1)	107	(1)
	Community Safety & Health	1,197	671	328	(343)	1,236	39
	Housing Services	567	280	259	(21)	604	37
	Planning & Building Management	1,069	512	604	92	1,225	156
	<b>Neighbourhood Services Total:</b>	<b>3,053</b>	<b>1,572</b>	<b>1,309</b>	<b>(263)</b>	<b>3,297</b>	<b>244</b>
Finance and Support Services	Director of Finance and Support Services	118	59	63	4	124	6
	Human Resources & OD	328	163	189	26	379	51
	Business & Technology Shared Services	1,296	648	733	85	1,294	(2)
	Strategic Finance	530	237	243	6	147	(383)
	Governance & Risk Management	1,487	847	976	129	1,535	48
	Democratic Services & Legal	1,131	561	603	42	1,186	55
	Revenues & Benefits Shared Service	319	18,059	17,880	(179)	210	(109)
	Other Corporate Budgets	46	17	(672)	(689)	58	12
	<b>Finance and Support Services Total:</b>	<b>5,255</b>	<b>20,591</b>	<b>20,015</b>	<b>(576)</b>	<b>4,933</b>	<b>(322)</b>
<b>Net Cost of Services Total:</b>		<b>14,882</b>	<b>26,006</b>	<b>24,023</b>	<b>(1,983)</b>	<b>14,733</b>	<b>(149)</b>
<b>Priority Spend Budget</b>		<b>150</b>	<b>150</b>	<b>150</b>	<b>-</b>	<b>150</b>	<b>-</b>
<b>Contingency Budget</b>		<b>370</b>	<b>370</b>	<b>41</b>	<b>(329)</b>	<b>41</b>	<b>(329)</b>
<b>Contributions to/ (from) reserves</b>		<b>(1,269)</b>			<b>-</b>	<b>(1,347)</b>	<b>(78)</b>
<b>Funding</b>					<b>-</b>		<b>-</b>
<b>Non Departmental Budgets Total:</b>		<b>(749)</b>	<b>520</b>	<b>191</b>	<b>(329)</b>	<b>(1,156)</b>	<b>(407)</b>
<b>Total:</b>		<b>14,133</b>	<b>26,526</b>	<b>24,214</b>	<b>(2,312)</b>	<b>13,577</b>	<b>(355)</b>

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2015/16 Priority Spend Budget Commitments

	Approved Budget £'000	Forecast Spend £'000	Comment
Priority Spend Budget	697		
<b>Budget Commitments:</b>			
Parking Services	340	30	One-off funding to support car park pay & display income
Public Health Promotions	100	100	Match funding to support health and wellbeing funds received from Hertfordshire County Council.
Economic Development	20	20	To support Wenta business advice services
<b>Remaining Priority Spend Budget:</b>	<b>237</b>	<b>547</b>	<b>Transferred to Reserves</b>

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2015/16 Contingency Budget Commitments

	Approved Budget £'000	Forecast Spend £'000	Comment
Contingency budget	370		
<b>Budget Commitments:</b>			
HR - Salaries	10	10	Approved by CMT in 2014/15
Strategic Finance - Salaries	16	15	Approved by CMT in 2014/15
Environmental Health - Salaries	26	6	Approved by CMT in 2014/15
Community Protection - Salaries	2	2	Approved by CMT in 2014/15
Environmental Services - Salaries	15	-	Approved by CMT in 2014/15
Housing Needs Survey	9	9	Approved by CMT in 2014/15
<b>Remaining Contingency Budget:</b>	<b>292</b>	<b>329</b>	

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## 2015/16 CAPITAL EXPENDITURE SUMMARY SEPTEMBER 2015


	2015/16 Original Budget	2014/15 Slippage	2015/16 Amend ments	2015/16 Revised Budget	2015/16 Total to Date	2015/16 Forecast Spend	Variance between Forecast Spend & Revised Budget
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Customer and Community	782	90	308	1,180	248	945	(235)
Neighbourhood Services	927	118	(142)	903	227	766	(137)
Finance and Support Services	1,009	61	19,929	20,999	1,347	20,790	(209)
<b>TOTAL</b>	<b>2,718</b>	<b>269</b>	<b>20,095</b>	<b>23,082</b>	<b>1,822</b>	<b>22,501</b>	<b>(581)</b>

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2015/16 CAPITAL MONITORING SEPTEMBER 2015																	
Exp Code	2016 Approved Schemes	Project Manager	Priority	Original Completion Date	Expected Completion Date	Project RAG Status	2015/16 Original Budget	2014/15 Slippage	2015/16 Amend-ments	2015/16 Revised Budget	2015/16 Actual to Date	2015/16 Commitment to Date	2015/16 Total to Date	2015/16 Forecast Outturn	Variance between Forecast Outturn & Revised Budget	Outturn RAG Status	COMMENTS
							£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
TOTAL							2,718	269	20,095	23,082	1,484	338	1,822	22,501	(581)		
RP - ROLLING PROGRAMME																	
CUSTOMER AND COMMUNITY SERVICES																	
72705/7531	Hertford Theatre upgrade of seating in the auditorium	W. O'Neill	People	Aug-14	Sep-14	GREEN			11	11			-	-	(11)	RED	Project complete. Saving negotiated, no further spend as planned.
72710/7531	Hertford Theatre replacement of 6 lighting hoists	W. O'Neill	People	Dec-15	Dec-15	GREEN			33	33		33	33	33	-	GREEN	Scheme agreed at CMT 8.9.15 to be completed by start of Panto season.
72520/7502	Imp to common land open space - Llamas Land, Watton-at-Stone	W. O'Neill	Place	Apr-15	May-15	GREEN			4	4	4		4	4	-	GREEN	Approved at 24.2.15 CMT and fully funded from S106 monies.
Refuse Collection & Recycling																	
75165/7531	Containers Replacement Programme	D. Allen	Place	RP	RP	GREEN	100			100	25	49	74	100	-	GREEN	Budget will be fully spent. £50k just spent on replacement containers.
75145/7531	Replacement Litter Bins	D. Allen	Place	RP	RP	GREEN	5	1		6	1		1	6	-	GREEN	Budget will be fully spent.
75152/7531	Commercial Waste Bins	D. Allen	Place	RP	RP	GREEN	34	5		39	9		9	49	10	AMBER	Projected overspend due to the number of commercial bins that will need replacing by the end of the year in addition to the rise in commercial customers. Increased revenue income of approx. £130k.
72513/7502	Bell Street, Sawbridgeworth - Modernise the public convenience facilities, in preparation for transferring the operation to Sawbridgeworth Town Council under an agency agreement	D. Allen	Place	Sep-15	Mar-16	RED			70	70	1	2	3	70	-	GREEN	Still in negotiation with Sawbridgeworth Town Council, a meeting took place in August. Previous designs were dismissed in favour for a modular design. Still anticipate this project being completed this financial year.
72517/7502	Hartham Pavilion Refurbishment - Replace public toilets, redevelop existing café area, create functional changing area for footballers & incorporate meeting/training room	M. Kingsland & S. Whinnett	Place	Dec-15	Mar-16	GREEN	62			62	2	2	4	62	-	GREEN	Architects engaged - finalising proposals for pricing.
72545/7502	Presdales Pavilion, Ware - New Paving & landscaping at the front of the pavilion	M. Kingsland	Place	Aug-12	Mar-16	RED		2		2			-	2	-	GREEN	£1,000 proposed spend on external boot scrapers to be spent in October 2015, £1,050 proposed spend on hardstanding for waste bins to be spent by March 2016.
72514/7502	3G Artificial Turf Pitch Development at Hartham Common, Hertford - To replace the under utilised Hartham Common tennis courts with 3 floodlit 3G 5-a-side pitches	M. Kingsland	Place	Jul-15	Aug-15	GREEN			85	85	1		1	85	-	GREEN	Main works completed. Anti climb paint & signage applied as an additional security measure, plus minor works to be carried out to make good a potential slip hazard. Invoice received, awaiting authorisation and processing.
72504/7531	Play equipment & infrastructure replacement	I. Sharratt	Place	RP	RP	GREEN	50	41		91	42	17	59	91	-	GREEN	Spend plan produced. Cannons Mill works completed at £3,880. Major Cecil Road works ordered and due for installation in October at £11,200. £2k retention held for the Grange Paddocks works slipped from last year.
72516/7531	Play Area, The Bourne, Ware (Phase 2) - Installation of a fitness & play facility for older children & open space access improvements.	I. Sharratt	Place	Mar-16	Feb-16	GREEN	41			41			-	41	-	GREEN	Consultation work now underway and works projected to complete by end February 2016. Hertfordshire Groundwork Trust were unsuccessful in obtaining the external contribution of £15,000, therefore, £6,370 to be funded from Phase 1 saving as below & remaining £8,630 from New Homes Bonus.

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							£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
72585/7531	The Bourne, Ware - Phase 1 - Replace existing equipment with natural play equipment & installation of new fencing around the play area	I. Sharratt	Place	Mar-12	Mar-15	RED		6		6			-	-	(6)	RED	Savings achieved on main works & additional fencing works as agreed with the supplier. However, due to funding situation on Phase 2 above, this underspend is to be utilised on Phase 2.
72508/7531	Hartham Common, Hertford - Preliminary works associated with the development of the major play site development project to be undertaken in 2016/17 in accordance with Hartham Common Development Plan	I. Sharratt	Place	Mar-13	Mar-16	RED	25			25			-	-	(25)	RED	Project in early stages, have considered a tender to procure design work this year in the lead up to a public consultation in 16/17 prior to the larger project to develop play, fitness & landscape at the site in 17/18. This stage of the project however requires greater investigation to create an appropriate brief than can be undertaken alongisde other project commitments and is to be slipped to 16/17. This will allow a combined design approach with the impending pavilion works.
72510/7531	Southern Country Park, Bishops Stortford - Boardwalk installation across balancing pond to improve the functionality & attractiveness of this Green Flag award winning park	I. Sharratt	Place	Sep-14	Oct-15	RED			80	80			-	80	-	GREEN	Some elements of the boardwalk works were due to commence end June but this has been postponed due to some concerns about disturbing specific nesting birds on the site. All works are now planned to proceed in October after the bird nesting season has finished.
72509/7531	Gt. Innings, Watton-at-Stone - Installation of Multi Use Games Area (MUGA)	I. Sharratt	Place	Mar-15	Jul-15	AMBER		2		2			-	-	(2)	RED	Scheme completed, small underspend.
72507/7531	Pishiobury Park, Sawbridgeworth - Wetland Habitat Project - improvements to boardwalk/paths permitting safe access to the wetland area of the park	I. Sharratt	Place	Mar-13	Mar-16	RED			12	12			-	12	-	GREEN	Residual works from 2014/15. Osier Bed purchase has not yet been finalised, a revised deal is currently being negotiated by Asset Managment, budget will be spent by March 2016 if this is successful.
72511/7531	Buryfield Recreation Ground, Ware - Installation of play area to encourage healthy activity for younger children	I. Sharratt	Place	Jul-15	Dec-15	RED	61			61			-	61	-	GREEN	Preliminary outline design in place and ready for consultation with local residents in October.
75168/7502	Energy Efficiency & Carbon Reduction Measures - Intsallation of solar panels at Wallfields, Hertford	D. Thorogood/S. Whinnett	Place	Mar-12	Mar-16	RED			45	45			-	45	-	GREEN	Discussions taken place with possible suppliers regarding initial option feasibility and latest solar feed-in-tariff (FiT) arrangements following significant additional government changes to tariffs. Meeting with possible contractor undertaken and further meeting with potential contractors and electrical services contractor planned for October to confirm revised technical feasibility and potential FiT payments to be achieved from scheme.
72591/7502	Castle Weir Micro Hydro Scheme - To provide a small Hydro-electricity turbine in the river Lee at Hertford Weir. This is an invest to save project and will generate electricity providing power for Hertford Theatre and for sale to the Grid. The scheme is subject to a rigorous approval process by the Environment Agency for flood risk and protection of biodiversity.	D. Thorogood	Place	Mar-12	Not known	RED	201			201			-	-	(201)	RED	Request to slip scheme to 2016/17. Waiting for Land drainage Team and EA to agree operating protocols following improvement works and automation of the main weir gates, which impacts upon flood risk modelling for the hydro scheme.
74105/7601	Environmental Enhancements to East Herts town centres	P. Pullin	Place	Not known	Mar-16	RED		18	20	38			-	38	-	GREEN	Discussions taken place with Ware T C who are close to delivering a viable scheme for the town.
74106/7531	Market Improvement Scheme	P. Pullin	Place			RED	45		(22)	23	1		1	23	-	GREEN	HCC have confirmed that the remaining budget can be reallocated to Hertford and Ware for market priorities similar to those contained in the original proposal. Therefore, initial spend of £22k can progress to support a Traffic Regulation Order in Bull Plain, Hertford.
72709/7601	'My Incubator' - this project will enable WENTA (enterprise agency for Herts & Beds) to continue to deliver support, advice and incubation and services from premises at the Ware campus of Hertford Regional College to start-up businesses in East Herts.	P. Pullin	Place	Sep-15	Sep-15	GREEN			10	10	10		10	10	-	GREEN	To be used to customise premises at Ware Campus of Hertford Regional College to deliver discreet services. Funded from New Homes Bonus Priority Spend.
71281/7531	Purchase of updated filming equipment to provide efficient & high quality digital video production services within the Council	A. McWilliams	Prosperity	May-15	Sep-15	RED	19			19	10		10	19	-	GREEN	A large part of the equipment has now been ordered and are awaiting delivery and invoices. Delays in international shipping from wholesale to the supplier mean we may have to wait a few more weeks for some of the equipment to become available
71251/7531	Automated Telling Machines at Hertford & Bishop's Stortford	R. Ranford	Prosperity	Mar-10	Dec-15	RED		6		6		6	6	6	-	GREEN	KPR / IT / Civica completed Hertford 1.10.15. B/S will be done before the end of 2015 once any 'teething' problems from the Hertford installation are resolved.

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							£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
72442/7601	Community Capital grants - to provide the right tools for people to get involved with projects that improve facilities such as green spaces or community buildings – inspiring ownership and pride.	C. Pullen	People	RP	RP	GREEN	139	9	(40)	108	33		33	108	-	GREEN	Spending this budget is always dependant on successful applicants being able to complete their project within the 1 year time frame or 6 months in case of a small capital grant. Of the 26 grants awarded in 14/15, 22 have completed their projects and submitted a claim. 7 grants were allocated in July 2015 and 2 have completed and claimed their award. 12 new applications were received in Sept, but a 3rd deadline of 1 Dec is to be set as not all the budget was allocated.
	Customer and Community Services Sub-total						782	90	308	1,180	139	109	248	945	(235)		

 Exp Code 94	2016 Approved Schemes	Project Manager	Priority	Original Completion Date	Expected Completion Date	Project RAG Status	2015/16 Original Budget	2014/15 Slippage	2015/16 Amend-ments	2015/16 Revised Budget	2015/16 Actual to Date	2015/16 Commitment to Date	2015/16 Total to Date	2015/16 Forecast Outturn	Variance between Forecast Outturn & Revised Budget	Outturn RAG Status	COMMENTS
							£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		

	NEIGHBOURHOOD SERVICES																
74102/7601	Historic Building Grants - Enable grants to be offered to the owners of historic buildings to encourage their maintenance and upkeep.	K. Steptoe	Place	RP	RP	GREEN	55	14		69	16		16	32	(37)	RED	Claimants have 6 months from grant offer date to complete works. Maximum payment £1,000. However, if a grant is approved for a property on the Buildings at Risk Register, maximum payment will be £10,000. Take up of grants in the first part of year has been limited leading to lower spend. Request to slip £36,700.
	Private Sector Improvement Grants																
72602/7601	Disabled Facilities (Govt funding of £293,126.78 rec'd for 15/16)	S. Winterburn	Place	RP	RP	GREEN	450	64	(164)	350	71		71	350	-	GREEN	Based on recent trends and current referrals, spend of £350k is expected. Referral rates increased significantly from July; if this increase continues spend will be higher. Spend currently low, but several in pipeline. Estimate around £338,400 spend on referrals received to date, with potential for a further £20-30K on new referrals. This is much less than historic trends. Potential to use slippage from previous year if HCC OT referral rates are resolved. Meetings underway between Herts Authorities & HCC to discuss way forward for DFG's. Significant impact on spend unlikely until 2016/17 onwards.
72605/7601	Disabled Facilities - Discretionary	S. Winterburn	Place	RP	RP	GREEN	90		(40)	50			-	50	-	GREEN	See above comment. No discretionary grants in pipeline, so spend on Discretionary DFG unlikely to exceed £50k due to low referral rates, but this provides buffer for mandatory grant if needed.
72606/7601	Decent Home Grants	S. Winterburn	Place	RP	RP	GREEN	200		(20)	180	5		5	80	(100)	RED	The impact of Housing Assessments under the new Care Act is not yet known. However, given the current absence of such referrals, and time from initial assessment to completion of works, it is not necessary to slip the predicted £100k underspend. The level of referrals from health & care partners to tackle unsuitable housing is likely to develop, which together with trends suggests the existng 16/17 DHG budget is sufficient to meet likely demand.
72604/7601	Energy Grants	S. Winterburn	Place	RP	RP	GREEN	39			39			-	39	-	GREEN	Although no spend to date, officers are involved in 2 external funding bids for new schemes, which might call upon this budget for associated measures.
71201/7513	Capital Salaries	P. Gregory	Place	RP	RP	GREEN	26			26			-	26	-	GREEN	
75160/7502	River & Watercourse Structures - Improve, maintain & renew structures along rivers and watercourses to alleviate possible flooding throughout the district.	G. Field	Prosperity	RP	RP	GREEN	47	40		87	66	16	82	87	-	GREEN	Flood alleviation works have been identified and work is ongoing, some require EA approval. The work to carry out structural remedial repairs on the weir gates are now complete. We are waiting for a final reports which will include recommendations for future remedial works and a programme of maintenance works. Structural remedial & maintenance works on EH owned bridges will progress throughout 2015/2016 depending on priority and budgets available.
75162/7601	Repairs & Renewals Scheme (Flood Grants)	G. Field	Prosperity	Mar-15	Jun-15	AMBER			20	20	20		20	20	-	GREEN	Scheme completed, fully funded from DEFRA
75172/7502	Air Quality Capital Grant Scheme - Subway improvement works in Hertford to include bespoke artwork & signage	G. Field	Place	Jul-15	Jul-15	GREEN			32	32	28		28	32	-	GREEN	Works on both subways are now complete. Official opening Sept 10th with report to DEFRA due by December. The budget remaining will be used for signage and some survey work to assess the usage of the subways now the improvements are in place. Meeting with HCC booked for November to discuss. Fully funded from DEFRA grant.
75163/7502	Land Management Programme - Land Management Asset Register & Associated Works	G. Field	Prosperity	RP	RP	GREEN	20		30	50		5	5	50	-	GREEN	A part time officer has now been appointed to coordinate & manage the works . A desk top study will be carried out over the next few weeks to put together a schedule of the surveys required and a programme of the works.
	Neighbourhood Services Sub-total						927	118	(142)	903	206	21	227	766	(137)		

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							£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
	FINANCE AND SUPPORT SERVICES																
72349/7502	Hartham Swimming Pool - Pool Hall Air Handling Renewal - to remove the existing unreliable air handling plant serving the pool hall & replace with a new energy efficient system	S. Whinnett & M. Kingsland	People	Aug-13	Jan-16	RED	135	4		139	(8)	8	-	139	-	GREEN	Contract awarded, within budget. Works are planned for Xmas closure 2015.
72353/7531	Fanshawe Swimming Pool - Joint Provision Pools (Ward Freman, Leventhorpe & Fanshawe) - Replacement Air Conditioning to Offices	S. Whinnett	People	Apr-14	Not known	RED	15			15	-	-	-	0	(15)	RED	Awaiting decision on joint provision capital expenditure, therefore, request to slip into 16/17.
72343/7531	Grange Paddocks Swimming Pool - Renew Pool Heat Exchanger & defective pipework	S. Whinnett	People	Dec-14	Nov-15	RED			35	35	13	6	19	35	-	GREEN	Additional works required due to essential changes in design. Works commenced August, 65% completed.
72355/7502	Grange Paddocks Teaching Pool - Replace existing handrail & tiles to walls, steps & base of pool	S. Whinnett & M. Kingsland	People	Jan-16	Jan-16	GREEN	35			35	-	-	-	35	-	GREEN	Specification stage. Works planned for Xmas 2015 closure.
72351/7502	Hartham & Grange Paddocks Swimming Pool - Resurfacing & Lining. To provide clearly marked out car parking bays to enable efficient & effective parking by the public	S. Whinnett	People	Jun-15	Aug-15	AMBER	65			65	59		59	65	-	GREEN	Completed 28.8.15, awaiting final invoices.
	OPERATIONAL BUILDINGS																
71280/7502	Rolling programme for planned preventative capital maintenance of operational buildings	S. Whinnett & J. Earley	Prosperity	RP	RP	GREEN	250		(125)	125	-	-	-	125	-	GREEN	Strategic Asset Mgt Group meeting set for 22.10.15 to discuss possible schemes
	Hertford Theatre																
72706/7502	Entrance Lobby Roof - to replace the existing defective roof with new leak free, energy efficient roof and reduce overheating in the entrance lobby / foyer area in summer months	S. Whinnett & J. Earley	Prosperity	Sep-15	Aug-16	RED			2	2	2		2	2	-	GREEN	£20k 'drawn down' from Operational Buildings budget. Scheme agreed at CMT December 14. Request scheme to slip to 2016/17 as not considered safe to proceed this year due to a high level of other contractors & public access during the closed period in August. Spend to date relates to professional fees.
72707/7502	Energy Saving Auditorium Lighting - to replace the existing auditorium lighting with energy efficient / low maintenance LED lighting	S. Whinnett & J. Earley	Prosperity	Aug-15	Oct-15	GREEN			50	50	23	28	51	51	1	GREEN	£30k 'drawn down' from Operational Buildings budget. Scheme agreed at CMT December 14. Additional works are required to the emergency lighting circuit, therefore, additional £20k has been drawn down from Operational Buildings Rolling Programme budget. 90% completed, awaiting final invoices.
72708/7502	To replace the existing defective building service control system with a new fully integrated system to ensure that the Building Services systems in the Theatre are efficiently controlled & achieve energy efficient use of the building services	S. Whinnett & J. Earley	Prosperity	Aug-15	Nov-15	GREEN			40	40	25	1	26	40	-	GREEN	£30k 'drawn down' from Operational Buildings budget. Scheme agreed at CMT December 14. Additional works are required following detailed analysis of existing systems, therefore, additional £10k has been drawn down from Operational Buildings Rolling Programme budget. 70% completed, some works having to be planned around bookings.
71282/7502	Buntingford Service Centre - Air Conditioning to Office - to improve the working conditions for staff located in the front offices of the Service Centre by reducing temperatures in the summer months	S. Whinnett & J. Earley	Prosperity	Apr-15	Aug-15	RED			15	15	12	1	13	15	-	GREEN	Drawn down' from Operational Buildings budget. Scheme agreed at CMT December 14. Main works completed, saving achieved. Transferred back into Operational Buildings rolling programme budget for re-allocation.
	Council Offices, Wallfields, Hertford																
71278/7502	Wallfields Offices - Refurbishment of Windows, to ensure the efficient and safe operation of the windows so as to provide a comfortable environment for staff	S. Whinnett	Prosperity	Aug-14	Dec-15	RED			15	15	1		1	15	-	GREEN	Works commenced. Further works requiring external access equipment.
71274/7502	Wallfields Offices - Boiler Room Works - refurbishment of certain elements of plant	S. Whinnett	Prosperity	-	-			(10)	10	-	-	-	-	0	-	GREEN	
71275/7502	Wallfields Offices - Refurbishment Works to Old Building, to include lighting replacement	S. Whinnett/R. Crow	Prosperity							-	1		1	1	1	RED	Small overspend due to additional works

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							£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000		
71203/7531	Replacement of Chairs & Desks	R. Crow	Prosperity	RP	RP	GREEN	10	(1)		9	8	2	10	13	4	AMBER	Demand led budget. Due to significant increase in the need for 'special' chairs, this budget will overspend.
71283/7503	Purchase of Old River Lane, Bishop's Stortford	A. Taylor & S. Drinkwater	Prosperity	Oct-15	Oct-15	GREEN			19,550	19,550	978		978	19,550	-	GREEN	Contracts exchanged, completion taken place in October
72568/7502	North Drive, Ware - reconstruct road &	A. Osborne	Prosperity	Mar-10	Mar-16	RED	13	(1)		12	-	-	-	12	-	GREEN	The existing capital budget is insufficient to carry out any effective surfacing of this road so we are hoping to link the upgrade of the road to private developments that are coming forward in the local area. Negotiations currently underway.
75157/7502	Footbridge over the River Stort, Bishop's Stortford	A. Osborne	Prosperity			RED		(2)	40	38	21		21	38	-	GREEN	Defects, landscaping & cleaning are complete. Further landscaping/fencing will be undertaken once we have consent from Network Rail and may need to do some more electrical work. Possible slippage due to the length of time it will take to get consent from Network Rail.
	ICT Schemes												-				
71414/7531	Replacement Hardware	P. Wain	Prosperity	RP	RP		35		9	44		1	1	44	-	GREEN	Carrying out a review of our new infrastructure in November 2015. This will give rise to a clearer cost and timeline for spending this budget. Note change of description for scheme
71416/7531	Merging IT systems - Licensing & Env	B. Simmonds	Prosperity		Mar-16				68	68			-	68	-	GREEN	Consultancy costs (as part of the full implementation). Additional £32K agreed at ITSG to support additional data migration required.
71420/7531	Integrated Dev Mgt and Bldg Ctrl Systems	K. Steptoe	Prosperity					(19)	60	41		12	12	41	-	GREEN	Project completed. Awaiting final invoices.
71431/7531	Establishment of LES & internet links to replace MPLS	H. Lewis	Prosperity		Dec-15			19	44	63		12	12	63	-	GREEN	Wide area network & telephony, funding agreed at CMT as per business case, cost £63k. Balance funded from Applications budget. Project to be completed by December 2015.
71435/7531	Funding for Applications	P. Tyler	Prosperity	RP	RP		16			16	2		2	16	-	GREEN	Budget in place to allow appropriate ICT schemes to go forward upon provision of appropriate business case. See below timeline comments. £40k has slipped in relation to Revs & Bens Document Mgt system, £20k transferred to 71431 & 71416. £55k drawn down for New HR & Payroll system (agreed at CMT 14.7.15)
71437/7531	Windows Server Licensing	P. Wain	Prosperity	-	-		5	5	(10)	-			-	0	-	GREEN	Scheme deleted and funding transferred back into Applications budget.
71439/7531	Service Desk & Utilities	H. Lewis	Prosperity		Mar-16		12		14	26			-	26	-	GREEN	Anticipate that project to review utilities will be complete by March 2016.
71440/7531	Shared service print investment costs 50%	H. Lewis	Prosperity		Oct-15			21		21			-	21	-	GREEN	Will be completed by end October 2015.
71441/7531	Shared service accommodation costs 50%	H. Lewis	Prosperity		-		7		(7)	-			-	0	-	GREEN	Scheme deleted and funding transferred back into Applications budget.
71442/7531	Revenues & Benefits Programme	H. Lewis	Prosperity		-		11		(11)	-			-	0	-	GREEN	Scheme deleted and funding transferred back into Applications budget.
71444/7531	BACS Software	P. Tyler	Prosperity						5	5	2		2	5	-	GREEN	
71449/7531	New Desktop Software	H. Lewis	Prosperity						5	5			-	5	-	GREEN	Demand led budget
71452/7531	Business Objects Licensing	H. Lewis	Prosperity					42		42		42	42	42	-	GREEN	Completed, awaiting invoice.
71451/7531	Telephony Software Licensing	H. Lewis	Prosperity					3		3			-	3	-	GREEN	
71453/7531	New HR & Payroll System	P. Tyler	Prosperity						55	55			-	55	-	GREEN	There is a risk that the HR system will not be implemented in full this financial year and that some funding will need to slip into 2015/16. Once the procurement process has been completed and an implementation plan agreed with the preferred supplier we can establish how the budget needs to be allocated
71454/7531	Liberty Telephone Platform	P. Tyler	Prosperity						20	20			-	20	-	GREEN	
71455/7531	WIFI Project	H. Lewis	Prosperity		Nov-15				77	77		52	52	77	-	GREEN	Project will be complete by November 2015 (includes £8,000 for backfilling)
71456/7531	Client Equipment	H. Lewis	Prosperity						35	35		24	24	35	-	GREEN	Rolling budget for new and replacement client equipment
71457/7531	Corporate Scanners	H. Lewis	Prosperity						19	19		19	19	19	-	GREEN	Approved by CMT - complete
71450/7531	Rolling programme to be utilised on ICT projects subject to ITSG review						400		(86)	314			-	114	(200)	RED	Budget in place to allow appropriate ICT schemes to go forward upon provision of appropriate business case. Currently £200k of this budget remains uncommitted. There is currently no recommendation to adjust the budget for this projected underspend at this stage in the financial year.
	Finance and Support Services Sub-total						1,009	61	19,929	20,999	1,139	208	1,347	20,790	(209)		

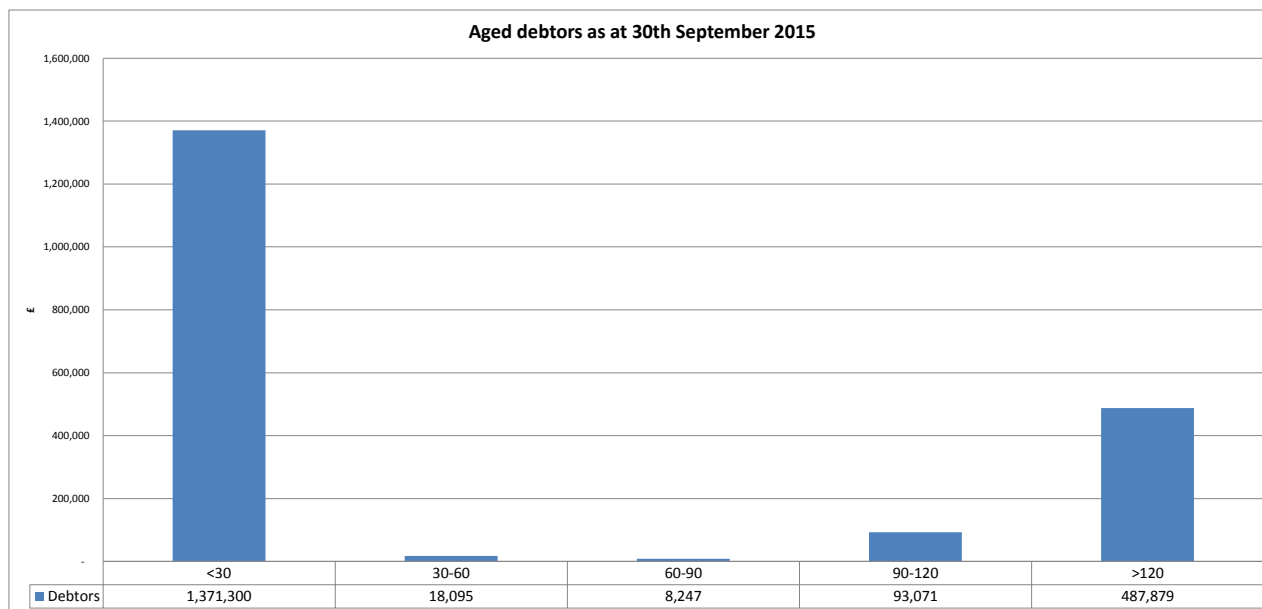
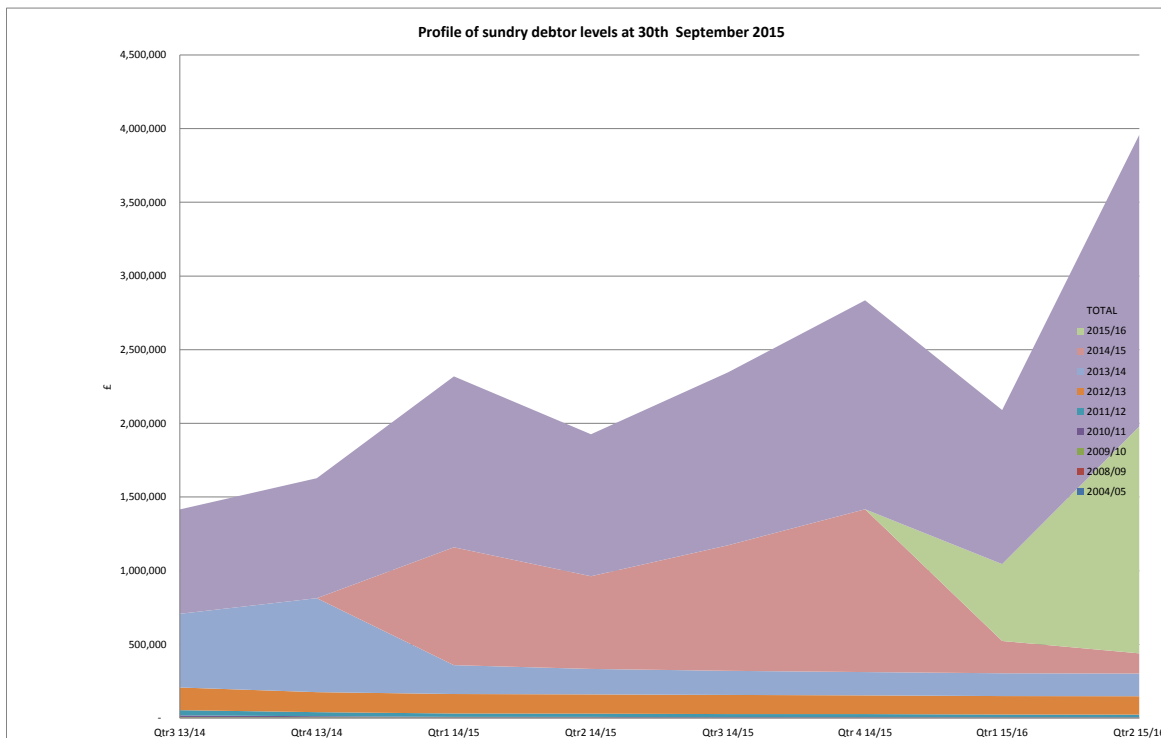
Guide for RAG - completion  
0 - 1 months - Green  
1 -3 months - Amber  
3 months & over - Red

Guide for RAG - Forecast Outturn  
Up to 10% over/underspent - Green  
10% to 50% over/underspent - Amber  
50% to 100% over/underspent - Red

2015/16 Savings Tracker

		Saving Target	Forecast Saving	Variance	RAG Status	Comments	HOS Responsible
		£'000	£'000	£'000			
Neighbourhood Services	Community Safety & Health						
	Land Management scheme	(2.5)	(2.5)			Savings target will be achieved	BS
	Public Sector Housing	(19.0)	(19.0)	-		Savings target will be achieved	BS
	<b>Customer and Community Services Total:</b>	(21.5)	(21.5)	-			
Customer and Community Services	Environmental Services						
	Customer & Community Admin	(1.1)	(1.1)	-		Savings target will be achieved	CC
	Hertford Theatre						
	Business Plan savings	(14.3)	(14.3)	-		Savings target will be achieved	WO'N
	Revenue Effects on Capital						
	Bell Street Public Conveniences modernisation	(5.6)	(5.6)	-		Savings target will be achieved	CC
	Leisure - Hertford Pavillion	(7.0)	(7.0)	-		Savings target will be achieved	WO'N
	<b>Neighbourhood Services Total:</b>	(28.0)	(28.0)	-			
Finance and Support Services	Democratic & Legal Services						
	Legal services - Third Party payments	(7.6)	(7.6)	-		Savings target will be achieved	JH
	Corportate & Democratic Core						
	Bad Debt Proivision	(40.0)	(40.0)	-		Savings target will be achieved	PG
	Banking contract	(10.0)	(10.0)	-		Savings target will be achieved	PG
	<b>Finance and Support Services Total:</b>	(57.6)	(57.6)	-			
<b>Total:</b>		(107.1)	(107.1)	-	<b>100% of the 2015/16 Savings Target achieved</b>		

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# September/Quarter 2 Executive Corporate Healthcheck 2015/16

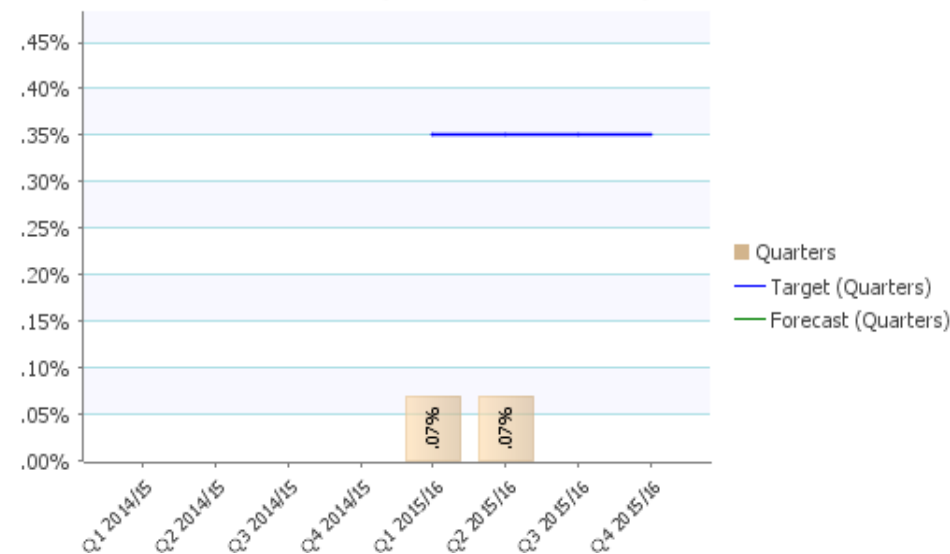


**Directorate** Customer and Community  
**Service Area** Customer Services

## PI Code & Short Name

EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)

### EHPI 7.3 Percentage of appeals to the traffic penalty tribunal against the number of PCNs issued (MINIMISING INDICATOR)



## Managed By

Andrew Pulham; Neil Sloper

## Short Term Trend Arrow



## Long Term Trend Arrow / Forecast line

New indicator therefore more data is required before long term trend can be analysed.

## Traffic Light Icon



## Current Value

.07%

## Current Target

.35%

## Notes & History Latest Note

5 appeals received against a total of 6903 PCNs issued in the second quarter.

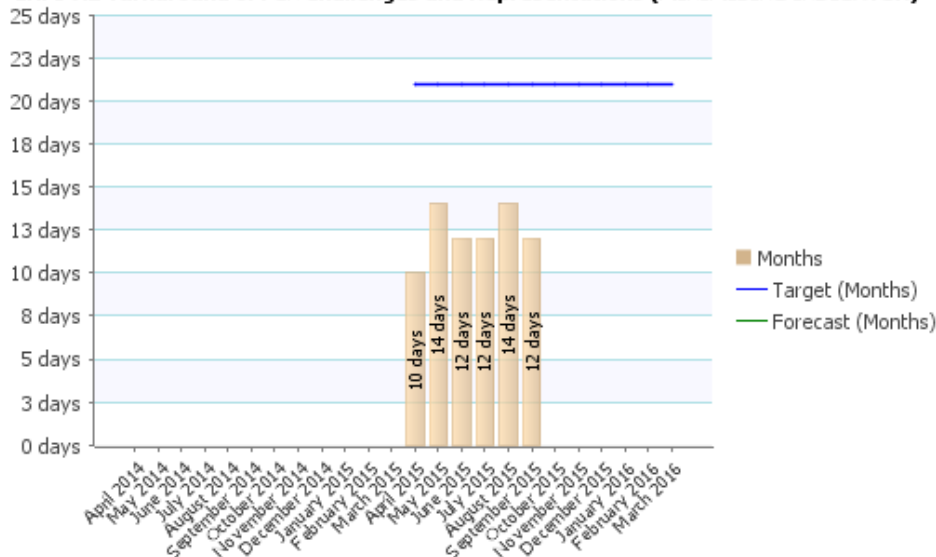
## Management Response / Action

No further management response required at this stage.

## PI Code & Short Name

EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)

### EHPI 7.2 Turnaround of PCN Challenges and Representations (MINIMISING INDICATOR)



## Managed By

Andrew Pulham; Neil Sloper

## Short Term Trend Arrow



## Long Term Trend Arrow / Forecast line

New indicator therefore more data is required before long term trend can be analysed.

## Traffic Light Icon



## Current Value

12 days

## Current Target

21 days

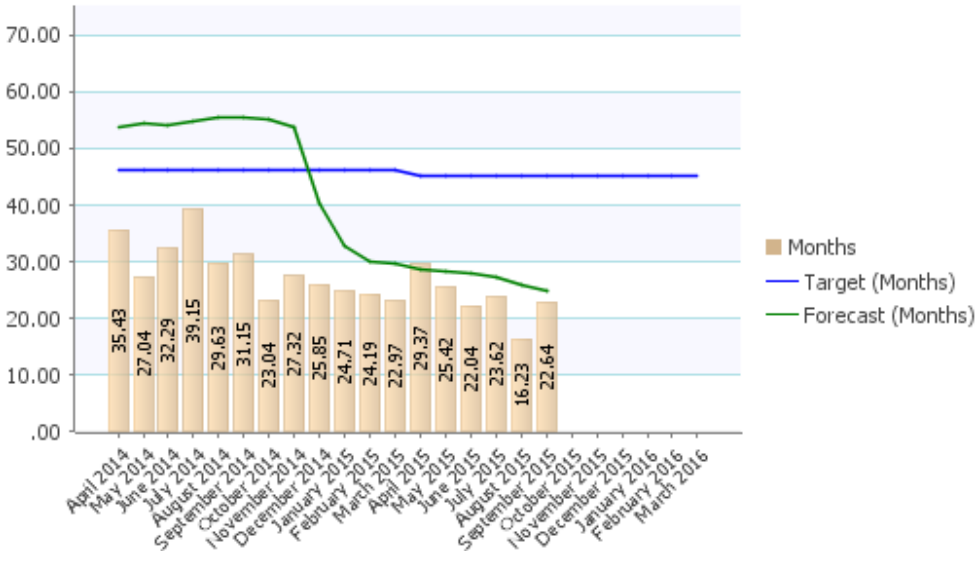
## Notes & History Latest Note

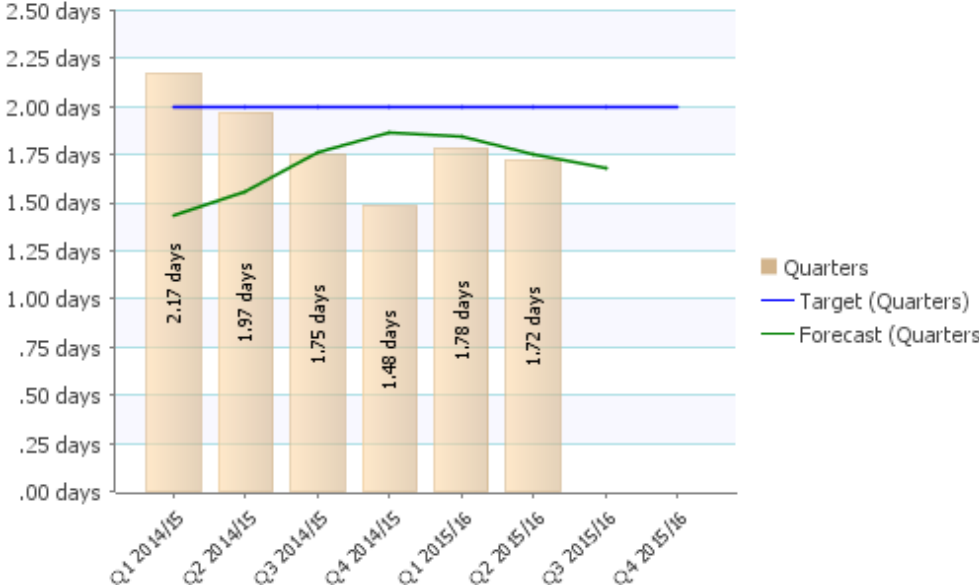
This performance indicator remains within target.

## Management Response / Action


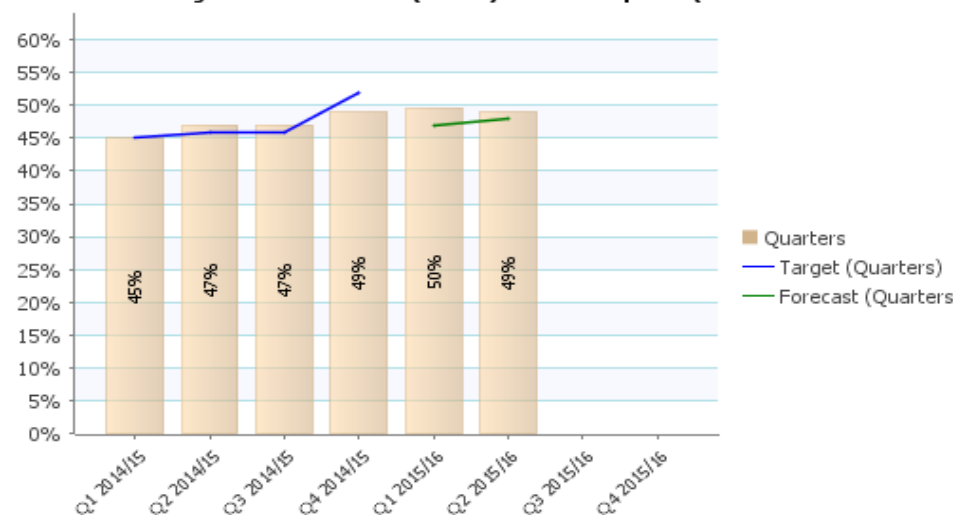

No further management response required at this stage.


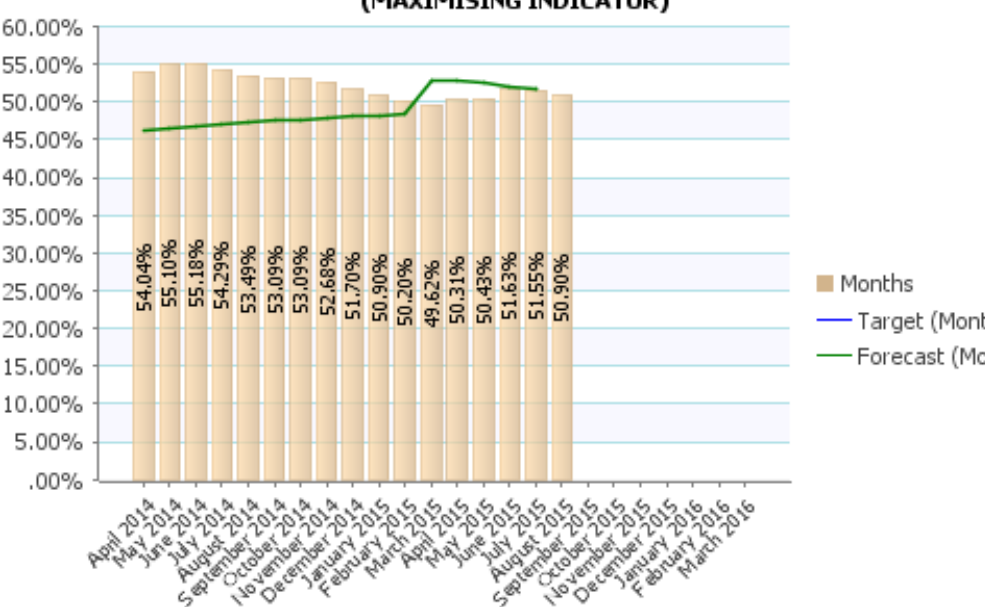

**Directorate** Customer and Community Services  
**Service Area** Environmental Services and Leisure

<b>PI Code &amp; Short Name</b>	EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;
<p><b>EHPI 2.2 Waste: missed collections per 100,000 collections of household. (MINIMISING INDICATOR)</b></p>  <p>Months Target (Months) Forecast (Months)</p>		<b>Short Term Trend Arrow</b>	↓
		<b>Long Term Trend Arrow / Forecast line</b>	↑
		<b>Traffic Light Icon</b>	🟢
		<b>Current Value</b>	22.64
		<b>Current Target</b>	45.00
		<b>Notes &amp; History Latest Note</b>	Still performing on target.
		<b>Management Response / Action</b>	No further management response required at this stage.

<b>PI Code &amp; Short Name</b>	EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;
<p><b>EHPI 2.4 (47) Fly-tips: removal. (MINIMISING INDICATOR)</b></p>  <p>Quarters Target (Quarters) Forecast (Quarters)</p>		<b>Short Term Trend Arrow</b>	↑
		<b>Long Term Trend Arrow / Forecast line</b>	↑
		<b>Traffic Light Icon</b>	🟢
		<b>Current Value</b>	1.72 days
		<b>Current Target</b>	2.00 days
		<b>Notes &amp; History Latest Note</b>	Quarter 2 performance still within target with a slight improvement on the previous quarter.
		<b>Management Response / Action</b>	No further management response required at this stage.

## Essential Reference Paper 'H'

<b>PI Code &amp; Short Name</b>	EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)	<b>Managed By</b>	Cliff Cardoza;														
<b>EHPI 2.6 Percentage of residual waste (refuse) sent for disposal. (MINIMISING INDICATOR)</b>		<b>Short Term Trend Arrow</b>															
 <p>■ Quarters — Target (Quarters) — Forecast (Quarters)</p> <table><tr><th>Quarter</th><th>Value (%)</th></tr><tr><td>Q1 2014/15</td><td>45%</td></tr><tr><td>Q2 2014/15</td><td>47%</td></tr><tr><td>Q3 2014/15</td><td>47%</td></tr><tr><td>Q4 2014/15</td><td>49%</td></tr><tr><td>Q1 2015/16</td><td>50%</td></tr><tr><td>Q2 2015/16</td><td>49%</td></tr></table>		Quarter	Value (%)	Q1 2014/15	45%	Q2 2014/15	47%	Q3 2014/15	47%	Q4 2014/15	49%	Q1 2015/16	50%	Q2 2015/16	49%	<b>Long Term Trend Arrow / Forecast line</b>	
Quarter	Value (%)																
Q1 2014/15	45%																
Q2 2014/15	47%																
Q3 2014/15	47%																
Q4 2014/15	49%																
Q1 2015/16	50%																
Q2 2015/16	49%																
		<b>Traffic Light Icon</b>	N/A – Trend only indicator														
		<b>Current Value</b>	49%														
		<b>Current Target</b>	N/A – Trend only indicator														
		<b>Notes &amp; History Latest Note</b>	This is a rolling period from June to August. Waste is growing as the economy improves and dry recycling (paper) is reducing due to increase use of electronic media.														
		<b>Management Response / Action</b>	No further management response required at this stage.														

PI Code & Short Name	EHPI 192 Percentage of household waste sent for reuse, recycling and composting. (MAXIMISING INDICATOR)	Managed By	Cliff Cardoza;																																				
EHPI 192 Percentage of household waste sent for reuse, recycling and composting (MAXIMISING INDICATOR)		Short Term Trend Arrow																																					
 <p>Legend: ■ Months — Target (Months) — Forecast (Months)</p> <table><tr><th>Month</th><th>Value (%)</th></tr><tr><td>April 2014</td><td>54.04%</td></tr><tr><td>May 2014</td><td>55.10%</td></tr><tr><td>June 2014</td><td>55.18%</td></tr><tr><td>July 2014</td><td>54.29%</td></tr><tr><td>August 2014</td><td>53.49%</td></tr><tr><td>September 2014</td><td>53.09%</td></tr><tr><td>October 2014</td><td>53.09%</td></tr><tr><td>November 2014</td><td>52.68%</td></tr><tr><td>December 2014</td><td>51.70%</td></tr><tr><td>January 2015</td><td>50.90%</td></tr><tr><td>February 2015</td><td>50.20%</td></tr><tr><td>March 2015</td><td>49.62%</td></tr><tr><td>April 2015</td><td>50.31%</td></tr><tr><td>May 2015</td><td>50.43%</td></tr><tr><td>June 2015</td><td>51.63%</td></tr><tr><td>July 2015</td><td>51.55%</td></tr><tr><td>August 2015</td><td>50.90%</td></tr></table>		Month	Value (%)	April 2014	54.04%	May 2014	55.10%	June 2014	55.18%	July 2014	54.29%	August 2014	53.49%	September 2014	53.09%	October 2014	53.09%	November 2014	52.68%	December 2014	51.70%	January 2015	50.90%	February 2015	50.20%	March 2015	49.62%	April 2015	50.31%	May 2015	50.43%	June 2015	51.63%	July 2015	51.55%	August 2015	50.90%	Long Term Trend Arrow / Forecast line	
		Month	Value (%)																																				
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		May 2014	55.10%																																				
		June 2014	55.18%																																				
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May 2015	50.43%																																						
June 2015	51.63%																																						
July 2015	51.55%																																						
August 2015	50.90%																																						
Traffic Light Icon	N/A – Trend only indicator																																						
Current Value	50.90%																																						
Current Target	N/A – Trend only indicator																																						
Notes & History Latest Note	Percentage down 2.59% on same period last year, this is due to an increase in residual waste. Waste analysis will report on the amount of recycle waste being placed in the waste stream.																																						
Management Response / Action	No further management response required at this stage.																																						

**Directorate** Finance and Support Services  
**Service Area** Governance and Risk Management

**PI Code & Short Name**

EHPI 8 % of invoices paid on time. (MAXIMISING INDICATOR)

**Managed By**

Chris Gibson

**Short Term Trend Arrow**



**Long Term Trend Arrow /Forecast line**



**Traffic Light Icon**



**Current Value**

97.29%

**Current Target**

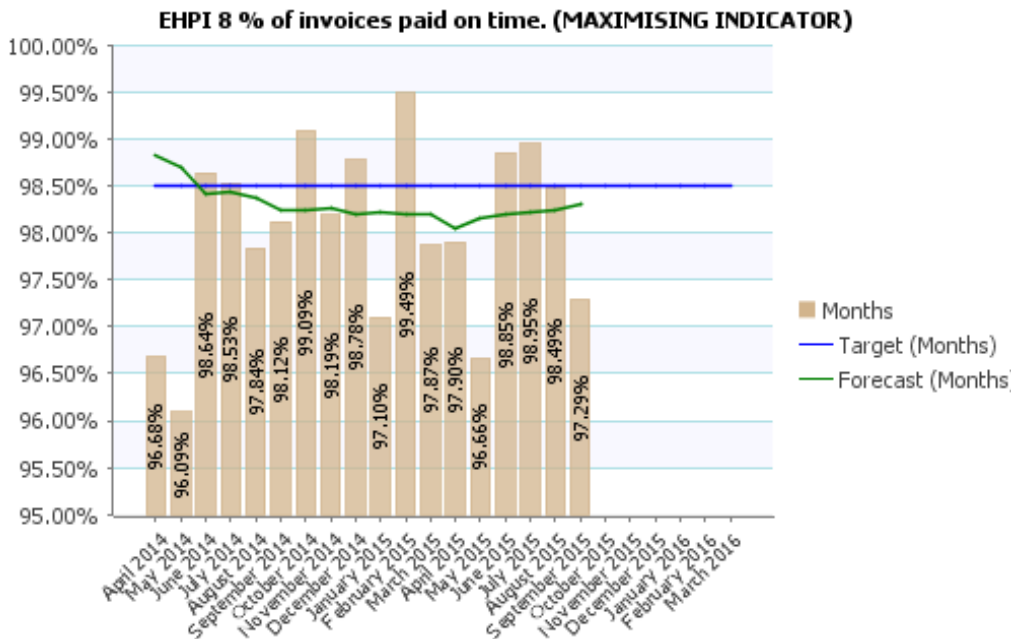
98.50%

**Notes & History Latest Note**

The target is slightly down for the month of September. There is no particular reason for this. Although September performance is below the long term average for this period, the direction of the long term trend is improving.

**Management Response / Action**

Directorates have queried the relevant service areas where they are not achieving their targets.



**Directorate** Finance and Support Services  
**Service Area** HR and Organisational Development

**PI Code & Short Name**

EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)

**Managed By**

Vicki David;  
Emma Freeman;  
Adele Taylor

**Short Term  
Trend Arrow**



**Long Term  
Trend Arrow  
/Forecast line**



**Traffic Light  
Icon**



**Current Value**

0.44 days

**Current Target**

0.54 days

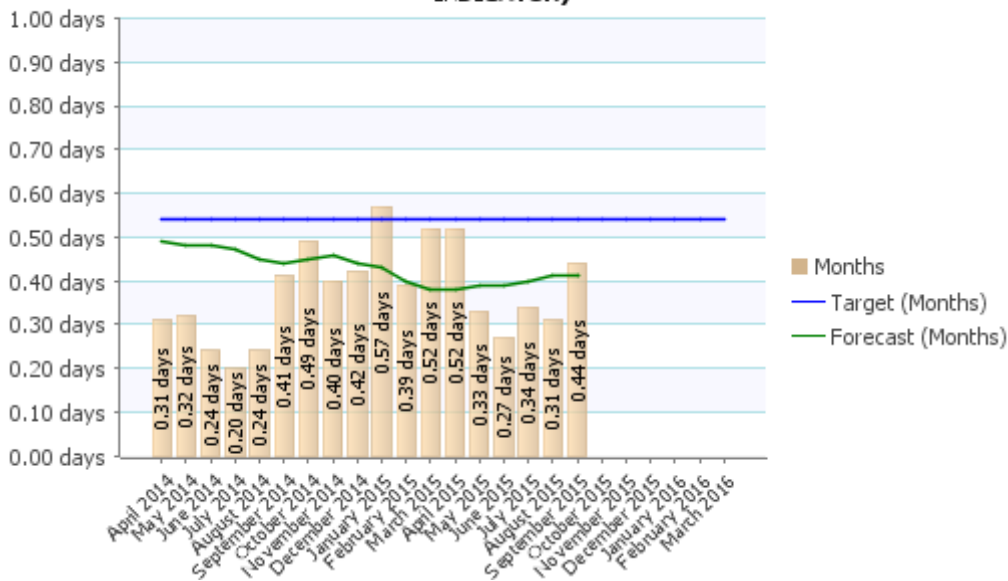
**Notes & History  
Latest Note**

Total absence for the year so far is 2.19 days (end of year target is 6.5 days). The higher level of total sickness absence was due to higher levels of long term absence in September 2015.

**Management  
Response /  
Action**

Managers have been alerted to the trend and it is being discussed regularly at DMT meetings.

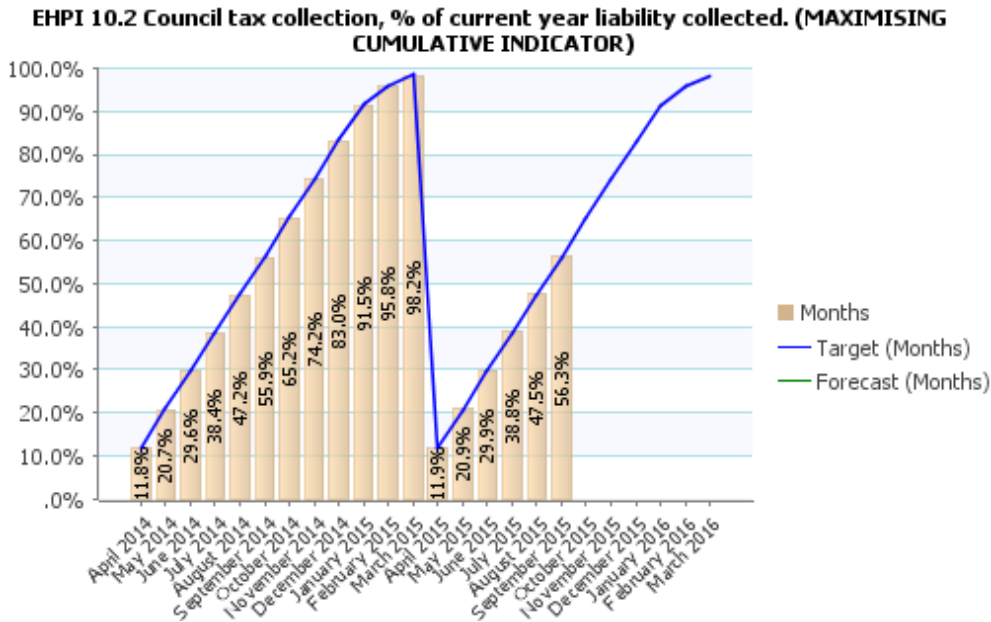
**EHPI 12c Total number of sickness absence days per FTE staff in post (MINIMISING INDICATOR)**



**Directorate** Finance and Support Services  
**Service Area** Revenues and Benefits

**PI Code & Short Name**

EHPI 10.2 Council tax collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)



**Managed By**

Su Tarran; Adele Taylor

**Short Term Trend Arrow**



**Long Term Trend Arrow / Forecast line**

N/A – Cumulative indicator

**Traffic Light Icon**



**Current Value**

56.3%

**Current Target**

55.9%

**Notes & History Latest Note**

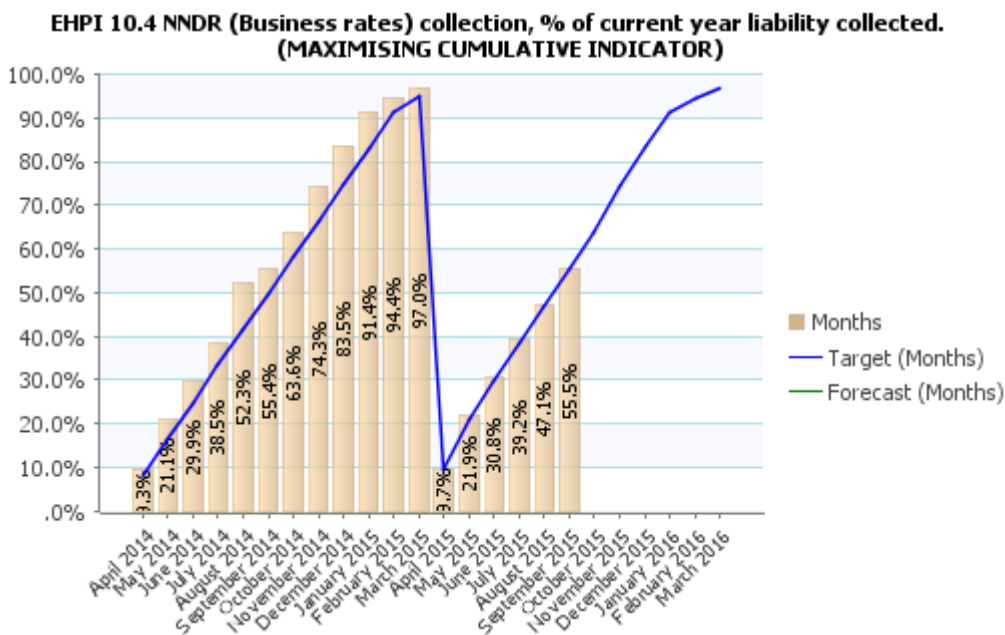
Performance on target.

**Management Response / Action**

No further management response required at this stage.

**PI Code & Short Name**

EHPI 10.4 NNDR (Business rates) collection, % of current year liability collected. (MAXIMISING CUMULATIVE INDICATOR)



**Managed By**

Su Tarran; Adele Taylor

**Short Term Trend Arrow**



**Long Term Trend Arrow / Forecast line**

N/A – Cumulative indicator

**Traffic Light Icon**



**Current Value**

55.5%

**Current Target**

55.4%

**Notes & History Latest Note**

Performance on target

**Management Response / Action**

No further management response required at this stage.



**Directorate** Neighbourhood Services  
**Service Area** Housing

**PI Code & Short Name**

EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)

**Managed By**

Simon Drinkwater

**Short Term Trend Arrow**



**Long Term Trend Arrow / Forecast line**



**Traffic Light Icon**

N/A - Trend only indicator

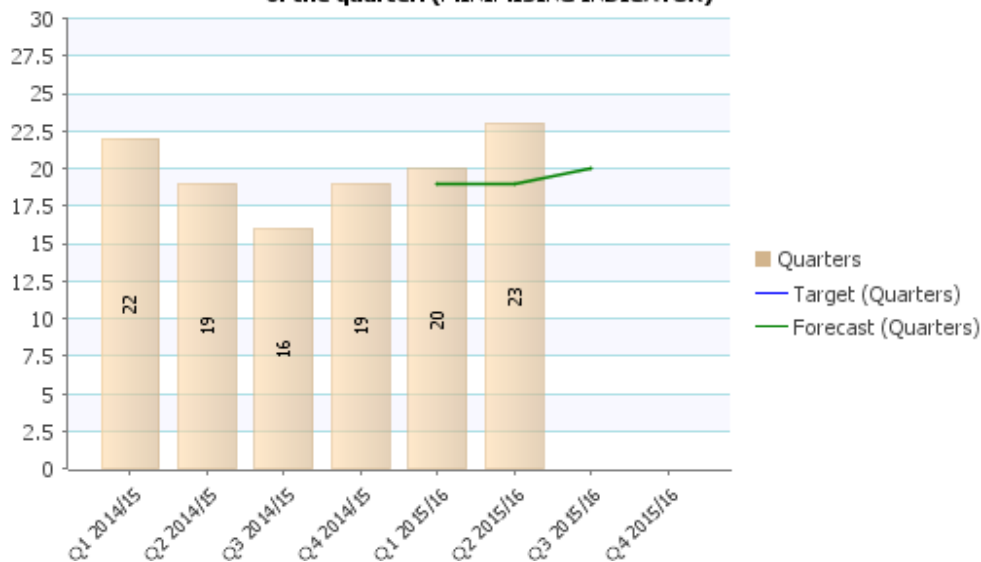
**Current Value**

23

**Current Target**

N/A - Trend only indicator

**EHPI 151 Number of homeless households living in temporary accommodation at the end of the quarter. (MINIMISING INDICATOR)**

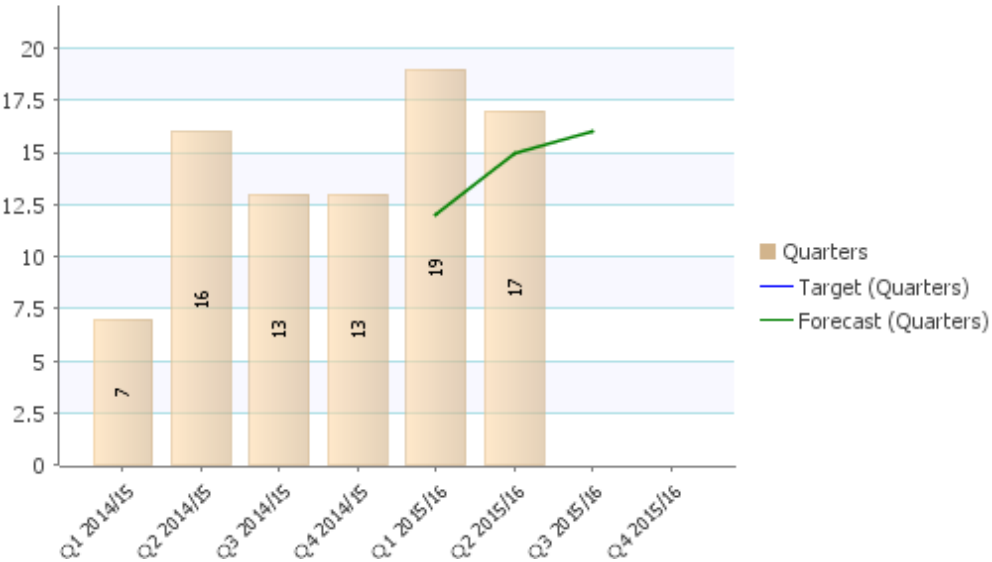


**Notes & History Latest Note**

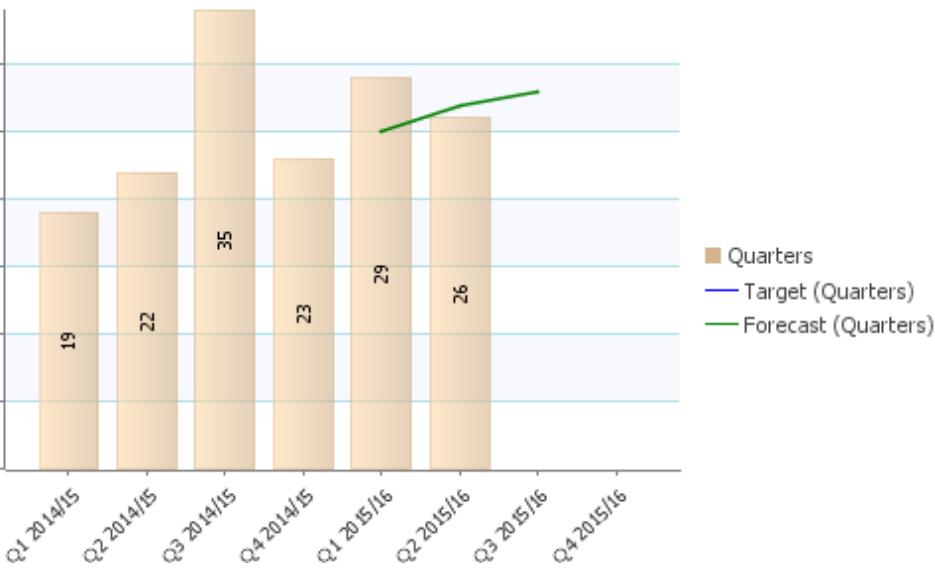
At end of September 2015 there were 23 households in temporary accommodation. The council owned temporary accommodation (hostel) remains full with 12 households. The average length of stay for those with a homeless duty before moving onto a housing association tenancy is 12 weeks. Four households were in B&B waiting for accommodation in the council's hostel. Six households were in temporary supported accommodation and one household was in a long-term private sector leased property.

**Management Response / Action**

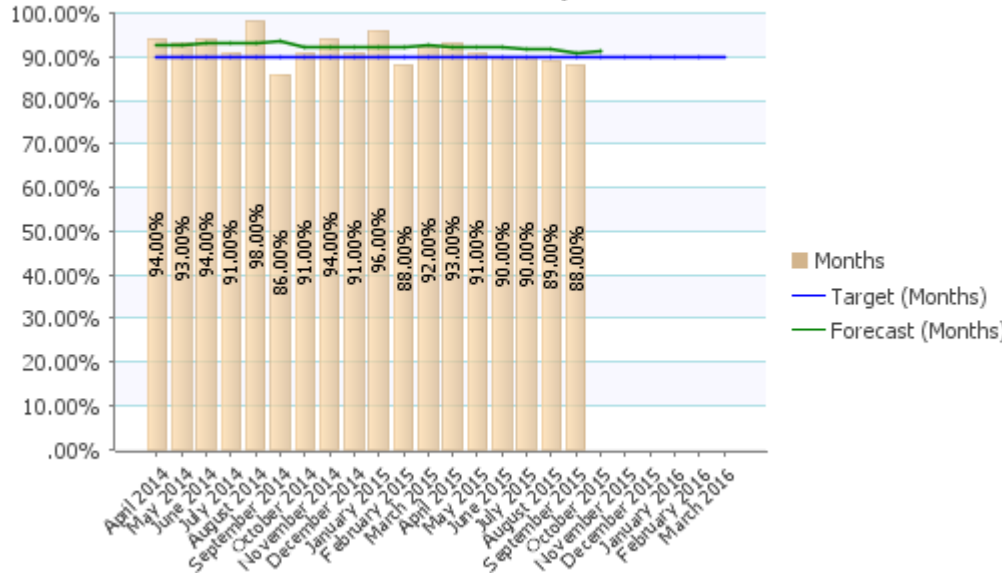



No further management response required at this stage.

PI Code & Short Name	EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)		Managed By	Simon Drinkwater																		
<div><p><b>EHPI 152 The number of applicants accepted as owed the main homelessness duty to secure accommodation. (MINIMISING INDICATOR)</b></p><table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1 2014/15</td><td>7</td></tr><tr><td>Q2 2014/15</td><td>16</td></tr><tr><td>Q3 2014/15</td><td>13</td></tr><tr><td>Q4 2014/15</td><td>13</td></tr><tr><td>Q1 2015/16</td><td>19</td></tr><tr><td>Q2 2015/16</td><td>17</td></tr><tr><td>Q3 2015/16</td><td>18 (Forecast)</td></tr><tr><td>Q4 2015/16</td><td>19 (Forecast)</td></tr></tbody></table></div>			Quarter	Value	Q1 2014/15	7	Q2 2014/15	16	Q3 2014/15	13	Q4 2014/15	13	Q1 2015/16	19	Q2 2015/16	17	Q3 2015/16	18 (Forecast)	Q4 2015/16	19 (Forecast)	Short Term Trend Arrow	↑
			Quarter	Value																		
			Q1 2014/15	7																		
			Q2 2014/15	16																		
			Q3 2014/15	13																		
			Q4 2014/15	13																		
Q1 2015/16	19																					
Q2 2015/16	17																					
Q3 2015/16	18 (Forecast)																					
Q4 2015/16	19 (Forecast)																					
Long Term Trend Arrow /Forecast line	↓																					
Traffic Light Icon	N/A - Trend only indicator																					
Current Value	17																					
Current Target	N/A - Trend only indicator																					
			Notes & History Latest Note	The number of homeless acceptances in the 2nd quarter was 17 compared with 16 for the 2nd quarter 2014/15. The cumulative total is 36 households compared to 23 households for the first two quarters of 2014/15. The primary reason for homelessness remains the end of a private sector assured short hold tenancy because the landlord requires the property back.																		
			Management Response / Action	Work is underway to profile homelessness presentations, results of this and how it might explain performance will be available from Quarter 3.																		

## Essential Reference Paper 'H'

PI Code & Short Name		EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)		Managed By		Simon Drinkwater																			
<div>EHPI 153 Number of applicants that presented to the council as homeless. (MINIMISING INDICATOR)</div>  <div><div>Quarters</div><div>Target (Quarters)</div><div>Forecast (Quarters)</div></div> <table><thead><tr><th>Quarter</th><th>Value</th></tr></thead><tbody><tr><td>Q1 2014/15</td><td>19</td></tr><tr><td>Q2 2014/15</td><td>22</td></tr><tr><td>Q3 2014/15</td><td>35</td></tr><tr><td>Q4 2014/15</td><td>23</td></tr><tr><td>Q1 2015/16</td><td>29</td></tr><tr><td>Q2 2015/16</td><td>26</td></tr><tr><td>Q3 2015/16</td><td>28 (Forecast)</td></tr><tr><td>Q4 2015/16</td><td>30 (Target)</td></tr></tbody></table>				Quarter	Value	Q1 2014/15	19	Q2 2014/15	22	Q3 2014/15	35	Q4 2014/15	23	Q1 2015/16	29	Q2 2015/16	26	Q3 2015/16	28 (Forecast)	Q4 2015/16	30 (Target)	Short Term Trend Arrow		↑	
				Quarter	Value																				
				Q1 2014/15	19																				
				Q2 2014/15	22																				
				Q3 2014/15	35																				
Q4 2014/15	23																								
Q1 2015/16	29																								
Q2 2015/16	26																								
Q3 2015/16	28 (Forecast)																								
Q4 2015/16	30 (Target)																								
Long Term Trend Arrow /Forecast line		↑																							
Traffic Light Icon		N/A - Trend only indicator																							
Current Value		26																							
Current Target		N/A - Trend only indicator																							
				Notes & History Latest Note		The second quarter recorded 26 households as presenting as homeless compared to 22 for the same quarter 2014/15. The cumulative total for 2015/16 is 55 compared to 41 for the same two quarters in 2014/15. The primary reasons remains the end of an assured short hold tenancy in the private sector where the landlord wants the property back to either sell or re-let at a higher rent.																			
				Management Response / Action		No further management response required at this stage.																			

**Directorate** Neighbourhood Services  
**Service Area** Planning and Building Control

PI Code & Short Name	EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young																																						
<div>EHPI 157c Processing of planning applications: Other applications. (MAXIMISING INDICATOR)</div>  <table><caption>Monthly Performance Data (Estimated from Chart)</caption><thead><tr><th>Month</th><th>Performance (%)</th></tr></thead><tbody><tr><td>April 2014</td><td>94.00%</td></tr><tr><td>May 2014</td><td>93.00%</td></tr><tr><td>June 2014</td><td>94.00%</td></tr><tr><td>July 2014</td><td>91.00%</td></tr><tr><td>August 2014</td><td>98.00%</td></tr><tr><td>September 2014</td><td>86.00%</td></tr><tr><td>October 2014</td><td>91.00%</td></tr><tr><td>November 2014</td><td>94.00%</td></tr><tr><td>December 2014</td><td>91.00%</td></tr><tr><td>January 2015</td><td>96.00%</td></tr><tr><td>February 2015</td><td>88.00%</td></tr><tr><td>March 2015</td><td>92.00%</td></tr><tr><td>April 2015</td><td>93.00%</td></tr><tr><td>May 2015</td><td>91.00%</td></tr><tr><td>June 2015</td><td>90.00%</td></tr><tr><td>July 2015</td><td>90.00%</td></tr><tr><td>August 2015</td><td>89.00%</td></tr><tr><td>September 2015</td><td>88.00%</td></tr></tbody></table> <div>Months Target (Months) Forecast (Months)</div>		Month	Performance (%)	April 2014	94.00%	May 2014	93.00%	June 2014	94.00%	July 2014	91.00%	August 2014	98.00%	September 2014	86.00%	October 2014	91.00%	November 2014	94.00%	December 2014	91.00%	January 2015	96.00%	February 2015	88.00%	March 2015	92.00%	April 2015	93.00%	May 2015	91.00%	June 2015	90.00%	July 2015	90.00%	August 2015	89.00%	September 2015	88.00%	Short Term Trend Arrow	
		Month	Performance (%)																																						
		April 2014	94.00%																																						
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August 2015	89.00%																																								
September 2015	88.00%																																								
Long Term Trend Arrow /Forecast line																																									
Traffic Light Icon																																									
Current Value	88.00%																																								
Current Target	90.00%																																								
Notes & History Latest Note	104 out of 118 processed and 2 within Extension of time agreement (ETA). The matters which most often have an impact on the ability to reach a decision within the target timescale include the need to re-consult on revised proposals and where the issues raised by an application are complex and resolution cannot be achieved rapidly. Case Officers and Managers will continue to review these cases to ensure that early resolution is reached where possible.																																								
Management Response / Action	No further management response required at this stage.																																								

## Essential Reference Paper 'H'

PI Code & Short Name	EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young
<p><b>EHPI 157b Processing of planning applications: Minor applications. (MAXIMISING INDICATOR)</b></p> <p>100.00% 90.00% 80.00% 70.00% 60.00% 50.00% 40.00% 30.00% 20.00% 10.00% .00%</p> <p>Months Target (Months) Forecast (Months)</p> <p>April 2014 95.00% May 2014 82.00% June 2014 88.00% July 2014 89.00% August 2014 63.00% September 2014 89.00% October 2014 88.00% November 2014 87.00% December 2014 85.00% January 2015 83.00% February 2015 84.00% March 2015 81.00% April 2015 81.00% May 2015 96.00% June 2015 84.00% July 2015 87.00% August 2015 91.00% September 2015 86.00%</p>	<p><b>Short Term Trend Arrow</b> </p> <p><b>Long Term Trend Arrow / Forecast line</b> </p> <p><b>Traffic Light Icon</b> </p> <p><b>Current Value</b> 86.00%</p> <p><b>Current Target</b> 80.00%</p>	<p><b>Notes &amp; History Latest Note</b></p> <p>Performance on target. 36 out of 42 processed including 7 within Extension of time agreement (ETA).</p>	<p><b>Management Response / Action</b></p> <p>No further management response required at this stage.</p>

PI Code & Short Name	EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)	Managed By	Simon Drinkwater; Kevin Steptoe; Alison Young
<p><b>EHPI 157a Processing of planning applications: Major applications. (MAXIMISING INDICATOR)</b></p> <p>100.00% 90.00% 80.00% 70.00% 60.00% 50.00% 40.00% 30.00% 20.00% 10.00% .00%</p> <p>Months Target (Months) Forecast (Months)</p> <p>April 2014 67.00% May 2014 100.00% June 2014 67.00% July 2014 % August 2014 50.00% September 2014 100.00% October 2014 100.00% November 2014 86.00% December 2014 67.00% January 2015 67.00% February 2015 25.00% March 2015 40.00% April 2015 % May 2015 75.00% June 2015 100.00% July 2015 100.00% August 2015 100.00% September 2015 % October 2015 100.00%</p>	<p><b>Short Term Trend Arrow</b> </p> <p><b>Long Term Trend Arrow / Forecast line</b> </p> <p><b>Traffic Light Icon</b> </p> <p><b>Current Value</b> 100.00%</p> <p><b>Current Target</b> 60.00%</p>	<p><b>Notes &amp; History Latest Note</b></p> <p>Performance exceeding target. 6 out of 6 majors within Extension of time agreement (ETA).</p>	<p><b>Management Response / Action</b></p> <p>No further management response required at this stage.</p>

## Essential Reference Paper 'H'

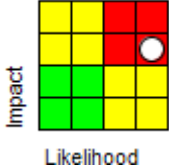
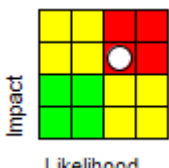
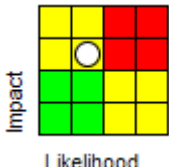
PI Code & Short Name	EHPI 204 Planning appeals allowed	<b>Managed By</b>	Simon Drinkwater; Kevin Steptoe; Alison Young
<p><b>EHPI 204 Planning appeals allowed</b></p> <p>100.0% 90.0% 80.0% 70.0% 60.0% 50.0% 40.0% 30.0% 20.0% 10.0% .0%</p> <p>April 2014 30.0% May 2014 14.0% June 2014 3% July 2014 40.0% August 2014 3% September 2014 40.0% October 2014 25.0% November 2014 67.0% December 2014 3% January 2015 20.0% February 2015 43.0% March 2015 3% April 2015 60.0% May 2015 40.0% June 2015 20.0% July 2015 50.0% August 2015 29.0% September 2015 October 2015 November 2015 December 2015 January 2016 February 2016 March 2016</p> <p>Months Target (Months) Forecast (Months)</p>		<b>Short Term Trend Arrow</b>	↑
		<b>Long Term Trend Arrow / Forecast line</b>	↑
		<b>Traffic Light Icon</b>	N/A – Trend only indicator
		<b>Current Value</b>	29.0%
		<b>Current Target</b>	N/A – Trend only indicator
		<b>Notes &amp; History Latest Note</b>	2 out of 7 appeals allowed
		<b>Management Response / Action</b>	Discussions have taken place with service head and it was recommended that this indicator be changed to quarterly monitoring as monthly monitoring yielded no clear patterns.

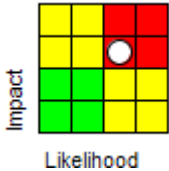
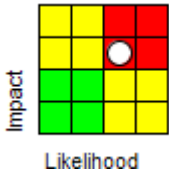
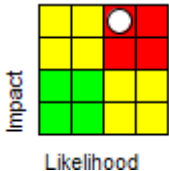
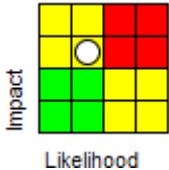
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	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse

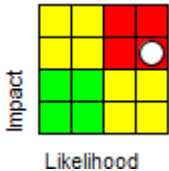
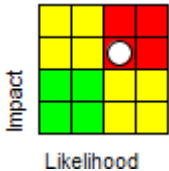
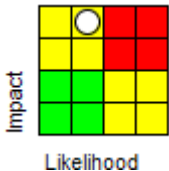
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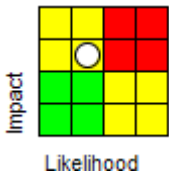
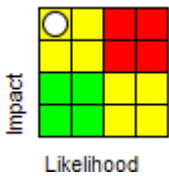
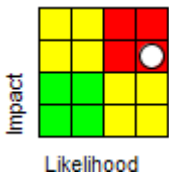
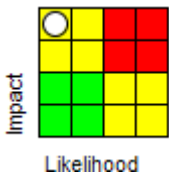
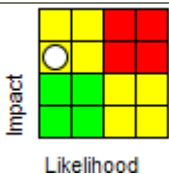
## Strategic Risk Register July to September 2015

## Essential Reference Paper 'I'

Code	Title	Description	Current Risk Matrix	Impact	Likelihood	Managed By	Latest Note
15-SR1	Risk of significant reduction in funding above that planned for, in particular localisation of Council Tax Support, localisation of business rates and New Homes Bonus.	There is uncertainty around future funding, both from Government and other areas such as income from commodities markets for recycled materials. There are cost pressures combined with an increased awareness and scrutiny of financial position.		3	4	Adele Taylor	July to September 2015: Medium Term financial plan has been refreshed with the most up to date information that we have. A new finance and business planning process has been put into place which will identify options for Members to consider should funding be reduced further than that planned for. Uncertainty will remain until announcements in December from Treasury.
15-SR2	Risk of not having capacity / capability and flexibility to continue to deliver service levels over time.	There are challenges around workforce planning to ensure the Council is fit for the future, in terms of workforce skills, capacity and flexibility. Also about being fleet of foot and responsiveness		3	3	Adele Taylor	July to September 2015: Organisational Development Strategy has been consulted upon widely. It has been considered and approved by CMT in September.
15-SR3	Risk that supplier / contractor or key third sector partner fails or fails to deliver.	A number of key services are delivered through major contracts, both directly and in consortia. This is both through private sector supply chains and in conjunction with the voluntary and third sector.		3	2	Simon Drinkwater	July to September 2015: The level of risk remains unchanged. Key services continue to be delivered by contractors and partners. Effective monitoring and contract management is in place. These mechanisms are essential to mitigate the risks combined with effective procurement and a clear understanding of the relevant market place.

Page 1165 SR4	Risk that investment and effort does not deliver benefits and returns in Shared Services.	Moving more towards shared services with other public sector partners. Potential for lack of consistent political buy-in by all partners resulting in considerable effort without benefit. There is also a challenging skill set for managers due to the complexity.		3	3	Adele Taylor	July to September 2015: Current shared services performing well. New Shared Anti-Fraud Service formally launched in June and first board meeting held in September.
15-SR5	There is uncertainty around government policy and a number of changes required without accompanying resource.	Risk of policy changes by decree which we do not comply with or implement		3	3	Simon Drinkwater	July to September 2015: Pressures continue relating particularly to the budget in the form of the financial settlement from the government and the impact of the next round of welfare reform. Housing Benefits and Housing Options are likely to be most affected, but there will also be issues for Members and other services. Affordability for tenants will be a significant challenge.
15-SR6	Availability and performance of IT systems and resources impacting on service delivery.	Reduced levels of service across the Authority. Targets may not be achieved. Staff morale and reputation of Council may suffer. Influence of ITSG should reduce risks		4	3	Adele Taylor	July to September 2015: Performance monitored through Information Technology Steering Group. Continuing investment into networking is providing greater reliability of systems.
15-SR7	Data Protection: Failure to comply with the data protection principles. The potential disclosure of personal data inappropriately.	Action may be taken by the ICO. Individuals may suffer if their personal data, particularly sensitive personal data is disclosed.		3	2	Adele Taylor	July to September 2015: One Data Protection breach managed, non-reportable to the Information Commissioner's Office. Council continues to progress through the on-line Data Protection modular training. Next quarter will include service revision to Data protection risk assessments within the Service Planning process.

15-SR8	Impact of welfare reform changes.	New legislation will have an adverse financial impact on a significant number of residents. Residents will require more support from services across the Council affecting staffing levels, finances, and a risk of increased aggression. There may also be difficulties in implementing Government policy, with uncertainty on timetable.		3	4	Adele Taylor	July to September 2015: Following announcements in the Chancellor's budget statement on 8th July, further details is still awaited to assess what impact there may be for East Herts residents. Initial meeting between key internal officers has been held to ensure that we can identify and interim measures to ensure that we are prepared to respond proactively and swiftly once more detailed information is known about who will be affected.
15-SR9	Development of a District Plan that is acceptable to the community and the planning inspectorate.	Risk of not being able to agree plan in timeframe meaning: Increased costs, Lack of effective development control, Cannot bid for funding for infrastructure, lost opportunity, open to challenge in meantime, legal / reputational / political issues		3	3	Simon Drinkwater	July to September 2015: Key parts of the evidence base are being reported to the District Plan Panel in preparation for the publication of the next stage of the draft plan.
15-SR10	Bishop's Stortford - significant development proposals - ensure good quality development securing all necessary infrastructure	Poor environment, loss of development opportunity, reputational risk		4	2	Simon Drinkwater	July to September 2015: Work is continuing with partners to ensure a high quality development with the appropriate infrastructure.

Page 11 SR11	Health and safety compliance across the Authority.	Non-compliance with statutory responsibilities may lead to accidents, more staff absence and potentially insurance claims.		3	2	Adele Taylor	July to September 2015: Safety Committee meets regularly to consider compliance issues as well as any incidents to ensure any necessary improvements are identified. Audit programme commenced of highest risk services / contractors. Regular briefing reports to be provided to Leader and Portfolio Holder. Briefing for Executive Members recently conducted and guidance drafted for all Members.
15-SR12	Business Continuity Planning.	Failure to update the Business Continuity Plan may prevent the Council from providing critical services in the event of an incident.		4	1	Adele Taylor	July to September 2015: Significant work being undertaken to update Business Continuity Plan. Further work during next quarter and a plan being put together to run a test of our arrangements.
15-SR13	Failure of services to develop digital service offer and channel shift targets in line with Customer Service Strategy	Step change to digital basis for service delivery will not be made within the window of invest opportunity in the next 2-3 years		3	4	Adele Taylor	July to September 2015: Consideration of channel shift through implementation of customer service strategy is being included as part of Finance and Business Planning process. The results of this will be considered during the next quarter.
15-SR14	Compliance with the Childrens Act 2004.	Whilst the Council's self-assessment obtained ratings of at least 'adequate' there is a commitment to improve and thereby ensure the safety of children and vulnerable adults.		4	1	Simon Drinkwater	July to September 2015: The action plan is being implemented. Further training for staff is being provided. Additional work is required to deal with safeguarding adults.
15-SR15	Safeguarding adults.	Maintain and develop interagency relationships, Council policy and training.		3	1	Simon Drinkwater	July to September 2015: Received presentation from chair of Hertfordshire Safeguarding Board. Key individuals are being identified for further training.

***The purchase of Old River Lane***

- 1.1. The purchase of the Old River Lane site in Bishop's Stortford completed on 13 October 2015. The Council was involved in a competitive process to acquire the site where a good level of interest was shown from property companies and institutional investors. An external market valuation by an experienced, qualified RICS Registered Valuer has confirmed the valuation at the price agreed.
- 1.2. Prior to an offer being submitted and the subsequent exchange of contracts a number of Council and Executive meetings were held between members, officers and property experts. These meetings were held to determine whether the council should submit a bid for the site, to ascertain the market value of the site and to approve the value of the bid submitted by the council. Throughout this process expert valuation and legal advice has been provided by independent, external partners.
- 1.3. As a result of local government funding reductions the council is seeking to generate additional sources of income instead of placing an additional burden on local taxpayers. This investment is part of a wider investment strategy which aims to realise best value from council assets without exposing the council to undue risk. Full Council approved the direct purchase of property as an investment within the Investment Strategy in February 2014 following Executive approval in November 2013.
- 1.4. The investment principles agreed in those meetings have been adhered to with careful consideration of treasury management principles, in summary:
  - Security of the council's capital; this is 'institutional' grade property in a prime site and the quality of tenancies has been assessed through credit checks and the spread of lease lengths.
  - Yield of at least 4% on property; the expected yield is 5.02% "as-is" with a yield up to 7.20% if fully re-furbished and occupied.
  - Liquidity; the council were one of several parties who submitted offers for this site and could re-market the site to realise the cash invested should the council decide to do so.
- 1.5. The purchase of Old River Lane was treated as an investment decision, representing good value for money, delivering a return on investment in excess of 5%. Old River Lane is made up of the freehold interest of 5 constituent parts. The Council now owns the following key assets:
  - Charrington's House; a multi-let office with 8 suites over 4 floors, with one suite currently vacant. The value attributed to Charrington's House takes into account the expected yield from rental income and the cost to refurbish the

vacant office suite. It is worth noting that the lease expiry dates are well spread which should minimise the impact of any void periods.

- 1, The Causeway; a vacant office building. The value attributed to No 1, The Causeway takes into account the estimated refurbishment costs of £1.6m which would be necessary to bring the building back into use as 3 office suites, should the Council choose to do so. The value is based on the expected yield once refurbished less the cost of refurbishment.
  - The Causeway Car Park; a surface car park with 242 spaces let to East Herts Council subject to upwards only rent reviews every five years to the higher of market value or RPI. The value of the Car Parks is based upon the yield from the rental income, allowing for the long lease term until 2044.
  - The Waitrose Car Park; a surface car park with 160 spaces let to East Herts Council and sublet to Waitrose Ltd subject to upwards only rent reviews every five years. The value of the Car Parks is based upon the yield from the rental income, allowing for the long lease term until 2042.
  - 1, 2 and 3 Old River Lane; 2/3 bedroom homes on Assured Shorthold Tenancies with mutual break options to break on two months notice.
- 1.6. In addition to representing a good investment, the council has secured a site of strategic value to the local community. A range of benefits can be realised through the 'place shaping' opportunities that the site offers for future development. This includes the ability to implement high quality design and environmental sustainability through any future scheme the council may propose in consultation with local residents and stakeholders.

### ***Funding the purchase of Old River Lane***

2.1. The purchase prices for the constituent parts of Old River Lane are shown in table 1 below.

**Table 1: Purchase price**

ASSET	PURCHASE PRICE
Charrington's House	£8,400,000
No 1, The Causeway	£1,370,000
Car Parks	£8,050,000
1, 2 & 3 Old River Lane	£690,000
Redevelopment Hope Value (excl. Charrington's House)	£1,040,000
<b>TOTAL:</b>	<b>£19,550,000</b>

- 2.2. In addition to the purchase of the properties detailed above, other costs associated with the purchase were incurred and are shown in Table 2 below. The Commercial Property Fund was established in February 2015 to support the development of investment opportunities in commercial property. The balance of this reserve was £500k as at 1 April 2015 prior to the transactions in Table 2 being incurred.

**Table 2: Purchase transaction costs**

ITEM	COST £'000	FUNDED FROM
Pre-purchase advice and site valuation	69.6	Commercial Property Fund
Legal advice and conveyancing	24.4	Commercial Property Fund
Geo-environmental site survey	3.4	Commercial Property Fund
Land Registry Fee	1.0	Commercial Property Fund
VAT advice	0.9	Commercial Property Fund
<b>SUB-TOTAL:</b>	<b>99.3</b>	
VAT payable to HMRC	1,610.0	Recoverable VAT
Stamp Duty Land Tax	846.4	NHB Priority Spend Reserve
<b>TOTAL:</b>	<b>2,555.7</b>	

***Ongoing revenue budget implications from the purchase of Old River Lane***

- 3.1. There are a number of ongoing revenue costs associated with the purchase of Old River Lane. These are summarised in Table 3 below.
- 3.2. The service charge income and expenditure for Charrington's House are included to highlight that the council is not subsidising the tenants of Charrington's House nor is the council making a surplus from the service charge.
- 3.3. In using cash to fund the purchase of Old River Lane there is an opportunity cost in the form of interest which will no longer be received. This has been calculated using the average return on cash and short term investments in 2014/15 of 1.47%. This reduction in funding will be matched by a corresponding reduction in the Net Cost of Services from 2016/17 to ensure that this is not an additional burden to Council Tax payers.

**Table 3: Ongoing revenue implications**

ITEM	£'000
Estates and Facilities Management contract	33.2
Charrington's House: Service Charge income	(281.0)
Charrington's House: Service Charge expenditure	281.0
1-3 Old River Lane: Letting Agent Fees	3.3
Property maintenance recharge	20.0
Increased insurance cover	30.0
<b>SUB-TOTAL:</b>	<b>86.5</b>
Opportunity cost of reduction in cash balances	287.4
<b>TOTAL:</b>	<b>373.9</b>

- 3.4. The full year rental income from the constituent parts of Old River Lane are summarised in Table 4 below. The income due in 2015/16 will be on a pro-rata basis. The expected income from the vacant suite at Charrington's House is included and will be realised once the suite has been refurbished and let.

**Table 4: Rental Income from Bishop's Quarter**

ASSET	INCOME £'000
Charrington's House (let suites)	629.1
Charrington's House (vacant suite)	95.7
1, The Causeway (parking space leases)	7.8
Car Parks	376.6
1 – 3 Old River Lane	32.9
<b>TOTAL:</b>	<b>1,142.1</b>

- 3.5. The net surplus of income less costs is £768.2k. It is proposed that an Old River Lane reserve is created to ensure that any surplus from 2015/16 or 2016/17 is retained to fund future capital works and any costs that may be incurred preparing and assessing future schemes on the site. This position will be subject to annual review as part of the budget setting process and the surplus may be used to fund the cost of services in future years.

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

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