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Chairman and Members of the Council

Your contact: Martin Ibrahim
Ext: 2173
Date: 13 February 2015

cc. All other recipients of the Council agenda

Dear Councillor

COUNCIL - 18 FEBRUARY 2015: SUPPLEMENTARY AGENDA NO 2

Please find attached the following reports which were marked "to follow" on the agenda for the above meeting:

7. Executive Report - 3 February 2015 (Pages 3 - 12)

To receive a report from the Leader of the Council and to consider recommendations on the matters below:

(A) Treasury Management Statement and Annual Investment Strategy

Minute 502 refers

(B) Consolidated Budget Report and 2015/16 – 2017/18 Medium Term Financial Strategy

Minute 503 refers

Note – Members are asked to bring their copy of the Executive agenda to the meeting.

8. Development Management Committee: Minutes - 4 February 2015 (Pages 13 - 30)

Chairman: Councillor Mrs R Cheswright

9. Joint meeting of Scrutiny Committees: Minutes - 10 February 2015 (Pages 31 - 44)

Chairman: Councillor G Jones

Please bring these papers with you to the meeting next Wednesday.

Yours faithfully

Martin Ibrahim
Democratic Services Team Leader
Democratic Services
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MEETING : COUNCIL
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : WEDNESDAY 18 FEBRUARY 2015
TIME : 7.00 PM

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

PRESENT: Councillor A Jackson (Chairman/Leader)
Councillors M Alexander, M Carver,
L Haysey, P Phillips and S Rutland-Barsby.

ALSO PRESENT:

Councillors R Beeching, E Buckmaster,
S Bull, G Cutting, G Jones, J Jones,
M McMullen, P Moore, T Page, M Pope,
P Ruffles, N Symonds, J Wing and M Wood.

OFFICERS IN ATTENDANCE:

Simon Drinkwater	- Director of Neighbourhood Services
Martin Ibrahim	- Democratic Services Team Leader
George A Robertson	- Chief Executive and Director of Customer and Community Services
Adele Taylor	- Director of Finance and Support Services

502 **TREASURY MANAGEMENT STRATEGY AND ANNUAL
INVESTMENT STRATEGY 2015/16**

The Executive considered a report setting out the proposed Treasury Management Strategy, Annual Investment Strategy and Prudential Indicators for 2015/16. The Leader advised that a revised Essential

Reference Paper 'C' on the Prudential Indicators, which included the latest figures available, had been tabled.

The Audit Committee, at its meeting held on 21 January 2015, had supported the recommendations as now detailed.

The Executive supported the recommendations as now detailed.

RECOMMENDED – that (A) the Treasury Management Strategy and Annual Investment Strategy, as now submitted, be approved;

(B) the Prudential Indicators, as now submitted, be approved; and

(C) the counterparty listing, as now submitted, be approved.

503 **CONSOLIDATED BUDGET REPORT AND 2015/16 –
2017/18 MEDIUM TERM FINANCIAL STRATEGY**

The Executive considered a report setting out the Council's budget proposals for 2015/16, which included:

- the 2014/15 Revised Revenue Estimates;
- the 2015/16 Revenue Budget;
- the 2015/16 Schedule of Charges;
- the 2014/15 (Revised) to 2017/18 Capital Programme;
- the refreshed Medium Term Financial Plan (MTFP); and
- the Council's Reserves.

The Leader referred to the comments of the joint meeting of Scrutiny Committees, held on 20 January 2015, and set out the Executive's response. In respect of staffing resources within Building Control and Enforcement, the Executive supported the underlying principle and was open to any business case for additional resources

coming forward for consideration, where capacity issues had been identified. The Leader reminded Members of the ongoing Building Control partnership project and that some caution was needed in this respect.

In relation to leaf clearance, the Leader reminded Members of the rationale for previous decisions and that this was not a District Council function. However, the Executive supported the principle of partnership working and was open to ideas coming forward from community groups.

In respect of freezing charges where the Council had discretion, the Executive supported this. The Executive also supported the suggestion that Scrutiny Committees in 2015/16 be asked to review charges relevant to their specific areas. The Leader stated that the suggestion relating to Hertford Theatre's flexibility on charges was also supported by the Executive.

Finally, in respect of the use of capital funding for leisure facilities, the Executive Member for Health, Housing and Community Support undertook to ask Officers to look at this, but expressed caution, given the costs of running a swimming pool. She acknowledged the need for more sports pitches in Bishop's Stortford but questioned the land supply for them. She referred to the need to work closely with schools to encourage them to open up their facilities for community use. The Executive Member also reminded Members of the funding that would become available from the Bishop's Stortford North development, which would allow a complete review of leisure across Bishop's Stortford.

A number of Members commented. In respect of leisure facilities, some Members referred to the need to expand and/or refurbish Grange Paddocks to provide a 50m pool, which could become a magnet for sporting excellence. Some believed that contrary to national trends, there was a growing demand for swimming in Bishop's Stortford. Mention was also made of Bishop's Stortford having the

lowest number of sports pitches in Hertfordshire.

The Executive Member for Health, Housing and Community Support reiterated that the Executive would consider a business case that came forward. She agreed that Bishop's Stortford needed more sports pitches and encouraged those Members who were school governors to push for greater community access to school pitches.

Councillor M Wood referred to the hazards caused by leaves and their impact on grass verges and gullies, and spoke of the health risks for the elderly on footways where leaves had not been cleared. The Leader reiterated that the Council could look at assisting on specific activities, but that a budget line could not be reintroduced. He asked Members to encourage community groups to contact the Council to see what was possible.

In response to a request by Councillor R Beeching, the Director of Neighbourhood Services undertook to circulate advice to parish and town councils on insurance liability and indemnity issues in respect of the use of volunteers for leaf clearance, litter picking, etc.

Councillor G Jones referred to other items on the agenda and whether additional resources were needed in areas of where performance was below target, such as time taken to process housing benefit claims. The Director of Finance and Support Services advised that investment in staffing resources had been made in this area and that Members could expect to see improved performance.

Councillor J Wing referred to his comments made at the joint meeting of Scrutiny Committees in relation to charges for pre-application advice to charities and community groups and reiterated his desire for such charges to be waived. In doing so, he declared his position as a trustee of Ware Museum. Councillor G Jones advised by stating that this point had been answered by the Executive Member for Finance at that

meeting.

The Executive supported the recommendations as now detailed.

RECOMMENDED – that (A) the comments of the joint meeting of Scrutiny Committees be received;

(B) the Revised Revenue Estimates for the current financial year 2014/15 as set out in section 4 of the report submitted, including the proposed contributions to and from Reserves as detailed at paragraph 4.3 of the report submitted, be approved;

(C) the Revenue Budget underspend for 2014/15 be transferred to the Collection Fund Reserve and the New Homes Bonus Priority Spend Reserve as set out in paragraph 4.5.2 of the report submitted;

(D) the 2015/16 Revenue Budget be approved including:

- the new budget growth as set out in section 6 of the report submitted;
- the new budget savings as set out in section 6 of the report submitted;
- the Contingency Budget as detailed at paragraph 8.3 of the report submitted;
- the use of Earmarked Reserves as set out at section 9 of the report submitted;
- consideration of the advice from the Director of Finance and Support Services on the levels of reserves and robustness of the estimates in setting the budget as required by Section 25 of the Local Government Act 2003 and detailed at section 15 of the report submitted;

(E) the East Herts element of the Council Tax Bill is frozen at the 2014/15 rate, as detailed at

section 11 of the report submitted;

(F) the proposed 2015/16 Schedule of Charges, as set out in section 7 of the report be approved;

(G) the discounts in charges being proposed for those Private Hire and Hackney Carriages that are able to transport a wheelchair using person whilst s/he remains in the wheelchair, as set out at paragraph 7.6 of the report, be approved;

(H) the new Capital Programme for the period 2014/15 (Revised) to 2017/18, how the programme will be funded, and the consequential revenue budget implications, as detailed at section 12 of the report, be approved;

(I) the refreshed Medium Term Financial Plan covering 2014/15 (Revised) to 2018/19, as set out at section 13 of the report submitted, be approved; and

(J) the proposed changes to the Council's Reserves, as set out in table 10, section 14 of the report submitted, be approved.

504 APOLOGIES

An apology for absence was submitted on behalf of Councillor M Tindale.

505 LEADER'S ANNOUNCEMENTS

The Leader welcomed the press and Members to the meeting.

He reminded Members that the scheduled presentation to Members on 4 February 2015, regarding the development proposals for Bircherley Green, Hertford had been cancelled at the request of the developer. Members would be advised if any further date was arranged for this particular presentation.

506 MINUTES

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

507 ISSUES ARISING FROM SCRUTINY

The Executive received a report detailing those issues referred to it by the Scrutiny Committees, which were noted. Issues relating to specific reports for the Executive were considered and detailed at the relevant report of the Executive Member.

RESOLVED – that the report be received.

508 BISHOP'S STORTFORD NEIGHBOURHOOD PLAN - SILVERLEYS AND MEADS WARDS

The Executive Member for Strategic Planning and Transport submitted a report detailing the outcome of the Independent Examiner's report into the Bishop's Stortford Neighbourhood Plan and proposing a referendum.

The Executive noted that the Independent Examiner had recommended that the Plan should proceed to a referendum subject to minor modifications, which ensured that relevant criteria had been met. The Executive Member thanked Members and the public in Bishop's Stortford for their hard work to date. Councillor G Jones referred to the work of the neighbourhood planning team and the need to avoid complacency in the referendum.

The Executive approved the proposals as now detailed.

RESOLVED - that (A) the recommendations and modifications made by the Independent Examiner of the Bishop's Stortford Neighbourhood Plan for Silverleys and Meads Wards, as detailed at Essential Reference Paper 'C' to this report, be accepted; and

(B) Officers be requested to make the necessary arrangements to hold a Neighbourhood Plan Referendum for Silverleys and Meads Wards.

509 REVIEW OF RESIDENT PERMIT PARKING SCHEME CHARGES

The Executive Member for Economic Development submitted a report on resident parking permit charges. He explained the current financial position, which showed that the current schemes had operated at a net deficit of £34k in 2013/14.

He advised that requests from residents for new schemes were being received and that the Council needed clear charging principles in order to be able to assess new schemes coming forward. He proposed that Environment Scrutiny Committee be asked to consider the criteria against which requests for new schemes could be assessed.

The Executive Member for Strategic Planning and Transport suggested that existing schemes also be included in the scrutiny review, which was supported.

In response to comments about the impact of displaced parking on areas just outside of resident schemes and the ability of the elderly to pay for visitors' permits, the Executive Member for Economic Development commented that these would be factors, among others, for the review to consider whether a scheme should be implemented and how.

The Executive approved the proposals as now detailed.

RESOLVED - that (A) the current financial status of the Council's resident permit parking schemes be noted;

(B) the charging principles advocated for 2015/16 be endorsed, subject to a further review during that year;

(C) support for a freeze to permit charges in 2015/16 be confirmed; and

(D) Environment Scrutiny Committee be requested to consider and make recommendations on the criteria against which existing resident parking schemes and requests for new schemes can be assessed.

510 PLANNING PEER CHALLENGE

The Leader of the Council submitted a report providing details of the Planning Peer Challenge and an action plan to implement the proposed recommendations. Given the timescales involved going beyond the elections in May 2015, the Leader advised that he had asked the Executive Member for Community and Partnership Liaison to oversee the implementation of the action plan recommendations.

In response to Members' comments, the Leader acknowledged that the action plan needed further development and invited Members to advise the Executive Member for Community and Partnership Liaison of any gaps identified.

Members commented on various issues identified within the Peer Challenge, including Member/Officer relationships, the quality of highways advice and whether the Development Management portfolio holder should be a member of the Development Management Committee. The Leader responded to these points and looked forward to the development of the action plan.

The Executive approved the recommendations as now detailed.

RESOLVED - that (A) the content of the report be noted;

(B) the action plan, as detailed at Essential Reference Paper 'C' of the report submitted, be approved; and

(C) the Executive Member for Community and

Partnership Liaison, in conjunction with Officers, be requested to develop the detail of the action plan in (B) above.

511 MONTHLY CORPORATE HEALTHCHECK - DECEMBER 2014

The Leader of the Council submitted an exception report on finance, performance and risk monitoring for December 2014.

In respect of the use of the RingGo scheme, the Executive Member for Economic Development assured Members that the needs of the elderly would be taken account of.

The Executive approved the recommendations as now detailed.

RESOLVED - that (A) the budgetary variances set out in paragraph 2.1 and the forecast outturn position in paragraph 3.4 of the report submitted be noted;

(B) the current position and action proposed to address seven performance indicators that are currently off target be noted; and

(C) the risk controls, as detailed at paragraph 6.1 of the report submitted, be approved.

The meeting closed at 8.58 pm

Chairman
Date

MINUTES OF A MEETING OF THE
DEVELOPMENT MANAGEMENT
COMMITTEE HELD IN THE COUNCIL
CHAMBER, WALLFIELDS, HERTFORD ON
WEDNESDAY 4 FEBRUARY 2015, AT 7.00
PM

PRESENT: Councillor Mrs R Cheswright (Chairman).
Councillors M Alexander, D Andrews,
E Bedford, K Crofton, J Jones, P Moore,
M Newman, P Ruffles, T Page, N Symonds
and G Williamson.

ALSO PRESENT:

Councillors W Ashley, G Cutting, L Haysey,
S Rutland-Barsby and K Warnell.

OFFICERS IN ATTENDANCE:

Liz Aston	- Development Team Manager (East)
Paul Dean	- Principle Planning Enforcement Officer
Simon Drinkwater	- Director of Neighbourhood Services
Peter Mannings	- Democratic Services Officer
Kevin Steptoe	- Head of Planning and Building Control Services
Alison Young	- Development Manager

512 APOLOGY

An apology for absence was submitted on behalf of
Councillor G Jones. It was noted that Councillor T Page

was substituting for Councillor G Jones.

513 CHAIRMAN'S ANNOUNCEMENTS

At the invitation of the Chairman, the Head of Planning and Building Control advised that a special meeting of the Committee to determine the planning application relating to site ASR5 at Bishop's Stortford North had been scheduled for 7.00 pm on Monday 16 March 2015. This would be held in the Mitre Suite, Bishop's Stortford Football Club, Woodside, Dunmow Road, Bishop's Stortford.

The Director further advised that the Chairman had agreed to accept an urgent item of business onto the agenda in the interests of the efficient operation of the service and to avoid delay. This related to the Planning Appeal regarding applications 3/13/1762/FP and 3/14/1766/FP at Hertford Regional College.

514 MINUTES – 7 JANUARY 2015

RESOLVED – that the Minutes of the meeting held on 7 January 2015 be confirmed as a correct record and signed by the Chairman.

515 3/14/1583/FP – ERECTION OF 22 HOUSES INCLUDING 13 OPEN MARKET AND 9 SHARED OWNERSHIP TOGETHER WITH A NEW ACCESS TO DANE O'COYS ROAD AT LAND ADJOINING HOGGETTS END, DANE O'COYS ROAD, BISHOPS STORTFORD, FOR GRANGE BUILDERS LLP AND OTHERS

Jane Orsborn addressed the Committee in support of the application.

The Director of Neighbourhood Services recommended that subject to the applicant or successor in title entering into a legal obligation with the Council and Hertfordshire County Council pursuant to Section 106 of the Town and Country Planning Act 1990 to secure the matters detailed in the report to the 7 January 2015 meeting of this

Committee, planning permission be granted subject to the conditions detailed in the previous report, the additional conditions detailed in the supplementary report and the additional representations summary.

The Director advised that the application had been deferred to enable further consideration of the relevance of the policies detailed in the Bishop's Stortford Neighbourhood Plan for Silverleys and Meads. The Director referred to additional conditions on pages 15 – 17 of the report plus an additional condition in the additional representations summary that had been designed to soften the impact of the fencing which had been implemented.

The Director referred to the options as regards affordable housing provision and reminded Members that the site at Bishop's Stortford North seemed to be the most appropriate location if funding was secured for affordable housing away from the application site.

Councillor K Warnell, as the local ward Member for Bishop's Stortford Meads, stated that if there was to be more housing on Dane O'Coys Road, there needed to be provision for pedestrians as there was currently no pavement at all. He also commented that this area formed a wildlife buffer zone between other development and the Areas of Special Restraint (ASRs) and it would be a shame to lose this green space.

Councillor Warnell commented on how the proposed dwellings would integrate with ASRs 3, 4 and 5 and the existing properties on Dane O'Coys Road. He argued that the proposed development would be out of keeping with the existing street scene and the local area. He concluded that Hertfordshire Constabulary preferred social housing to be scattered throughout a development rather than being concentrated in a single area.

Councillor D Andrews stated that there needed to be a sensible mix of housing and he would be reluctant to support an application where there would be no social

housing on the site. He agreed that any social housing should be mixed in with the whole development.

Councillor T Page referred to the validity of the Bishop's Stortford Silverleys and Meads Neighbourhood Plan. He took comfort from the fact that the emerging plan could be given some weight in decision making on planning applications.

Councillor Page emphasised that the application had not been scored against buildings for life 12 standards which was a key condition supporting policy HDP2 of the Neighbourhood Plan. He expressed concerns regarding amenity space and the size and distribution of the proposed dwellings as well as the provision of parking spaces and the admitted difficulties for those seeking to access town centre facilities.

The Director referred to the advanced stages of preparation as regards the Neighbourhood Plan. Members were reminded that whilst weight could be attached to this document, it had to be moderated as a referendum was still to be held and there had to be a yes vote before the Neighbourhood Plan could be adopted. Members were reminded of the general background picture regarding the policy elements that should be adhered to when determining planning applications.

The Director advised that whilst the application had not met all the policy requirements of the emerging Neighbourhood Plan, the Government had brought forward other work aimed at securing the sustainability of homes through building control regulations. Members were advised that, as regards parking provision and allotment provision, any harmful impact of the proposals was considered to be modest and that, overall, the benefits of the application outweighed the harm.

The Director stated that guidance produced by the Authority favoured the dispersal of social housing throughout a site but, for larger sites, up to 25 affordable housing units could be provided in one group. Officers

had acknowledged that the availability of facilities was reduced for this site but the future amenity provision linked to the emerging Bishop's Stortford North development had to be taken into account.

The Director further advised that some improvements would be made to the road network as part of this application. Members were reminded that this location was part of an allocated site in the local plan which had been identified as suitable for development.

Councillor N Symonds stated that she felt that affordable housing should be provided on this site instead of shared ownership properties. Councillor K Croften commented that shared ownership did constitute affordable housing and the applicant had made a good case for this being the most suitable outcome for this development.

In response to queries from Members relating to affordable housing, the Director spoke at length regarding the policy position of the Authority regarding this issue. Members were reminded that the applicant was supportive of a 75 % affordable rented and 25% shared ownership if that was the option Members preferred. Members were also reminded that Bishop's Stortford North afforded an opportunity for the delivery of more affordable housing units.

After being put to the meeting and a vote taken, the Committee accepted the recommendation of the Director of Neighbourhood Services as now submitted.

RESOLVED – that subject to the applicant or successor in title entering into a legal obligation with the Council and Hertfordshire County Council pursuant to Section 106 of the Town and Country Planning Act 1990 to secure the matters detailed in the report to the 7 January 2015 meeting of this Committee and the provision of on-site affordable housing in accordance with the Councils policy requirement of 75% affordable rented: 25% shared ownership, planning permission be granted subject

to the conditions detailed in the previous report, and the additional conditions detailed in the supplementary report and the additional representations summary.

516 REFERENCE 3/14/2037/CC – OUTLINE APPLICATION FOR THE CONSTRUCTION OF A 6-FORM ENTRY SECONDARY SCHOOL ON LAND TO THE SOUTH OF THE A120 WITH CHANGE OF USE OF A PARCEL OF LAND TO THE NORTH OF THE A120 FOR USE AS PLAYING FIELDS AND A PEDESTRIAN ACCESS BRIDGE TO LINK THE TWO SITES, EMERGENCY AND MAINTENANCE ACCESS WAY, ACCESS, PARKING, LANDSCAPING AND ASSOCIATED INFRASTRUCTURE

The Director of Neighbourhood Services recommended that, subject to the requirements detailed in the report now submitted, no objection be raised to outline application 3/14/2037/CC.

Councillor T Page summarised a number of points on behalf of Councillor G Jones who was the local ward Member. A key point was that the application for this secondary school was long overdue and the school was critical to the sustainability of Bishop's Stortford North. Councillor G Jones had referred to the access to the site being from Hadham Road rather than the A120 as well as the use of Green Belt land for playing fields.

Councillor Page referred to another key point from Councillor G Jones regarding the access to the western neighbourhood causing congestion on Hadham Road. Councillor G Jones was of the view that, in order to prevent unacceptable congestion for Hadham Road and the boulevard for the western neighbourhood, the proposed additional roundabout from the A120 must be in position before the school was opened, which in turn should not be later than 2017.

Councillor G Jones had also stated that the use of green belt land for playing fields was unacceptable given that there would need to be substantial earthworks to level the

site as well as permanent road access, external lighting changing facilities and an all-weather surface to the north of the bypass, particularly if there was to be a community use.

Councillor G Jones had concluded that the site was insufficient for a school as playing field provision was not possible without unacceptable harm to the green belt. He urged Members to object to this application due to the inappropriate development of the green belt and the unacceptable delay to the roundabout off the A120.

Councillor T Page stated that he shared the concerns of Councillor G Jones regarding traffic and he commented that the County Council should be pressed to get the roundabout off the A120 in place urgently. He stated that he was concerned regarding pupils from further afield using the proposed estate road off Hadham Road to access the proposed school.

The Director stated that Officers could not be sure how much residential development would be delivered before the school opened and it was therefore not known when the new roundabout would be installed on the A120 in relation to the opening date of the school. In order to provide an element of control Officers had advised that there should be no more than 3 forms of entry (3FE) at the proposed school before the new roundabout was installed.

Members were advised that further highways modelling work was being undertaken by the applicant to enable the County Council to understand the impact of the proposed school along with the impact of the Bishop's Stortford North development proposals.

The Director stated that it would be appropriate that educational need generated by the new residential development at Bishop's Stortford North would be accommodated by the proposed school meaning that a significant number of the journeys to the school would be from within the development site.

Councillor T Page disagreed with Councillor G Jones in that, whilst he cherished the green belt and would not want to see it given up lightly, Bishop's Stortford was exceedingly short of sporting facilities, particularly pitches.

Councillor Page stated that provided that the land remained open for public use and the access was safe, the green belt should be used and enjoyed as playing fields for the good of the schools and the community of Bishop's Stortford.

Members were advised that they had heard both sides of the case regarding the implementation of playing field uses in the green belt and although playing fields were not appropriate in the green belt in NPPF terms, the NPPF encouraged the use and enjoyment and leisure use of the green belt and Officers felt able to support this element of the proposals as the benefits far outweighed the harm. Councillor G Williamson expressed concerns that the use of the green belt beyond the A120 could be seen as the creep of the Bishop's Stortford North development boundary beyond the confines of the Areas of Special Restraint (ASRs).

Councillor N Symonds sought clarification regarding the expected opening date of the school given that the Section 106 agreement had not been signed. She commented on where disabled parents would park should they wish to watch their children play sport if they were unable to negotiate the proposed footbridge. The Director stated that the footbridge would have to be fully compliant with disability legislation to ensure access for everyone seeking to take advantage of the new sports facilities.

The Director reminded Members that they were not being asked to determine a planning application but to assist Officers in submitting the views of the Authority to Hertfordshire County Council as the Authority responsible for determining this application. Members were advised that there was a very tight timescale in that the intention was that this school would open in time for the 2017/18

school year.

After being put to the meeting and a vote taken, the Committee accepted the recommendation of the Director of Neighbourhood Services as now submitted.

RESOLVED – that subject to the requirements detailed in the report now submitted, no objection be raised to outline application 3/14/2037/CC.

517 3/14/2023/OP – OUTLINE APPLICATION WITH ALL MATTERS RESERVED FOR THE ERECTION OF 13 DWELLINGS AT LAND SOUTH OF TANNERS WAY, HUNSDON, SG12 8QD FOR MR AND MRS P FINDLAY

Clare Hutchinson addressed the Committee in support of the application.

The Director of Neighbourhood Services recommended that subject to the applicant or successor in title entering into a legal obligation pursuant to Section 106 of the Town and Country Planning Act 1990, in respect of application 3/14/2023/OP, outline planning permission be granted subject to the conditions detailed in the report now submitted.

Councillor M Newman, as the local ward Member, stated that there was a very significant point as regards school capacity given that Hunsdon Primary School was at full capacity meaning that any children living in these proposed dwellings would not be able to attend this school.

Councillor Newman stated that the retail provision within the village was very limited and this weighed against the proposed development. He stressed that there was no train service and the bus services were very irregular, meaning that all shopping trips would involve the use of a car. Thus, the development was unsustainable in transport terms.

The Director reminded Members that Hunsdon was one

of the more sustainable settlements in East Herts due to the category one status of the village. The emerging District Plan allowed for a 10 % growth or at least 36 additional dwellings for Hunsdon either within the village boundary or in the rural area adjacent to the village periphery.

The Director advised that the Education Authority had not sought a Section 106 obligation in respect of primary school provision and Officers acknowledged that existing and future residents would be very reliant on the private car.

Councillor Newman reiterated the view of Officers that the proposal represented an inappropriate form of development that was contrary to the Council's rural area policies. He referred to the waste transfer station that had been first granted a licence 10 years ago.

Councillor Newman emphasised that the entire waste transfer operation was not limited as the conditions of use were unenforceable. He stressed that East Herts Environmental Health Officers considered that the site was causing a statutory noise nuisance that resulted in significant distress for existing local residents and would cause similar distress for residents of this site.

Councillor P Moore stated she could not support this application due to the impact of the waste transfer operations on the adjacent site. Members were advised that statutory consultation had not resulted in any requests for a noise assessment in relation to the future occupation of this site. The Director advised that Members could, however, defer the application to allow an assessment to be undertaken on the impact of noise and disturbance on the future occupants of the properties on this site.

Councillor N Symonds proposed and Councillor J Jones seconded, a motion that application 3/14/2023/OP be deferred to allow further consideration of the potential impact of noise and disturbance from the nearby

commercial site on the amenities of the future occupiers of the proposed dwellings.

After being put to the meeting and a vote taken, this motion was declared CARRIED. The Committee rejected the recommendations of the Director of Neighbourhood Services as now submitted.

RESOLVED – that in respect of application 3/14/2023/OP, planning permission be deferred to allow further consideration of the potential impact of noise and disturbance from the nearby commercial site on the amenities of the future occupiers of the proposed dwellings.

518 3/14/1514/FP – ERECTION OF AGRICULTURAL GRAINSTORE AND ASSOCIATED ACCESS AT LAND ADJACENT TO TEN ACRES NURSERY, KETTLE GREEN ROAD, MUCH HADHAM, SG10 6AQ FOR CHALDEAN ESTATE

Anne Peacock spoke for the application. Danny Simmonds addressed the Committee in objection to the application.

The Director of Neighbourhood Services recommended that in respect of application 3/14/1514/FP, planning permission be granted subject to the conditions detailed in the report now submitted.

Councillor D Andrews stated that he had been asked to address the Committee on behalf of the local ward Member, Councillor M Carver. He drew Members' attention to the comments from Much Hadham Parish Council on page 89 of the report. He also referred to the comments from the objecting speaker regarding the impact of the proposed development on the character and appearance of the area.

Councillor Andrews commented that he was concerned that the roads were very narrow typical country lanes for the area although these lanes were relatively straight with

reasonable sight lines. He referred to the fatalities highlighted by the Parish Council although two of these incidents had occurred some distance from the site.

Councillor Andrews stated that he could not comment on the issue of dust at the grain store. He referred to the issue of the noise impact and the great deal of feeling in Much Hadham regarding this application. He supported the concern that traffic did not come down Kettle Green Road into Much Hadham.

Councillor Andrews stated that he would not welcome the additional HGV movements coming into his ward, and in particular, traffic using the narrow lanes into Barwick via Barwick Ford. He concluded that there was a balance to be struck in respect of this application.

Councillor M Newman referred to paragraph 7.12 of the report submitted, and stated that this area had been under agricultural use for many years resulting in the production of grain in need of transportation. He queried the logic of the assertion referred to in the report that the storage facility would cause additional traffic as the traffic was already present.

Councillor Newman stated that, in accordance with the NPPF, there could be no objection in principle to the provision of an agricultural building so long as this was appropriately designed and resulted in no significant or harmful visual impact. He concluded that the proposed development would be as well hidden as it possibly could be and there was arguably no less visually intrusive location for this grain store.

Councillor P Moore commented that this application seemed to be contrary to policy GBC7 on the basis that the proposed development would not be located next to existing buildings. She commented that an existing grain store had been demolished to make way for a housing development. Councillor E Bedford stated that he believed that the proposed development would have a harmful visual impact on the whole area.

The Director stated that Members had touched on all of the salient points and the principle of the proposed development was acceptable in planning terms. Members were referred to the additional representations summary regarding the issue of traffic generation as well as wording in the report covering the issues of visual impact and noise generation.

After being put to the meeting and a vote taken, the Committee accepted the recommendation of the Director of Neighbourhood Services as now submitted.

RESOLVED – that in respect of application 3/14/1514/FP, planning permission be granted subject to the conditions detailed in the report now submitted.

- 519 3/14/0771/FP – RESURFACE EXISTING TENNIS COURTS TO CREATE 2 NEW FLOODLIT 3RD GENERATION (3G) FIVE-A-SIDE FOOTBALL PITCHES WITH SPECIALIST ALL WEATHER "3G" ARTIFICIAL GRASS. 4NO. 10 METRE HIGH FLOODLIGHTING COLUMNS AND 1 RETAINED TENNIS COURT AT HARTHAM LEISURE CENTRE, HARTHAM LANE, HERTFORD, HERTFORDSHIRE, SG14 1QR FOR MR C YEARLEY, SLM, HARTHAM LEISURE CENTRE
-

The Director of Neighbourhood Services recommended that in respect of application 3/14/0771/FP, planning permission be granted subject to the conditions detailed in the report now submitted.

After being put to the meeting and a vote taken, the Committee accepted the recommendation of the Director of Neighbourhood Services as now submitted.

RESOLVED – that in respect of application 3/14/0771/FP, planning permission be granted subject to the conditions detailed in the report now submitted.

520 PLANNING APPEAL: RESIDENTIAL DEVELOPMENT PROPOSALS, LAND EAST OF CAMBRIDGE ROAD, PUCKERIDGE (24 NEW HOUSES) REF: 3/14/1627/OP

The Director of Neighbourhood Services submitted a report updating Members in relation to the current circumstances regarding this application and to enable the position of the Council to be considered in the light of further relevant information. Members were reminded that the application had been refused by the Committee at its meeting in December 2014 .

The applicant had appealed this decision and the Authority had been asked to review its position in light of the appeal and this was now good practice in such situations. Members were reminded of the matters on which they had refused the application when faced with a recommendation for approval in light of the need to demonstrate a 10 year housing land supply.

The Director stated that Members had resisted the application partly on the basis that they were concerned that the Environment Agency (EA) was undertaking assessment work that included this site in respect of flood mitigation measures. The EA had stated that the development proposals would not add to the flood risk in that the application catered for itself due to the Sustainable Urban Drainage Systems (SUDS) features included as part of the application.

The Director stressed that Officers were advising that the third reason for refusal regarding flood mitigation should not be pursued at the forthcoming appeal whilst the other two issues of the refusal reasons would still be considered during the appeal process.

Councillor D Andrews sought clarification as to why the EA had given two adjacent sites different flood risk designations when they were separated by the very watercourse responsible for recent flooding. He stressed that it would occasionally be hugely helpful to have the EA and Hertfordshire Highways Officers present on

occasion to explain their position to Officers and Members and the public.

The Director stated that many of the flood modelling schemes had become significantly more sophisticated over the last 10 years and mitigation measures such as SUDS solutions, swales and balancing ponds were now in common usage. Members were reminded that it was not an uncommon situation for a site on one side of a watercourse to be predicted to flood when an adjacent site would not.

The Director stated that the EA and Hertfordshire Highways did not necessarily have the resources to talk to Officers and Members regarding specific applications although both Authorities might be willing to do so on occasion in future.

Councillor D Andrews proposed and G Williamson seconded, a motion that recommendation (C) be amended to read that the Head of Planning and Building Control, in consultation with the Chairman of the Committee and one other Member of the Committee, be authorised to engage with the appellants in relation to all matters relevant to the appeal and to formulate, alter, amend and update the Council's statement and evidence to be submitted in relation to any forthcoming appeal.

After being put to the meeting and a vote taken, this amendment was declared CARRIED. The Committee accepted the recommendations of the Director of Neighbourhood Services as now amended.

RESOLVED – that (A) in relation to reasons for refusal 1 and 2, the Council prepares its case in relation to any forthcoming appeal with authority delegated to Officers to deal with matters arising as detailed in recommendation (C);

(B) in relation to reason for refusal 3, the Council does not pursue a case on this matter in relation to any forthcoming appeal, withdraws this reason,

and informs the appellant of its position; and

(C) the Head of Planning and Building Control, in consultation with the Chairman of the Committee and one other Member of the Committee, be authorised to engage with the appellants in relation to all matters relevant to the appeal and to formulate, alter, amend and update the Council's statement and evidence to be submitted in relation to any forthcoming appeal.

521 ITEMS FOR REPORTING AND NOTING

RESOLVED – that the following reports be noted:

(A) Appeals against refusal of planning permission / non determination;

(B) Planning Appeals lodged;

(C) Planning Appeals: Inquiry and Informal Hearing dates; and

(D) Planning Statistics.

522 PLANNING APPEAL – HERTFORD REGIONAL COLLEGE

The Head of Planning and Building Control submitted a report updating Members in relation to the planning appeal in respect of Hertford Regional College site in Ware. Members were reminded that the Authority had dealt with 3 applications on the site, one for the college and two for residential development.

The Committee was reminded that two of these applications had been and were the subject of an appeal with a public enquiry due to start on 24 February 2015. Members were reminded that the affordable housing offer had been low at 6% and although the appellant had indicated that a revised offer may come forward, no firm offer had been received.

Members were reminded that the local ward Member had been closely following this application and it was therefore appropriate to involve that Member in the consultation process. Councillor D Andrews encouraged Officers to push hard for houses available for social rent as this was an ideal and sustainable location. After being put to the meeting and a vote taken, the Committee accepted the recommendation of the Head of Planning and Building Control as now submitted.

RESOLVED – that authority be delegated to the Head of Planning and Building Control, in consultation with the Chairman of the Committee and the local ward Member for Ware Chadwell, to alter, update and amend any aspect of the Council’s case to be made at the forthcoming appeal inquiry.

The meeting closed at 9.30 pm

Chairman
Date

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MINUTES OF A JOINT MEETING OF
 SCRUTINY COMMITTEES HELD IN THE
 COUNCIL CHAMBER, WALLFIELDS,
 HERTFORD ON TUESDAY 10 FEBRUARY
 2015, AT 7.00 PM

PRESENT: Councillor G Jones (Chairman).
 Councillors P Ballam, E Buckmaster,
 G Cutting, Mrs D Hollebon, J Jones,
 J Mayes, P Moore, W Mortimer, T Page,
 M Pope, J Ranger, N Symonds,
 G Williamson, J Wing, M Wood,
 C Woodward and J Wyllie.

ALSO PRESENT:

Councillors R Beeching, L Haysey, P Phillips,
 P Ruffles and S Rutland-Barsby.

OFFICERS IN ATTENDANCE:

- | | |
|----------------|---|
| Claire Bennett | - Manager of
Housing Services |
| Emma Freeman | - Head of People
and Property
Services |
| Chris Gibson | - Head of
Governance and
Risk Management |
| Jeff Hughes | - Head of
Democratic and
Legal Support
Services |
| Marian Langley | - Scrutiny Officer |
| Peter Mannings | - Democratic
Services Officer |
| Will O'Neill | - Head of
Communications,
Engagement and
Cultural Services |
| Ceri Pettit | - Corporate
Planning and |

	Performance Manager
Paul Pullin	- Manager of Economic Development
George A Robertson	- Chief Executive and Director of Customer and Community Services
Brian Simmonds	- Head of Community Safety and Health Services
Neil Sloper	- Head of Information, Customer and Parking Services
Kevin Steptoe	- Head of Planning and Building Control Services
Su Tarran	- Head of Revenues and Benefits Shared Service
Adele Taylor	- Director of Finance and Support Services
Karen Watling	- Interim Head of Strategic Finance
Ben Wood	- Head of Business Development

523 APPOINTMENT OF CHAIRMAN

It was proposed by Councillor Mrs D Hollebon and seconded by Councillor J Ranger that Councillor G Jones be appointed Chairman for the meeting.

RESOLVED – that Councillor G Jones be appointed Chairman for the meeting.

524 APOLOGIES

Apologies for absence were submitted on behalf of Councillors D Abbott, S Bull, A Dearman, C Rowley, K Warnell and B Wrangles.

525 MINUTES – 20 JANUARY 2015

In respect of Minute 479 – Budget Report and Medium Term Financial Plan 2014/15 – 2018/19, the Chairman advised that he agreed with the amendment now detailed. This was supported by the joint meeting of Scrutiny Committees.

RESOLVED – that the Minutes of the meeting held on 20 January 2015 be confirmed as a correct record and signed by the Chairman, subject to the amendment of Minute 479 – Budget Report and Medium Term Financial Plan 2014/15 – 2018/19 as follows:

Delete in 36th paragraph – ‘.....the Director of Finance advised Members that the Council was using some of its reserves and referred Members to Essential Reference Paper ‘K’ (Review of the Council’s Reserves) for more detailed information.’

Replace with – ‘the Director of Finance and Support Services assured Members that reserves would return to within the limits of the reserves policy by the end of 2015/16.’

526 CHAIRMAN'S ANNOUNCEMENTS

The Chairman advised Members that the Safety and Wellbeing training scheduled for tomorrow evening had been cancelled. He welcomed the Heads of Service to the meeting, particularly Ben Wood, the newly appointed Head of Business Development.

The Chairman apologised for the reprints to the original Agenda that had been issued to Members.

527 SERVICE PLANS 2015/16

The Leader of the Council submitted a report on Service Plans for 2015/16. The Corporate Planning and Performance Manager advised that the Service Plans set out the planned service activities in support of the Council's priorities as agreed last year.

The joint meeting of Scrutiny Committees was advised that the documents complied with relevant service plan guidance and the Service Plans were included in the supporting Essential Reference Papers. Members were reminded that updates would be provided to the relevant individual Scrutiny Committees every six months.

Members were advised that, as Corporate Business Scrutiny Committee had expressed an interest in having an opportunity to understand where dates had slipped on this year's plans and the reasons why, Essential Reference Papers 'C', 'D', 'E' and 'F' detailed the actions that were currently off target as at the end of December 2014.

Councillor C Woodward commented that the air quality management project needed to be a plan for action rather than just monitoring. The Head of Community Safety and Health Services stated that air quality matters were beyond the control of East Herts Council but the Authority would encourage other agencies to assist the Council.

Councillor M Pope queried the confidence level of Officers regarding the flood alleviation and surface water management plans for high risk areas. The Head of Community Safety and Health Services advised that East Herts Council was one of only two Councils in Hertfordshire with a dedicated flood alleviation team and the Authority had very experienced Officers. The grants for flood alleviation work were underspent but the fund had been ring-fenced to support further work in this area.

In reply to a query from the Chairman, the Head of Democratic and Legal Support Services confirmed that

the completion dates for Action Codes DLSS4 and DLSS5 in the Democratic and Legal Support Services Service Plan should be 31 March 2016.

In response to a query from Councillor M Wood, the Economic Development Manager explained the meaning of the Eastern Plateau title in the context of the ongoing rural development programme. The Chairman commented on whether the economic aspects of the programme would extend to initiatives specific to the 5 main towns. Members were advised that the intention was to support businesses in various ways and this would include transport infrastructure work and working with the towns.

In response to a comment from Councillor G Williamson regarding Small and Medium Sized Enterprises (SMEs) and farms, the Economic Development Manager referred to a new project whereby the Authority was supporting applicants that were rural businesses by identifying barriers to growth within the planning system.

The Economic Development Manager confirmed to Councillor Pope that the Authority welcomed the input of Parish and Town Councils to the production of the new 2015–2020 Economic Development Strategy.

Councillor J Wing referred to the issue of the lack of corporate signage in the Marsh Lane business area in Ware. The Economic Development Manager commented that the signage was the responsibility of the estate owner but East Herts Council could encourage them to improve the situation. The Executive Member for Economic Development stressed that it would be inappropriate for the Authority to fund improvements on a site owned by a private enterprise. He referred to a review of industrial land and estates which had previously been presented to Corporate Business Scrutiny.

Councillor Woodward welcomed the seeking of support for enhancements to the ancient monument of Waytemore Castle. He encouraged Officers to work with

the curator of the Bishop's Stortford Museum. Councillor N Symonds championed the reinstatement of the friends of Waytemore Castle. The Chief Executive and Director of Customer and Community Services undertook to draw this suggestion to the attention of the relevant service.

Following comments from a number of Members regarding sports and leisure provision in East Herts, the Chief Executive and Director of Customer and Community Services stated that the Authority already had a long list of priorities and service plan actions. Following a lengthy debate on the issue of leisure provision, the joint meeting agreed that the Executive be requested to approve an additional service plan action in respect of developing a business case for leisure development in East Herts.

Councillor N Symonds referred to the procurement and implementation of a new Choice Based Lettings Contract and the excellent work currently undertaken in this area. The Manager of Housing Services advised that the current contract was about to conclude and there would have to be a competitive tender process. She advised that Officers hoped to procure the same level of service with a few enhancements and the current provider was one of the companies involved in the tendering process.

Councillor Woodward referred to the importance of the Footway and Grass Verge Parking Policy in respect of limiting further damage to grass verges and enforcing pedestrian safety in collaboration with the Police. The Chairman stated that Environment Scrutiny Committee would be receiving a report in 2015/16 relating to this service plan action.

The Chairman expressed concern that progress in respect of residents' parking zones only seemed to be going forward and pushing the parking problem further out, and questioned the possibility of reversing them. The Executive Member for Economic Development reminded Members that the issue had been thoroughly investigated by Scrutiny and there had been some helpful suggestions.

In response to comments from a number of Members, the Head of Information, Customer and Parking Services reminded Members that resident parking schemes were only progressed where there was support from a majority of the residents living in the area concerned. Revoking such schemes would need to follow due legal process. Members were reminded that there was a long list of requests from the public for resident parking schemes due to concerns regarding congestion and pavement parking.

Councillor Wing expressed a number of concerns regarding website accessibility. He stressed the importance of consulting local people as well as utilising suggestions from website users rather than relying solely on the advice of website experts. The Head of Information, Customer and Parking Services reminded Members that the website remained compliant with accessibility guidelines and the website accessibility review would go ahead subject to the revised procurement process. The company undertaking the review would be consulting on the basis outlined by Councillor Wing.

The Chairman reminded Members that a verbal update would be given at the 17 February 2015 meeting of Environment Scrutiny in respect of the Micro Hydro Project at Hertford Theatre.

The joint meeting resolved to recommend that the Executive approve the Service Plan activity for 2015/16.

RESOLVED – that (A) the Executive be informed that the joint meeting of Scrutiny Committees considers that the Service Plan activity for 2015/16, as now submitted, be approved; and

(B) the Executive be requested to approve an additional service plan action in respect of developing a business case for leisure development in East Herts.

528 2014/15 PERFORMANCE INDICATOR ESTIMATES AND
2015/16 FUTURE TARGETS

The Leader of the Council submitted a report advising Members on performance indicators that the Council was required to monitor and publish annually in the Annual Report. The report advised Members of estimated performance for 2014/15 and the targets for the next three years.

Members were advised that the performance indicators supported the Council's priorities and reflected the intended Service Plan Activity for 2015/16. The Corporate Planning and Performance Manager provided detailed information relating to all of the tables and graphs detailed in the report.

Members were reminded that the Council's Covalent System monitored long terms trends and there were 16 indicators expected to show a decline in performance over the long term. If performance continued to decline and targets either remained at current levels or increased, 13 of these indicators were at risk of moving to a 'Red' or 'Amber' status in future.

The Corporate Planning and Performance Manager concluded that targets were generally being met. However, the direction of travel showed that the number of indicators in the short term detailing a decline in performance was increasing and the number of indicators showing an improvement in performance was decreasing.

Councillor J Wyllie expressed concern that the number of invoices being paid on time was declining in the short term. He was particularly concerned that small businesses needed cash flow to survive.

The Director of Finance and Support Services advised that performance remained high in that over 95% of invoices were paid on time. The Chief Executive and Director of Customer and Community Services stated that every directorate monitored performance as regards the

payment of invoices and this issue was taken very seriously by the Authority.

In reply to a comment from Councillor J Ranger regarding complaints in the context of the 'Here to Help' initiative and the importance of taking complaints seriously, the Head of Information, Customer and Parking Services reminded Members that the way complaints were handled had been endorsed by the Council's auditors and the Authority took the reporting of complaints very seriously. He further reminded Members that the level of complaints was low, especially at Stage 2, so that a change of just one or two cases could make a significant impact on the reported percentage figure.

Councillor J Wing expressed concern that whilst 90% of food establishments in East Herts were broadly compliant with food hygiene law, this meant that 1 in 10 were not. He felt that this figure should be 95% at least. The Head of Community Safety and Health Services stated that this issue was taken extremely seriously and most establishments were of a very high standard. He undertook to take Councillor Wing's feedback to the relevant Officers.

The Chief Executive and Director of Customer and Community Services undertook to provide a written response to Councillor J Jones in respect of the Customer Satisfaction survey of the public regarding the Council's leisure services.

Councillor Wing stated that he would expect to see a much higher figure than 75% in respect of EHPI 2.1d – Planning Enforcement Initial Site Inspections. He felt that the public expected a swifter response and with more development taking place across the District this would become increasingly important. He felt that the figure should be nearer 90% and the Authority should commit the resources to achieve this.

The Head of Planning and Building Control advised that the two elements to this target were how many working

days it took for an Officer response and also the scale of the planning control breach. Members were reminded that the ongoing staff resource issue for the Enforcement team should be addressed in the medium term in the next civic year.

The Chief Executive and Director of Customer and Community Services advised that if the target was to be more rigorous, Members would have to give consideration to a budget bid from Officers for additional resources.

The joint meeting of Scrutiny resolved that, in respect of EHPI 2.1d – Planning Enforcement: Initial Site Inspections, Environment Scrutiny Committee be asked to review the matter and consider, mid-year, raising the 2015/16 target from 75% to a higher figure.

The Head of Community Safety and Health Services undertook to provide a written reply to Councillor N Symonds regarding the numbers of vacant properties across the District and where they were located. . Members were reminded that bringing vacant properties back into use was very difficult to achieve.

The Director of Finance and Support Services advised Councillor E Buckmaster that the IT Helpdesk was now fully staffed and had a single system for all Helpdesk requests for East Herts and Stevenage Officers. She stated that performance in respect of EHPI 9.5 had showed an upward trend in January and should continue to improve rapidly.

The joint meeting of Scrutiny Committees resolved that the Executive be informed that the future targets for 2015/16 and 2016/17 should be approved. The Chairman thanked the Heads of Service for attending to answer Members' questions.

RESOLVED – that (A) the Executive be informed that the future targets for 2015/16 and 2016/17 should be approved; and

(B) in respect of EHPI 2.1d – Planning Enforcement: Initial Site Inspections, Environment Scrutiny Committee be asked to review the matter and consider the raising of the 2015/16 target from 75% mid-year to a higher figure.

529 EAST HERTS CUSTOMER SERVICE STRATEGY

The Executive Member for Community and Partnership and Liaison submitted a report setting out the Council's Customer Service Strategy for 2015 – 2020. The Head of Information, Customer and Parking Services stated that the Strategy would be evidence based and would formalise the Council's customer service standards.

Members were advised that the Strategy would also identify key areas of concern and would propose priority actions to deliver a step change in digital service organisation and delivery. The Head of Customer, Information and Parking Services stressed that this would not mean 'digital by default' as some services did not work that way.

He concluded that the Strategy would be entwined with the service planning process. This would enable the Authority to introduce targets based on what the Council expected when compared to the current situation in East Herts. The Authority would be able to improve service standards across all areas of Council business whilst introducing more channels for digital access to the Council.

Councillor C Woodward commented that this evidence based approach had resulted in a really useful document. He was advised that the survey backing up the strategy had been conducted by ORS involving 3,000 surveys of which 1,300 had been returned.

In reply to a comment from Councillor G Williamson, Members were advised that the Authority was committed to recognising what the public wanted and delivering a personal touch when it came to service delivery. The

Head of Information, Customer and Parking Services stated that 50% of customer contact was by telephone against a previous figure of 70%. Officers should be aware that e-mail was not always the most accessible contact method.

Councillor N Symonds was assured that a Planning Officer would be on duty at Charringtons House so long as there was a demand. A number of Members raised the issue of digitised plans for planning applications being very difficult to view on some media devices. Councillor W Mortimer believed that this was often influenced by the quality of the scanners used to digitalise the plans. The Head of Information, Customer and Parking Services undertook to pass all of these comments onto the Head of Planning and Building Control.

The joint meeting was advised that the Authority was in a unique position to act as a gateway to other services provided by other organisations and Officers always sought to direct customers to a website or hand over the call. The Chief Executive and Director of Customer and Community Services thanked Members for their helpful comments. He referred to the challenges and tensions involved in identifying the needs of customers.

The joint meeting of Scrutiny Committees resolved that the Council's proposed Customer Service Strategy should be recommended to the Executive for approval. Members also recommended that Corporate Business Scrutiny be asked to accept a report on the Customer Service Project Plan onto its work programme for the meeting due to be held on 26 May 2015.

RESOLVED – that (A) the Council's proposed Customer Service Strategy be recommended to the Executive for approval; and

(B) Corporate Business Scrutiny be asked to accept a report on the Customer Service Project Plan onto its work programme for the meeting due

to be held on 26 May 2015.

The meeting closed at 9.24 pm

Chairman
Date

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