



MEETING : ENVIRONMENT SCRUTINY COMMITTEE
VENUE : WAYTEMORE ROOM, COUNCIL OFFICES,
THE CAUSEWAY, BISHOP'S STORTFORD
DATE : TUESDAY 14 SEPTEMBER, 2010
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE

Councillor Diane Hollebbon (Chairman).
Councillors W Ashley, D Clark, Mrs M H Goldspink, P Grethe,
G McAndrew, D A A Peek (Vice-Chairman), N C Poulton, A L Warman
and B M Wrangles.

(Conservative Group Substitutes: Councillors R Beeching, A D Dodd
and G E Lawrence.
Liberal Democrat Group Substitutes: Councillor M Wood.
Independent Group Substitute: Councillor N P Clark).

*(Note: Substitution arrangements must be notified by the absent Member
to Democratic Services 24 hours before the meeting)*

CONTACT OFFICER: Peter Mannings
01279 502174 (8.45am – 5.00pm)
07702 083051 (5.00pm – 7.30pm)
only on day of meeting

PERSONAL AND PREJUDICIAL INTERESTS

1. A Member with a personal interest in any business of the Council who attends a meeting of the Authority at which the business is considered must, with certain specified exemptions (see section 5 below), disclose to that meeting the existence and nature of that interest prior to the commencement of it being considered or when the interest becomes apparent.
2. Members should decide whether or not they have a personal interest in any matter under discussion at a meeting. If a Member decides they have a personal interest then they must also consider whether that personal interest is also prejudicial.
3. A personal interest is either an interest, as prescribed, that you must register under relevant regulations or it is an interest that is not registrable but where the well-being or financial position of you, members of your family, or people with whom you have a close association, is likely to be affected by the business of the Council more than it would affect the majority of inhabitants of the ward(s) affected by the decision.
4. Members with personal interests, having declared the nature of that personal interest, can remain in the meeting, speak and vote on the matter unless the personal interest is also a prejudicial interest.
5. An exemption to declaring a personal interest applies when the interest arises solely from a Member's membership of or position of general control or management on:
 - any other body to which they have been appointed or nominated by the authority
 - any other body exercising functions of a public nature (e.g another local authority)

In these exceptional cases, provided a Member does not have a prejudicial interest, they only need to declare their interest if they speak. If a Member does not want to speak to the meeting, they may still vote on the matter without making a declaration.

6. A personal interest will also be a prejudicial interest in a matter if all of the following conditions are met:
 - the matter does not fall within one of the exempt categories of decisions
 - the matter affects your financial interests or relates to a licensing or regulatory matter
 - a member of the public, who knows the relevant facts, would reasonably think your personal interest is so significant that it is likely to prejudice your judgement of the public interest.

7. Exempt categories of decisions are:
 - setting council tax
 - any ceremonial honour given to Members
 - an allowance, payment or indemnity for Members
 - statutory sick pay
 - school meals or school transport and travelling expenses: if you are a parent or guardian of a child in full-time education or you are a parent governor, unless it relates particularly to the school your child attends
 - housing; if you hold a tenancy or lease with the Council, as long as the matter does not relate to your particular tenancy or lease.

8. If you have a prejudicial interest in a matter being discussed at a meeting, you must declare that interest and its nature as soon as the interest becomes apparent to you.

9. If you have declared a personal and prejudicial interest, you must leave the room, unless members of the public are allowed to make representations, give evidence or answer questions about the matter, by statutory right or otherwise. If that is the case, you can also attend the meeting for that purpose. However, you must immediately leave the room once you have finished or when the meeting decides that you have finished (if that is earlier). You cannot remain in the public gallery to observe proceedings.

AGENDA

1. Apologies

To receive apologies for absence.

2. Minutes

To confirm the Minutes of the meeting of the Committee held on Tuesday 08 June 2010 (Previously circulated as part of the Council Minute book for 29 June 2010).

3. Chairman's Announcements

4. Declarations of Interest

To receive any Member's Declarations of Interest and Party Whip arrangements.

5. Transport and Parking Strategy Presentation - Update and Public Consultation

6. The "Grange Paddocks Project" - Revenue And Capital Implications (Pages 7 - 24).

7. Evaluation And Award Of Parking Enforcement And Management Contract (Pages 25 - 30).

8. Recycling Banks: Implications Of Achieving Medium Term Financial Plan Savings (Pages 31 - 38).

9. Autumn Leaf Fall Clearance: Implications Of Achieving Medium Term Financial Plan Savings (Pages 39 - 46).

10. Weed Control Service: Implications Of Achieving Medium Term Financial Plan Savings (Pages 47 - 54).

11. Environment Scrutiny Health Check - From May to July 2010
(Pages 55 - 90).
12. Scrutiny Work Programme 2010/11 (Pages 91 - 96).
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 and is not likely to involve the disclosure of exempt information.

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 14 SEPTEMBER 2010

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

6. THE “GRANGE PADDOCKS PROJECT” – REVENUE AND CAPITAL IMPLICATIONS

WARD(S) AFFECTED: ALL BISHOP’S STORTFORD WARDS

Purpose/Summary of Report

- To inform the Committee of the rationale for planned changes to parking arrangements in Bishop’s Stortford – in particular the proposals in the MTFP relating to Grange Paddocks.
- To outline the expenditure and income assumptions underpinning these changes.

RECOMMENDATIONS FOR ENVIRONMENT SCRUTINY COMMITTEE

(A)	The Committee scrutinises the elements of this three year programme, as detailed in the current Medium Term Financial Plan; and
(B)	The Executive be informed of any recommendations arising from this process.

1.0 Background

1.1 The Medium Term Financial Plan (MTFP) agreed by the Executive on 9 February 2010 as part of the budget setting process includes a three year programme of changes to current parking arrangements in Bishop’s Stortford. In particular it sets out in financial terms a programme that would facilitate the introduction of pay and display parking on the Grange Paddocks site as part of the Council’s response to those changes.

- 1.2 Work on this programme began in 2010/11. The programme is complex, due partly to a requirement for it to ameliorate the effect on parking income of planned and expected events in Bishop's Stortford as outlined below.
- 1.3 The sale of the Causeway site takes car parking on that site out of the control of the council and will reduce the Council's parking income. When completed, the Causeway development will provide more parking than exists in the town at present; however it cannot be known if this additional provision will completely satisfy parking needs in the longer term, particularly given the additional demand the redevelopment is likely to generate.
- 1.4 Members will be aware that on occasion the centre of Bishop's Stortford can become congested. Parking and traffic management orthodoxy is that long stay parkers who may only need access to their car first thing in the morning and last thing in the afternoon should be dissuaded from driving into the centre of towns. Parking in town centres should be primarily for short stay parkers (e.g. shoppers) and should be charged at rates commensurate with its proximity to shops.
- 1.5 Current East Herts policy is that where appropriate, users of services should contribute directly to the cost of their provision. The Council owns Elm Road car park and the Rye Street/Grange Paddocks car parks. The former is underused while the latter is heavily used but not charged for. It is assumed the Council would wish to secure an appropriate return on these assets whilst at the same time providing long term parking for commuters and people working in the town. The proposals under discussion seek to provide that facility and some overspill short term parking a little closer to the town.
- 1.6 The programme also seeks to complement a number of other proposals to improve walking access between the site and Bishop's Stortford town centre.
- 1.7 Against this backdrop there have also been calls for greater protection of residents' parking in the area around Grange Paddocks.

2.0 Report

- 2.1 In summary the programme of changes known informally as the "Grange Paddocks Project" incorporates the following elements

which are explained more fully in cost terms in **Essential Reference Paper B** and in chronological terms in **Essential Reference Paper C**:

- a) Conversion of the council's Elm Road car park from mixed use to long stay pay and display parking only.
- b) Refurbishment of most areas of the Rye Street/Grange Paddocks car parks.
- c) Introduction of a resident permit parking scheme in streets surrounding the above car parks (the "Chantry" area).
- d) Conversion of the council's Link Road and Northgate End pay and display car parks from long stay to predominantly short stay to compensate for the loss of the Causeway site.
- e) Introduction of predominantly long stay pay and display parking at the council's Rye Street and Grange Paddocks car parks to accommodate long stay parkers displaced from Link Road and Northgate End and the additional long stay parkers anticipated as a result of the Causeway development.
- f) Introduction of a pay and display rebate scheme to allow users of the Grange Paddocks Leisure Centre continued free parking.
- g) Creation of a separate pedestrian footbridge across the River Stort at Grange Paddocks. (Property Services lead).
- h) Improvements to the riverside walk from Grange Paddocks to Bishop's Stortford town centre. (Property Services lead)

2.2 These activities are linked and should happen in a set sequence. Few could be dropped without jeopardising the effectiveness of the overall programme. For example, it is imperative that local residents of the "Chantry" area have the opportunity to be protected by means of an on-street resident permit parking scheme before pay and display charges are introduced in the Rye Street and Grange Paddocks car parks.

2.3 Some of the key assumptions underpinning these planned changes are considered in **Essential Reference Paper D**, where a simple sensitivity analysis is also provided.

- 2.4 Although not strictly linked to the Grange Paddocks Project there are other Bishop's Stortford parking matters about which Members may wish to be aware:
- i) East Herts Council may elect to relinquish control of Apton Road car park from October 2011. This mixed use car park is on County Council land and a rent revision effective from 2010/11 saw the rent increase from £6,500 to £45,000 per annum. October 2011 is the earliest point at which East Herts Council can break the lease.
 - ii) Bishop's Stortford Town Council, on behalf of the Brazier Trust, has signalled its willingness to lease an additional area of land to East Herts Council. This could link the existing Link Road and Northgate End car parks as well as creating additional parking capacity for the town.

3.0 Implications/Consultations

- 3.1 Failure to anticipate and plan for the development of the Causeway site would cause parking in Bishop's Stortford to come under considerable pressure. This would impact traffic management and the economic viability of the town. (Members may recall the difficulties the town experienced during the rebuilding of the Jackson Square MSCP).
- 3.2 Failure to properly control traffic in Bishop's Stortford before, during and after the Causeway development will result in environmental degradation. Local residents will continue to suffer from the effects of commuters parking in their streets.

Background Papers

- i) Grange Paddocks Project – Project Initiation Document
- ii) MTFP

Contact Member: Councillor M G Carver – Executive Member for Planning Policy and Transport.

Contact Officers: Andrew Pulham, Parking Manager - Extn: 2030.
Steve Whinnett, Principal Building Surveyor - Extn: 1660.

Report Author: Andrew Pulham, Parking Manager, Extn: 2030.

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Caring about what's built and where <i>Care for and improve our natural and built environment.</i></p> <p>Shaping now, shaping the future <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p>
<p>Consultation:</p>	<p>The Council has commenced a programme of consultation with residents of the "Chantry" area of Bishop's Stortford over the possibility of introducing a resident permit parking scheme in this area. If the scheme proceeds the process will culminate in the advertisement of a Traffic Regulation Order. This is a form of consultation which will give any interested party the right to object to the Council's proposals.</p> <p>The introduction of pay and display charges at the Rye Street and Grange Paddocks car parks will require the advertisement of a Traffic Regulation Order which is a form of consultation and which will give any interested party the right to object to the Council's proposals.</p> <p>The re-designation of Link Road and Northgate End car parks will require the advertisement of a Traffic Regulation Order which is a form of consultation and which will give any interested party the right to object to the Council's proposals.</p> <p>The making permanent and introduction of pay and display charges on the gravelled overspill area of the Grange Paddocks car park will require planning permission and officers have begun the process by means of informal discussions with planning colleagues.</p> <p>The creation of the pedestrian footbridge over the River Stort will require planning permission and officers have commenced informal discussions with planning colleagues.</p>

	<p>The creation of a properly surfaced and lit riverside walk linking Grange Paddocks with the town centre will require planning permission and officers have commenced informal discussions with planning colleagues.</p> <p>The Town Council and Town Centre Management Partnership are identified as having a legitimate interest in this project and officers would expect to engage with both at various points during the project. Members may wish to suggest other individuals or bodies with which officers might engage during the process.</p>
Legal:	See above.
Financial:	The capital and revenue implications of this programme are detailed in the current MTFP and in Essential Reference Paper B & D .
Human Resource:	None perceived.
Risk Management:	N/A

ESSENTIAL REFERENCE PAPER 'B'

Principal Items of Income and Expenditure - Grange Paddocks Project (Based on current MTFP)

2010/11

Special Item

Item	Cost
Initial design and consultation on resident permit parking scheme (Chantry area)	£10,000
Total	£10,000

2011/12

Capital Expenditure

Item	Cost
Refurbishment of Rye Street car park (since brought forward to 2010/11)	£80,000
Second pay and display machine (Elm Road)	£4,500
Refurbishment of Grange Paddocks car park overspill area	£210,000
Total	£294,500

Special Items

Item	Cost
Traffic Regulation Orders	£6,000
Signage (Elm Road)	£300
Implementation of resident permit parking scheme (Chantry area)	£15,000
Total	£21,300

Revenue Expenditure

Item	Cost
Printing costs – resident permits	£1,000
Total	£1,000

Income

Item	Amount
Pay and display income (Elm Road)	£7,500
Total	£7,500

2012/13**Capital Expenditure**

Item	Cost
Upgrade to riverside walk between Grange Paddocks and town centre	£100,000
Creation of footbridge across River Stort (since brought forward to 2011/12)	£50,000
Purchase and erection of pay and display machines (Grange Paddocks and Rye Street)*	£36,000*
Purchase and erection of tariff boards	£3,000
Total	£189,000

* It may be possible to reduce the number of pay and display machines by two, resulting in a saving of £9,000.

Income

Item	Amount
Pay and display income – Elm Road	£10,000
Pay and display income – Rye Street and Grange Paddocks	£50,000
Resident permit income	£2,500
Total	£62,500

2013/14**Revenue Expenditure**

Item	Cost
Rebate to Grange Paddocks leisure centre users	£40,000
Maintenance and monitoring of pay and display machines	£3,600
Total	£43,600

Income

Item	Amount
Additional income from Northgate End car park arising from re-designation as short stay car park.	£56,000
Additional income from Link Road car park arising from re-designation as short stay car park.	£50,000
Pay and display income – Rye Street and Grange Paddocks	£50,000
Pay and display income – Elm Road	£10,000
Resident permit income (will actually accrue in 2012/13)	£2,500
Total	£168,500

ESSENTIAL REFERENCE PAPER 'C'

Chronology of Planned Events

Although the Council is guaranteed continued use of the Causeway site as a car park until October 2012, it is not known when development will commence after that date. For this and other reasons there must be an element of flexibility to many aspects of the project and officers have developed a three year plan as summarised below:

2010/11

Consultation with 600+ households in the “Chantry” area of Bishop’s Stortford, proposing a resident permit parking scheme in this area.

Residents have been calling for this for a number of years. Should the scheme proceed it should be implemented mid-2011. Officers believe it is imperative that neighbouring streets are controlled in this fashion before pay and display charges are introduced in the Rye Street/Grange Paddocks car parks. Informal consultation has started.

Refurbishment of Rye Street Car Park (brought forward from 2011/12)

On 16 August 2010 the Council began the refurbishment of an area of the Rye Street car park (the area fronting Rye Street and incorporating the recycling banks). This car park is in poor condition and the works are a necessary precursor to the marking out of parking bays and the introduction of pay and display parking.

2011/12

Refurbishment of Grange Paddocks overspill car park

The current gravelled car park (approx. 120 spaces) requires additional investment to bring it up to an acceptable standard. This must take into account that it is situated on a flood plain.

Implementation of Resident Permit Parking Scheme in the “Chantry” area of Bishop’s Stortford

Dependant on the outcome of the consultation exercise during 2010.

Re-designation of Elm Road car park

Elm Road car park will be re-designated to become a long stay only car park.

Creation of pedestrian footbridge over the River Stort (brought forward from 2012/13)

At present pedestrian visitors to the leisure centre are forced to share the vehicle bridge across the River Stort. This is unacceptable now and will be doubly so when the car parks are more heavily used. Property Services officers propose to create a separate pedestrian footbridge adjacent to the vehicle bridge.

Conversion of Link Road and Northgate End car parks to short stay

For reasons stated earlier, this could happen in 2011/12 or in 2012/13. At the time the Causeway car park is closed, the car parks on the opposite side of the A1250 need to be converted to predominantly short stay use to compensate. Long stay parking would still be allowed in these car parks, but would be charged at a premium rate.

Implementation of predominantly long stay parking in Rye Street and Grange Paddocks car parks.

For reasons stated earlier, this could happen in 2011/12 or in 2012/13. The charges and other terms of use of these car parks would have to be given careful consideration and it is likely that a degree of short stay parking (perhaps maximum two hours) will be introduced to facilitate use of the leisure centre and playing fields. A rebate scheme would then be set up should the Council and SLM wish users of the facility to continue to enjoy free parking.

2012/13

Upgrade of the riverside walk from Grange Paddocks to Bishop's Stortford town centre.

Property Services officers propose to upgrade the current riverside path between Grange Paddocks and Bishop's Stortford town centre. This will include an upgraded surface and lighting.

(Re-designation of Link Road and Northgate End car parks as predominantly short stay should this not have happened in 2011/12).

(Implementation of long stay, pay and display parking in the Rye Street and Grange Paddocks car parks should this not have happened in 2011/12).

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ESSENTIAL REFERENCE PAPER 'D'

Key Assumptions

A number of assumptions underpin the planned changes to parking arrangements in Bishop's Stortford. These are listed below. Some are also alluded to in the body of this report:

1. For at least some of the period of the development of the Causeway site, parking on that site will not be available.
2. The Council will wish to maintain as close as possible to the current number and mix of Council provided car parking spaces in Bishop's Stortford during and after the forthcoming development of the Causeway site.
3. The redevelopment of the Causeway site will include the creation of additional, underground parking with up to 600 spaces. These are likely to be totally or predominantly short stay. This will add to the number of spaces in the town but will not be in the Council's control.
4. For traffic management reasons it would be appropriate to deflect most long stay parking to the fringe of the town.
5. The Council wishes to make best use of and secure an appropriate return on its assets at Elm Road, Rye Street and Grange Paddocks.
6. The Council may wish to relinquish control of the Apton Road car park due to a significant rent increase imposed recently by the land owner, Hertfordshire County Council.

Excluding the extra parking spaces to be created by the developer as part of the Causeway development, the likely picture in respect of Council provided car parks before and after the proposed changes and taking into account the above assumptions is outlined below. (The anticipated loss of Apton Road Car Park accounts for the slight diminution in the overall number of Council provided spaces).

	Predominantly Short Stay	Predominantly Long Stay	Predominantly Mixed Use	Total
Current Position	933 spaces	260 spaces	285 spaces	1,478 spaces
Future Position	960 spaces	Approx. 300 spaces*	137 spaces	1,397 spaces

* Precise number will depend on the number of parking spaces to be created on the Rye Street/Grange Paddocks site. The current assumption is that the Rye Street Car Park will accommodate approx. 80 vehicles, the Grange Paddocks overspill car park approx. 120 spaces and the leisure centre car park itself, 47 spaces.

The income projections contained in the current MTFP are extremely cautious. They have been difficult to arrive at due to the great number of uncertainties and variables surrounding this programme, many of which are detailed above. Members will also be aware that although new and additional income is projected in respect of several car parks, this will be offset by lost income from the Causeway car park and the effect of competition in the supply of short stay spaces once the underground car park has opened on that site.

Officers based their income projections in the current MTFP on an assumption that all day parking in the Rye Street, Grange Paddocks and Elm Road car parks would be charged at £3. This is lower than the all day rate of £4.40 currently operational in the town centre, reflecting these car parks' slightly greater distance from the town centre. Members may not wish to make this distinction, in which case income could be significantly higher than projected in the current MTFP.

Key Sensitivities

The main area of sensitivity is in the area of income projections associated with this project. As identified elsewhere, officers have made assumptions based on current occupancy rates; however the economic recession has resulted in depressed pay and display income in 2009/10 and the current year. It is not known whether this phenomenon will continue in subsequent years.

The planned creation of a car park with up to 600 spaces as part of the Causeway development will, for the first time, introduce significant capacity into the town centre which is not under East Herts control (with the exception of the station car park). The amount of *additional* visits to Bishop's Stortford the new development might attract is not known. The effect of this additional car parking is likely to include a significant reduction, particularly in short stay parking income to East Herts Council.

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ESSENTIAL REFERENCE PAPER “D”

Newly Charged Car Parks (To become predominantly long stay)

Car park	No. of spaces	Projected income in MTFP (full year)	Tariff	No. of long stay visits required each day
Rye Street/Grange Paddocks	247	£100,000	£3.00 a visit	107 (43% occupancy)
Rye Street/Grange Paddocks	247	£100,000	£4.40 a visit	73 (30% occupancy)

Currently Charged Car Parks (to become predominantly long stay)

Car Park	No. of Spaces	Current Income (2010/11)	Projected Additional Income in MTFP (Full Year)	Tariff	No. of long stay visits required each day
Elm Road	52	£4,000	£27,500	£3.00 a visit	34 (65% occupancy)
Elm Road	52	£4,000	£27,500	£4.40 a visit	23 (44% occupancy)

Currently long stay car parks (to become predominantly short stay)

Car Park	No. of Spaces	Current Income (2010/11)	Projected Additional Income in MTFP (Full Year)	Tariff	No. of long stay visits required each day
Link Road	117	£92,000	£50,000	Current short stay tariffs	Variable
Northgate End	143	£96,000	£56,000	Current short stay tariffs	Variable

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 14 SEPTEMBER 2010

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

7. EVALUATION AND AWARD OF PARKING ENFORCEMENT AND MANAGEMENT CONTRACT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

RECOMMENDATIONS FOR ENVIRONMENT SCRUTINY COMMITTEE	
(A)	The Committee acknowledges the use of the BPA Model Contract in the tendering process;
(B)	The Committee accepts and recommends the use of a 50% price and 50% quality mix in the awarding of the contract;
(C)	The Committee accepts and recommends the proposed formula for the evaluation of tenders; and
(D)	The Executive be informed of any recommendations arising from these processes.

1.0 Background

1.1 The Council's current parking enforcement and management contract will expire on 16 January 2012. Work has begun on preparing new tender documents, to be issued in January 2011. Contract award is due to take place around August 2011. Officers would welcome Member comment and agreement to the balance of the evaluation and award criteria for this new contract.

2.0 Report

2.1 During 2011 East Herts Council will award a new contract for the provision of parking enforcement and management services to commence on 17 January 2012. East Herts will continue in partnership with Stevenage Borough Council and Welwyn Hatfield Borough Council for the provision of on-street parking

enforcement and a back office notice processing service for the duration of this new contract.

- 2.2 The contract will be for five years with provision for a maximum two year extension. Both partner councils have advised that they consider their primary engagement in the process to be through the Agency Agreement between each council and East Herts Council. Each is content for East Herts Council to act as the lead authority for the purpose of the re-tender itself.
- 2.3 The Council will use a new form of contract devised by the leading industry body, the British Parking Association and recommended by the Department for Transport. This contract is unconventional in that it does not incorporate an extensive schedule of defaults and liquidated damages relating to non-performance. This is replaced by a set of Key Performance Indicators aimed at incentivising and rewarding excellent performance through the contractor's delivery of the traffic management objectives of Civil Parking Enforcement. A hyperlink to a presentation on the BPA Model Contract is offered below.
- 2.4 An additional advantage of the BPA Model Contract is that it incentivises the service provider to seek out innovative ways of reducing costs, with savings being shared between contractor and Council.
- 2.5 The relative weighting of price and quality factors is a significant decision when awarding any contract. The parking contract is largely for the provision of labour in the form of Civil Enforcement Officers (CEOs), who are the public face of the service. CEOs do a difficult job in sometimes difficult and challenging conditions and the quality of customer service they and the council's 'back office' staff provide will be of prime concern to this authority and our partner authorities.
- 2.6 To ensure qualitative aspects are afforded due prominence whilst also acknowledging quantitative considerations, officers propose to award the new contract on a 50% price, 50% quality basis.
- 2.7 In respect of the evaluation of price, the formula to be used will be as proposed by the Council's Director of Internal Services:

- i) Lowest price Maximum price points
- ii) Other prices $\frac{\text{Lowest price}}{\text{Other tender price}} \times \text{Maximum price points}$

2.8 A similar formula will be applied in respect of quality:

- i) Highest score Maximum quality score
- ii) Other scores $\frac{\text{Other tender score}}{\text{Highest score}} \times \text{Maximum quality Score.}$

2.9 There are two main elements to this contract – the provision of an enforcement service and the provision and management of an IT system to support the notice processing, permit and dispensation management functions. It is likely that bidders will sub-contract the IT element; however it is intended that there be a single point of contact for the management and delivery of all services specified in the contract.

2.10 Officers propose that each of the two elements is evaluated separately on the bases of cost and quality and that these scores are then combined to arrive at an overall score. Failure to exceed a minimum threshold on one element would disbar the tenderer irrespective of their score for the other element.

3.0 Implications/Consultations

3.1 East Herts Council has a duty to enforce on-street parking controls in its own area and Stevenage and Welwyn Hatfield by virtue of two Agency Agreements; the first between the three councils and Hertfordshire County Council and the second between the three district councils.

3.2 Effective enforcement contributes significantly to key traffic management objectives, including improving road safety and managing and reconciling competing needs for kerb space.

3.3 Effective enforcement of car parks ensures an appropriate turnover of vehicles in short stay car parks and by virtue of promoting compliance helps ensure that pay and display income is maintained.

3.4 Service enhancements that officers anticipate becoming available as a result of this retendering exercise and which might deliver cost savings to the authority, include;

- i) ability for motorists to view the PCN record and images online as a form of “self diagnosis”;
- ii) ability for motorists to renew their resident parking permit online;
- iii) ability for motorists to submit an electronic appeal to the Traffic Penalty Tribunal;
- iv) ability for the council to transmit appeal evidence electronically to the Traffic Penalty Tribunal;

Background Papers

- i) Presentation on the BPA Model Contract given by Parking Associates on 7 July 2010.
www.eastherts.gov.uk/bpamodelcontract
- ii) Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions Part 2 (Objectives of CPE)
<http://www.dft.gov.uk/pgr/roads/tpm/tmaportal/tmafeatures/tmapart6/betterprkstatutoryguid.pdf>

Contact Member: Councillor M G Carver – Executive Member for Planning Policy and Transport.

Contact Officer: Andrew Pulham, Parking Manager, Extn: 2030.

Report Author: Andrew Pulham, Parking Manager, Extn: 2030.

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Caring about what's built and where <i>Care for and improve our natural and built environment.</i></p> <p>Shaping now, shaping the future <i>Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including the continuation of effective development control and other measures.</i></p>
<p>Consultation:</p>	<p>N/A</p>
<p>Legal:</p>	<p>The retendering of the contract will be undertaken in accordance with the EC Public Contracts Directive and the council's Contract Procurement Rules. On-street enforcement will be undertaken under the auspices of a continuing Agency Agreement between each district council and Hertfordshire County Council. Revised Agency Agreements will be entered into between East Herts Council and Stevenage and Welwyn Hatfield Borough Councils for the continuation of the partnership.</p>
<p>Financial:</p>	<p>Contract drafting and tendering costs, including those of a specialist consultant appointed to assist in the process, were agreed in the MTFP. Stevenage and Welwyn Hatfield Council will contribute to these costs on a pro-rata basis.</p>
<p>Human Resource:</p>	<p>N/A</p>
<p>Risk Management:</p>	<p>N/A</p>

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE - 14 SEPTEMBER 2010

REPORT BY THE HEAD OF ENVIRONMENTAL SERVICES

8. RECYCLING BANKS: IMPLICATIONS OF ACHIEVING MEDIUM TERM FINANCIAL PLAN SAVINGS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To advise on the options and implications of continuation or cessation of the provision of bring site recycling banks for some materials.

<u>RECOMMENDATIONS FOR ENVIRONMENT SCRUTINY COMMITTEE</u>	
(A)	The options for ceasing provision of some recycling banks services be considered.
(B)	The Executive be advised of any recommendations.

1.0 Background

1.1 The Council provides bring site recycling banks at 35 sites. Facilities at these sites range from a single textile bank, operated by a charity to multiple bank sites offering the full range of materials, i.e. paper, glass, cans, plastic bottles, textiles and shoes. Seven sites have plastic banks. Some bring sites are situated on Council owned land such as car parks, whilst others are on private land like supermarket car parks, with the agreement of the land owner.

1.2 When local authorities first started to develop recycling services it was through the development of a network of bring sites, which grew as an increasing range of materials could be recycled or reused. The success of bring sites was dependent upon the enthusiasm of the residents to go out of their way to separate materials and then transport them to a bring site. These systems were not going to be able to meet the levels of performance that came to be required, so house to house or kerbside collection services were developed. Although more expensive than the bring schemes they are much more efficient at engaging the public and

the level of material collected much higher. To offer some perspective in the year leading up to the introduction of ARC in November 2009 the can banks and plastic bottle banks yielded 93.5 tonnes. The plastic bottles and mixed cans collected at the kerbside since November 2009 have averaged in excess of 100 tonnes *per month*.

- 1.3 Banks are serviced through consortium contracts with other Hertfordshire local authorities, managed through the Hertfordshire Waste Partnership. The Paper and Glass contract is managed by Welwyn and Hatfield Council and the cans consortium by East Herts Council. New contracts were recently let and East Herts has the option to participate in these should it wish to do so.
- 1.4 Contractors have specialist equipment to lift or empty banks and it makes sense for these services to be procured on a County wide basis, separately from kerbside collection services.
- 1.5 In financial terms expenditure is made to the contractor on a charge 'per lift/empty' basis. Income is received through the sale of materials and from the County Council in 'recycling credits'. One of the materials, paper, currently generates a surplus, whilst the other materials operate at a deficit. Currently the textile, shoe and book banks are all operated by charities and there is no cost or financial benefit to the Council with these.
- 1.6 Since the introduction of alternate weekly collections in November 2009 usage of the bring sites has reduced, with glass tonnage falling by nearly 100 tonnes (21%), cans falling by 5 tonnes or 32% and plastic bottles by nearly 26 tonnes or 54%. This data is based on 8 months information from November 2009 to June 2010. As can be seen from the above figures the tonnage from these banks, with the exception of the glass banks was already low with the can banks only yielding 22.7 tonnes in the year before ARC and the plastic bottle banks 70.8 tonnes, whereas the glass banks yielded 468 tonnes.
- 1.7 The reduction in usage of these banks is primarily due to migration to kerbside collection. It is well documented that increasing the range of materials collected kerbside will increase the amount of the existing materials being collected. When the range of materials that can be recycled from home are more comprehensive or match what can be recycled at bring sites users switch to the collection service. However they still continued to be used, primarily by residents of communal properties who either

have no or limited recycling facilities at their premises, and by residents who prefer to dispose of recyclables this way.

1.8 It should be noted that Recycling Banks are provided for domestic use only. Businesses do not contribute to Council Tax and are therefore not entitled to free waste collection. Legislation prevents local authorities from mixing commercial recycling with domestic in their performance statistics.

2.0 Report

2.1 In 2008/9 officers were asked to put forward options for achieving the Council's budget shortfall. An option is to cease to provide recycling banks for materials that do not generate income. The actual saving achievable varies with the amount of material collected and costs and frequency of emptying. Now that ARC has been in place for 9 months, better information is available with which to calculate the financial position.

2.2 The removal of the banks for those materials which operate at a deficit has been included in the MTFP for 2011/12. It is now projected that this could yield a saving of £44,000. The glass banks operate with a deficit of £14,000, the cans banks £9,000 and the plastic bottle banks £21,000.

2.3 The recycling centres are cleaned, at various frequencies, dependant on usage, by the council's street cleansing contractor. It is anticipated that this will cost £16,600 in 2010/11. The charge is based per recycling centre and no savings from this activity have been included in this report or the MTFP. Whilst the size of the recycling centres will reduce if various banks are withdrawn it is not proposed to withdraw completely from sites. Negotiations with the contractor will be necessary to see if a reduction in the rate per centre is possible based on a lesser area to be cleaned. This activity is included in the now out to tender Refuse, Recycling and Street Cleansing Contract so the cost from 2011/12 onward is unknown until tender evaluation has been completed. Contract award is planned for November 2010.

2.4 At predicted levels for 2010/11 if the glass banks were withdrawn from 2011/12 it is estimated the recycling rate could fall by 0.6%, whilst the cans banks would have an affect of less than 0.02% and withdrawing the plastics banks could reduce recycling performance by around 0.03%. Whilst the waste service is performing above target at present it has already been suggested

by central government that more ambitious targets of 60% recycling/composting could be introduced. If this were to occur then all contributions towards this higher target would be valued.

- 2.5 All of the materials collected via the bring system that represent a cost to the Council can be recycled through the kerbside collection service, so house dwellers could use the kerbside collection service rather than the bring sites. However, some customers, particularly those at communal properties, would be adversely affected. More details of the implications are shown at **Essential Reference Paper B**.

3.0 Consultations

None.

Background Papers

None.

Contact Member: Councillor Malcolm Alexander, Executive Member for Community Safety and Protection.

Contact Officer: Cliff Cardoza, Head of Environmental Services - Extn: 1698.

Report Author: Trevor Watkins, Waste Services Manager - Extn: 1549.

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate)</i>:</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>None</p>
<p>Legal:</p>	<p>None</p>
<p>Financial:</p>	<p>£44,000 shortfall in MTFP if glass, cans and plastic bottle banks not withdrawn.</p>
<p>Human Resource:</p>	<p>None</p>
<p>Risk Management:</p>	<p>Dissatisfaction of residents that currently use these banks services and potential negative publicity. Small reduction in recycling performance.</p>

Community and Cultural Services
Medium Term Financial Plan 2011/12
Recycling Bring Sites

<p>Budget line description of activities/service</p>	<p>Provision of recycling banks for glass, cans, plastics.</p> <p>Option: To cease provision of banks for these materials at all sites.</p> <p>Cost Saving: £44,000 per annum based on the anticipated net costs for 2010/11. As follows:</p> <ul style="list-style-type: none"> - Glass banks £14,000 - Can banks £9,000 - Plastic bottle banks £21,000. <p>In addition, following the introduction of ARC and the fall in the volume of plastics collected, the frequency of collection has been reduced. The service budget for this item is now overstated and can be reduced by an additional £20,000. The total net impact upon the Medium Term Financial Plan is therefore £64,000.</p>
<p>Impact of reduction:</p>	<p>Most householders (48,500) can recycle all the materials the Council provide bring sites for through the kerbside collection service, so should not be affected by the withdrawal of these banks.</p> <p>However, residents who live in communal style properties, approximately 9,500, may be dissatisfied if the banks are withdrawn, if they do not have suitable facilities at their property. Two thirds of communal premises have recycling containers for paper, half have bins for glass and almost half have containers for cans. Currently no communal properties have facilities to recycle plastic bottles. Some 1,100 of properties do not have the space for any recycling bins and a small number have had the facilities withdrawn following persistent contamination. Providing recycling facilities to flats requires the individual agreement of the site management company to provide the location for communal bins. The Council has a programme for rolling out communal bins for plastic bottles this autumn.</p>

	<p>However, there will continue to be properties where it is not possible to provide this service.</p> <p>Banks also provide additional capacity for residents in some circumstances, (e.g. Christmas; parties) – particularly for glass.</p> <p>The County Council provide Household Waste Recycling Centres where these materials can be taken within or close to the District at:</p> <p>Cole Green (no plastic bottles) Ware Buntingford Turnford Hoddesdon Bishops Stortford Stevenage</p>
<p>Risk management issues:</p>	<p>Public dissatisfaction from residents in communal properties who do not have recycling facilities or the full range at their property.</p> <p>Public dissatisfaction from those residents with kerbside collection services who prefer to deposit their recyclables in banks.</p> <p>There may be a drop in the recycling rate, a National Indicator, by less than 1%. The Council has a target to achieve 50% of waste recycled and composted by 2012.</p>
<p>Human Resource issues:</p>	<p>No quantifiable immediate HR issues. However, it is likely that there would be an increase in complaints and enquiries during implementation.</p>
<p>Sensitivity: (high, medium, low)</p>	<p>High. Some residents would not be able to recycle so easily or be limited to what they could recycle. Others would not be able to dispose of excess recyclables through these sites.</p>
<p>Options/ alternatives:</p>	<p>a) Continue with provision but this will result in shortfall in MTFP.</p> <p>b) Withdraw the can and plastic bottle banks to provide a cost saving of £30,000 whilst having minimum impact on recycling performance, although this will mean some residents of communal properties have fewer options as to how they can recycle these materials.</p>

	<p>c) Withdraw from some sites only, resulting in a pro-rata saving, depending on the number remaining and the willingness of residents to travel further to deposit recyclables at remaining sites.</p>
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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE - 14 SEPTEMBER 2010

REPORT BY THE HEAD OF ENVIRONMENTAL SERVICES

9. AUTUMN LEAF FALL CLEARANCE: IMPLICATIONS OF ACHIEVING MEDIUM TERM FINANCIAL PLAN SAVINGS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To advise on the implications of ceasing the autumn leaf clearance programme.

RECOMMENDATIONS ENVIRONMENT SCRUTINY COMMITTEE	
(A)	The option for ceasing provision of leaf clearance be considered; and
(B)	The Executive be advised of any recommendations.

1.0 Background

- 1.1 Leaf clearance is a non statutory service provided seasonally through the Councils street cleansing contractor. Typically operations take place between November and early January, the periods of heaviest leaf fall. The exact timing varies according to weather conditions.
- 1.2 The Council's street cleansing service is designed to remove litter and detritus from streets according to need. The frequencies are set to remove the detritus in accordance with the Environmental Protection Act (1990) - Code of Practice on Litter and Refuse, which governs how long an authority has to clean a road once its cleanliness has fallen below standard.
- 1.3 The County Council, as the Highways Authority, has the statutory responsibility to maintain the highway in a safe condition. This could include the removal of leaves from footpaths and roads if they represented a safety hazard. If the leaves are not removed they will gradually decompose and form detritus, usually found in road channels and against 'back lines' on footpaths, i.e. against walls, fences and under hedges. Leaves are not litter and there is

no legal requirement to remove them until they lose their form and become detritus.

- 1.4 In addition to regular street cleansing operations, additional autumn leaf fall clearance is undertaken. This is known as the 'leafing schedule'. This lists those roads that historically have experienced heavy leaf fall. Some roads require leaf removal once but some locations require several visits. The schedule is neither exclusive nor exhaustive and other locations will be cleared as required.
- 2.0 Report
- 2.1 The cost of additional cleansing resources to tackle leafing was £53,750 in 2009/10 which covered a period of 10 weeks (2 vehicles and 6 operatives). This sum is contained within the Medium Term Financial Plan for 2011/12.
- 2.2 The current contractor employs additional resources to undertake leaf clearance. Leaf clearance has been included as an option in the new Refuse, Recycling and Street Cleansing Contract currently out to tender. This will enable the council to choose whether or not to include this activity in the contract, dependant upon price. The future cost (and therefore the potential savings of ceasing this activity) will be known in November.
- 2.3 The leaf clearance schedule currently comprises of 215 roads that are cleared of leaves. Of these 34 are currently cleansed on a regular basis of at least once a fortnight, so could be cleared of leaves on a regular basis during the heavy leaf fall period.
- 2.4 However, the majority of roads (117), have a channel cleanse on a 5 weekly rotation, so will have leaves removed twice during the leafing period, but only from the channels in the road and the leaves on the footpaths and verges will not be removed. Of these roads it is considered that some 52 (44%) represent a high risk of complaints if leaves are not cleared. A further 8 roads have a full cleanse of road, footpaths and verge on a five weekly frequency. It is considered that one of these represents a high risk of complaint generation if not cleared of leaves, other than at the scheduled cleansing frequency.
- 2.5 27 of the roads, are in rural locations which are cleansed on a 13 weekly rotation, so may be cleaned only once during the season or possibly if scheduled to be cleaned in late October will not be cleaned during leaf fall, not being due again until late January. 13

(48%) of these are considered a high risk in terms of complaint generation.

- 2.6 The remaining roads do not have a scheduled cleanse and it is believed that 2 of these are a high risk for complaints.
- 2.7 The Council will be unable to respond to ad hoc requests to clear leaves and would refer complaints to the County Council (Herts Highways). Discussions between senior officers indicate that the County Council may choose not to clear leaves and may cone off footways where wet leaves represent a slip hazard.
- 2.8 Residents have become used to this service and in roads affected expect that the Council will remove the leaves. Ceasing this service will doubtless generate dissatisfaction. It is unlikely that many residents will appreciate the division of responsibility between this Council and Herts Highways and therefore their dissatisfaction will be directed at East Herts, who have been providing the service, rather than Herts Highways.
- 2.9 Of the roads on the leafing schedule, 19 are also listed as at risk of flooding. There will be an increased risk of flooding, with a potential for a rise in damage to land and property, if leaves are not cleared from these roads as they may block drainage gullies. Complaints or concerns about these roads flooding may increase although the actual risk is dependent on weather conditions and is difficult to predict.
- 2.10 East Herts Council has a statutory function to investigate causes of flooding and may issue a legal notice to require a land owner to take action to mitigate a flood risk.
- 2.11 Ceasing provision of this service is likely to generate a high level of complaints. In 2008/09 requests for service/complaints totalled 128 and in 2009/10 140. It is expected that these numbers would increase significantly if the service were withdrawn. In residents surveys street scene services rank among the highest in importance and any perceived reduction in provision may impact upon public satisfaction with the Council as a whole.
- 2.12 Should Members decide not to withdraw the leaf clearance programme then the savings allowed for in the MTFP will have to be found elsewhere.

3.0 Consultation

- 3.1 The other nine district/borough Councils in Hertfordshire were consulted regarding their practice on leaf clearance. One authority, with an urban area, maintain a four weekly sweep mechanical sweeping schedule all year round and will respond to ad hoc requests, but this is only for cleansing road channels.
- 3.2 Two authorities have the leaf clearance service imbedded as part of the cleansing tasks in their contract. Whilst no separate payment is made or identifiable, doubtless the contractor will have included the cost of leaf clearance in their prices.
- 3.3 Another authority, which has a DSO (in-house staff), employs additional resources during the autumn, of one additional vehicle and three operatives.
- 3.4 One other authority arranges clearance of priority roads, i.e. those most prone to flooding, at weekends.
- 3.5 It should be noted that East Herts is much larger in geographical area and less dense than other Hertfordshire district councils and comparison of resource levels employed are not meaningful.

Background Papers

None.

Contact Member: Councillor Malcolm Alexander, Executive Member for Community Safety and Protection.

Contact Officer: Cliff Cardoza, Head of Environmental Services - Extn: 1698.

Report Author: Trevor Watkins, Waste Services Manager - Extn: 1549.

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i></p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>East Herts Engineering Team, all Borough & District Councils in Hertfordshire.</p>
<p>Legal:</p>	<p>None</p>
<p>Financial:</p>	<p>£53,750 shortfall in MTFP if leaf clearance not discontinued, subject to new contract prices.</p>
<p>Human Resource:</p>	<p>There are no direct Human Resources implications. However, there may be a seasonal additional workload associated with complaint handling.</p>
<p>Risk Management:</p>	<p>Increased risk of flooding, road traffic and pedestrian accidents if Herts Highways do not respond to requests to make highway safe. Public dissatisfaction.</p>

Community and Cultural Services
Medium Term Financial Plan 2011/12
Leaf Clearance

<p>Budget line description of activities/service :</p>	<p>Service activity: Provision of an autumn leaf clearance service. This activity is provided in addition to normal street cleansing operations.</p> <p>Option: To cease provision of autumn leaf clearance.</p> <p>Cost Saving: c. £54,000 per annum.</p> <p>This sum is based on the 2009/10 contract prices. The Refuse, Recycling and Street Cleansing contract is currently out to tender. This activity is 'optional' in the new contract, i.e. the Council can choose whether or not to take up this element. The ongoing cost will be known once tenders have been evaluated in November.</p> <p>The task involves collecting leaves from roads that have a history of high levels of leaf fall. The contractor brings in additional staff and vehicles to undertake this work so that normal street cleansing operations are not disrupted.</p> <p>Environmental Services has developed a list of 215 roads that require this service.</p> <p>Hertfordshire County Council, (Herts Highways) is the body responsible for Highway safety / obstructions and this includes safety issues arising from wet leaves. East Herts Council has no obligation to remove leaves (they are not litter), until they eventually degrade to become detritus.</p>
<p>Impact of reduction:</p>	<p>Significant increase in complaints and possibly public dissatisfaction with the Council as a service provider. This would be limited to the autumn months and the extent dependant upon weather conditions.</p> <p>Complaints/requests for service to be referred to Herts Highways. It is unlikely that the County Council will provide or fund this service.</p>

	There is a possibility of a negative impact on measured street cleansing performance (National Indicator NI195)
Risk management issues:	Increased risk of flooding if Herts Highways do not remove leaves that are or could cause a blockage to gully's and drainage systems. There is a risk that road traffic accidents and pedestrian slips and falls could increase if leaves are not cleared.
Human Resource issues:	No quantifiable immediate HR issues. However, it is likely that there would be an increase in complaints and enquiries during the Autumn.
Sensitivity: (high, medium, low)	High. This is a highly visible and valued service to some sectors of the District.
Options/ alternatives:	<p>a) Continue with provision but this will result in shortfall in MTFP.</p> <p>b) Focus only on those roads where officers believe that there are higher risks of complaints / flooding. However, this approach would be inequitable and as indicated, the Council would not be in a position to respond to complaints at other locations.</p> <p>c) Focus only on those roads where there is a higher risk of flooding.</p>

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE - 14 SEPTEMBER 2010

REPORT BY THE HEAD OF ENVIRONMENTAL SERVICES

10. WEED CONTROL SERVICE: IMPLICATIONS OF ACHIEVING MEDIUM TERM FINANCIAL PLAN SAVINGS

WARD(S) AFFECTED: ALL.

Purpose/Summary of Report

- To advise on the options and implications of the continuation or cessation of the weed control service.

RECOMMENDATIONS FOR ENVIRONMENT SCRUTINY COMMITTEE	
(A)	The options and implications of ceasing the weed control service be considered; and
(B)	Environment Scrutiny Committee advise the Executive of it's views on future provision of this service.

1.0 Background

1.1 Hertfordshire County Council (HCC) is responsible via its Highways department for the maintenance and safety of adopted public highways in Hertfordshire. This responsibility covers weed growth on hard surfaces (pavements and the carriageway).

1.2 Hertfordshire Highways ceased weed spraying in East Herts in the early part of the decade. In 2005 Members decided to undertake this service following a Best Value Review of environmental standards.

1.3 Weed control in East Herts is therefore a non-statutory service and is undertaken seasonally through the tendering of a fixed-term contract. This contract is to supply and apply two applications of topical herbicide to designated areas, with an optional third application to sensitive areas if required. The annual budget for this contract is £30,000 and no funding from Hertfordshire County Council is provided for this service. The

removal of the weed control service was previously identified as a saving in the Medium Term Financial Plan (MTFP) for 2011/12.

- 1.4 The actual spraying is carried out by specialist, qualified contractors and the works normally take place between June and early October depending on daily weather conditions, as this is the main period of weed growth and the best time to administer the herbicide. As this is a contact herbicide it is absorbed by the plant causing it to die and can only act on weeds that have already emerged above ground level.
- 1.5 The benefits of this type of chemical are that it does not contaminate the soil and water table, nor will it harm wildlife or pets. The chemicals that local authorities are allowed to use is strictly controlled and reviewed by DEFRA (the Department of Environment, Food & Rural Affairs).
- 1.6 The areas sprayed, as per the contract, are all hard footpaths / pavements, all road channels including kerbed areas in lay-bys, traffic calming devices, around and on traffic islands, central reservations and roundabouts in Bishop's Stortford, Buntingford, Hertford, Sawbridgeworth and Ware, plus all channelled roads linking towns and villages and all roads in villages as per the list provided to the contractor – a total channel length of 933,000m. This excludes the unrestricted lengths of the A414 and A10.
- 1.7 All East Herts Council owned car parks are also sprayed as per the contract – a total area of 46,000 square metres. Privately owned land or properties owned by bodies other than the Council are not treated.
- 1.8 The Council currently has a 1 year weed control contract pending a decision on whether to continue with this service as it has been included in the MTFP as a potential saving from 2011/12. However it is included as a possible option in the Refuse, Recycling and Street Cleansing contract which is currently out to Tender, so it is uncertain as to exactly what this service may cost from 2011/12. (A reasonable estimate is between £25,000 and £30,000). It is anticipated that the Refuse, Recycling and Street Cleansing Contract will be awarded in November 2010.

2.0 Report

- 2.1 The ceasing of the weed control contract will save the Council approximately £30,000 annually, at current budget / contract costs.
- 2.2 However, it can be safely assumed that there will be a major rise in complaints from residents / public who are dissatisfied with the withdrawal of this service and a subsequent increase in negative publicity for the Council.
- 2.3 Ceasing the service will also have a negative effect on public satisfaction figures and will be visually detrimental to the street scene, with the possibility of associated increases in littering and graffiti in areas with excessive weed growth, as they will look unkempt and uncared for.
- 2.4 As previously mentioned, the withdrawal of the weed control service was identified as a potential saving in the MTFP from 2011/12. In 2008/09 when these potential savings were identified for the MTFP, the funding of the weed control service in East Herts by the County Council was not an option. However since then Highways have agreed funding with a number of the other borough / district councils to carry out weed control on their behalf, often as part of Agency Agreements. Officers are now instigating further discussions with Highways to see if they are prepared to make a contribution to funding for weed control in East Herts.
- 2.5 It should be noted that East Herts Council has an Agency Agreement with County which was agreed as part of the new Grounds Maintenance Contract in 2007. Although this agreement covers verge maintenance it does not include weed control as this was not previously funded by the County.

3.0 Consultations

- 3.1 The other nine district / borough councils in Hertfordshire were consulted regarding their current and future practice on weed control and funding for the service.
- 3.2 All nine District / Borough Councils undertake weed control via spraying to varying degrees within their areas. The majority contract out this work and have indicated that they will continue to provide this service in the next financial year.

- 3.3 Eight of the borough / district councils in Hertfordshire now receive funding from Hertfordshire Highways for weed control. The ninth district council is currently re-negotiating their Agency Agreement and weed control funding.
- 3.4 These Agency Agreements have been negotiated over a period of years between each individual borough / district and Hertfordshire Highways, and lack consistency in funding for weed control. In some cases the borough / district councils enhance the service at their own expense.

Background Papers:

Minibudget Essential Reference Paper A: Weed Control Service.

Minibudget Essential Reference Paper B: Weed Control Service.

Contact Member: Councillor Malcolm Alexander, Executive Member for Community Safety and Protection.

Contact Officer: Cliff Cardoza, Head of Environmental Services - Extn: 1698.

Report Author: Jackie Bruce, Service Development Officer - Extn: 1654.

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and well-being of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>Nine Borough & District Councils in Hertfordshire.</p>
<p>Legal:</p>	<p>None</p>
<p>Financial:</p>	<p>Potential £30,000 shortfall in MTFP if weed control service continues in current format.</p>
<p>Human Resource:</p>	<p>None</p>
<p>Risk Management:</p>	<p>High risk of resident / public dissatisfaction with East Herts Council and consequent negative publicity. Decrease in the visual amenity of the district, with the possibility of associated increases in littering and graffiti.</p>

Community and Cultural Services
Medium Term Financial Plan 2011/12:
Weed Control Service

<p>Budget line description of activities/service</p>	<p>Provision of non-statutory weed control service.</p> <p>Option: To cease provision of non-statutory weed control service.</p> <p>Saving: £30,000 per annum based on the budget for 2010/11.</p>
<p>Impact of reduction:</p>	<p>Ceasing this service will save money but will doubtless generate a great deal of customer dissatisfaction and negative publicity for the Council. East Herts residents have become used to the Council providing this service and subsequently expect that the Council will always continue to control the weeds.</p> <p>The visual impact of excessive weed growth will become obvious in areas previously controlled by spraying. Therefore it is expected that there will be an increase in complaints received by the Council from residents / public. As confirmed in 2008/09, when due to the wet summer and the fact that weed spraying started later in the year, 74 complaints were received. This compares to only 33 in 2007/08 and 44 in 2009/10. However, it is anticipated that future complaints will be significantly higher if no service is provided and would increase further in subsequent years as weeds take hold.</p> <p>If the weed control service is withdrawn then the Council will have to refer all complainants to Hertfordshire Highways. It is highly unlikely that many residents will appreciate the division of responsibility between the Council and the County Council / Hertfordshire Highways and therefore their dissatisfaction will be with East Herts Council, as they have been providing the service in past years.</p> <p>The withdrawal of the weed control service will also decrease the visual amenity of the district, with the possibility of associated increases in littering and graffiti.</p>

	Subsequently public dissatisfaction with East Herts Council will increase and will be demonstrated by a fall in public satisfaction figures.
Risk management issues:	High risk of resident / public dissatisfaction with East Herts Council and consequent negative publicity. Decrease in the visual amenity of the district, with the possibility of associated increases in littering and graffiti. Fall in public satisfaction figures for the Council.
Human Resource issues:	No quantifiable immediate HR issues. However, it is possible that there would be an increase in complaints and enquiries when weed growth becomes obvious and impairs the visual amenity of the district.
Sensitivity: (high, medium, low)	High. Residents / public have become accustomed to East Herts providing a weed control service and the visual impact of excessive weed growth throughout the district will have major repercussions with increased complaints and negative publicity.
Options/ alternatives:	<p>a) Withdraw the weed control service to provide a budget saving of £30,000.</p> <p>b) Continue with the weed control service provision but this will result in shortfall in MTFP of £30,000.</p> <p>c) Only provide a weed control service if County provides funding. (Officers will seek funding from Hertfordshire County Council via the Highways Department to continue the weed control service).</p>

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 14 SEPTEMBER 2010

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

11. ENVIRONMENT SCRUTINY HEALTHCHECK – FROM MAY TO JULY 2010

WARD (S) AFFECTED: All

Purpose/Summary of Report:

To set out a report on the performance of the key indicators that relate to Environment Scrutiny for the period May to July 2010.

RECOMMENDATION FOR ENVIRONMENT SCRUTINY COMMITTEE	
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(A)	That performance be scrutinised and the Executive be informed of any recommendations.
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1.0 Background

1.1 This is a performance report relevant to the Environment Scrutiny Committee terms of reference covering the period May to July 2010.




1.3 The report contains a breakdown of the following information by each Corporate Priority:



- An overview of performance, in particular where there have been issues and remedial actions taken during the period. Should members want more detailed information on a specific month, they should refer to that months Executive Corporate Healthcheck report available on the council website.
- The indicators where data is collected monthly, with performance for July 2010 presented in detail (the most up to date available) with previous months summarised in a trend chart.

1.4 All Councillors have access to Covalent (the Council's performance management system), should they wish to interrogate the full range of performance indicators. The Performance Team is able to provide support and training on using the Covalent system if required.

- 1.5 **Essential Reference Paper ‘B’** Shows the full set of performance indicators that are reported on a monthly and quarterly basis to this committee. **Essential Reference paper B** has been sorted by status e.g. All performance in ‘red’ are listed first etc.

The codes used in relation to performance indicator monitoring are as follows:

Status	
	This PI is 6% or more off target.
	This PI is 1-5% off target.
	This PI is on target.

Short Term Trends	
	The value of this PI has changed in the short term.
	The value of this PI has not changed in the short term.

2.0 Report – Indicators grouped by Corporate Priority

Caring about what’s built and where

Performance analysis

- 2.1 **EHPI 2.10(3) – Percentage of building sites re-inspected in less than 3 months.** Performance is currently ‘Red’ for July 2010. This is due to a reduction in resources in terms of officer working days. However performance for this indicator has remained stable at 75% since May 2010. Although performance has not met the target, members should note that the target of 90% was set when staff resources were higher.
- 2.2 **EHPI 2.1b - Enforcement actions: planning b) formal actions.** Performance is currently in ‘Red’ for July 2010. 35 notices were served in the month. 23 of these were enforcement notices and related to the Esbies site at Sawbridgeworth - following Development Control Committee authorisation to seek to control a range of breaches at the site. 3 further enforcement notices related to committee authorised action at other sites in the district. Four s215 (untidy site) notices were issued and five Planning Contravention Notices (PCNs) were issued.
- 2.3 **EHPI 204 – Planning appeals allowed.** Performance is currently in

'Red' for July 2010. The target was not met as 6 out of a total 12 appeal decision notices resulted in allowed appeals.

- 2.4 **EHPI 2.2(45) - Number of collections missed per 100,000 collections of household waste.** Performance is currently in 'Amber' for July 2010. Under performance by a communal/trade crew was identified as the reason. The contractor has implemented measures to rectify. The year to date performance is currently at 41.99, well below (better than) the target of 50.
- 2.5 **EHPI 2.23(188) – Planning decisions delegated to officers.** Performance is currently in 'Amber' for July 2010. 20 out of 176 decisions were decided by committee. Performance was slightly below the target due to some decisions from the 30th June committee being put through in July.
- 2.6 Performance in the following indicator was 'Green', which means that the target is either being met or exceeded for July. It is;
- EHPI 2.1c - Enforcement actions: planning c) prosecutions.

Please refer to **Essential Reference Paper 'B'** for full details.

Pride in East Herts

Performance analysis:

- 2.7 **NI 191 - Residual household waste per household (performance data reported one month in arrears – data is cumulative).** The amount of waste needing to be disposed of showed a reduction to 34kg of household waste in July.
- 2.8 **NI 192 - Percentage of household waste sent for reuse, recycling and composting (performance data reported one month in arrears).** Performance in the first quarter of this year indicates that ARC is working well and better than anticipated.
- 2.9 Members are reminded that no monthly targets can be set for NI 191 and NI 192 as the service is in the process of collecting benchmarking data to set monthly targets which will allow modelling which takes into account seasonal trends.
- 2.10 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded for July. They are;

- EHPI 218a - Abandoned Vehicles - % investigated within 24 hours
- EHPI 218b - Abandoned Vehicles - % removed within 24 hours of required time.

Please refer to **Essential Reference Paper 'B'** for full details.

Fit for purpose

- 2.11 **EHPI 6.8 - Turnaround of pre NTO PCN challenges and EHPI 7.0 - % pre NTO PCN challenges responded to within 10 days.** Performance is currently in 'Red' for July 2010. July 2010 saw the highest level of PCNs issued since Decriminalised Parking Enforcement began (4152 across the three councils) with consequential increase in the amount of correspondence. The combination of the higher number of PCNs and lower staffing levels has reduced performance.
- 2.12 Performance for the following indicators were 'Green', which means the targets was either met or exceeded for July 2010;
- EHPI 6.9 - Turnaround of PCN Representations.
 - EHPI 7.1 - % PCN Representations responded to within 28 days.

Please refer to **Essential Reference Paper 'B'** for full details.

Shaping now, Shaping the future

Performance analysis

- 2.13 **NI 157b - Processing of planning applications: Minor applications.** Performance is currently 'Red' for July 2010. Performance is currently in 'Red' for July 2010. Eight decisions relating to minor applications were made by the Development Control Committee during July. All of these decisions fell outside of the target decision making time. It was appropriate to report these cases to the committee.
- 2.14 Performance in the following indicators were 'Green', which means that targets are either being met or exceeded for July. They are;
- NI 157a – Processing of planning applications: 'Major' applications.

- NI 157c – Processing of planning applications: Other applications.

Please refer to **Essential Reference Paper ‘B’** for full details.

Unit Cost Indicators

2.15 The following unit cost performance indicators are to update members of the 2009/10 outturn. Full details of these indicators are listed in **Essential Reference Paper B**. Data for these indicators are only available after the 2009/10 financial accounts have closed. These indicators are used by officers as a tool to help drive out service efficiencies:

- EHPI 8.28 - Net cost of Development Control per application.
- EHPI 8.30 - Net cost of Building Control per inspection.
- EHPI 8.47 - Net cost of street cleaning per annual linear kilometres cleansed.
- EHPI 8.48 - Net cost of domestic refuse Collection per the number of properties.
- EHPI 8.49 - Net cost of recycling per the number of collections per annum.
- EHPI 86 - Cost of household waste collection.

3.0 **Implications/Consultation**

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

3.2 **Essential Reference Papers:**

Essential Reference Paper B – Performance Indicator set relating to Environment Scrutiny Committee for period May 2010 to July 2010.

Background Papers:

- Guidance note available on Environment Scrutiny Corporate Healthcheck May 2009 to July 2009 report (Submitted to committee on 15 September 2009) - **Essential Reference Paper D**.
- List of Performance Indicator definitions available on Environment Scrutiny Corporate Healthcheck May 2009 to July 2009 report (Submitted to committee on 15 September 2009) - **Essential Reference Paper E**.

- Joint Scrutiny 1 June 2010 - 2009/10 Performance Outturns report.

Contact Member: Councillor M R Alexander, Executive Member for Community Safety and Protection.

Contact Officers: Ceri Pettit, Head of Strategic Direction (shared) and Performance Manager - Extn: 2240.
Karl Chui, Performance Officer - Extn: 2243.
George A Robertson, Director of Customer and Community Services - Extn: 1410.

Report Author: Karl Chui, Performance Officer - Extn: 2243.

ESSENTIAL REFERENCE PAPER 'A'



<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<p>Promoting prosperity and well-being; providing access and opportunities <i>Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Pride in East Herts <i>Improve standards of the neighbourhood and environmental management in our towns and villages.</i></p> <p>Caring about what's built and where <i>Care for and improve our natural and built environment.</i></p>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between, Chief Executive, Directors and Heads of Service.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>There are no financial implications.</p>
<p>Human Resource:</p>	<p>There are no Human Resource implications.</p>
<p>Risk Management:</p>	<p>There are no Risk implications.</p>

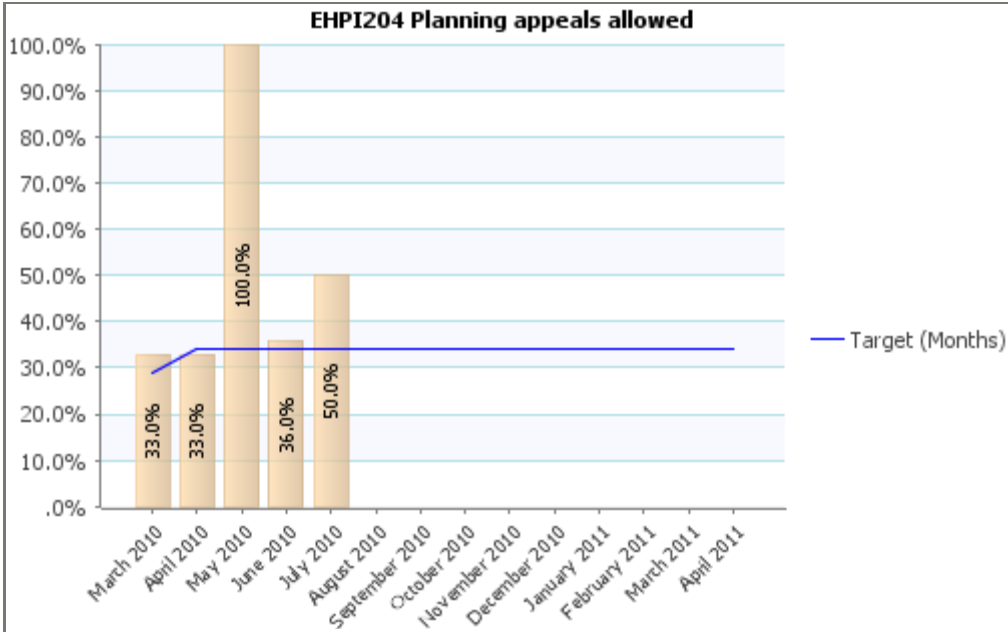
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Environment Scrutiny Corporate Healthcheck May to July 2010/11

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

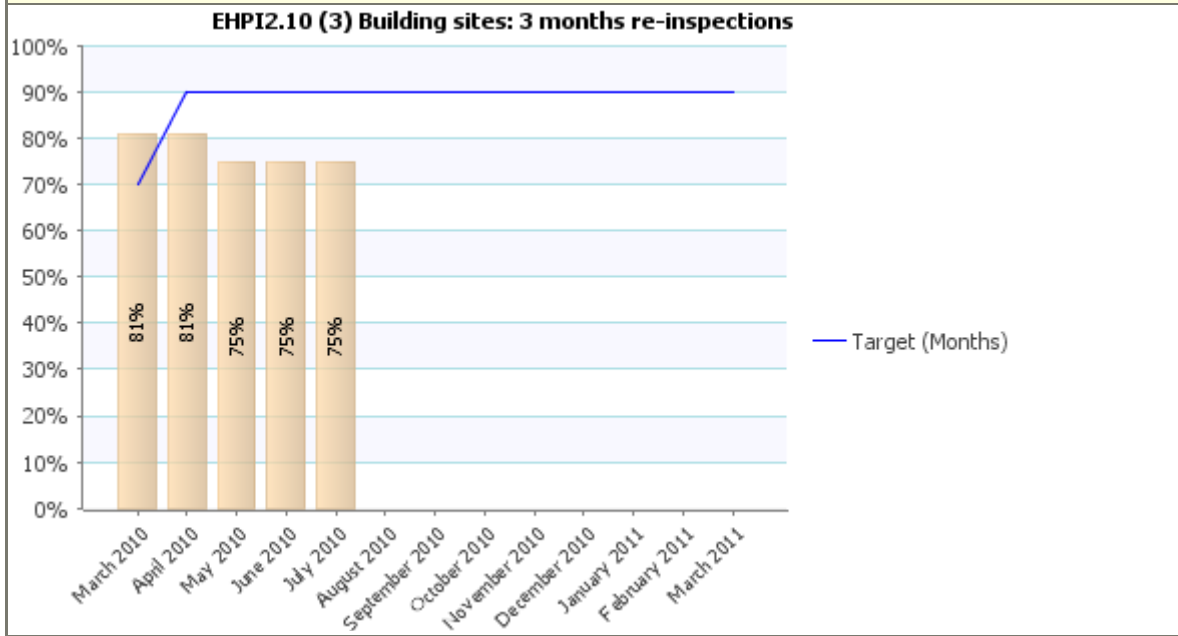
Traffic Light Red							
Description Caring about what's built (and) where							
Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHPI204	Planning appeals allowed		50.0%	34.0%		July 2010 - Target not met as 6 out of a total 12 appeal decision notices resulted in allowed appeals. Of the six allowed, 5 related to householder type developments, new detached residential outbuildings or extensions to residential curtilages. New flats were allowed over current ground floor retail space at Maidenhead Street, Hertford. The Council has consistently maintained objection to the proposal as it is considered to compromise the public space at the entrance to the new library. Five of the dismissed appeals also related to householder developments or the creation of single new residential units by conversion. A significant decision related to residential development on land adjacent to Leventhorpe School, Sawbridgeworth, where a reserved matters scheme for 65 dwellings was dismissed.	None
Trend Chart						Performance Gauge	



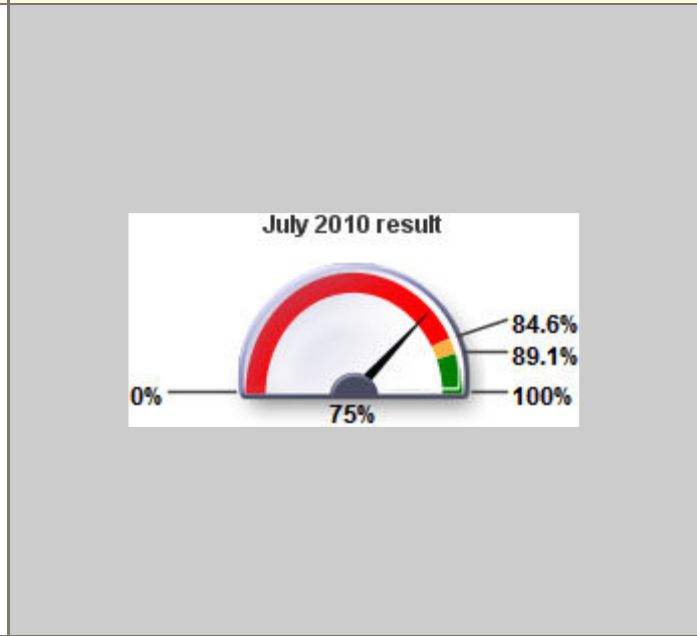
Planning and Building Control



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHPI2.10 (3)	Building sites: 3 months re-inspections		75%	90%		July 2010. Performance remains stable at 75%.	None

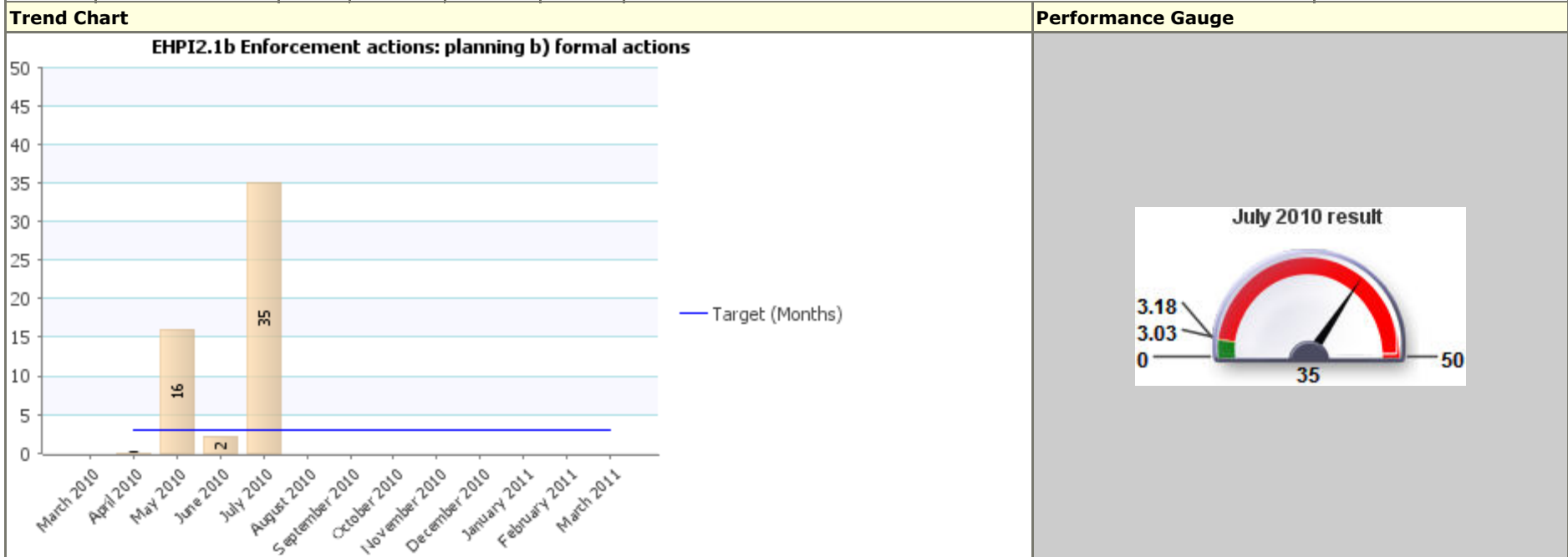
Trend Chart



Performance Gauge





Planning and Building control							Recommendations made during last Scrutiny meeting on 8 June 2010
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	
EHPI2.1b	Enforcement actions: planning b) formal actions		35	3		July 2010 - 35 notices were served in the month. 23 of these were enforcement notices and related to the Esbies site at Sawbridgeworth - following DC Committee authorisation to seek to control a range of breaches at the site. 3 further enforcement notices related to committee authorised action at other sites in the district. Four s215 (untidy site) notices were issued and five Planning Contravention Notices (PCNs) were issued.	None



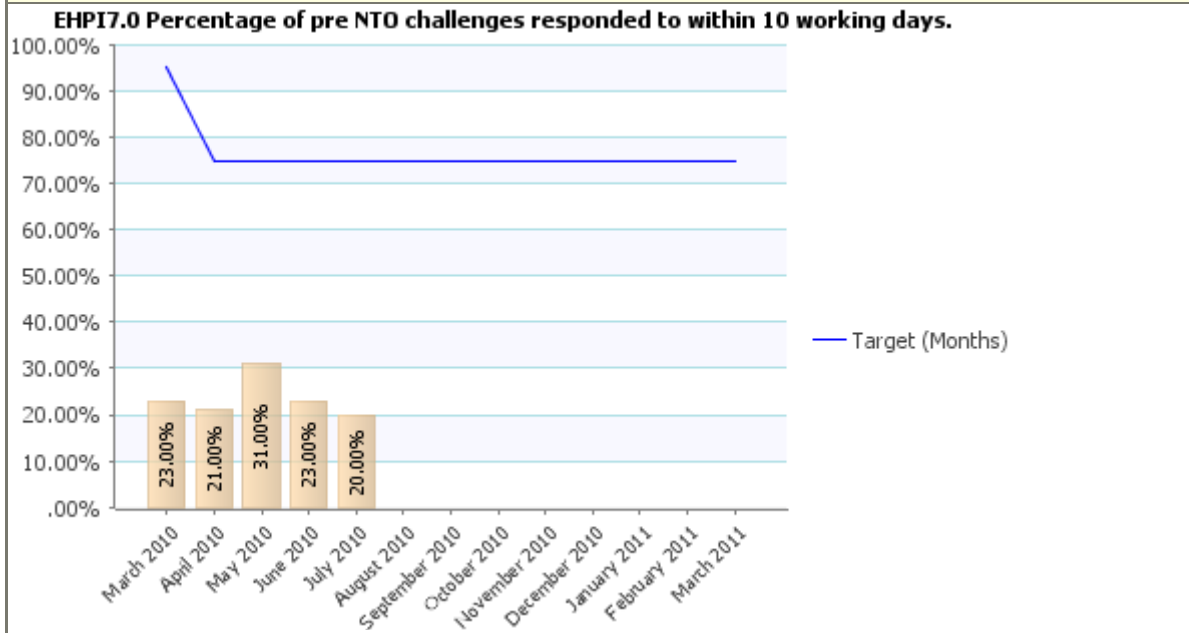
Traffic Light Red

Description Fit for purpose, services fit for you

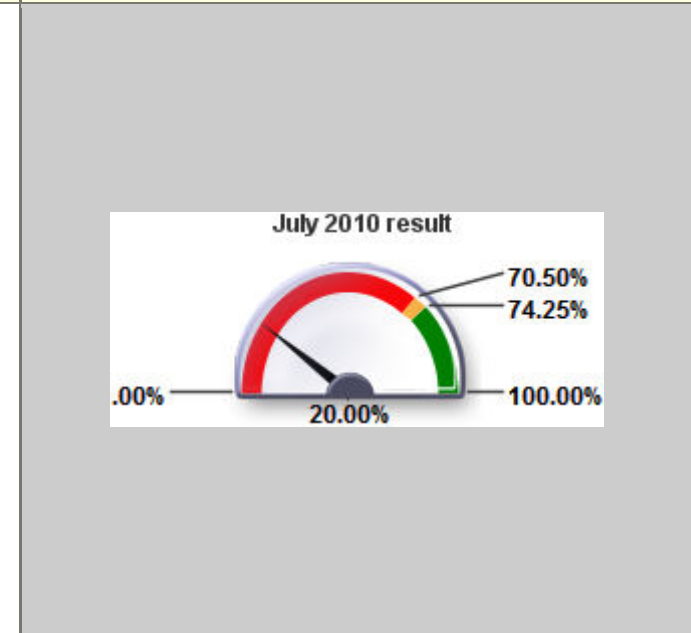
Parking Services



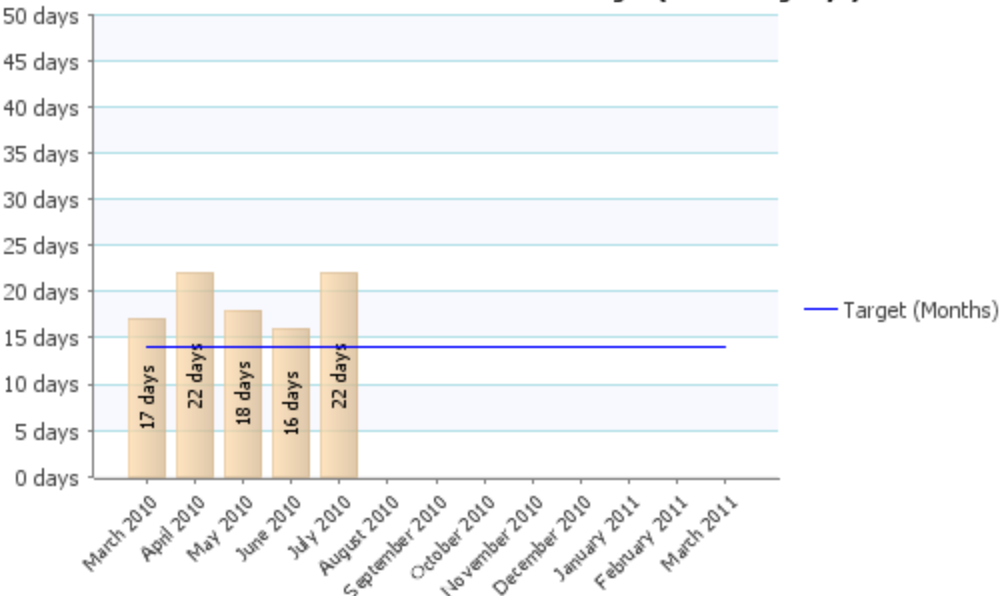

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHPI7.0	Percentage of pre NTO challenges responded to within 10 working days.		20.00%	75.00%		July 10 saw the highest PCN issue across the 3 councils which has had an effect on levels of correspondence received this month. The high level of correspondence combined with annual leave and a part time secondment have impacted on this indicator.	None



Trend Chart

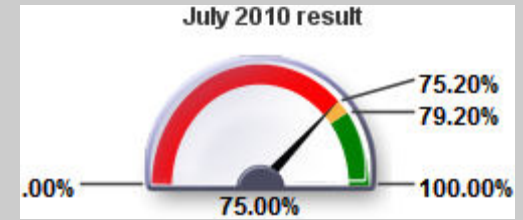
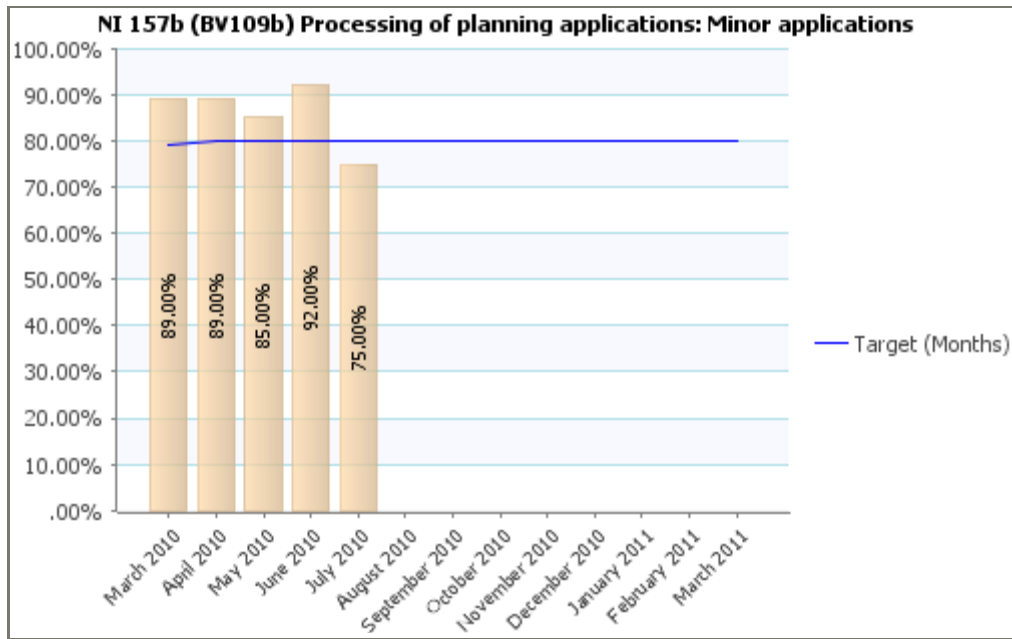


Performance Gauge





Parking Services																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010												
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		22 days	14 days		July 2010 saw the highest level of PCNs issued since Decriminalised Parking Enforcement began (4152 across the three councils) which impacts on the level of correspondence received. A combination of the high issue of PCNs and lower staffing levels have impacted on this indicator.	Member queried why the council had the second highest figure for Penalty Charge Notices issued in March 2010. The Director of Customer and Community Services stated that there was no specific reason why that may be the case.												
Trend Chart						Performance Gauge													
<p>EHPI6.8 Turnaround of Pre NTO PCN challenges (10 working days)</p>  <table border="1"> <caption>EHPI6.8 Turnaround of Pre NTO PCN challenges (10 working days)</caption> <thead> <tr> <th>Month</th> <th>Turnaround (days)</th> </tr> </thead> <tbody> <tr><td>March 2010</td><td>17</td></tr> <tr><td>April 2010</td><td>22</td></tr> <tr><td>May 2010</td><td>18</td></tr> <tr><td>June 2010</td><td>16</td></tr> <tr><td>July 2010</td><td>22</td></tr> </tbody> </table> <p>— Target (Months)</p>						Month	Turnaround (days)	March 2010	17	April 2010	22	May 2010	18	June 2010	16	July 2010	22	<p>July 2010 result</p>  <p>15 days 14 days 0 days 22 days 50 days</p>	
Month	Turnaround (days)																		
March 2010	17																		
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July 2010	22																		

Traffic Light Red							
Description Shaping now, shaping the future							
Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
NI 157b (BV109b)	Processing of planning applications: Minor applications		75.00%	80.00%		July 2010 - Eight decisions relating to minor applications were made by the DC Committee during July. All of these decisions fell outside of the target decision making time. It was appropriate to report these cases to the committee as the development proposals were not in accordance with the Councils planning policies - and were recommended to be supported - had been referred by Members, or related to sites which had been subject to earlier committee consideration. All remaining decisions were delegated and all of these were completed within the target timescales, except one. This related to the use of a building at Bishop's Stortford for religious purposes and had been subject to previous appeal and enforcement action. The Council had given commitments to assist and enable the occupiers to regularise their use in planning terms which included delaying further planning decisions to enable marketing exercises to be undertaken.	None
Trend Chart						Performance Gauge	

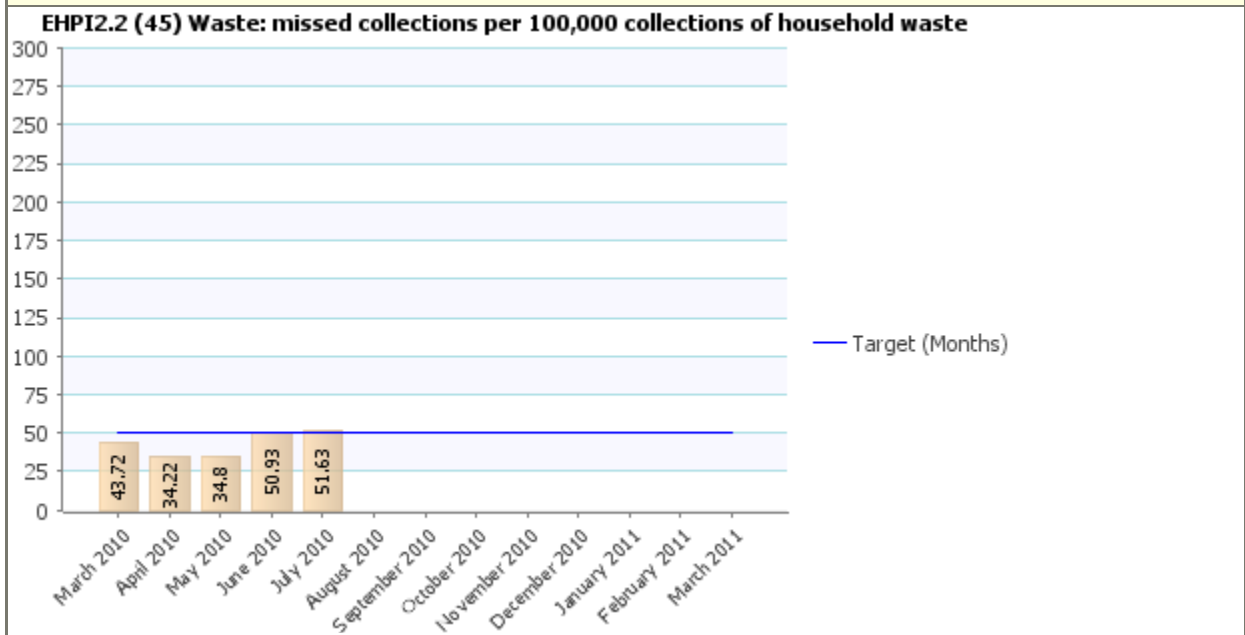


Traffic Light Amber
Description Caring about what's built (and) where

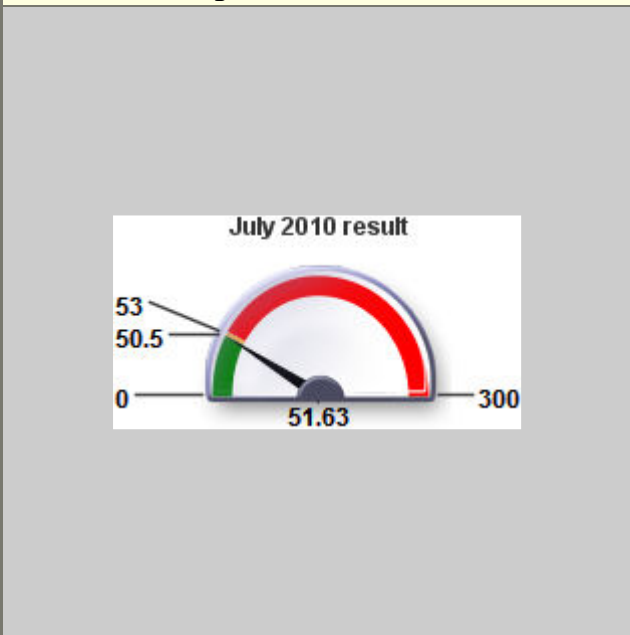
Environment Services



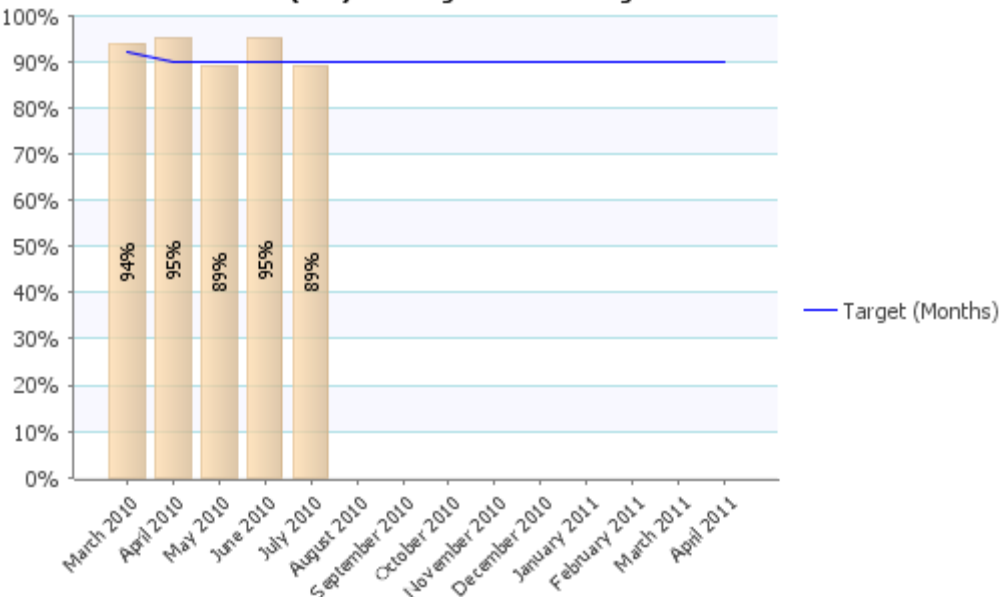

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP12.2 (45)	Waste: missed collections per 100,000 collections of household waste		51.63	50		Performance in July above target. Identified under performance by communal/trade crew. Contractor has implemented measures to rectify. Year to date performance at 41.99, well below target of 50.	None

Trend Chart



Performance Gauge



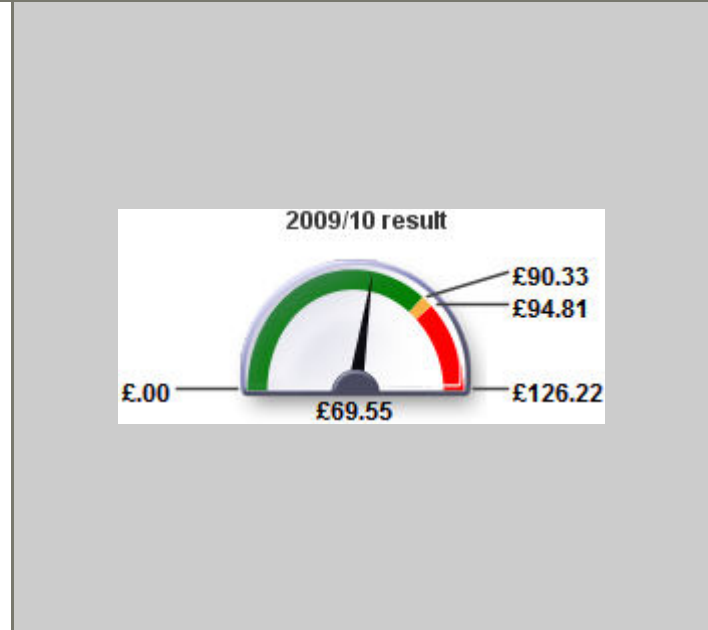
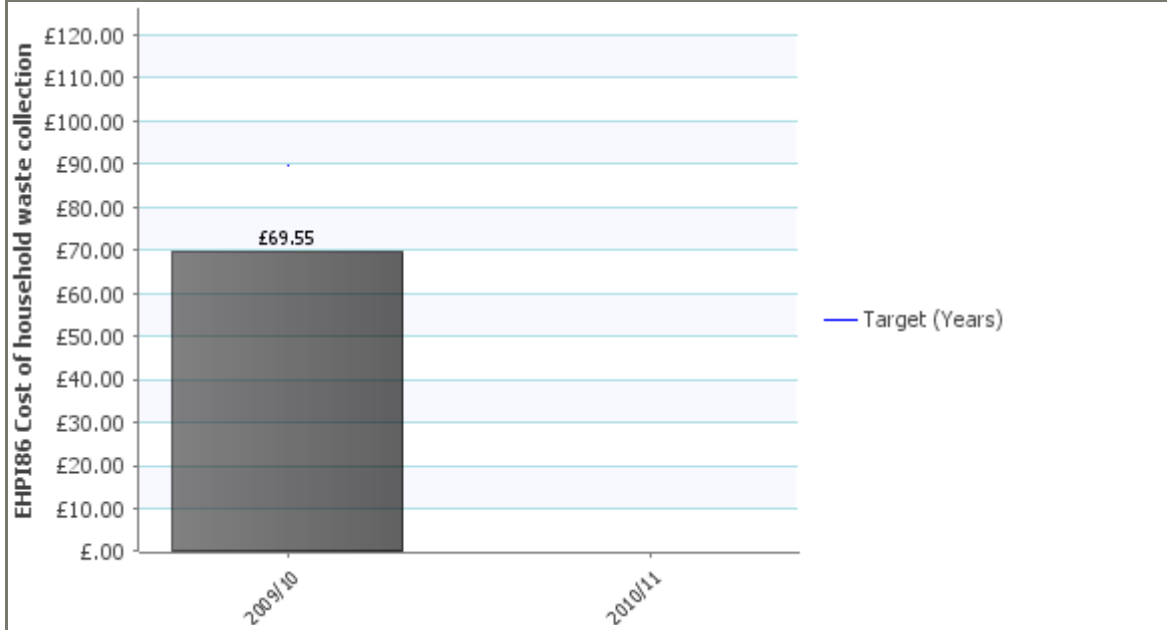
Planning and Building Control																																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010																												
EHP12.23 (188)	Planning decisions delegated to officers		89%	90%		20 out of 176 decisions decided by committee. Some decision from the 30th June committee were put through in July	None																												
Trend Chart						Performance Gauge																													
<p>EHP12.23 (188) Planning decisions delegated to officers</p>  <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>March 2010</td><td>94%</td><td>90%</td></tr> <tr><td>April 2010</td><td>95%</td><td>90%</td></tr> <tr><td>May 2010</td><td>89%</td><td>90%</td></tr> <tr><td>June 2010</td><td>95%</td><td>90%</td></tr> <tr><td>July 2010</td><td>89%</td><td>90%</td></tr> </tbody> </table>						Month	Value (%)	Target (%)	March 2010	94%	90%	April 2010	95%	90%	May 2010	89%	90%	June 2010	95%	90%	July 2010	89%	90%	<p>July 2010 result</p>  <table border="1"> <caption>Performance Gauge Scale</caption> <thead> <tr> <th>Percentage</th> <th>Color Segment</th> </tr> </thead> <tbody> <tr><td>0%</td><td>Red</td></tr> <tr><td>84.6%</td><td>Yellow</td></tr> <tr><td>89.1%</td><td>Green</td></tr> <tr><td>100%</td><td>Green</td></tr> </tbody> </table>		Percentage	Color Segment	0%	Red	84.6%	Yellow	89.1%	Green	100%	Green
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Traffic Light Green
Description Caring about what's built (and) where

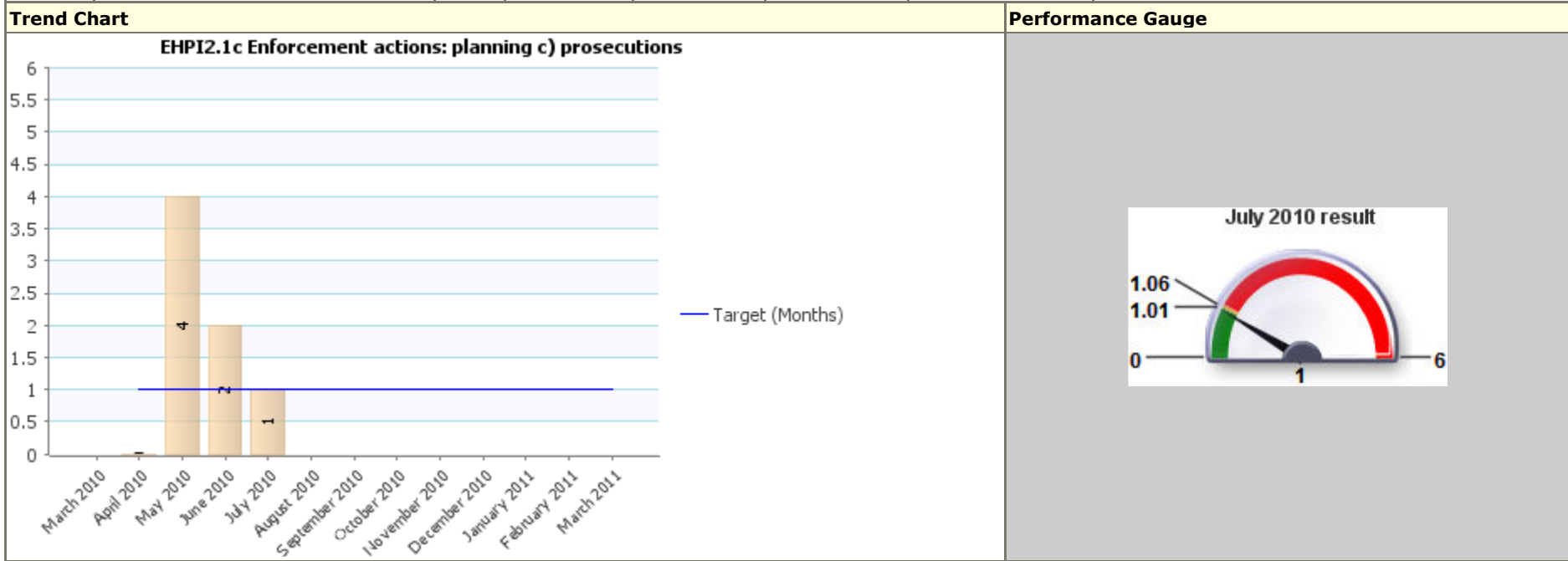
Financial support services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP186	Cost of household waste collection		£69.55	£89.44		2009/10 Actual - the cost per household is lower than anticipated as more income has been generated from recycling than was originally anticipated therefore reducing the overall costs.	None

Trend Chart **Performance Gauge**



Planning and Building control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP12.1c	Enforcement actions: planning c) prosecutions		1	1		Performance on target.	None

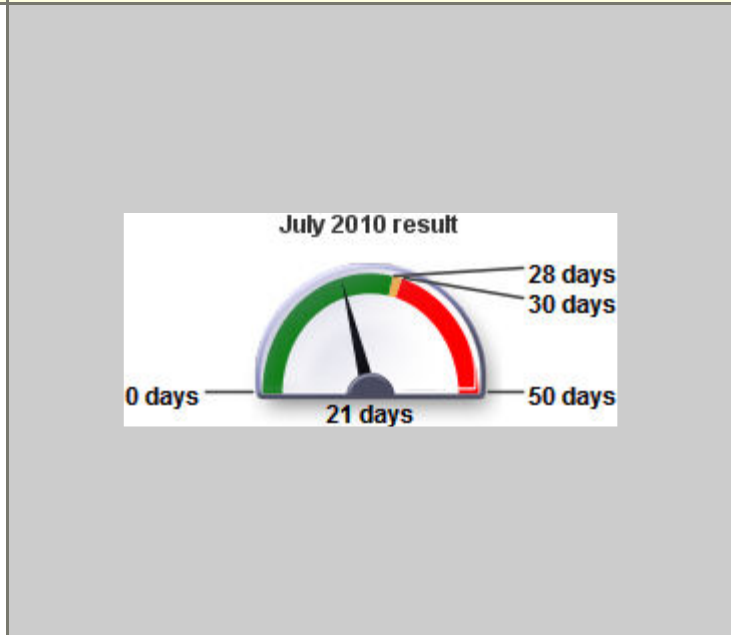
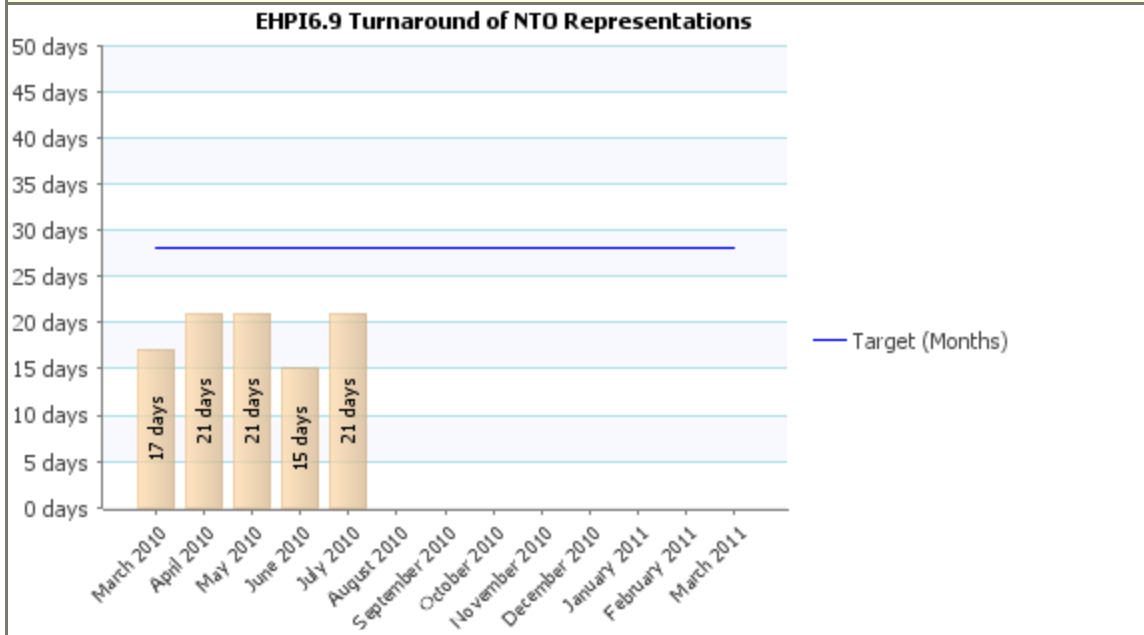


Traffic Light Green
Description Fit for purpose, services fit for you

Parking Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP16.9	Turnaround of NTO Representations		21 days	28 days		Performance remains within target.	None

Trend Chart **Performance Gauge**



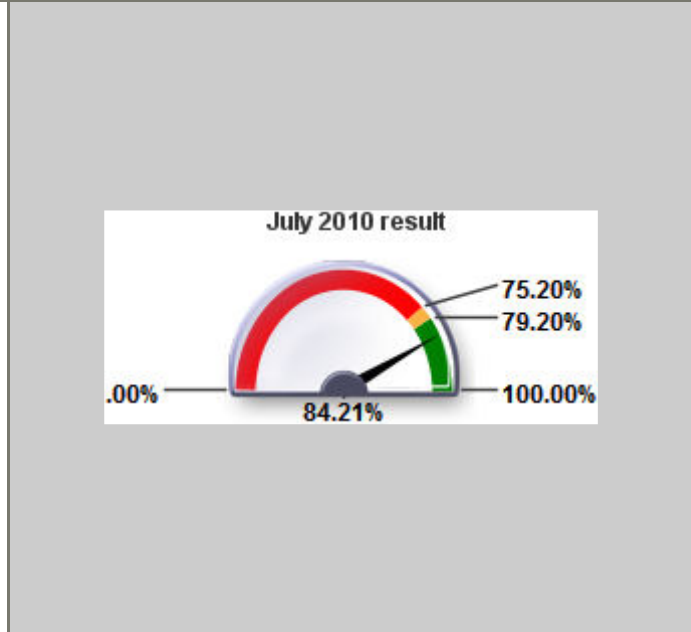
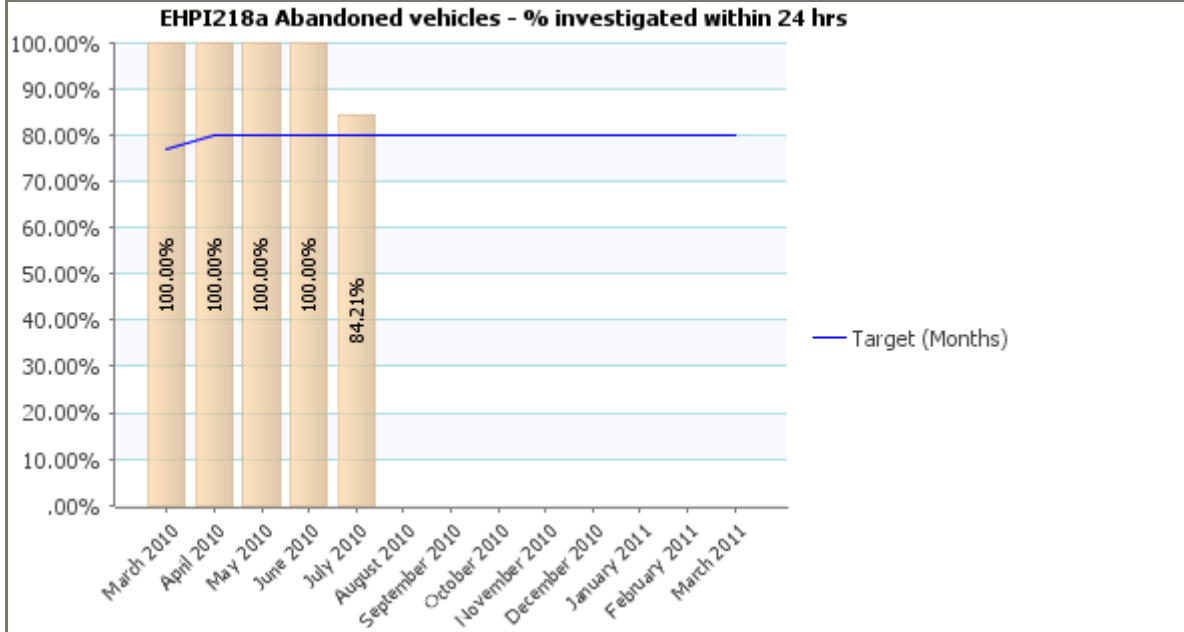
Parking Services																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010																						
EHP17.1	Percentage of NTO representations replied to within 28 calendar days		90.00%	90.00%		An improvement on last months 87% This indicator is now within target	None																						
Trend Chart						Performance Gauge																							
<p>EHP17.1 Percentage of NTO representations replied to within 28 calendar days</p> <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>March 2010</td><td>99.00%</td></tr> <tr><td>April 2010</td><td>69.00%</td></tr> <tr><td>May 2010</td><td>91.00%</td></tr> <tr><td>June 2010</td><td>87.00%</td></tr> <tr><td>July 2010</td><td>90.00%</td></tr> </tbody> </table>						Month	Percentage	March 2010	99.00%	April 2010	69.00%	May 2010	91.00%	June 2010	87.00%	July 2010	90.00%	<p>July 2010 result</p> <table border="1"> <caption>Performance Gauge Markers</caption> <thead> <tr> <th>Percentage</th> <th>Color</th> </tr> </thead> <tbody> <tr><td>0.00%</td><td>Red</td></tr> <tr><td>84.60%</td><td>Yellow</td></tr> <tr><td>89.10%</td><td>Green</td></tr> <tr><td>100.00%</td><td>Green</td></tr> </tbody> </table>		Percentage	Color	0.00%	Red	84.60%	Yellow	89.10%	Green	100.00%	Green
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Traffic Light Green
Description Pride in East Herts

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		84.21%	80.00%		This is the first month this year when performance has not been 100%, with 3 of the 19 cars requiring inspection not being seen within 24 hours. Nonetheless performance is still above target.	None

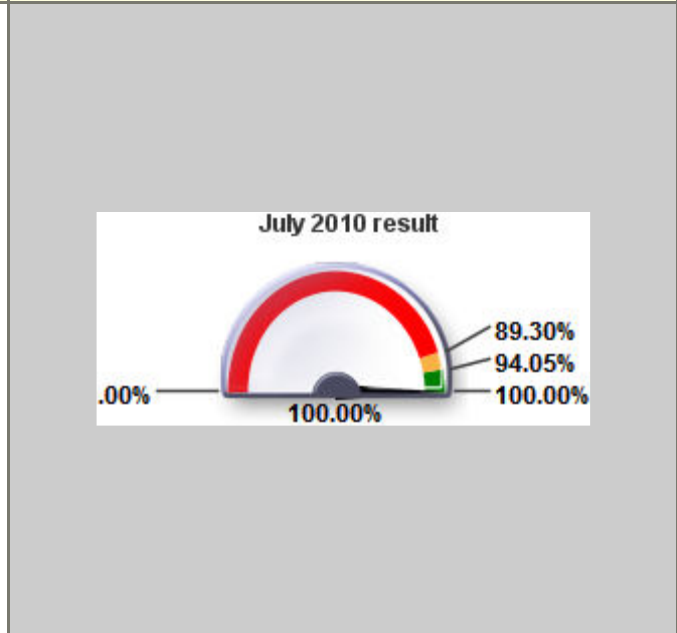
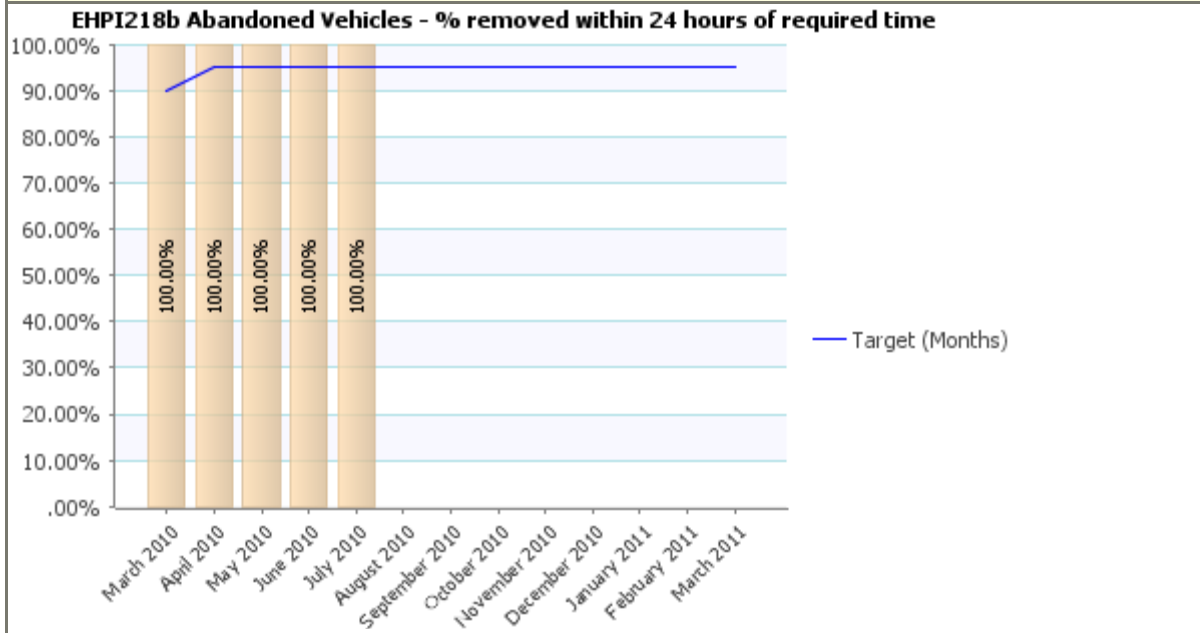
Trend Chart **Performance Gauge**



Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHPI218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	95.00%		Performance continues at 100%, although only one car of the 19 inspected required removing.	None

Trend Chart **Performance Gauge**

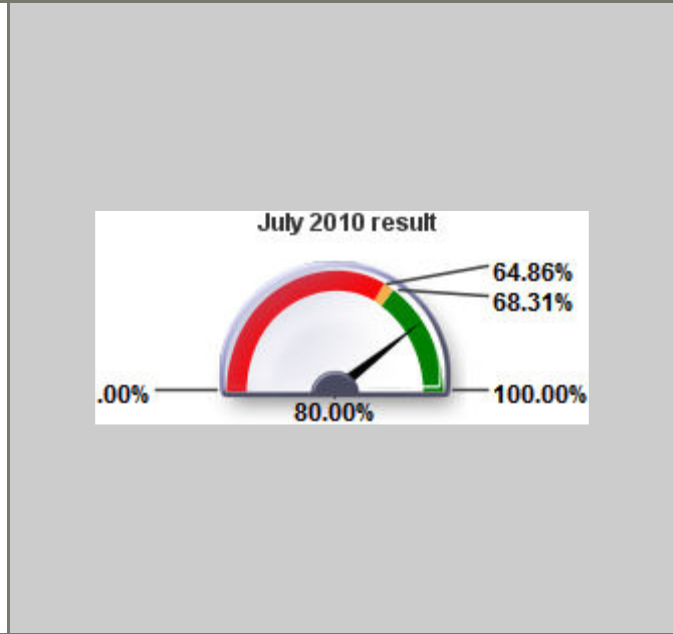
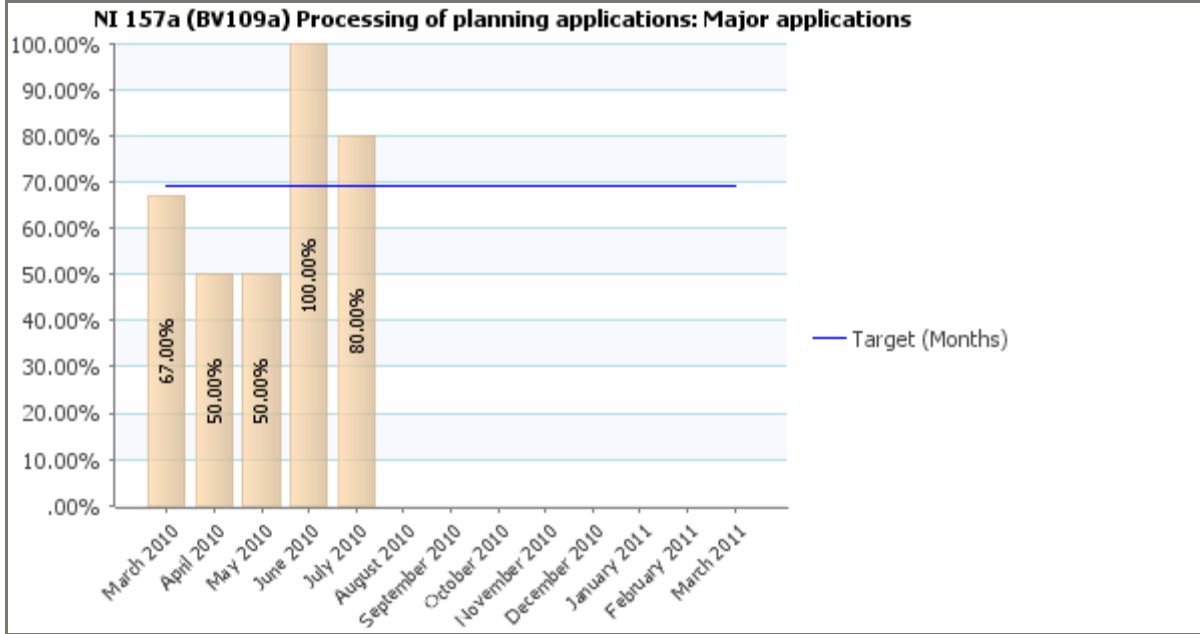


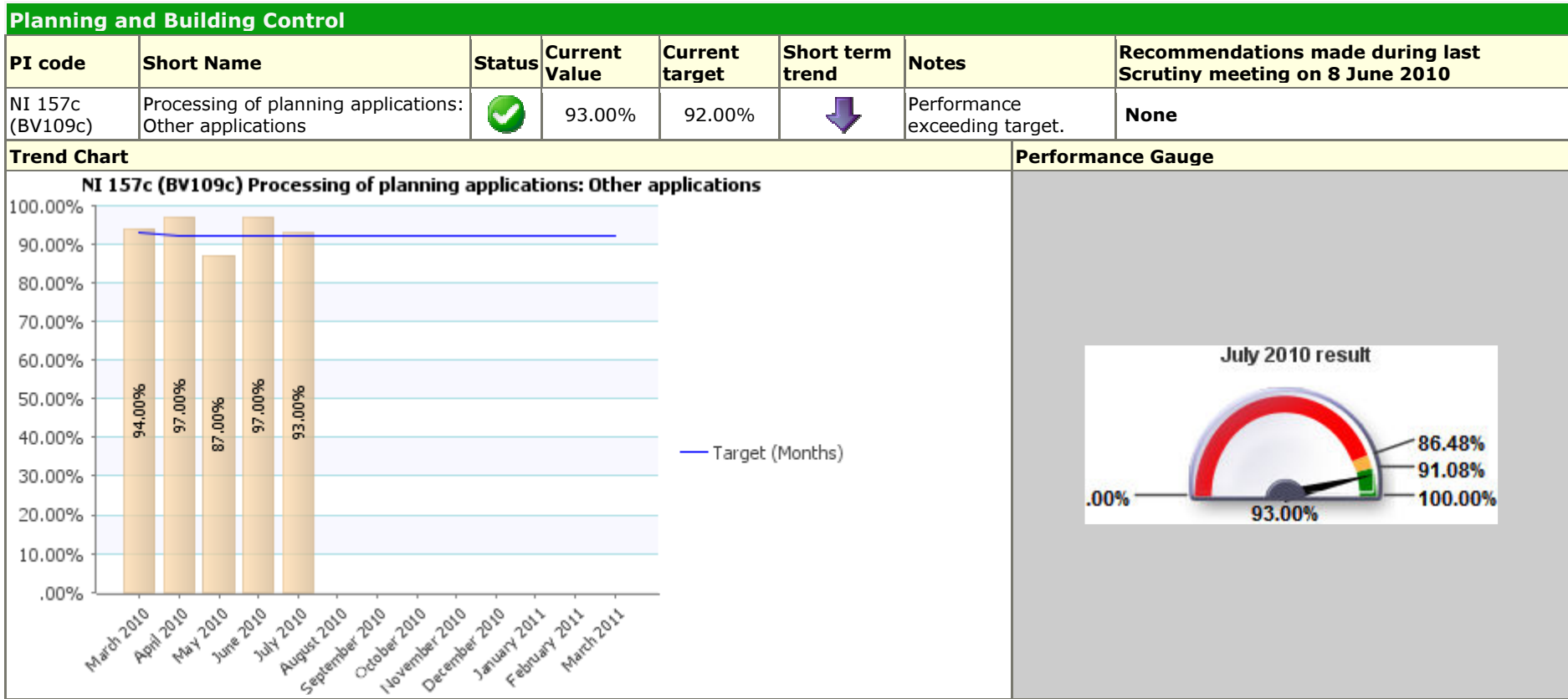
Traffic Light Green
Description Shaping now, shaping the future



Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
NI 157a (BV109a)	Processing of planning applications: Major applications		80.00%	69.00%		Performance exceeding target.	None

Trend Chart **Performance Gauge**





Traffic Light Data Only							
Description Fit for purpose, services fit for you							
Planning & Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP18.28	Net cost of Development Control per application		£809.07			Changes to the reporting of pension costs in 09/10 RO forms have resulted in costs being added to the RO lines used in this measurement. If the 09/10 forms had been compiled as in previous years the unit cost would have been £757.41. The drop of over £200K in customer and client receipts (partially offset by the 8% increase in applications) largely accounts for the rest of the increase in unit cost.	None
Trend Chart						Performance Gauge	



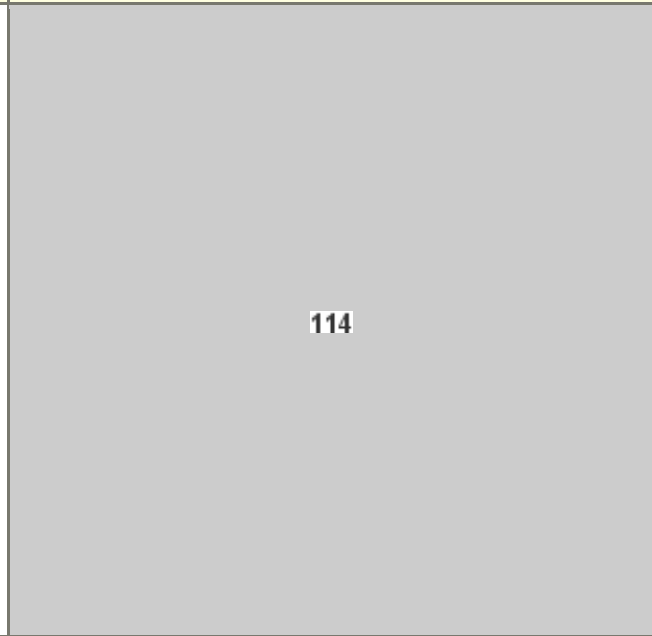
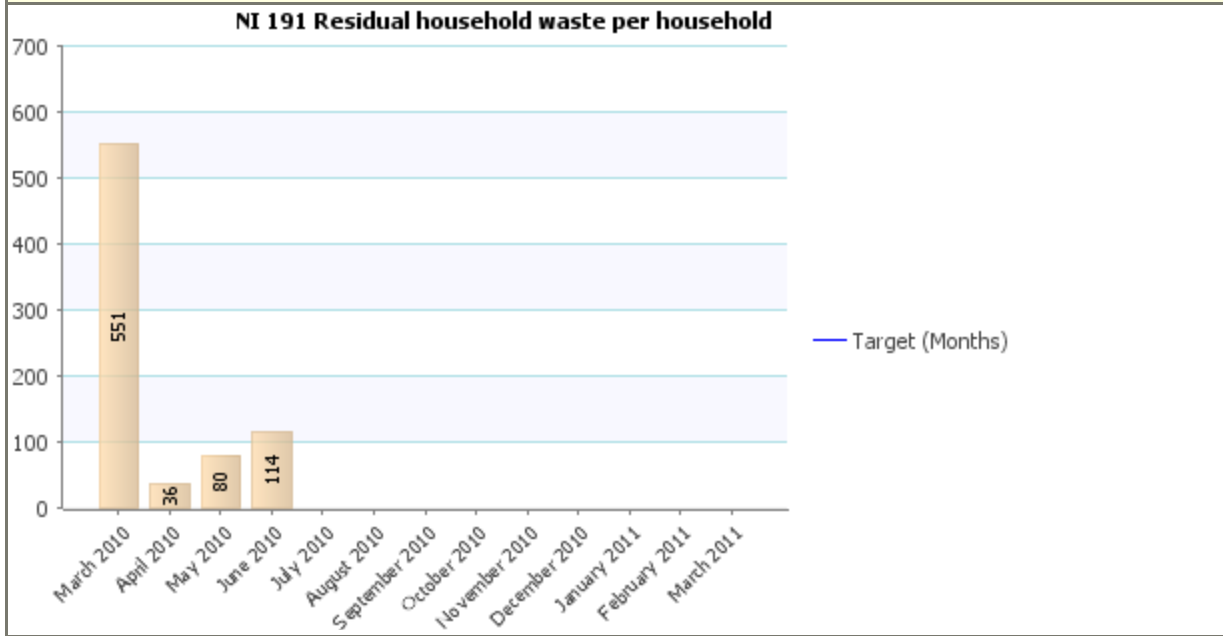
Planning & Building Control													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010						
EHP18.30	Net cost of Building Control per inspection		£11.42			Improvement from previous year going from £11.89 to £11.42 per inspection.	None						
Trend Chart						Performance Gauge							
<p>EHP18.30 Net cost of Building Control per inspection</p> <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Net cost of Building Control per inspection (£)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>£11.42</td> </tr> <tr> <td>2010/11</td> <td>-</td> </tr> </tbody> </table>						Year	Net cost of Building Control per inspection (£)	2009/10	£11.42	2010/11	-	<p>Performance Gauge</p> <p>£11.42</p>	
Year	Net cost of Building Control per inspection (£)												
2009/10	£11.42												
2010/11	-												



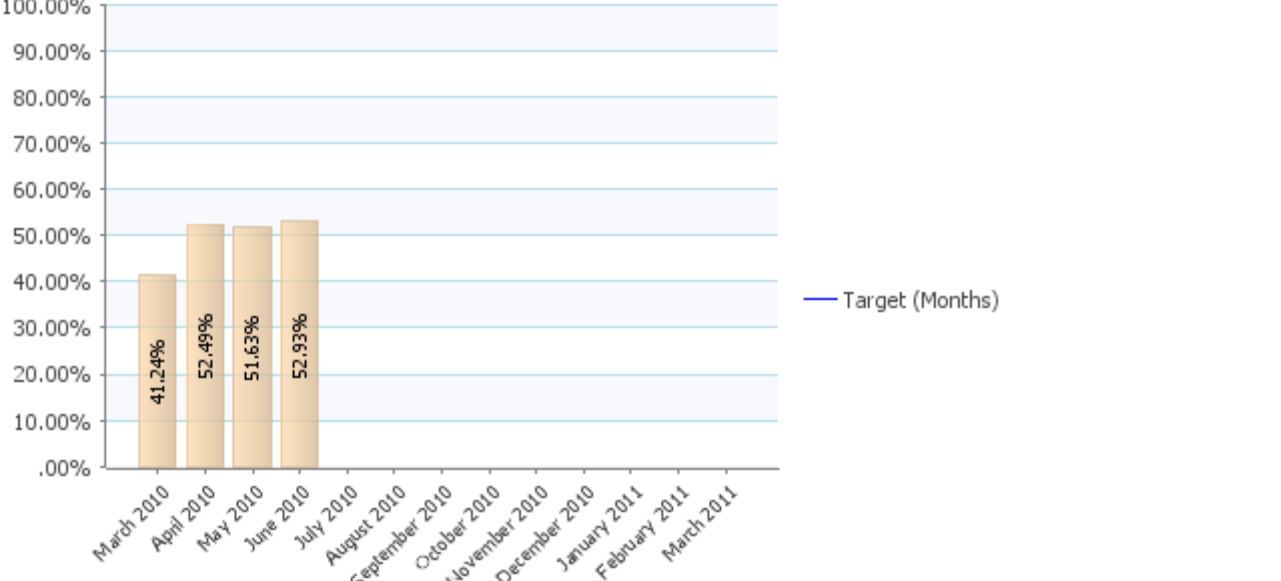
Traffic Light Data Only
Description Pride in East Herts

Environment Services



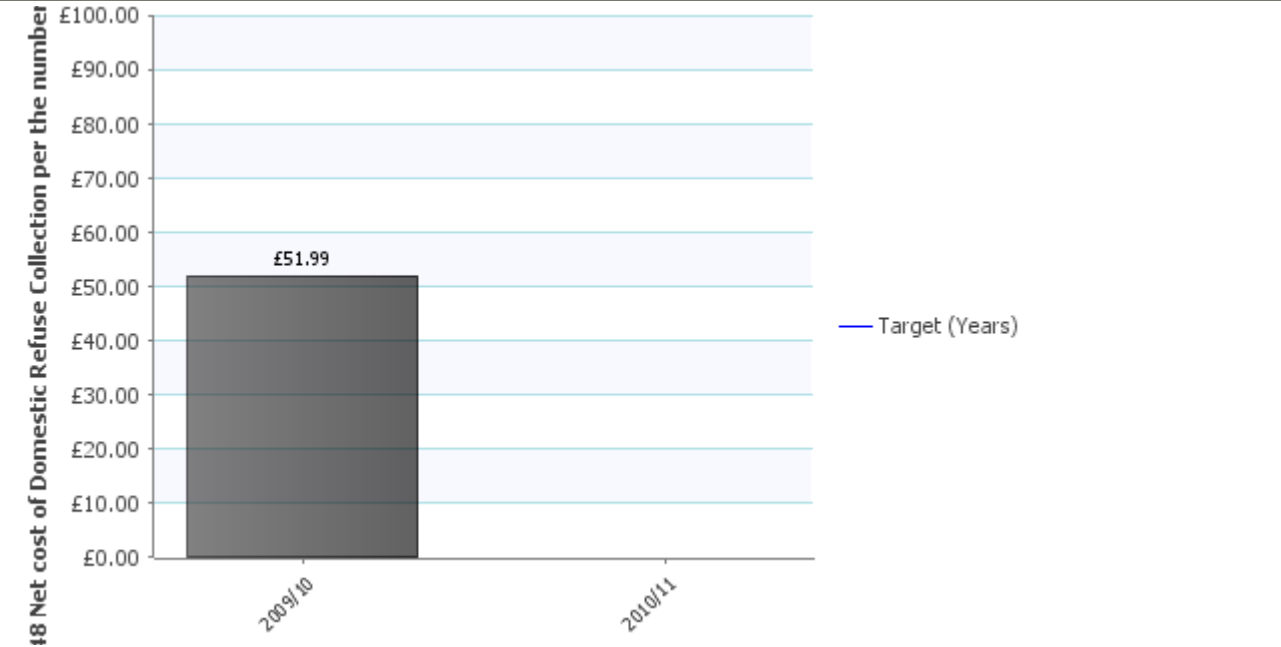

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
NI 191	Residual household waste per household		114			The amount of waste needing to be disposed off continues to reduce.	None



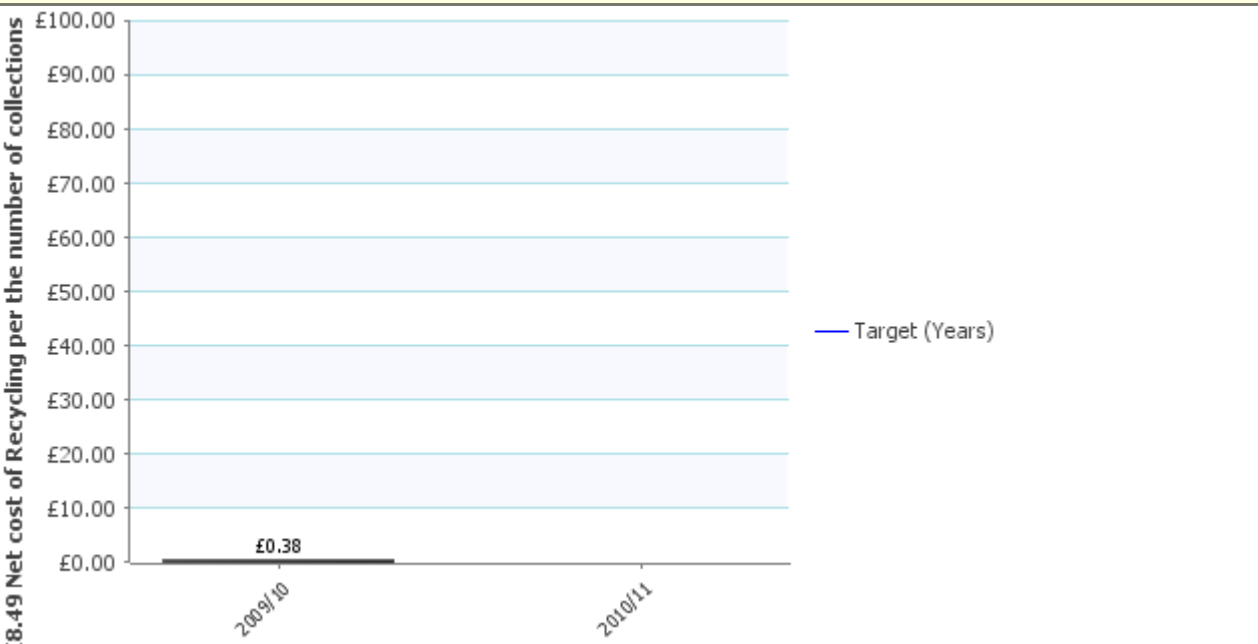
Trend Chart **Performance Gauge**



Environment Services																	
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010										
NI 192	Percentage of household waste sent for reuse, recycling and composting		52.93%			Performance in the first quarter of this year has been better than target, which is very encouraging and indicates that ARC is not only working well but better than anticipated.	None										
Trend Chart						Performance Gauge											
<p>NI 192 Percentage of household waste sent for reuse, recycling and composting</p>  <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>March 2010</td> <td>41.24%</td> </tr> <tr> <td>April 2010</td> <td>52.49%</td> </tr> <tr> <td>May 2010</td> <td>51.63%</td> </tr> <tr> <td>June 2010</td> <td>52.93%</td> </tr> </tbody> </table>						Month	Percentage	March 2010	41.24%	April 2010	52.49%	May 2010	51.63%	June 2010	52.93%	<p>52.93%</p>	
Month	Percentage																
March 2010	41.24%																
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Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP18.47	Net cost of Street Cleaning per annual linnear kilometres cleansed		£0.05			The reduction in these costs is due to the renegotiation of the contract associated with contract extension and the implementation of the ARC scheme. This scheme reduced the frequency of collections and hence the resources employed and increased income from the sale of recyclable materials.	None
Trend Chart						Performance Gauge	
<p>£100.00 £90.00 £80.00 £70.00 £60.00 £50.00 £40.00 £30.00 £20.00 £10.00 £0.00</p> <p>£0.05</p> <p>2009/10 2010/11</p> <p>— Target (Years)</p>						<p>£0.05</p>	

Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP18.48	Net cost of Domestic Refuse Collection per the number of properties		£51.99			The reduction in these costs is due to the renegotiation of the contract associated with contract extension and the implementation of the ARC scheme. This scheme reduced the frequency of collections and hence the resources employed and increased income from the sale of recyclable materials.	None
Trend Chart						Performance Gauge	
 <p>£100.00 £90.00 £80.00 £70.00 £60.00 £50.00 £40.00 £30.00 £20.00 £10.00 £0.00</p> <p>£51.99</p> <p>2009/10 2010/11</p> <p>— Target (Years)</p>						 <p>£51.99</p>	

Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 8 June 2010
EHP18.49	Net cost of Recycling per the number of collections per annum		£0.38			The reduction in these costs is due to the renegotiation of the contract associated with contract extension and the implementation of the ARC scheme. This scheme reduced the frequency of collections and hence the resources employed and increased income from the sale of recyclable materials.	None
Trend Chart						Performance Gauge	
 <p>£100.00 £90.00 £80.00 £70.00 £60.00 £50.00 £40.00 £30.00 £20.00 £10.00 £0.00</p> <p>£0.38</p> <p>2009/10 2010/11</p> <p>— Target (Years)</p>						<p>£0.38</p>	

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 14 SEPTEMBER 2010

REPORT BY CHAIRMAN OF ENVIRONMENT SCRUTINY COMMITTEE

12. SCRUTINY WORK PROGRAMME 2010/11

WARD(S) AFFECTED: None.

Purpose/Summary of Report

- This report is intended to support the Environment Scrutiny Committee in reviewing and planning its work programme for 2010/11.

<u>RECOMMENDATIONS FOR ENVIRONMENT SCRUTINY COMMITTEE</u>	
(A)	The work programme detailed in this report be reviewed and agreed; and
(B)	The scrutiny officer be asked to make any changes, additions or arrangements as might be discussed in the meeting.

1.0 Background

1.1 Items previously required, identified or suggested for the work programme are set out in **Essential Reference Paper B**.

1.2 In order to meet the shortened deadlines for the 'emergency budget' discussions, some items originally scheduled for the November meeting had to be brought forward. This prioritisation means some agenda items originally planned for today's meeting had to be held over to November. These changes were made with the agreement of the Chairman.

2.0 Report

2.1 Members of this scrutiny committee may be interested to know that Hertfordshire County Council has recently published their

scrutiny report on “Rail Services – scrutiny of train operating companies serving Hertfordshire”.

- 2.2 Their topic group sat on 20 May 2010 to question witnesses and receive written evidence from several district and borough councils, including East Herts.
- 2.3 All the documents, meeting minutes and the final report are available on-line through the Herts Direct website at http://www.hertsdirect.org/yrccouncil/civic_calendar/overviewscrutiny/16027100/ or contact East Herts scrutiny officer for a copy (of the report).
- 2.4 The main theme of their recommendations centres around developing relationships with the main agencies involved in the industry and that “*a clear member role is developed for both county council and borough/district council members*”.
- 2.5 An opportunity could arise later in the year to undertake some Joint Scrutiny alongside neighbouring districts and boroughs which would look at developing the two-way relationship with Herts Highways.
- 2.6 This would be timed to feed into the writing of their contract specification and designed to influence the responsiveness and manner in which local issues are dealt with by Herts Highways, their contractor(s) and the relevant district/borough.
- 2.7 When available, more information will be brought to this committee.
- 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

Four principles of good public scrutiny published by CfPS (Centre for Public Scrutiny) summarized in **Essential Reference Paper B** or [click here for link to CfPS external site](#)
East Herts Council own current guidelines for selecting issues for review. A summary of this information is printed at the back of **Essential Reference Paper B**.

Contact Member: Councillor Diane Hollebon, Chairman of Environment Scrutiny Committee.

Contact Officer: Ceri Pettit, Head of Strategic Direction (shared) and Performance Manager – Extn: 2240.

Report Author: Marian Langley, Scrutiny Officer – Extn: 1612.

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives</p>	<p>Effective use of the scrutiny process contributes to the Council's ability to meet two core objectives:</p> <p>Fit for purpose, services fit for you <i>Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.</i></p> <p>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p> <p>In monitoring the performance of the council's services and action plans, the Committee is monitoring the Council's achievement of all of its corporate objectives.</p> <p>Any additional issues identified for scrutiny will relate to at least one of the Council's corporate objectives.</p>
<p>Consultation:</p>	<p>Potential topics for scrutiny are always invited from members of the public, the Executive and all Members.</p>
<p>Legal:</p>	<p>According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of members on that committee who are not members of the largest political group on the Council.</p>
<p>Financial:</p>	<p>Any additional meetings and every task and finish group has resource needs linked to officer support activity and time for officers from the services to make the required input.</p>
<p>Human Resource:</p>	<p>None.</p>
<p>Risk Management:</p>	<p>Matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for review would risk inefficient use of resources. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.</p>

AGENDA ITEM 12
ESSENTIAL REFERENCE PAPER B

Environment Scrutiny Committee Work Programme 2010/11

meeting	date	topic	Contact officer/lead	Next Exec
THIS	CIVIC YEAR			
2010/11 Meeting 3/4	16 Nov 2010 Report deadline 03 Nov	<ul style="list-style-type: none"> • Service Plans Apr 2010 – Sept 2010 monitoring (Environment only) • Business case for Hertford Theatre hydro project • Environmental Quality – progress against action plan (1 year update) • Healthcheck through to Sept 2010 • Work Programme 	<ul style="list-style-type: none"> • Ceri Pettit/Dave Cooper • David Thorogood and Cliff Cardoza • Cliff Cardoza • Lorna Georgiou/Karl • Marian Langley 	11 January 2011 8 Feb 2011 8 March 2011
JOINT SCRUTINY	18 Jan 2011	<ul style="list-style-type: none"> • 2011/12 Budget 		
JOINT SCRUTINY	15 Feb 2011	<ul style="list-style-type: none"> • 2011/12 Service Plans • 2010/11 Estimates and Future targets 		
2010/11 Meeting 4/4	15 Mar 2011 Report deadline 3 March	<ul style="list-style-type: none"> • East Herts Transport & Parking Strategy report • Climate Change –progress against action plan (1 year on) • Healthcheck through to Jan 2011 • Work Programme 2011/12 	<ul style="list-style-type: none"> • Andrew Pulham • Cliff Cardoza and David Thorogood • Lorna Georgiou/Karl • Marian Langley 	5 April 2011 24 May 2011
NEXT	CIVIC YEAR			
2011/12 Meeting 1/4	7 June 2011 Report deadline 25 May	<ul style="list-style-type: none"> • Performance Reporting – Contract Performance 2010/11 • Environmental Quality – report on progress against action plan (tbc) • Healthcheck through to April 2011 • Work Programme 	<ul style="list-style-type: none"> • Cliff Cardoza • Cliff Cardoza • Lorna Georgiou/Karl • Marian Langley 	5 July 2011 9 Aug 2011 6 Sept 2011

AGENDA ITEM 12 ESSENTIAL REFERENCE PAPER B

The four principles of good public scrutiny:

- *provides ‘critical friend’ challenge to executive policy-makers and decision-makers*
- *enables the voice and concerns of the public and its communities*
- *is carried out by ‘independent-minded governors’ who lead and own the scrutiny role*
- *drives improvement in public services*

Currently within East Herts Council, the criteria for selecting issues:

For the Scrutiny Committee to select an issue to review, it must meet all of the following criteria:

- Of local, and preferably current, concern
- Linked to the council’s corporate objectives
- Capable of being influenced by this committee
- Of manageable scope – focused rather than too wide ranging
- Of sufficient scope to warrant a scrutiny review – not something that can be easily fixed by meeting with the service provider
- Not being scrutinised elsewhere (eg another Scrutiny Committee)