



MEETING : ENVIRONMENT SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 15TH NOVEMBER, 2011
TIME : 7.00 PM

PLEASE NOTE TIME AND VENUE

MEMBERS OF THE COMMITTEE:

Councillor Diane Hollebon (Chairman).

Councillors D Abbott, W Ashley, S Basra, R Beeching, P Gray, N Poulton, C Rowley (Vice-Chairman), M Wood and J Wyllie.

(Conservative Group Substitutes: Councillors E Bedford and A Dearman

Liberal Democrat Group Substitutes: Councillor J Wing

Independent Group Substitute:

(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 - 13 September 2011 (Pages 5 - 10).

3. Chairman's Announcements

4. Declarations of Interest

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

5. East Herts Parking And Transport Strategy 2012/22 Task And Finish Group Interim Report (Pages 11 - 40).

6. 2011/12 Service Plans - Summary Of Progress And Exceptions Report (Pages 41 - 48).

7. Healthcheck through to August 2011 (Pages 49 - 76).

8. Scrutiny Work Programme 2011/12 (Pages 77 - 84).

9. 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.

MINUTES OF A MEETING OF THE
ENVIRONMENT SCRUTINY COMMITTEE
HELD IN THE COUNCIL CHAMBER,
WALLFIELDS, HERTFORD ON TUESDAY
13 SEPTEMBER 2011, AT 7.00 PM

PRESENT: Councillor Mrs D Hollebon (Chairman).
Councillors W Ashley, S Basra, E Bedford,
R Beeching, N Poulton, C Rowley, M Wood
and J Wyllie.

ALSO PRESENT:

Councillors P Moore and P Ruffles.

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Committee Secretary
Jackie Bruce	- Senior Development Officer
Cliff Cardoza	- Head of Environmental Services
Glyn Day	- Principal Planning Enforcement Officer
Marian Langley	- Scrutiny Officer
George A Robertson	- Director of Customer and Community Services
Ian Sharratt	- Environmental Manager

277 APPOINTMENT OF VICE CHAIRMAN

Nominations were sought for the appointment of a Vice Chairman. It was moved by Councillor W Ashley and seconded by Councillor N Poulton that, Councillor C

Rowley be appointed Vice Chairman.

RESOLVED – that Councillor C Rowley be appointed Vice Chairman for the Civic Year 2011/12.

278 APOLOGIES

Apologies for absence were received from Councillors D Abbott and P Gray. It was noted that Councillor E Bedford was substituting for Councillor Gray.

279 MINUTES - 7 JUNE 2011

RESOLVED – that the Minutes of the meeting held on 7 June 2011 be confirmed as a correct record and signed by the Chairman.

280 CHAIRMAN'S ANNOUNCEMENTS

The Chairman encouraged Members to review the work undertaken in the Council's Parks and the Management Plans on display in the Council Chamber. Members supported a suggestion that these plans be put on display at the next Council meeting for all Members to view.

281 ENFORCEMENT REVIEW

Councillor N Poulton submitted a report outlining a number of recommendations following a review by a Planning Enforcement Task and Finish Group which evaluated 12 months of data on the performance indicators previously identified by the Task and Finish Group. Following the conclusion of the work of the Task and Finish Group a number of suggestions to the PI's were made; these included:-

- Deletion of the PI – Cases closed without the need for formal action
- Deletion of the PI – Customer Satisfaction

- Continuation of the PI – Service of Notices
- Inclusion of a new PI - Initial Site Visits

The Committee support the amended performance indicators in relation to the Council's Planning Enforcement Service as detailed in the report now submitted and detailed above and requested that the Executive be advised that the Enforcement Policy be amended to reflect the recommendations of the Environment Scrutiny Committee. The Committee also supported the suggestion that minor amendments be delegated to the Director of Neighbourhood Services and the Portfolio Holder.

RESOLVED – that (A) the amended performance indicators in relation to the Planning Enforcement Service as detailed above be approved; and

(B) the Executive be advised that the Enforcement Policy be amended to reflect the recommendations of the Environment Scrutiny Committee; and

(C) any subsequent minor amendments be delegated to the Director of Neighbourhood Services and Portfolio Holder.

282 PARKS AND OPEN SPACES DEVELOPMENT PROGRAMME - PROGRESS REPORT

The Executive Member for Health, Housing and Community Support submitted a report providing an update on the progress of the Parks and Open Spaces Development Programme since March 2009, the detail of which was set out in Essential Reference Paper "B". Updates were also provided in relation to the Play Area Development Programme and other improvements made.

Members were provided with a presentation of the works

which had been carried out at three particular sites:

- Southern Country Park, Bishop's Stortford
- The Ridgeway Local Park, Hertford; and
- Pishiobury Park, Sawbridgeworth

The Chairman reminded Members that the Parks' Management Plans were on display at the back of the Council Chamber. The Committee supported a suggestion that these plans be made available for all Members to view at the next Council meeting.

The Chairman on behalf of the Committee, congratulated Officers for all their hard work in achieving such significant improvements within the District. Members were advised that by continuing to allocate resources enabled the Council to secure match funding to support many of the initiatives which might otherwise not have been possible.

A Member congratulated Officers on the work done specifically in Pishiobury Park, Sawbridgeworth and also thanked the volunteers and particularly Town Councillor Rochester for his work. He suggested that in relation to Southern Country Park that consideration be given to improved signage to the entrance from the by-pass road. The Vice Chairman commented on the improvements to The Ridgeway, Hertford which he believed had played a strong role in bringing the community together.

The Committee noted the progress of the Parks and Open Spaces Development Programme 2007 -2012 and the Play Area Development Programme 2007 – 2012 and that a further report be submitted to Committee in 2012. The Committee also agreed that the Council should continue to earmark funding in the capital programme to take advantage of opportunities to secure external match funding bids as they arise.

RESOLVED – that (A) the Committee note the progress within the Parks and Open Spaces Development Programme 2007 – 2012 and the Play Area Development Programme 2007 – 2012 and that a review of the Parks and Open Spaces Strategy 2007 – 2012 be undertaken and submitted to Committee 2012; and

(B) East Herts Council continue to earmark funding in the capital programme to enable advantage to be taken of opportunities for external match funding bids as they arise.

283 ENVIRONMENT SCRUTINY HEALTHCHECK - APRIL TO JUNE 2011

The Director of Customer and Community Services submitted a report on the performance of key indicators relating to Environment Scrutiny Committee during the period April to June 2011, the detail of which was set out in the report now submitted.

Clarification was sought and provided in relation to a query on the price of glass recycling and how this would affect the Council's income.

Member received the report.

RESOLVED – that the report be received.

284 WORK PROGRAMME 2011/12

The Committee considered items for scrutiny during the civic year 2011/12. The Scrutiny Officer advised that no changes to the programme were envisaged at this point in time.

The Committee approved the Work Programme as submitted.

RESOLVED – that the work programme as

detailed be agreed.

The meeting closed at 7.45 pm

Chairman
Date

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 15 NOVEMBER 2011

CHAIRMAN OF PARKING AND TRANSPORT TASK AND FINISH GROUP

5. EAST HERTS PARKING AND TRANSPORT STRATEGY 2012/22 TASK AND FINISH GROUP INTERIM REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To inform the Committee of progress towards completion of the Council's Parking and Transport Strategy.
- To invite the Committee to consider and comment on the early findings of the Task and Finish Group.

<u>RECOMMENDATION FOR DECISION:</u> that	
(A)	The work undertaken and planned be noted; and
(B)	The Committee comments on the early findings of the Task and Finish Group.

1.0 Background

1.1 As the highway authority, Hertfordshire County Council leads on the formulation of strategy and policy in respect of public transport and highways issues. As the parking authority for the district East Herts Council leads on the formulation of strategy and policy in respect of its off-street car parks. As the planning authority, East Herts must have regard to planning policy guidance in the areas of parking and transport when making planning decisions.

2.0 Report

2.1 East Herts Council does not as yet possess a single document that could be regarded as a comprehensive parking and transport strategy although possible elements, such the Council's parking enforcement guidelines and car park charging policies have been agreed by Members and are in force. Development of the Council's off-street parking arrangements and approach to on-

street parking management has therefore been reached largely on an ad-hoc, 'needs' basis.

2.2 In the light of the above the Council regards it as timely to prepare a comprehensive Parking and Transport Strategy, initially to cover the period 2012/22. The last eighteen months have been concerned with consultation and researching national, regional and local statute, regulations and policy. The period between November 2011 and March 2012 will be dedicated to finalising the Strategy, with adoption by the Council expected in Spring 2012.

2.3 Hertfordshire County Council has a statutory duty to prepare a local transport plan for the county. The most recent plan, LTP3, was issued in 2011 and covers the period 2011-2031. "Daughter" documents to LTP3 include Urban Transport Plans, again prepared by the County Council. It is appropriate for the East Herts strategy to be congruent with the County Council plan; therefore the former will align with the five statutory goals of LTP3 as follows:

- Tackling Climate Change
- Supporting Economic Growth
- Promoting Equality of Opportunity
- Contributing to Better Safety, Security and Health
- Improving Quality of Life

2.4 The consultation phase of the development of East Herts Council's strategy has been extensive. At the end of 2010 East Herts conducted a survey of its residents through its "Link" magazine. Approximately 700 responses were received. The results of the main survey questions are attached as **Essential Reference Paper B**.

2.5 Comments were also sought at a round of Community Voice meetings in late 2011 and although a limited range and number of comments were received, consideration of these has been built into the process. A round of initial consultative meetings with Town Councils was also held at this time.

3.0 Work of the Task and Finish Group

3.1 A review of progress during the summer of 2011 found that a large number/range of issues and desired outcomes had been identified during the consultation and research phase. It was recognised there are clear tensions between many and that in an

environment of financial constraint a process of prioritisation would be needed if the strategy was to provide Members with an informed framework for decision making.

3.2 Members therefore established a Task and Finish Group to shape the final stages of the strategy's development; in particular by identifying areas where further work was needed to weigh and agree local priorities from the many desirable (and sometimes conflicting) outcomes identified by residents, traders, Members and others.

3.2 As part of the process of developing a local strategy to meet local needs, the Task and Finish Group agreed to canvass the views of key representatives of the district's towns and rural communities. The Group committed to seek the views of a range of groups and individuals, such as traders, voluntary organisations and town and parish councils. The Terms of reference of the Group are provided as **Essential Reference Paper C**.

3.3 To this end a round of focus groups was held from late September onwards, with the final meeting in Ware scheduled for 2 November. (A verbal report on the Ware meeting will be given at the Committee). The delegates at each meeting were invited by the appropriate Member on the Task and Finish Group, who also co-chaired the meeting in their town. Attendees were invited to debate the outcomes already identified, contribute any of their own as yet not identified and then prioritise four or five that they considered were key to the needs of their town or community.

3.4 At the request of the Task and Finish Group, officers have also sent a questionnaire to all parish councils in East Herts, again asking them to identify and prioritise the key parking and transportation outcomes for their communities. A number of responses have been received; however it has not been possible to report on findings in time for this report

3.5 This report offers a summary of feedback arising from the above processes and offers preliminary findings arising from work undertaken so far, which Members may find of assistance - not least during the current, budget setting process.

3.6 While no two responses have been identical, some desired outcomes, albeit with different emphasis, featured as a priority in a number of responses:

- Promotion of the economic wellbeing of our towns and villages.
- Improved road safety for all users.
- Improved public transport accessibility.

With such outcomes prioritised for each main town and our rural communities the strategy will outline a number of policy options and discuss the suitability of each in the context of some identified 'first principles' such as whether it is the service user should pay, whether we should be discouraging the use of private transport for a range of reasons and whether surpluses from parking income, where these exist, should be ring-fenced for certain purposes.

3.7 A summary of the ranked outcomes from each focus group meeting is attached as **Essential Reference Paper D**.

3.8 The final stage in this process will be the preparation of the final strategy document which will be submitted to the Environment Scrutiny Committee on 13 March 2012 and from there to the Executive and finally full Council

4.0 Implications/Consultations

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

Background Papers

1. HCC Local Transport Plan 3 (LTP3).
2. HCC Urban Transport Plans.
3. Results of "Link" survey 2010.
4. Results of consultation meetings September/October/November 2011.
5. Results of consultation with Parish Councils September/October 2011.

Contact Member: Councillor G McAndrew – Chairman of Transport and Parking Task and Finish Group.

Contact Officer: Neil Sloper, Head of Customer Services and Parking, Extn: 1611.

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

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>Improving standards of the built neighbourhood and environmental management in our towns and villages.</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>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>As will be noted from the main body of the report, extensive consultation has been undertaken during the preparation of the Parking and Transport Strategy.</p>
<p>Legal:</p>	<p>N/A</p>
<p>Financial:</p>	<p>An important aspect of this Strategy will be identification and prioritisation of desirable outcomes for the development of transportation and parking in East Herts for the period 2012/22, enabling the formulation of policies to underpin this development.</p> <p>Delivery of these outcomes is likely to involve capital and/or revenue expenditure; however this will be a strategy document and will not seek to explore this aspect in depth. Officers would expect to bring forward costed proposals through the MTFP process in respect of any proposed development that carries capital or revenue implications.</p>
<p>Human Resource:</p>	<p>N/A</p>
<p>Risk Management:</p>	<p>N/A</p>

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Essential Reference Paper B
Issues arising from the 2010 East Herts “Link” Survey

1. Bishop’s Stortford Question 10 – Ease of Parking

Public Comments	Considerations
Insufficient parking – especially at peak times inc. Saturdays.	i) Parking is in a state of flux. Possible addition of spaces as part of Causeway development? ii) Should we be encouraging vehicles into the town centre? iii) Possible creation of park and ride within ten years? iv) Short term, second deck on Northgate End and linking of Northgate End to Link Road to create more spaces?
Car park spaces too narrow for larger cars.	i) Could look to widen spaces in some car parks, but with resulting loss of space, which conflicts with comment above.
Parking too expensive	i) Council policy is that the user pays for the service where possible and appropriate. (Supported by 80% of respondents in survey). ii) P&D surplus supports other aspects of the service (e.g. enforcement service) but also contributes to general fund expenditure.
Not enough blue badge bays	i) Only J Square MSCP meets DfT guideline of 6% blue badge spaces. ii) On-street blue badge bays are not time limited. Should we impose a 3hr time limit to encourage turnover? iii) We have an ageing population. Should we create more blue badge bays? (Conflicts with comment concerning insufficient parking?)
Change car park management system (e.g. pay on exit).	i) Existing P&D machines have around six years of remaining life. ii) Until recently technology would not have supported pay on exit in most car parks. Recent advances may make this possible in some form.

2. Bishop’s Stortford Question 12 – Condition of Car Parks

Public Comments	Considerations
Car park spaces too narrow for larger cars.	i) Could look to widen spaces in some car parks, but with resulting loss of space, which conflicts with comment above.
Anti-social behaviour, especially in J Square MSCP	i) How to manage? Close earlier? Staff the car park, negotiate increased police presence?
Surface of some car parks poor – especially Apton Road	i) Apton Road has been purchased by EHC and is scheduled for refurbishment.
Litter, broken glass and other detritus.	i) Cleansing of car parks exists as part of Waste Management contract. Does specification need to be enforced and/or beefed up? Should we create a bespoke cleansing operation for car parks?

3. Bishop’s Stortford Question 20 – Encouraging Modal Shift

Public Comments	Considerations
Public transport inadequate, unreliable and expensive.	i) Viability of services? ii) Reduced ability to subsidise? iii) Need to create new model of bus service – community buses (e.g. Sawbobus?)
Need better dedicated cycle lanes and cycle storage provision.	1. Negotiate through UTP process? 2. Consider provision of cycle storage facilities in car parks?

4. Bishop's Stortford – General Comments

There is less demand than in Hertford for a changed method of car park management (i.e. pay on exit/foot), but it is still present.

Most car parks in B Stortford are open and small to medium, where until recently the installation and maintenance of a barrier control system would have been expensive in capital and revenue terms. Recent advances in technology (e.g. ANPR) may create options for the future, perhaps linked to the required replacement of the existing pay and display machines in around six years' time and the re-tendering of the parking enforcement contract.

There is more of a claim than in Hertford that there is insufficient car parking in Bishop's Stortford, especially on Saturdays and at peak times.

Bishop's Stortford certainly operates at higher occupancy than Hertford (approx. 80% against approx. 60%). This creates less spare capacity at peak times. The question is, to what extent should we be building car parks in our town centres and encouraging people to drive into them?

Short term we could look at opportunities to use the existing capacity better through re-designation and create a small amount of extra capacity, perhaps linked to the Henderson development.

A longer term vision must prevail here and the "carrot and stick" approach is valid. A park and ride system feeding in from the ring road and more extensive public transport serving the rural community would enable car park capacity in the town centre to be reduced and charged differently, reducing congestion at the same time.

There seems to be a perception among residents that their on-street parking is "abused" by town centre workers, commuters and airport parkers. This leads to calls for the continuation of the resident permit parking scheme (as borne out in the general question 17, where 73% overall believe that parking in residential streets should be prioritised for residents).

Balancing residential and "outsider" parking is the issue here. The counter-argument put by the business community is that if off-

street car parking was not so expensive, they might not have to park on-street to avoid paying them.

The “Link” Survey was a parking survey and did not tap into views on transport issues, except in the area of public transport where, as can be seen above, the perception is that it is inadequate, unreliable and costly. That said there is ample evidence that Bishop’s Stortford town centre can become congested, especially at peak times.

The above could further legitimise the creation of park and ride facilities, working from the ring road. In addition, HCC should be encouraged to upgrade the traffic light system in the town to better manage the flow of traffic into and through the town.

Recommendations

Short Term – 1 to 3 years

1. Look at potential, perhaps linked to the Henderson development, to augment parking capacity in the town centre.
2. Look at how we designate car parks to keep longer term parking on the periphery and reduce congestion in the town centre.
3. Encourage HCC to upgrade traffic light network in town centre to improve traffic flow.
4. Explore options to improve public transport options – especially between the town and the surrounding villages.
5. Explore options for improved cycle provision (UTP issue?) plus cycle storage in car parks.
6. Review on-street and off-street provision for blue badge parking in the town.

Medium Term – 4 to 7 years

1. Use opportunity created by need to replace existing P&D machines to review existing car park payment/management system.
2. Work with HCC and others to better control vehicle access to the historic centre of the town.

Longer Term – 8 to 10 years

1. Pursue park and ride option, perhaps linked to development of ASRs and other growth in the town.

1. Herford Question 10 – Ease of Parking

Public Comments	Considerations
Lack of parking spaces	i) These comments were made when G Way MSCP was closed for refurbishment. Car park is now open. Hertford has sufficient capacity in most circumstances.
Car park spaces too narrow for larger cars.	i) Could look to widen spaces in some car parks, but with resulting loss of space, which conflicts with comment above.
Parking too expensive	i) Council policy is that the user pays for the service where possible and appropriate. (Supported by 80% of respondents in survey). ii) P&D surplus supports other aspects of the service (e.g. enforcement service) but also contributes to general fund expenditure.
Change car park management system (e.g. pay on exit).	i) Existing P&D machines have around six years of remaining life. ii) Until recently technology would not have supported pay on exit in most car parks. Recent advances may make this possible.
Lack of short term on-street parking.	i) Do we want to encourage cars into the historic town centre? ii) Should such “premium parking” be charged at a premium?

2. Hertford Question 12 – Condition of Car Parks

Public Comments	Considerations
Condition of some car parks poor – especially Bircherley Green	i) Bircherley Green is scheduled for refurbishment in 2011/12 and options for its longer term future are being considered.
Change car park management system (e.g. pay on exit).	i) Existing P&D machines have around six years of remaining life. ii) Until recently technology would not have supported pay on exit in most car parks. Recent advances may make this possible.
St Andrew Street always full and want to see it allow all day parking.	i) Was abnormally full due to G Way temporary closure. ii) All day parking will make it difficult for the shoppers on whom the St Andrew Street trading community depends.

3. Hertford Question 20 – Encouraging Modal Shift

Public Comments	Considerations
Public transport inadequate, unreliable and expensive.	i) Viability of services? ii) Reduced ability to subsidise? iii) Need to create new model of bus service – community buses (e.g. Sawbobus?)
Need better dedicated cycle lanes and cycle storage provision.	i) Negotiate with HCC? ii) Consider provision of cycle storage facilities in car parks?

4. Hertford – General Comments

There is a stronger call for a changed mechanism for car park management in Hertford such as pay on foot/exit.

Most car parks in Hertford are open and small to medium, where until recently the installation and maintenance of a barrier control system would have been expensive in capital and revenue terms. Recent advances in technology (e.g. ANPR) may create options for the future, perhaps linked to the required replacement of the existing pay and display machines in around six years' time and the re-tendering of the parking enforcement contract.

There is a suggestion that there is inadequate parking provision in Hertford.

This survey was undertaken at a time when Gascoyne Way MSCP was closed for refurbishment. There is no evidence that under normal conditions there is an insufficient supply of car parking in Hertford and it will be augmented by 232 spaces when the new Sainsbury is built.

The “Link” Survey was a parking survey and did not tap into views on transport issues, except in the area of public transport where, as can be seen above, the perception is that it is inadequate, unreliable and costly. That said, there is evidence that Hertford town centre can easily become congested.

The Hertford and Ware UPT discusses the creation of park and ride facilities serving Hertford and Ware, perhaps working from the A10.

We should work with the County Council to explore ways in which vehicular access to the historic town centre can be better managed.

Recommendations

Short Term – 1 to 3 years

1. Look at how we designate car parks to keep longer term parking on the periphery and reduce congestion in the town centre.

2. Explore options to improve public transport options – especially between the town and the surrounding villages.
3. Explore options for improved cycle provision plus cycle storage in car parks.
4. Review on-street, short stay parking provision in the town.

Medium Term – 4 to 7 years

5. Use opportunity created by need to replace existing P&D machines to review existing car park payment/management system.
6. Work with HCC and others to better control vehicle access to the historic centre of the town.

Longer Term – 8 to 10 years

7. Explore Hertford and Ware park and ride option with HCC.

1. Ware Question 10 – Ease of Parking

Public Comments	Considerations
Want one hour free parking.	i) There is one hour free parking on-street in Ware town centre. ii) Most short stay parking in Ware is for two hours or less, so a free first hour in the car parks will reduce considerably car park income.

2. Ware Question 12 – Condition of Car Parks

Public Comments	Considerations
None	N/A

3. Ware Question 20 – Encouraging Modal Shift

Public Comments	Considerations
Public transport inadequate, unreliable and expensive.	i) Viability of services? ii) Reduced ability to subsidise? iii) Need to create new model of bus service – community buses (e.g. Sawbobus?)
Need better dedicated cycle lanes and cycle storage provision.	i) Negotiate with HCC? ii) Consider provision of cycle storage facilities in car parks?

4. Ware – General Comments

There were very few Ware – specific comments or suggestions in the survey.

The general comments made in respect of the inadequacy of public transport alternatives to the use of the private motor vehicle can be regarded as applying just as much to Ware as they do to other towns and villages.

There is no evidence of insufficient off-street parking capacity in Ware.

The general comments concerning pay and display vs. pay on foot/exit can be regarded as applying just as much to Ware as they do to Bishop's Stortford and Hertford.

Recommendations

Short Term – 1 to 3 years

1. Explore options to improve public transport options – especially between the town and the surrounding villages.
2. Explore options for improved cycle provision plus cycle storage in car parks.
3. Review on-street, short stay parking provision in the town.

Medium Term – 4 to 7 years

4. Use opportunity created by need to replace existing P&D machines to review existing car park payment/management system.

Longer Term – 8 to 10 years

5. Explore the Hertford/Ware park and ride option with HCC.

1. Sawbridgeworth Question 10 – Ease of Parking

Public Comments	Considerations
Bell Street car park should be free with limited parking restrictions to stop abuse.	i) Conflicts with EHC policy that the user pays.

2. Sawbridgeworth Question 12 – Condition of Car Parks

Public Comments	Considerations
None	N/A

3. Sawbridgeworth Question 20 – Encouraging Modal Shift

Public Comments	Considerations
None	N/A

4. Sawbridgeworth – General Comments

There were very few comments that could be related specifically to Sawbridgeworth.

One comment (which is borne out by other sources) concerns the parking provision on Bell Street – one of the key shopping streets in the town. There is a call from traders and others for some short stay permitted parking to be permitted on Bell Street.

This has been explored on more than one occasion and each time the County Council has advised that Bell Street is unsuited to permitted parking due to its width. East Herts Council is not in a position to go against the Highway Authority’s decision. It must also be recognised that Bell Street car park is a few yards walk away and there are some limited waiting (free) bays in this car park.

Although it was not evidenced in the “Link” survey, there is evidence from other sources that people do not like having to pay for the use of the Bell Street car park and that the terms of operation of the car park should be changed to facilitate more free, short stay parking (e.g. first hour free).

As the majority of parking in Bell Street car park is for two hours or less, making it free for the first hour would reduce significantly car park income.

Recommendations

Short Term – 1 to 3 years

1. Look at potential for the extension of the “Sawbobus” model to develop a community transport network in other towns and villages.
2. Continue to participate in the B Stortford and Sawbridgeworth UTP.

Medium Term – 4 to 7 years

3. Use opportunity created by need to replace existing P&D machines to review existing car park payment/management system.
4. Work with HCC and others to better control vehicle access to the historic centre of the town.

Longer Term – 8 to 10 years

None perceived (could change if “North of Harlow” receives go ahead)

1. Buntingford Question 10 – Ease of Parking

Public Comments	Considerations
Difficult to find on-street free bays	i) There are a large number of 1hr free bays around Buntingford which are rarely all full at the same time.
Object to paying in car park	i) The Council has a policy that the user pays.

2. Buntingford Question 12 – Condition of Car Parks

Public Comments	Considerations
None	N/A

3. Buntingford Question 20 – Encouraging Modal Shift

Public Comments	Considerations
None	N/A

4. Buntingford – General Comments

There were no comments that could relate specifically to Buntingford.

Recommendations

Short Term – 1 to 3 years

1. Look at potential for the extension of the “Sawbobus” model to develop a community transport network in other towns and villages.

Medium Term – 4 to 7 years

2. Use opportunity created by need to replace existing P&D machines to review existing car park payment/management system.

Longer Term – 8 to 10 years

None perceived.

1. Stanstead Abbots Question 10 – Ease of Parking

Public Comments	Considerations
On-street parking for some residents difficult.	i) A resident permit parking scheme for Stanstead Abbots is unlikely. ii) HCC has already advised it has done as much as it can to ameliorate.

2. Stanstead Abbots Qn 12 – Condition of Car Parks

Public Comments	Considerations
None	N/A

3. Stanstead Abbots Qn 20 – Encouraging Modal Shift

Public Comments	Considerations
None	N/A

4. Stanstead Abbots – General Comments

There were no comments that could relate specifically to Stanstead Abbots.

Recommendations

Short Term – 1 to 3 years

1. Look at potential for the extension of the “Sawbobus” model to develop a community transport network in other towns and villages.

Medium Term – 4 to 7 years

2. Use opportunity created by need to replace existing P&D machines to review existing car park payment/management system.

Longer Term – 8 to 10 years

None perceived.

1. Rural Communities

It is difficult to isolate the views of residents in our rural communities within the survey. 97% of respondents advise they own or have access to a car, although more authoritative statistics suggest that this figure is around 86% of East Herts residents.

It is suggested that access to services is likely to be the biggest parking and transport challenge facing our rural communities – particularly those residents who do not have access to private transport.

Non Town Specific Issues

The “Link” survey, to which some 700 residents responded, gives us an excellent snapshot of the views of our residents about parking in East Herts. Many will also be workers and shoppers in East Herts; thus these views have validity from a number of perspectives.

Where comments and suggestions relate clearly to one town, they have been ascribed to that town and some of the related policy and practical considerations have been attached.

A large number of general, non town-specific comments were received as follows:

Issue	Comments
Footway and grassed verge parking.	Strong public support for a targeted ban.
Blue badge parking	Public support for greater provision. Little public support for charging blue badge holders in car parks.
Sunday parking charges in car parks	Little public support. This was tested through consultation in 2010 and is not current East Herts policy.
On-street pay and display	Little public support. This was tested through consultation in 2010 and is not current East Herts policy.
Residential parking	Strong public support for prioritising residents’ parking in residential streets. Chimes with current policy on offering resident permit parking schemes where

	appropriate.
Town centre environment	Public support for making our historic town centres largely traffic free zones.

Issue	Comments
Hierarchy of parking priorities.	The majority of the public appear to regard convenience as more important than even price when seeking to park.
Role of parking management	The strong public view is that parking management should be geared towards promoting healthy and vibrant towns and villages.
Allocation of surpluses	The majority of the public want to see any car park surplus invested in public transport improvements.
Paying for parking	The strong view is that the user pays – congruent with current East Herts policy in this area.

Recommendations

In parallel with the town-specific recommendations listed earlier, the Council should consider introducing the following changes on a more general basis.

1. Promote a targeted footway and grassed verge parking ban across East Herts. (It will be understood that surveying the district and implementing the ban will require significant resourcing).
2. Continue to develop its parking enforcement regime both on street and in the back office to ensure maximum congruence with Traffic Management Act 2004 objectives and also the objectives of our residents, which is to promote the safe and efficient movement of traffic and pedestrians.
3. Formulate a clear policy statement on how the Council perceives the role of the motor vehicle in East Herts and how it proposes in general terms to balance the needs/demands of

key stakeholder groups such as residents, traders, shoppers when demand is likely to exceed supply.

4. More closely and overtly link its parking strategy and policies to environmental and planning considerations and the development of policies in these areas.
5. Pursue all opportunities to work with and lobby organisations such as HCC to pursue the Council's parking and transport objectives.



Terms of Reference – Parking and Transport Strategy
Task and Finish Group

What is the purpose of the review – what would it achieve?

- To establish local ambitions, issues, imperatives, desirables and priorities relevant to Parking and Transport for each of the 5 towns and the rural areas of East Herts.
- To major on those areas which East Herts can action and influence.

In order to develop policy proposals for Council to consider which offer the best possible 'access to services' for all our residents, shoppers, visitors, commuters and business community – on the understanding

- there will have to be a balance of the often conflicting needs of stakeholders
- we have to work within national legislation and guidance and under the local LTP3/UTP framework whilst reflecting the unique character of East Herts
- we have to be mindful and realistic of the current economic climate

How would you judge if it were successful?

- Production of a practical / pragmatic document that will facilitate consistent decision making
- Improved 'access to services' for stakeholders
- Engagement of and agreement from the town councils and civic/business federations
- Positive feedback from residents in Residents' Survey
- Press response (inc letters in paper)

What would be the distinct stages and timing of the review?

- Summer/Autumn 2011 and Spring 2012 – Task and Finish Group
- 15 November 2011 – Interim report to Environment Scrutiny Committee
- 13 March 2012 - Final report to Environment Scrutiny Committee
- 22 May 2012 – Report to Executive

- 4 July 2012 – Report to Council

How could our residents (and partners) be involved? (Location of meetings?)

- Responses to resident survey published in LINK magazine
- Meeting in each of the 5 towns with representation from key stakeholders relevant to each location + Rural meeting
 - 8 Sept (5.30?)
 - 15 Sept – Rural Parish Conference
 - 22 Sept (5.30?)
 - 29 Sept (5.30?)
 - 5 Oct (5.30?)
 - 20 Oct (5.30?)

<p>Documents/evidence/research</p> <ul style="list-style-type: none"> • Hertfordshire County Council Local Transport Plan (LTP3) • Hertford and Ware Urban Transport Plan • Bishops Stortford and Sawbridgeworth Urban Transport Plan (under development) • Other, current UTPs • Steer Davies Gleave report on transport in Bishop’s Stortford (2006) • Communities and Local Government – Planning Policy Guidance PPG13 (Transport) • East Herts Council Sustainable Community Strategy • East Herts Council Local Development Framework • Results of East Herts Council “Link” survey (2010) • Results of East Herts Council Community Voice and Town Council meetings (2010) • East Herts Council policies in related areas (e.g. charging policies, enforcement policies) • DfT Community Transport: Guidance for Local Authorities 	<p>Questions to be asked</p> <p>Performance Indicators covering this topic.</p> <p>Other metrics:</p> <ul style="list-style-type: none"> • Place Survey, • Residents’ Survey • complaints, compliments & comments <p>External sources of data</p> <ul style="list-style-type: none"> • from partners • from LSP <p>etc....</p>
<p>Site visits</p> <p>Meet in each of the 5 main towns</p>	<p>Questions to be asked</p> <p>T/B/A</p>
<p>Support required from officers</p>	<p>Questions to be asked</p> <p>T/B/A</p>

Essential Reference Paper C

Witnesses <ul style="list-style-type: none">• Exec Member: Cllr Mike Carver• Invitees at each of the 5 town meetings and parish council reps at the Rural Parish Conference	Questions to be asked T/B/A
On going monitoring of action plan, outcomes and impact Who? How/when?	Questions to be asked T/B/A

Prioritisation of Outcomes – Towns and Rural Communities

1. Bishop's Stortford

Priority Outcomes

1. Improve availability and accessibility of parking.
2. Revise car park charging structures
3. Address problems of congestion in and around the town centre.
4. Improve public transport availability – especially for the more disadvantaged areas of the town and its rural hinterland.
5. Review blue badge parking provision.
6. Resolve perceived conflicts between planning policy and transport policy and practice.

2. Buntingford

Priority Outcomes

1. Promote the economic wellbeing of the town and its surrounding villages.
2. Promote the safe and efficient passage of all road users, including motorists and pedestrians.
3. Review existing on-street controls and permitted parking to ensure they are operating to best effect.
4. Review the cost and structure of off-street parking charges.
5. Review the culture and policies of the enforcement service.
6. Review public transport provision in line with planned growth of the town.

3. Hertford

Priority Outcomes

1. Alternative car park control system (e.g. pay on foot/exit).
2. Preserve free limited waiting bays on-street and look to expand the provision.
3. Improve provision of parking for workers.

4. Improve advertising within and between car parks, including directing motorists to alternatives.
5. Consider flexible use of on-street bays in resident parking areas.

4. Sawbridgeworth

Priority Outcomes

1. Create more short stay parking provision.
2. Create more short stay (free) bays.
3. Ensure sufficient long stay parking for workers at preferential rates.
4. Improve road safety.

5. Ware

The Ware meeting on 2 November took place too late to be reported here. Concerns identified by residents in the “Link” survey that are likely to be agreed and prioritised at the 2 November meeting include (in no order of priority):

1. Inadequate public transport.
2. Car park control system (i.e. pay and display v pay on foot/exit).
3. Improve cycle provision

6. Rural Communities

It was not possible to hold a single meeting with representatives of our rural communities. Their views were canvassed at the East Herts 2011 Rural Parish Conference on 15 September 2011 and will be augmented by the results of the parish council survey referred to in this report.

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 15 NOVEMBER 2011

REPORT BY LEADER OF THE COUNCIL

6. 2011/12 SERVICE PLANS – SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of progress against 2011/12 Service Plan actions relevant to Environment Scrutiny Committee and details an action that requires a revised completion date at Essential Reference Paper “B”.

<u>RECOMMENDATIONS FOR DECISION:</u> that	
(A)	The summary of progress against 2011/12 Service Plan actions be received and the Executive be advised of any recommendations; and
(B)	The actions requiring a revised completion date be noted.

1.0 Background

1.1 The 2011/12 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 15 February 2011 and approved by the Executive at its meeting on 8 March 2011. This report covers the period 1 April to 30 September 2011 for the following services:

- Environmental Services
- Planning and Building Control.

2.0 Report

2.1 In total, there are 29 actions in the 2011/12 Service Plans relevant to Environment Scrutiny Committee, of which:

28% (8) have already been achieved

69% (20) are on target

3% (1) has had its completion date revised.

2.2 An overview of the achievements by Corporate Priority can be summarised as follows:-

Promoting prosperity and well being; providing access and opportunities. *Enhance the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.*

2 actions have been achieved

3 actions are on target

The achievements were:

- A detailed report on the Parks and Open Spaces Development Plan progress over the last five years was submitted to Environment Scrutiny Committee on 6 September 2011. In addition to the many improvements to open spaces over the period of the plan, it noted that the Service had attracted £627,000 in external funding bids and Section 106 contributions of approximately £250,000 in capital funding and £73,000 toward future revenue maintenance costs.
- A Range of activities including “Love Parks” week, encouraging awareness and use of open spaces at Southern Country Park and 'Meet the Animals' events at Pishiobury Park and Red White and Blue Open Space were well attended. A public consultation event at Vantorts (Sawbridgeworth) was used to inform the redesign of the open space. The Council hosted this year’s Sele Farm Community Action Day at The Ridgeway Open Space (Hertford).

Fit for purpose, services fit for you. *Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation.*

5 actions have been achieved

6 actions are on target

1 action has had its completion date revised (detailed in **Essential Reference Paper “B”**).

The achievements were:

- The frequency of Play Area Inspections was reviewed and reduced on less well used sites, largely achieving the savings detailed in the Medium Term Financial Plan.
- A Corporate Car Share Scheme has been developed to support the move of staff from Bishop’s Stortford to Wallfields.
- The seasonal leaf clearance programme will cease from autumn 2012, except in identified roads at higher risk of flooding, in order to meet Medium Term Financial Plan targets.
- Plastic, can and glass banks were withdrawn from May 2011 in order to achieve Medium Term Financial Plan targets.
- New textile banks services were implemented from May 2011 – it is currently predicted that this will generate additional income of £24,000 in the current financial year, contributing to Medium Term Financial Plan targets.

Pride in East Herts. *Improve standards of the neighbourhood and environmental management in our towns and villages.*

1 action has been achieved

7 actions are on target

The achievement was:

- Mixed plastics collections were implemented from 9 May 2011 – recycling of cans and plastics is up despite a national falling trend in the amount of waste residents produce due to the economic climate.

Shaping now, shaping the future. *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.*

3 actions are on target

Leading the way, working together. *Deliver responsible community leadership that engages with our partners and the public.*

1 action is on target.

2.3 **Essential Reference Paper “B” (Pages xxx)** details a 2011/12 Service Plan action that has had its completion date revised. Full progress comments on all 2011/12 Service Plan actions can be accessed by referring to the Council’s performance management system, Covalent (www.covalentcpm.com/eastherts).

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

2011/12 Service Plans report to joint meeting of Scrutiny Committees on 15 February 2011.

2011/12 Service Plans report to the Executive on 8 March 2011.

Contact Member: Councillor A Jackson, Leader of the Council.

Contact Officer: Simon Drinkwater, Director of Neighbourhood Services, Extn: 1405.

Report Author: Dave Cooper, Performance Officer, Extn: 2242.

ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</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>Improving standards of the built neighbourhood and environmental management in our towns and villages.</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>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>There are no specific consultation implications arising directly from this report.</p>
<p>Legal:</p>	<p>There are no specific legal implications arising directly from this report.</p>
<p>Financial:</p>	<p>There are no specific financial implications arising directly from this report.</p>
<p>Human Resource:</p>	<p>There are no specific human resource implications arising directly from this report.</p>
<p>Risk Management:</p>	<p>There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.</p>

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2011/12 Service Plan actions by Corporate Priority where completion dates have been revised.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
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Strapline: Fit for purpose, services fit for you

Corporate Priority: Deliver good quality customer focused services by maintaining and developing a well managed and publicly accountable organisation

By 2013 - Sustain customer satisfaction with the Council as a result of improved customer services and website access.

By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.

By 2013 - Increase the percentage of residents who agree that the Council provides value for money.

Action Code	Section	Action	Description (Target, Outcome and Critical Success Factors)	Due Date	Progress
11-PBC01	Planning and Building Control	Development Control - Implement introduction of local fee setting for planning and related applications.	<p>Target: Ensure that local fees are established.</p> <p>Outcome: Cost of provision of service covered by fee income and greater local ability to set appropriate fees / accountability.</p> <p>Critical Success Factors: Understanding of costs.</p> <p>Environmental Impacts: Pressure to ensure costs minimised may lead to less environmental impacts (printing and paper costs).</p>	30/09/12	Revised completion date from 30 September 2011 to 30 September 2012. Further assessment of the costs of application determination as part of government PAS (Planning Support Service). However, government has delayed introduction of self set charges and no current introduction date is established.

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 15 NOVEMBER 2011

REPORT BY THE DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

7. ENVIRONMENT SCRUTINY HEALTHCHECK – JULY 2011 TO AUGUST 2011

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 July 2011 to August 2011.

<u>RECOMMENDATION FOR DECISION:</u> that	
(A)	That performance be scrutinised and the Executive be informed of any recommendations.

1.0 Background

1.1 This is a performance report relevant to the Environment Scrutiny terms of reference covering the period July 2011 to August 2011.




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 month's Executive Corporate Healthcheck report available on the council website.
- The indicators where data is collected monthly, with performance for August 2011 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 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

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

Pride in East Herts

Performance analysis

- 2.1 **NI 191 - Residual household waste per household.** Performance has improved with less residual waste collected in June and July compared to the first 2 months of the year. As a result projected performance is close to that expected.
- 2.1 **NI 192 - Percentage of household waste sent for reuse, recycling and composting.** Performance improved in July due to a significant increase in the amount of compostable waste collected and is currently above the anticipated target.
- 2.2 Performance for the following indicators were 'Green', which means that targets were either being met or exceeded for August 2011. 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

Performance analysis

- 2.3 **EHPI 6.8 - Turnaround of pre NTO PCN challenges.** Performance was 'Red' for August 2011. Performance remains unchanged from last month. Staff absences due to annual leave continue to affect response times.
- 2.4 The following indicator was 'Green', meaning that targets were either met or exceeded for August 2011. It is:
- EHPI 6.9 – Turnaround of NTO Representations

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

Shaping now, shaping the future

Performance analysis

- 2.5 **EHPI 204 – Planning appeals allowed.** Performance was 'Red' in August 2011. Four out of eight appeals were allowed although one was part allowed.
- 2.6 **NI 157a - Processing of planning applications: 'Major' applications.** Performance was 'Red' for August 2011. The decision for the singular application received was made out of time.
- 2.7 **NI157b – Processing of planning applications: 'Minor' applications.** Performance was 'Amber' for August 2011. 7 decisions out of 35 were made outside of the timescale. 4 of these delayed decisions were made by the committee, 1 was subject to a legal agreement and 1 deferred by committee for additional information, which all led to delays.
- 2.8 The following indicators were 'Green', meaning that targets were either met or exceeded for August 2011. They are:
- NI 157c - Processing of planning applications: Other applications.
 - EHPI 2.1b - Enforcement actions: planning b) formal actions.
 - EHPI 2.1c - Enforcement actions: planning c) prosecutions.

- EHPI 2.2(45) - Number of collections missed per 100,000 collections of household waste.
- EHPI 2.23 - Planning decisions delegated to officers.

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

Unit Cost indicators

2.8 Members are reminded that the following unit cost performance indicators were previously reported to Members unaudited. The Unit cost indicators have now been audited and there has been no change from what was previously reported. Full details of these indicators are listed in **Essential Reference Paper B**. These indicators are used by officers as a tool to help identify possible 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'**.

Essential Reference Papers:

Essential Reference Paper B – Performance Indicator set relating to Environment Scrutiny Committee for period July 2011 to August 2011.

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 15 February 2011 – 2010/11 Estimates and Future Targets report.

Contact member: Councillor Anthony Jackson, Leader of the Council.

Contact Officer: Lorna Georgiou, Performance and improvement Coordinator, Extn: 2244.
Karl Chui, Performance Officer, Extn: 2243.
George A Robertson, Director for 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 neighborhood and environmental management in our towns and villages.</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>None specific to this report</p>
<p>Financial:</p>	<p>None specific to this report</p>
<p>Human Resource:</p>	<p>None specific to this report</p>
<p>Risk Management:</p>	<p>None specific to this report</p>

**Environment Scrutiny Corporate Healthcheck July - August
2011/12**

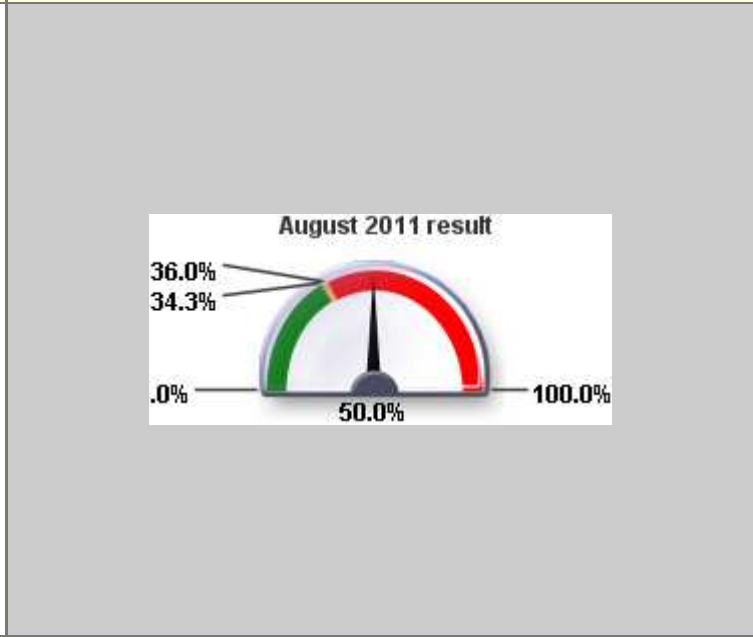
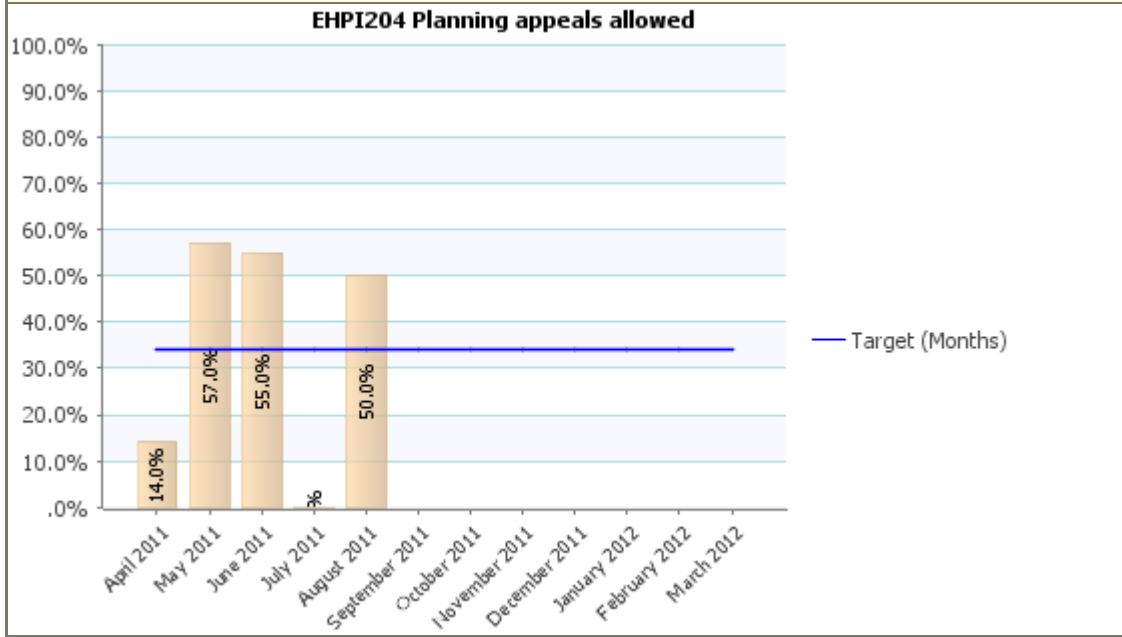


Traffic Light Red
Description Caring about what's built (and) where

Planning and Building Control



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
EHPI204	Planning appeals allowed		50.0%	34.0%		4 out of 8 appeals allowed. although 1 was part allowed	None

Trend Chart **Performance Gauge**

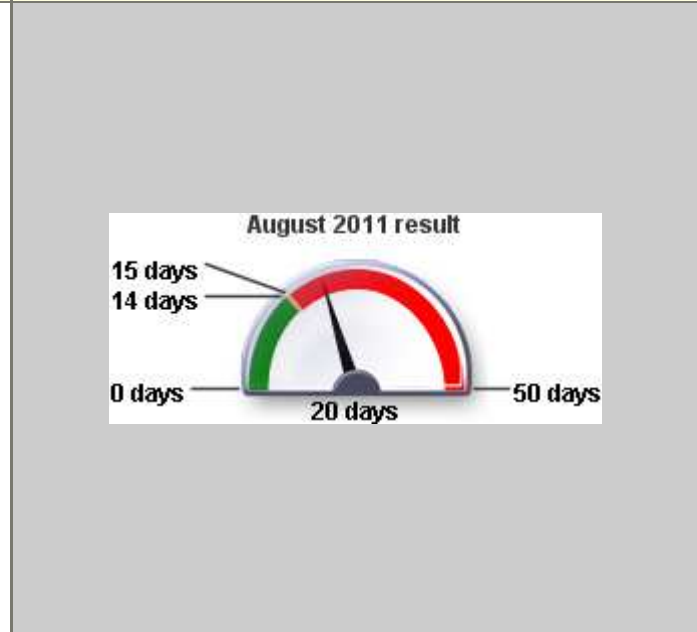
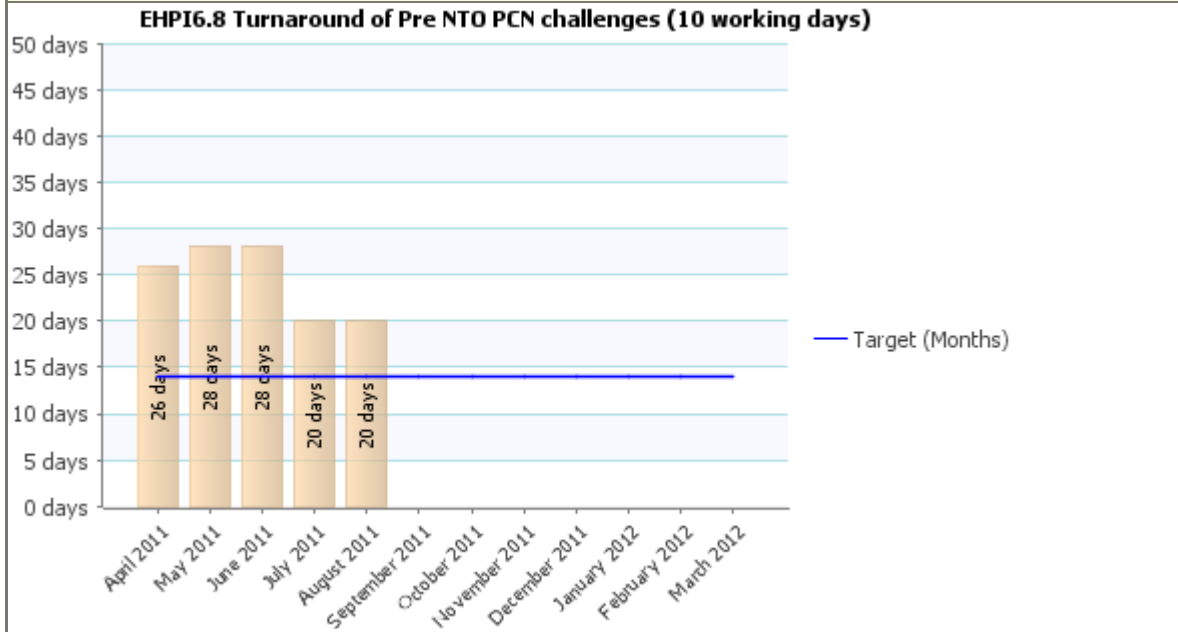


Traffic Light Red
Description Fit for purpose, services fit for you

Parking Services



PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		20 days	14 days		Increased level of response achieved in July maintained during holiday period, performance remains unchanged from last month.	None

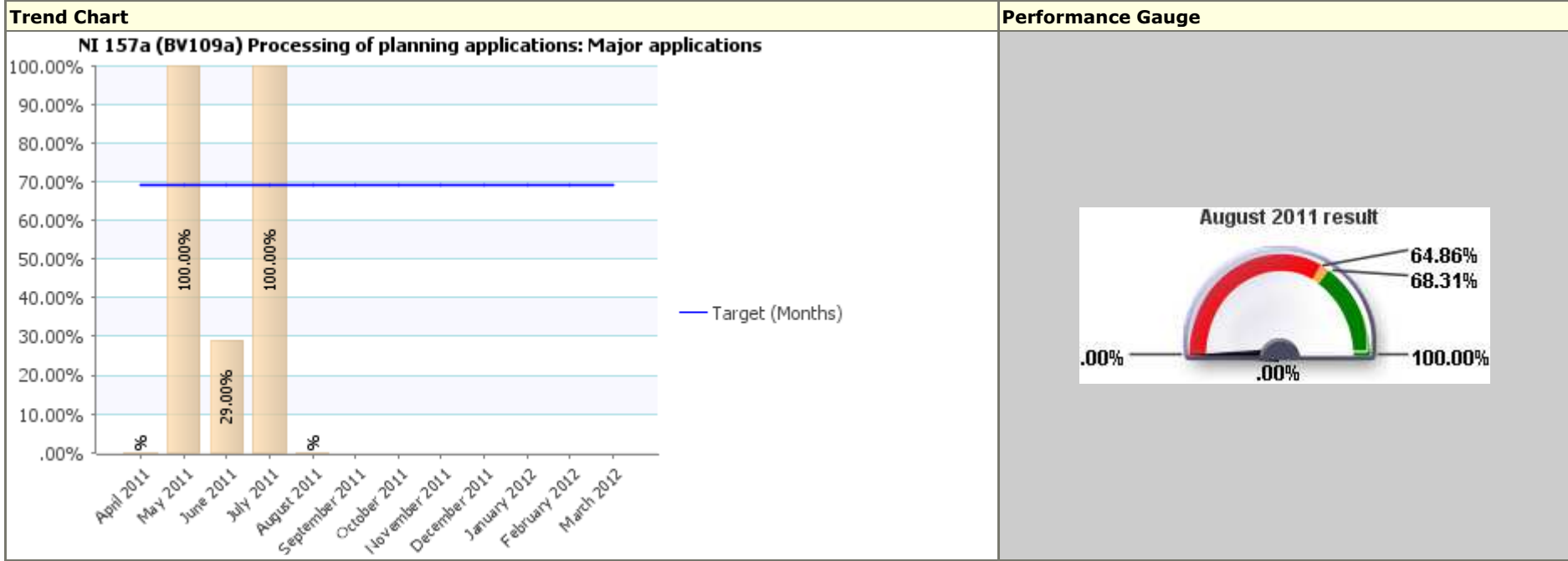
Trend Chart **Performance Gauge**



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 13 th September 2011
NI 157a (BV109a)	Processing of planning applications: Major applications		.00%	69.00%		1 out of 1 overtime	None

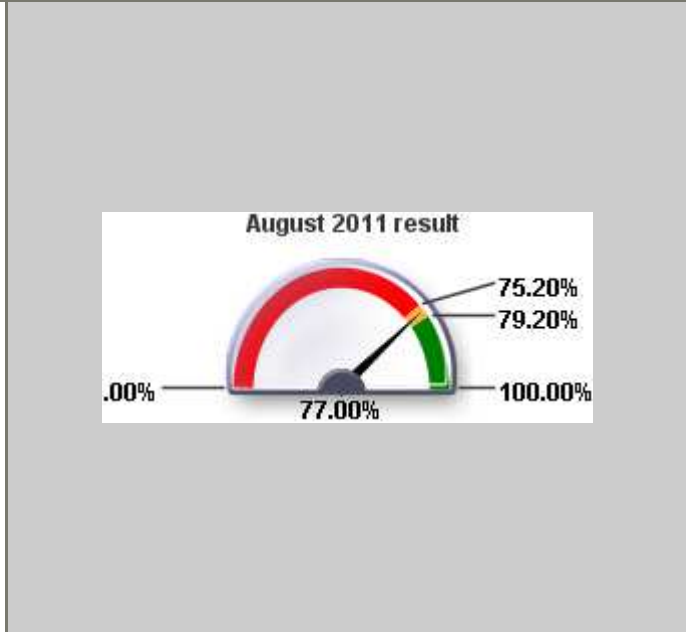
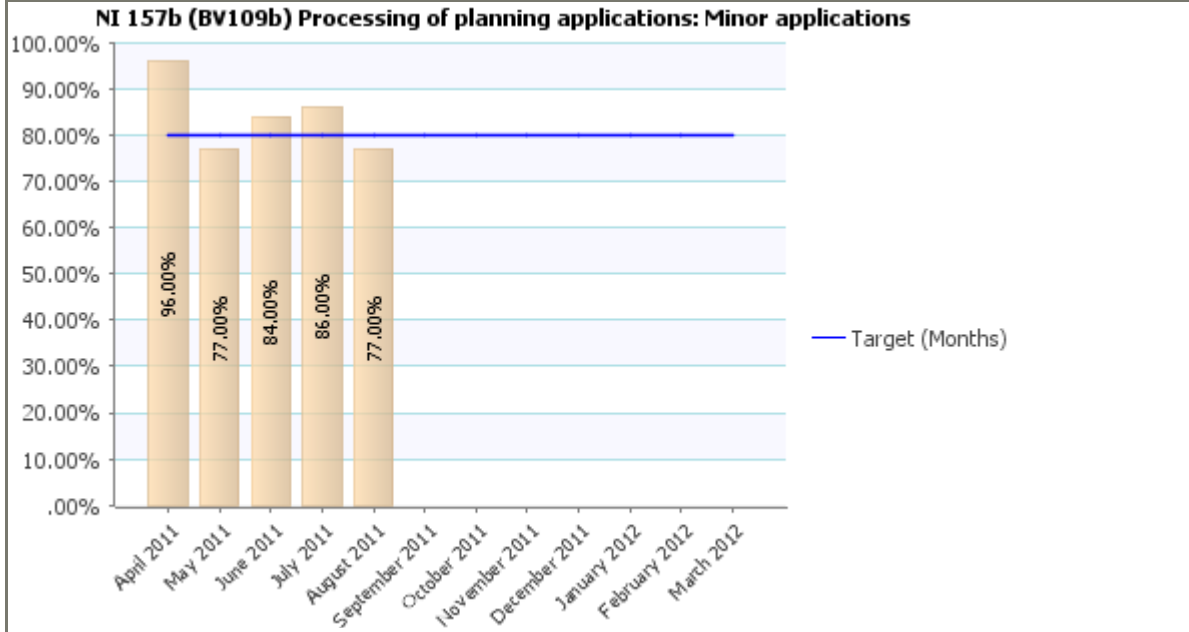


Traffic Light Amber
Description Shaping now, shaping the future

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
NI 157b (BV109b)	Processing of planning applications: Minor applications		77.00%	80.00%		7 decisions out of 35 were made outside of the timescale. 4 of these delayed decisions were made by the committee, 1 was subject to a legal agreement and 1 differed by committee for additional information, which all led to delays.	None

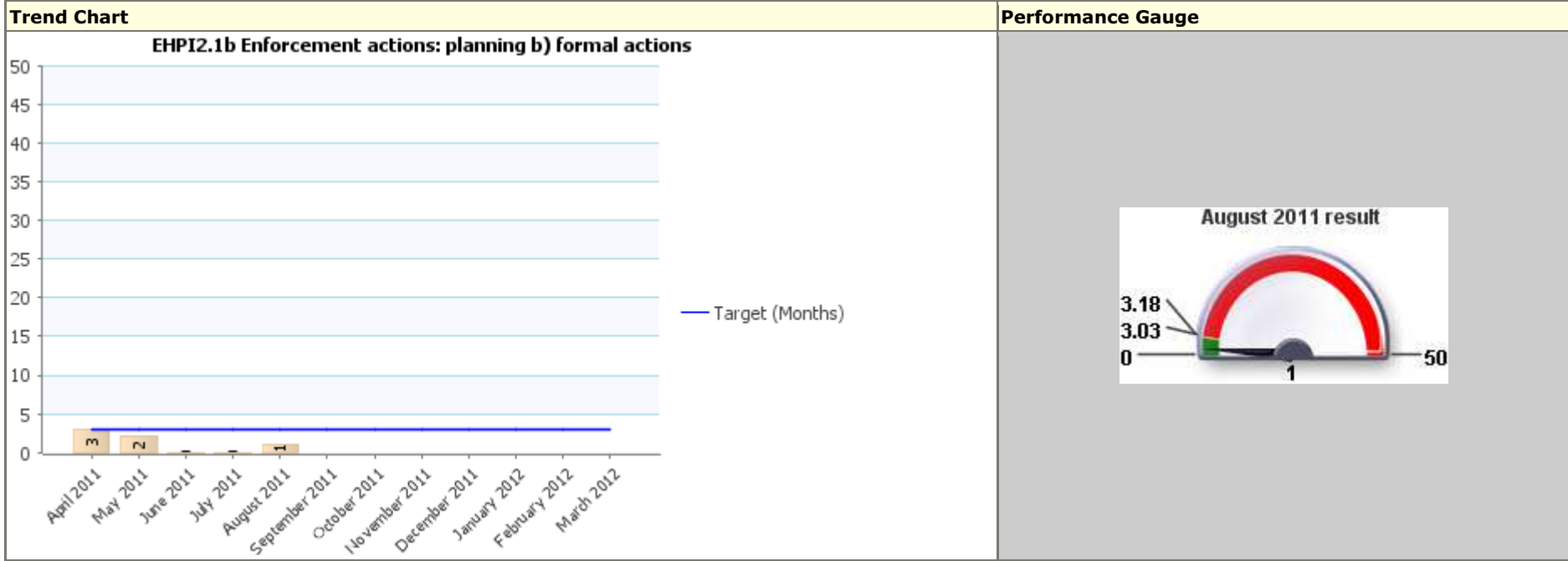
Trend Chart **Performance Gauge**



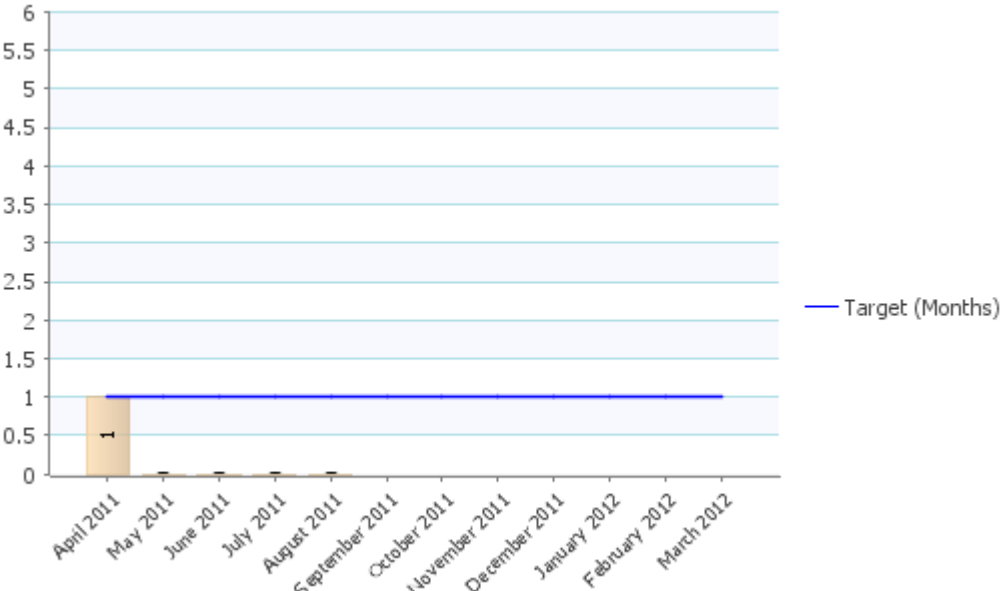



Traffic Light Green
Description Caring about what's built (and) where

Planning and Building control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
EHPI2.1b	Enforcement actions: planning b) formal actions		1	3		Performance is exceeding target.	None



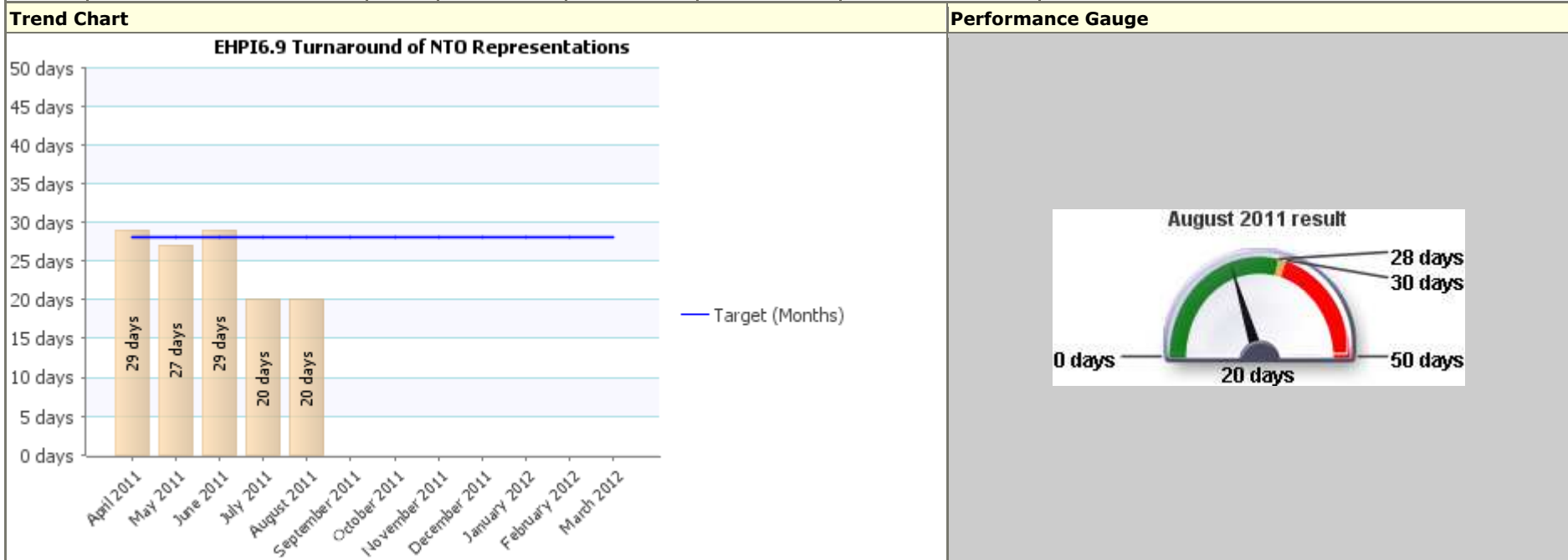
Planning and Building control																																														
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011																																							
EHP12.1c	Enforcement actions: planning c) prosecutions		0	1		Performance is exceeding target.	None																																							
Trend Chart						Performance Gauge																																								
<p>EHP12.1c Enforcement actions: planning c) prosecutions</p>  <table border="1"> <caption>Target and Actual Values for Enforcement Actions</caption> <thead> <tr> <th>Month</th> <th>Actual Value</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2011</td><td>1</td><td>1</td></tr> <tr><td>May 2011</td><td>0</td><td>1</td></tr> <tr><td>June 2011</td><td>0</td><td>1</td></tr> <tr><td>July 2011</td><td>0</td><td>1</td></tr> <tr><td>August 2011</td><td>0</td><td>1</td></tr> <tr><td>September 2011</td><td>0</td><td>1</td></tr> <tr><td>October 2011</td><td>0</td><td>1</td></tr> <tr><td>November 2011</td><td>0</td><td>1</td></tr> <tr><td>December 2011</td><td>0</td><td>1</td></tr> <tr><td>January 2012</td><td>0</td><td>1</td></tr> <tr><td>February 2012</td><td>0</td><td>1</td></tr> <tr><td>March 2012</td><td>0</td><td>1</td></tr> </tbody> </table>						Month	Actual Value	Target (Months)	April 2011	1	1	May 2011	0	1	June 2011	0	1	July 2011	0	1	August 2011	0	1	September 2011	0	1	October 2011	0	1	November 2011	0	1	December 2011	0	1	January 2012	0	1	February 2012	0	1	March 2012	0	1	<p>August 2011 result</p> 	
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March 2012	0	1																																												

Planning and Building Control																			
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011												
EHPI2.23 (188)	Planning decisions delegated to officers		93%	90%		12 decisions decided by committee out of 182	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> </tr> </thead> <tbody> <tr><td>April 2011</td><td>96.5%</td></tr> <tr><td>May 2011</td><td>94%</td></tr> <tr><td>June 2011</td><td>91%</td></tr> <tr><td>July 2011</td><td>93%</td></tr> <tr><td>August 2011</td><td>93%</td></tr> </tbody> </table> <p>— Target (Months)</p>						Month	Value (%)	April 2011	96.5%	May 2011	94%	June 2011	91%	July 2011	93%	August 2011	93%	<p>August 2011 result</p>	
Month	Value (%)																		
April 2011	96.5%																		
May 2011	94%																		
June 2011	91%																		
July 2011	93%																		
August 2011	93%																		

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 13 th September 2011
EHPI6.9	Turnaround of NTO Representations		20 days	28 days		This PI remains within target	None

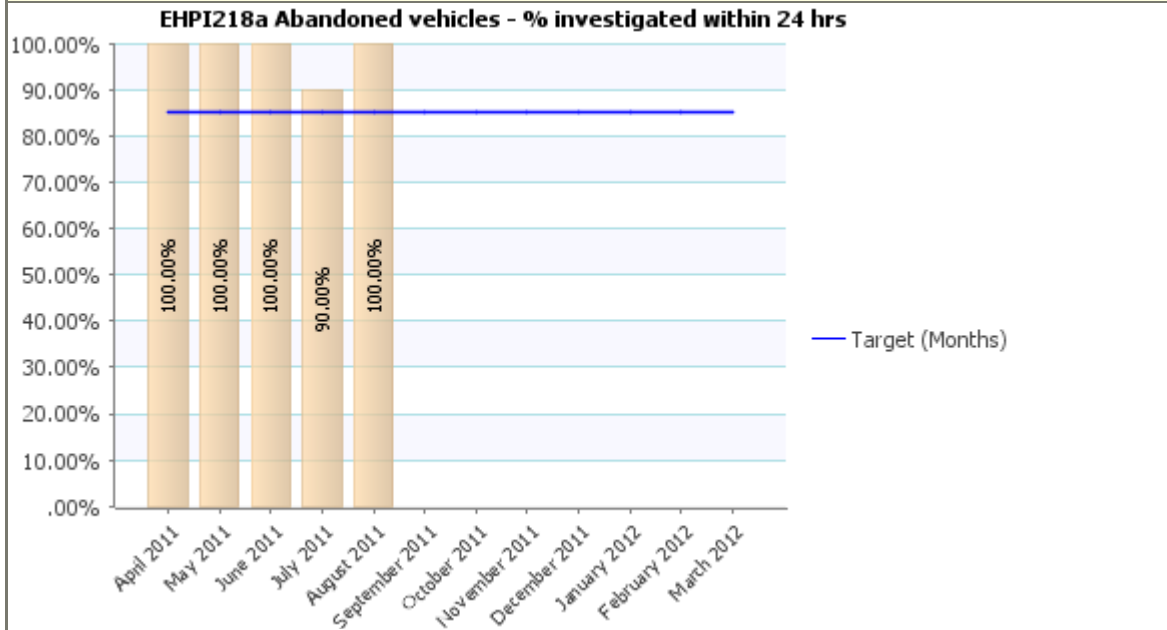




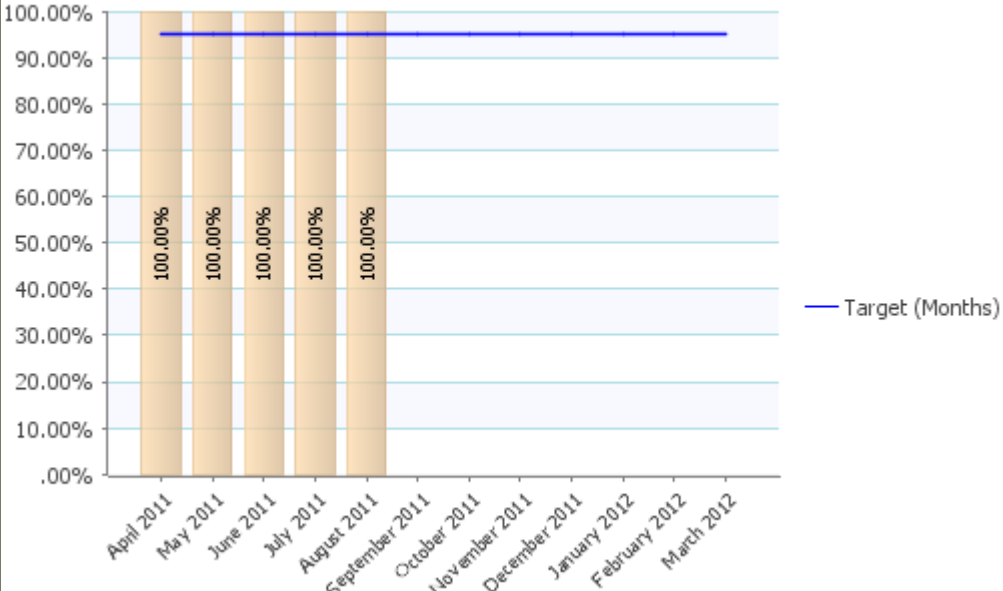

Traffic Light Green
Description Pride in East Herts

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
EHPI218a	Abandoned vehicles - % investigated within 24 hrs		100.00%	85.00%		Perfect performance restored this month with all 18 vehicles inspected within 24 hours.	None

Trend Chart **Performance Gauge**

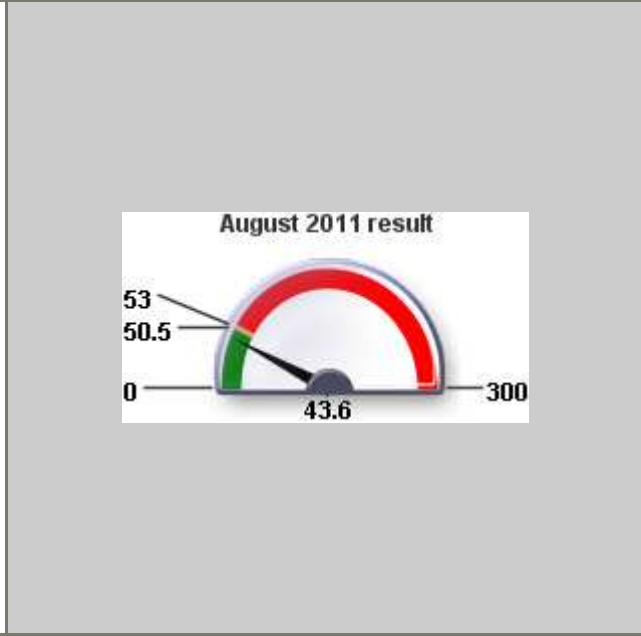
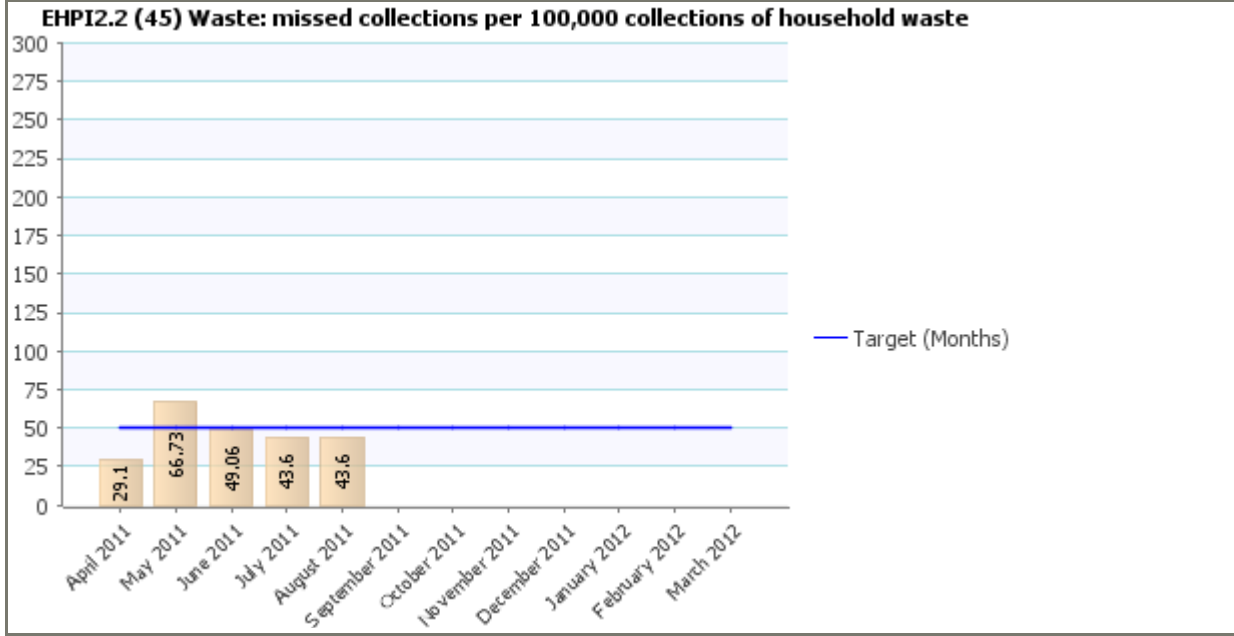


Environment Services																													
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011																						
EHPI218b	Abandoned Vehicles - % removed within 24 hours of required time		100.00%	95.00%		No vehicles needed to be removed this month.	None																						
Trend Chart						Performance Gauge																							
<p>EHPI218b Abandoned Vehicles - % removed within 24 hours of required time</p>  <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2011</td><td>100.00%</td><td>95.00%</td></tr> <tr><td>May 2011</td><td>100.00%</td><td>95.00%</td></tr> <tr><td>June 2011</td><td>100.00%</td><td>95.00%</td></tr> <tr><td>July 2011</td><td>100.00%</td><td>95.00%</td></tr> <tr><td>August 2011</td><td>100.00%</td><td>95.00%</td></tr> </tbody> </table>						Month	Value (%)	Target (%)	April 2011	100.00%	95.00%	May 2011	100.00%	95.00%	June 2011	100.00%	95.00%	July 2011	100.00%	95.00%	August 2011	100.00%	95.00%	<p>August 2011 result</p>  <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>89.30%</td></tr> <tr><td>94.05%</td></tr> <tr><td>100.00%</td></tr> </tbody> </table>		Value (%)	89.30%	94.05%	100.00%
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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 13 th September 2011
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		43.6	50		Performance stable this month, still bettering target.	None

Trend Chart **Performance Gauge**

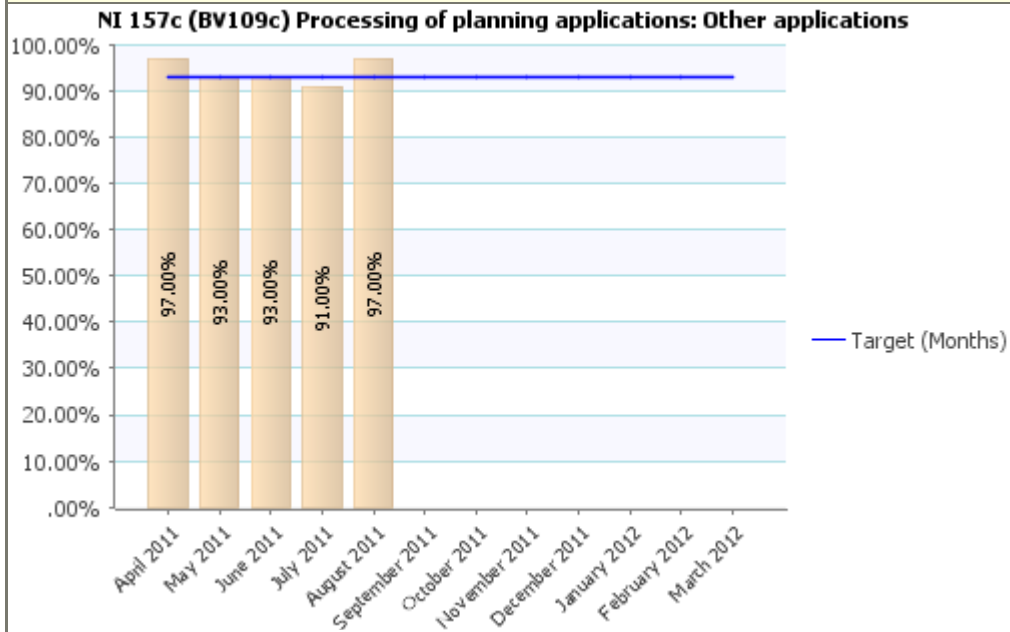


Traffic Light Green
Description Shaping now, shaping the future

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
NI 157c (BV109c)	Processing of planning applications: Other applications		97.00%	93.00%		Performance is exceeding target.	None

Trend Chart





Performance Gauge

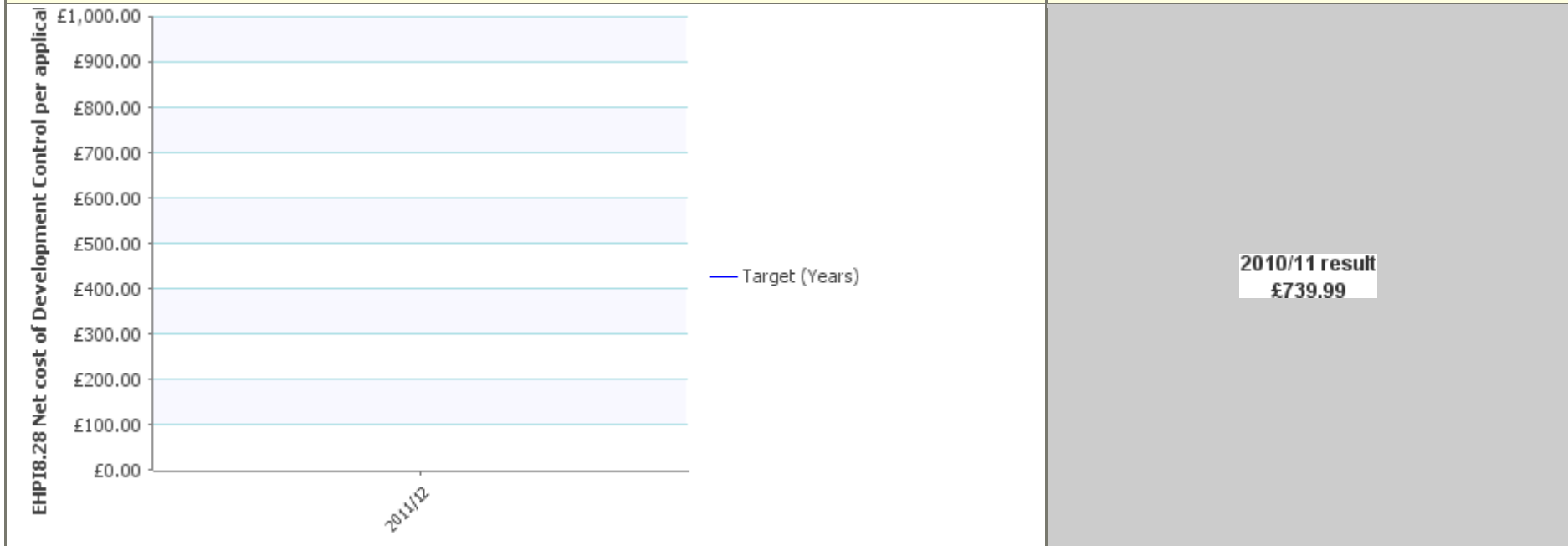





Traffic Light Data Only
Description Fit for purpose, services fit for you

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
EHP18.28	Net cost of Development Control per application		£739.99			Costs have been reduced from the previous year from £809.07 to £757.41.	None

Trend Chart **Performance Gauge**

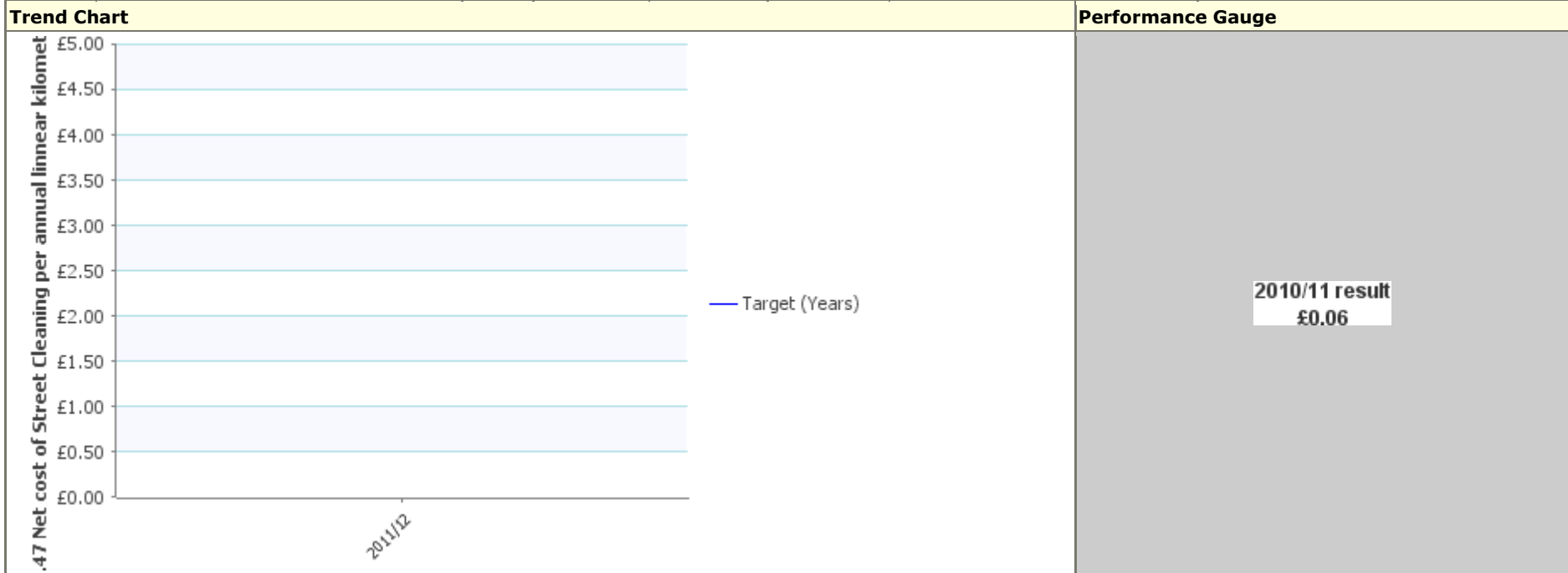





Planning and Building Control							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
EHP18.30	Net cost of Building Control per inspection		£12.59			A slight increase in costs from the previous year from £11.42 to £12.59.	None
Trend Chart						Performance Gauge	
						<div style="border: 1px solid black; padding: 5px; text-align: center;"> 2010/11 result £12.59 </div>	




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 13 th September 2011
EHP18.47	Net cost of Street Cleaning per annual linnear kilometres cleansed		£0.06			A slight increase in cost from the previous year from £0.05 to £0.06.	None



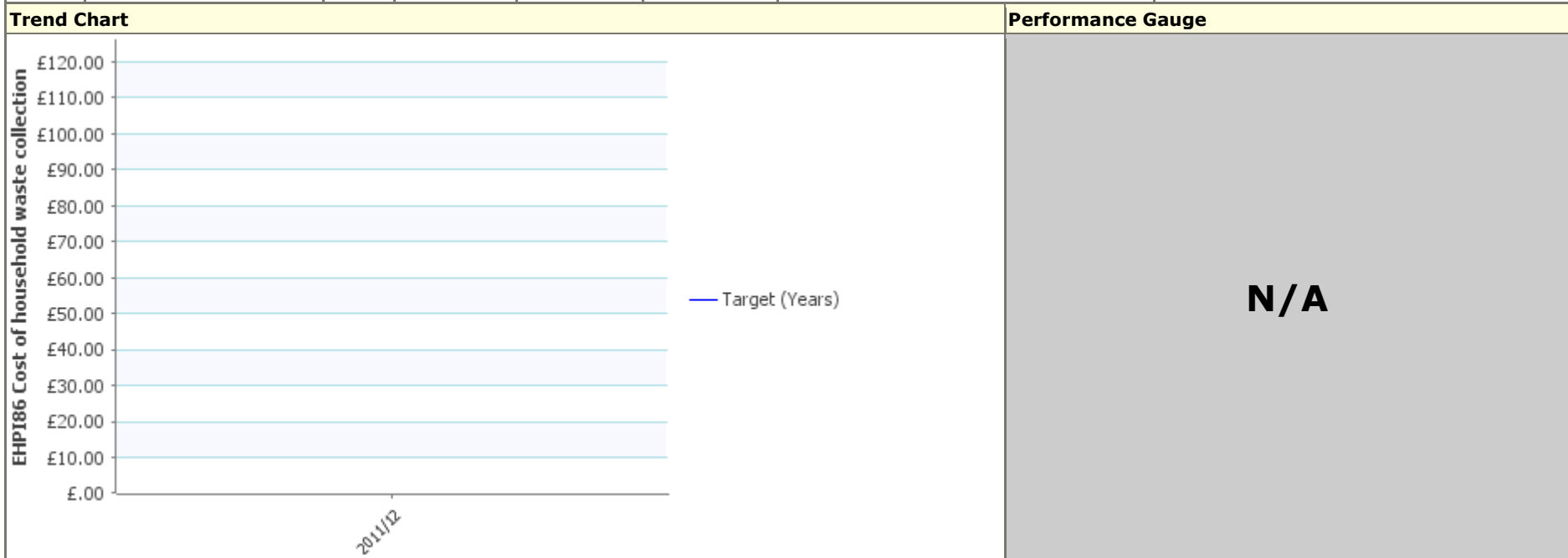
Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
EHP18.48	Net cost of Domestic Refuse Collection per the number of properties		£51.29			Costs have been reduced from the previous year from £51.99 to £51.29.	None
Trend Chart						Performance Gauge	
						<div style="border: 1px solid black; padding: 5px; text-align: center;"> 2010/11 result £51.29 </div>	

Environment Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
EHP18.49	Net cost of Recycling per the number of collections per annum		£0.25			Costs have been reduced from the previous year from £0.38 to £0.25.	None
Trend Chart						Performance Gauge	
 <p>I8.49 Net cost of Recycling per the number of collections</p> <p>£5.00</p> <p>£4.50</p> <p>£4.00</p> <p>£3.50</p> <p>£3.00</p> <p>£2.50</p> <p>£2.00</p> <p>£1.50</p> <p>£1.00</p> <p>£0.50</p> <p>£0.00</p> <p>2011/12</p> <p>— Target (Years)</p>						<p>2010/11 result</p> <p>£0.25</p>	

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

Financial support services

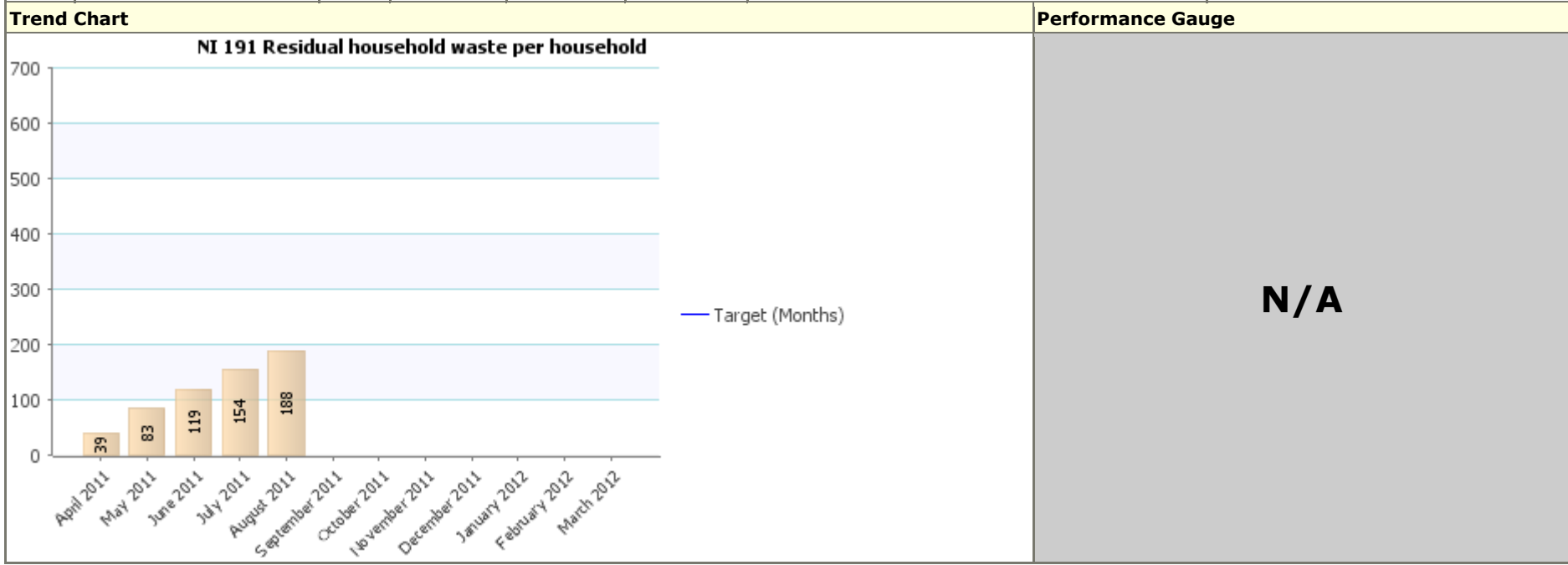
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
EHP186	Cost of household waste collection	?	£61.21		↑	Costs have been reduced from the previous year from £69.55 to £61.21.	None



Traffic Light Unknown
Description Pride in East Herts

Environment Services

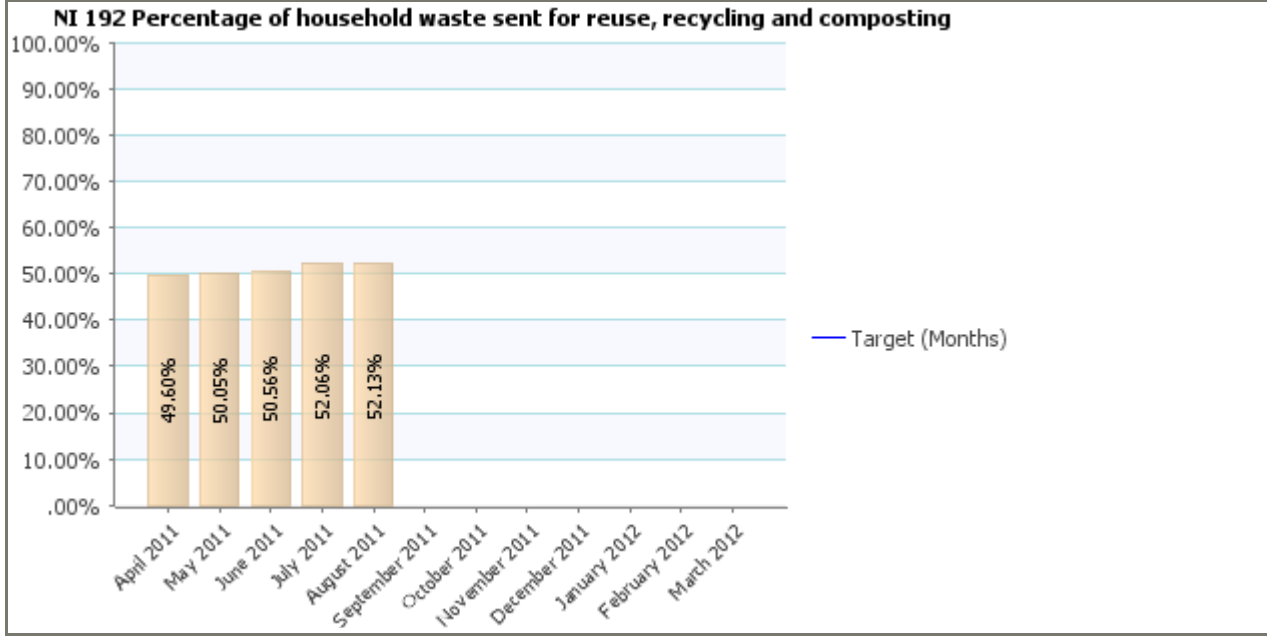
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
NI 191	Residual household waste per household	?	188		↓	Collected waste in August was the lowest month this year and below 2,000 tonnes for the first time this year.	None














Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 13 th September 2011
NI 192	Percentage of household waste sent for reuse, recycling and composting		52.13%			Performance level maintained above expectancy in August.	None

Trend Chart **Performance Gauge**



N/A

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

EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 15 NOVEMBER 2011

CHAIRMAN OF ENVIRONMENT SCRUTINY COMMITTEE

7. SCRUTINY WORK PROGRAMME 2011/12

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 2011/12.

<u>RECOMMENDATION FOR DECISION:</u> that	
(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**.

2.0 Report

2.1 **Essential Reference Paper B** shows the detail of agenda items for the remaining 2011/12 committee meetings.

2.2 New topics will be added onto the draft agendas for 2012/13 following consultation with members in spring 2012 as part of the scrutiny evaluation/planning workshops.

2.3 No new topics for scrutiny have been received from the public. An article explaining the role of scrutiny and inviting suggestions from residents will appear in the spring 2012 'council tax' edition of LINK magazine.

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'** which follows.

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's 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: Lorna Georgiou, Performance and Improvement Co-ordinator and acting manager – Extn: 2244.

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>

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Environment Scrutiny Committee Work Programme 2011/12 and into 2012/13

Transport and Parking T and F commissioned and going ahead over summer/autumn 2011 and spring 2012.

Env Crimes T and F deferred as central gov has announced further changes to anti-social behaviour legislation which will impact on graffiti, dog fouling, fly tipping etc. Need to wait until outcome clearer.

meeting	date	topic	Contact officer/lead	Next Exec
NEXT	CIVIC YEAR			
Member Information	On-line from 21 Nov 2011	<ul style="list-style-type: none"> • 2012/13 Proposed Service Options 		
JOINT SCRUTINY	17 Jan 2012	<ul style="list-style-type: none"> • 2012/13 Budget items • Residents' survey results 		
JOINT SCRUTINY	14 Feb 2012	<ul style="list-style-type: none"> • 2012/13 Service Plans • 2011/12 Estimates and Future targets 		
2011/12 Meeting 4/4	13 Mar 2012 Report deadline 29 Feb	<ul style="list-style-type: none"> • (final) Report from Transport and Parking T and F • Climate Change – report on progress against action plan (2 years on) • Healthcheck through to Dec 2011 • Work Programme 2012/13 	<ul style="list-style-type: none"> • T and F chairman (Cllr McAndrew) • Cliff Cardoza and David Thorogood • Lorna Georgiou/Karl Chui 	22 May 2012

**Scrutiny Work Programme
Essential Reference Paper B**

meeting	date	topic	Contact officer/lead	Next Exec
NEXT	CIVIC YEAR			
2012/13 Meeting 1/4	26 June 2012 Report deadline 13 June	<ul style="list-style-type: none"> • Performance Reporting – Contract Performance 2011/12 • Service Plan monitoring – Oct 2012 to March 2012 • Healthcheck through to March 2012 (which includes relevant 2011/12 Out turns and 2012/13 Targets) • Work Programme 2012/13 	<ul style="list-style-type: none"> • Marian Langley • Head of Environmental Services • Lead Officer – Corporate Planning • Lead Officer - Performance • Scrutiny Officer 	10 July 2012 7 Aug 2012 4 Sept 2012
2012/13 Meeting 2/4	11 Sept 2012 Report deadline 29 August	<ul style="list-style-type: none"> • Review of Parks and Open Spaces Strategy 2007-12 (progress on old one and draft for new one) TBC • TBC • Healthcheck through to June 2012 • Work Programme 	<ul style="list-style-type: none"> • Head of Environmental Services • X • Lead Officer - Performance • Scrutiny Officer 	9 Oct 2012 6 Nov 2012

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)

At the last scrutiny evaluation there was a feeling, in the light of the current economic climate and limited resources, that there should also be some consideration given to

- areas where significant costs might be incurred or could be saved
- minimising the level of risk associated with the topic/issue
- the length of time since the topic was last reviewed.

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