



Public Document Pack

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MEETING : EXECUTIVE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 10 JULY 2012
TIME : 7.00 PM

PLEASE NOTE TIME

MEMBERS OF THE EXECUTIVE

- | | |
|------------------------------|---|
| Councillor Tony Jackson | - Leader of the Council |
| Councillor Malcolm Alexander | - Deputy Leader and Executive Member for Community Safety and Environment |
| Councillor Mike Carver | - Executive Member for Strategic Planning and Transport |
| Councillor Linda Haysey | - Executive Member for Health, Housing and Community Support |
| Councillor Paul Phillips | - Executive Member for Economic Development |
| Councillor Michael Tindale | - Executive Member for Finance |

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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 approve the Minutes of the meetings held on 22 May and 19 June 2012 (previously circulated within the Council Agenda of 4 July 2012).

3. Leader's Announcements

4. Declarations of Interest

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

5. Issues Arising from Scrutiny (Pages 5 - 8)

6. Bishop's Stortford Town Centre Boundary (Pages 9 - 18)

7. Pedestrianised/Shared Space proposals for an Area of Bishop's Stortford Town Centre (Pages 19 - 30)

8. East Herts Communication Strategy 2012

To follow

9. 2011/12 Out-turns and 2012/13 Targets (Pages 31 - 56)

10. General Fund Revenue and Capital Outturn 2011/12 (Pages 57 - 70)

11. Monthly Corporate Healthcheck - April and May 2012 (Pages 71 - 106)

12. 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.

EAST HERTS COUNCIL

EXECUTIVE – 10 JULY 2012

REPORT BY SCRUTINY COMMITTEE CHAIRMEN

ISSUES ARISING FROM SCRUTINY

WARD(S) AFFECTED: All

Purpose/Summary of Report

- This report details the comments and recommendations made by the Scrutiny Committees since the last meeting of the Executive and should be read in conjunction with reports of the Executive Members found elsewhere on the agenda.

<u>RECOMMENDATION FOR DECISION:</u>	
(A)	That the report be received.

1.0 Background

1.1 Scrutiny meetings have been held recently as follows:

Community Scrutiny Committee – 12 June 2012

Corporate Business scrutiny Committee – 20 March and 29 May 2012

Environment Scrutiny Committee – 13 March and 26 June 2012

2.0 Report

2.1 **East Herts Communication Strategy 2012** **(Agenda Item 8)**

The Corporate Business Scrutiny Committee (29 May 2012) agreed to recommend the Strategy for adoption.

2.2 2011/12 Out-turns and 2012/13 Targets (Agenda Item 9)

The Corporate Business Scrutiny Committee (29 May 2012) recommended the actions taken in respect of improving data quality for approval and also recommended the Executive to authorise Officers to re-evaluate EHPI 16a and EHPI 16b – the percentage of staff with disabilities and the percentage of top 10% of earners with a disability.

3.0 Implications/Consultations

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

Background Papers

None

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Councillor G McAndrew, Chairman, Community Scrutiny Committee
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Report Authors: Martin Ibrahim - Democratic Services Team Leader
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Marian Langley – Scrutiny Officer
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IMPLICATIONS/CONSULTATION

Contribution to the Council's Corporate Priorities/ Objectives:	This report seeks to summarise scrutiny activities, which in general terms, support all of the Council's objectives.
Consultation:	This report assists the wider consultation process in reporting issues arising from scrutiny to the Executive.
Legal:	The Constitution requires issues arising from Scrutiny to be reported to the Executive.
Financial:	None
Human Resource:	None
Risk Management:	None

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EAST HERTS COUNCIL

EXECUTIVE – 10 JULY 2012

REPORT BY THE LEADER OF THE COUNCIL

BISHOP'S STORTFORD - TOWN CENTRE BOUNDARY PROPOSAL

WARD(S) AFFECTED: All Bishop's Stortford's Wards

Purpose/Summary of Report

- To seek support for agreement of a Town Centre Boundary for Bishops Stortford Town Centre as one of the mechanisms that will help direct improvement in the town in the short, medium and longer term.

<u>RECOMMENDATIONS FOR COUNCIL:</u> that:	
(A)	the town centre boundary as defined by the Chase and Partners Retail and Town Centres Study 2008 and attached to this report be agreed;
(B)	the boundary as described be adopted by East Herts Council for the purposes of informing the East Herts District Plan and be given the status of material consideration in any planning matters relating to the area described; and
(C)	in describing the town boundary, emphasis is given to sustainable mixed uses, retail led / services activities in line with the Central Government guidance as set out in the National Planning Policy Framework.

1.0 Background

- 1.1 The Bishop's Stortford 20 20 group was initiated by the Leader of the Council to bring together a wide range of representative groups to develop a shared vision for the town. Despite the inevitable difference of views in such a group, they developed and published "A Vision for Bishop's Stortford" to help deliver the best

possible outcomes for the town. The document clearly articulates the shared aims, aspirations and desired outcomes for the people of the town.

- 1.2 In order to support those outcomes, the group has so far developed two site specific briefs for key areas within the town centre. These have been adopted by East Herts Council as the planning authority for the district to provide guidance and be a material consideration in the event of any development proposals coming forward for those sites.
- 1.3 The group next turned its attention to the town centre retail-led activities to consider what action might be best taken to influence achievement of positive outcomes for the town.
- 1.4 At their February 2012 meeting Members of the Bishop's Stortford 20 20 Group received a presentation to consider opportunities to improve the outcomes for South Street and its environs as a possible platform for developing and promoting the economic vitality of the town and securing the retail led/ service / leisure offer of the town.
- 1.5 The propositions endeavoured to move forward the long standing proposals to pedestrianise existed in the Bishops Stortford Transport Study of 2006 and elsewhere. The debate had also considered how the pedestrianisation proposition might be improved by the ideas developed by The Department of Transport around "Shared Space" (October 2011)
- 1.6 A number of the group participated in a workshop on 21 March 2012. In particular the working group should undertake to draft a map of what would be considered the 'Town Centre' and articulate a list of possible objectives for the town under a number of themes:
 - Improvements to Town Centre?
 - Pedestrianised and / or Shared Space?
 - Town Centre Boundary?
 - Optimum Circulation?
 - Outcome Targets?

The group focused its discussions on the subject areas of the town centre boundary and pedestrianisation / shared space

2.0 Report

- 2.1 The principle underpinning for this work is that defining town centre boundaries encourages particular modes of development to take place within those boundaries. Potential development sites within the boundaries will automatically have to be considered as part of any sequential assessment for any proposed out-of-centre development.
- 2.2 When defining these boundaries the historic core of the town centre is considered as well as main land uses, the curtilage of properties they occupy and the local geography. It covers the diversity of main town uses from shopping, leisure, and services to parking and potential for accommodating future growth and how to manage change in the town centre.
- 2.3 East Herts Council – Retail and Town Centre Study carried out by Chase and Partners in 2008 identified a retail led town centre boundary for Bishop’s Stortford and recommended that the Local Development Framework define the town centre boundaries for all towns in the District. The study was reported to the Local Development Framework Executive Panel meeting held on 17th July 2008 and the LDF Panel agreed that this study forms part of the evidence base to inform and support the East Herts LDF. (The adopted East Herts Local Plan does not currently define town centre boundaries for the main towns in East Hertfordshire.) The boundary proposed is attached as **Essential Reference Paper B**.
- 2.4 The town centre boundary as suggested by Chase and Partner was discussed and debated:-
- Some of the key issues raised at the workshop included:
- Extension of the boundary to incorporate the whole of the Goods Yard Development Brief site
 - Inclusion of Apton Road and Link Road car park.
 - Inclusion of other destinations such as the Castle mound
 - Notwithstanding that the town uses cover other land uses including leisure; the defined boundary should be retail/service use lead.
 - The workshop subsequently reported back
- 2.5 The recently published National Planning Policy Framework (NPPF) under Section 2 - Ensuring the Vitality of Town Centres

states that:

- Planning policies should be positive, promote competitive town centre environments and set out policies for the management and growth of centres over the planned period.
- Define the extent of town centres and primary shopping areas, based on a clear definition of primary and secondary frontages in designated centres and set policies that make clear which uses will be permitted in such locations.
- Promote competitive town centres and provide customer choice and a diverse retail offer which reflect the individuality of the town centre.
- Local planning authorities should apply a sequential test to planning applications for main town centre uses that are not in an existing centre and are not in accordance with the up to date Local Plan.

2.6 The defined boundary includes the primary and secondary frontages and other main town centre uses which are met in full and not compromised by limited site availability and accordingly complies with the NPPF.

2.7 The group believed that the suggested boundary would sufficiently accommodate the need for retail, leisure and other town centre uses. It would also support the principle that major employment use, in the form of offices are focused on the edge of the boundary where their sustainability would benefit from proximity to the excellent public transport hub. After extensive debate, the consensus of the workshop was that given the dominance of shopping and public transport hub and pedestrian flows that exist in the town centre; the boundary, as suggested by Chase and Partner, should be adopted.

2.8 The Executive Member for Strategic Planning and Transport welcomes the 20 20 Vision Group endorsement of the town centre boundary for Bishop's Stortford as defined by the Chase and Partner Retail Study 2008 as part of a Local Initiative. It is considered that adoption of these principles would assist as part of the evidence base, supporting the District Plan, and informing future decisions concerning retail development and town centres.

2.9 The Bishop's Stortford 20 20 Group recommends to East Herts Council that the boundary as described should be adopted by East Herts Council for the purposes of informing the East Herts District Plan and be given the status of material consideration in

any planning matters relating to the area described.

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

A Vision for Bishop's Stortford – BS 20 20 group

Contact Member: Tony Jackson – Leader of East Herts Council
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Report Authors: George A Robertson – Chief Executive and Director of Customer and Community Services – ext 1410
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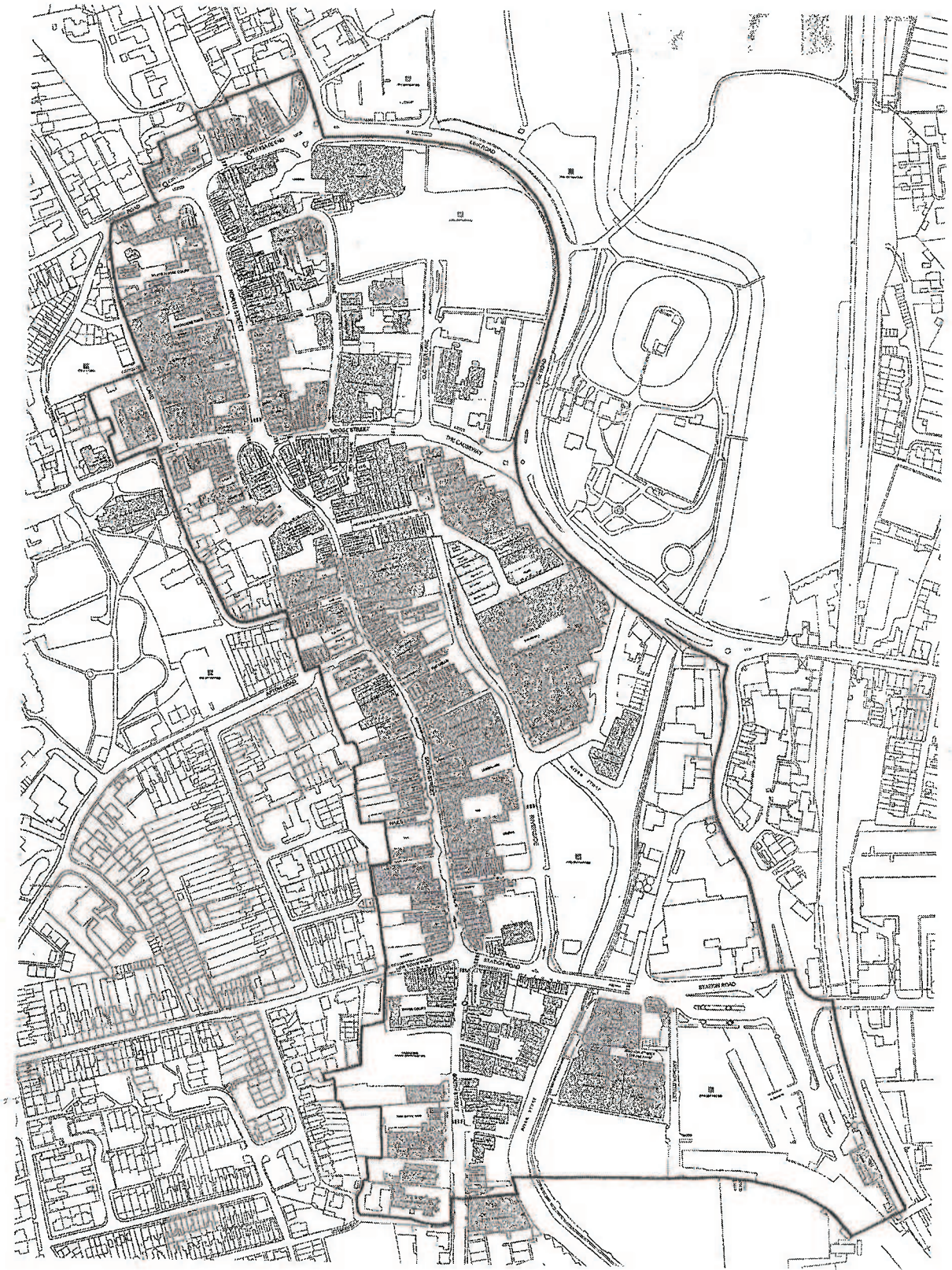
ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.
Consultation:	Consultation to inform the Vision document was undertaken in Bishop's Stortford through the town council. The BS 20 20 group includes representatives of a wide reaching number of groups and communities
Legal:	None specific to this report
Financial:	None specific to this report
Human Resource:	There are no staff implications. It is proposed to bring in an external resource to provide a development brief.
Risk Management:	None specific to this report

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Bishop's Stortford Recommended town centre boundary



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EAST HERTS COUNCIL

EXECUTIVE – 10 JULY 2012

REPORT BY THE LEADER OF THE COUNCIL

PEDESTRIANISED / SHARED SPACE PROPOSALS FOR AN AREA OF BISHOP'S STORTFORD TOWN CENTRE

WARD(S) AFFECTED: All Bishop's Stortford Wards

Purpose/Summary of Report

- To seek support for exploration of a combined scheme for time limited pedestrianisation of South Street/Potter Street and creation of Shared Space focused around the South Street/ Station Approach as one of the mechanisms that will help direct improvement in the town in the short, medium and longer term.

<u>RECOMMENDATIONS FOR COUNCIL:</u> that:	
(A)	exploration of a combined scheme for time limited pedestrianisation of South Street/Potter Street and creation of Shared Space focused around the South Street/ Station Approach, be endorsed;
(B)	Hertfordshire Highways be requested to prepare a programme which sets out the options for a time limited pedestrianisation scheme by carrying out a technical assessment of through traffic, servicing requirements for local traders, public transport facilities and access arrangements from the surrounding catchment area; and
(C)	Hertfordshire Highways be requested to prepare design details of Shared Space for the area around the junction of South Street and Station Road they as part of their current work programme of traffic improvements schemes for Bishop's Stortford.

1.0 Background

- 1.1 Elsewhere on this agenda, the Committee has received a report seeking support for the adoption of a town centre boundary for Bishop's Stortford as one of the mechanisms which could promote better outcomes for the town. That proposal was developed through the work of the Bishop's Stortford 20 20 group which published "A Vision for Bishop's Stortford" which sets out a number of agreed aims and ambitions for the town.
- 1.2 As part of seeking ways in which improvements for the town might be encouraged and supported, the 20 20 Group considered options to support the mixed uses, retail led / services and activities which are key to the well being of the town's local economy.

2.0 Report

- 2.1 The Bishop's Stortford Transport Study Sept 2006, prepared by Steer Davies Gleeve, for East Herts District Council considered a number of transportation issues including the establishment of a pedestrianised area in the northern reaches of South Street to provide a focus for the town as a well improve the general town centre environment for residents and businesses. The study developed three options, all of which involved different degrees of pedestrianisation along North Street/Potter Street/South Street. The concept of pedestrianisation was subsequently incorporated in the East Hertfordshire Transport Plan 2007 and is also featured in the East Herts Local Plan. The debate has also been informed by current work being undertaken elsewhere.
- 2.2 Hertfordshire County Council has commissioned Steer Davies Gleeve to prepare a Bishop's Stortford and Sawbridgeworth Urban Transport Plan. Its purpose is to define local transport issues, including pedestrianisation options for North Street /Potter Street and South Street. That study arises from the Local Transport White Paper 2011 which sets out the Government's approach to local transport in the context of its wider goal of promoting economic growth while reducing transport-related carbon emissions.
- 2.3 A document on 'Shared Space' (20 October 2011 – Dept. for Transport) was published by the Department of Transport and circulated at the February 2012 meeting of the 2020 Group. Shared space is a design approach that seeks to change the way

streets operate by reducing the dominance of motor vehicles, primarily through lower speeds and encouraging drivers to behave more accommodatingly towards pedestrians. In the UK, shared space is usually applied to links and minor junctions with the aim of allowing pedestrians to move more freely within the space. This Local Transport Note (LTN) focuses on High Street environments, but many of its principles will apply to other types of shared space. The document is available at <http://www.dft.gov.uk/publications/ltn-01-11/> The section which introduces Shared Space is provided at **Essential Reference Paper 'B'**.

- 2.4 In the context of considering pedestrianisation of the area marked by in the south, the junction of South Street and Station Road and the corn exchange in the north, the 20 20 Group welcomed in principle the Shared Space concept for this area. They agreed that this option and / or the proposal of creating a Shared Space for parts of South Street is worthy of further examination and assessment.
- 2.5 A 20 20 Group workshop subsequently took place in February 2012 which considered and debated the options for pedestrianisation for the town centre as well as application of Shared Space principles for parts or whole of the area described in 2.4 above. The workshop concluded that full scale pedestrianisation of South Street from its junction with Station Approach and Potter Street to its junction with North Road would not be a practical option due to potential problems with access to existing businesses for loading and services. However the creation of a Shared Space for parts of South Street was considered a positive option to be pursued with the potential of limited pedestrianisation focused for certain times of the day / week.
- 2.6 The group agreed that a combined scheme of time limited pedestrianisation for the section of South Street/Potter Street together with Shared Space creation near the junction of Station Approach/South Street could provide a number of benefits to this part of the town centre including :
- The removal of the majority of private vehicles to improve the pedestrian environment; Retain access for bus services, cycling and local access; Improve access and substantially increase space for pedestrians; encourage retail shoppers

- Improved streetscape and walking opportunities;
- Opportunities for extending the town market and holding public and cultural events;
- Regeneration of the area, particularly focusing on further improving retail/commercial facilities

2.7 The Bishop's Stortford 20 20 Group endorsed a combined scheme for time limited pedestrianisation of South Street/Potter Street and creation of Shared Space focused around the South Street/ Station Approach junction area and proposed promoting the following:-

- Proposals for a time limited pedestrianisation scheme for the stretch of South Street from its junction with Station Approach and Potter Street to its junction with North Street are developed and local consultation with businesses/occupiers undertaken
- That a scheme is formulated and the worked up option is recommended for its incorporation within the Bishop's Stortford and Sawbridgeworth Urban Transport Study

2.8 Bishop's Stortford 20 20 Group request of East Herts District Council and Herts County Council that these measures are considered priorities specifically for delivery under the Bishop's Stortford and Sawbridgeworth Urban Transport study.

2.9 The group suggested East Herts District Council request of Hertfordshire County Highways Department that their officers prepare the design details of the Shared Space as described. This as part of their current work programme of traffic improvement schemes for Bishop's Stortford so that subject to the availability of funding, an agreed Shared Space can be implemented as soon as practicable.

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

A Vision for Bishop's Stortford – BS 20 20 Group

Contact Member: Tony Jackson – Leader of East Herts Council
anthony.jackson@eastherts.gov.uk

Contact Officer: George A Robertson – Chief Executive and Director
of Customer and Community Services – ext 1410
george.a.robertson@eastherts.gov.uk

Report Authors: George A Robertson – Chief Executive and Director
of Customer and Community Services – ext 1410
Anil Khosla – Planning Advisor – ext 1592

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.
Consultation:	Consultation to inform the Vision document was undertaken in Bishop's Stortford through the town council. The BS 20 20 group includes representatives of a wide reaching number of groups and communities. Comprehensive consultation will be undertaken with businesses and residents affected following initial design of any shared space / pedestrianisation proposals
Legal:	None specific to this report
Financial:	None specific to this report
Human Resource:	There are no additional staff implications. Any work must be undertaken within existing staff resources
Risk Management:	Any changes to risk will be assessed based on initial design of any shared space / pedestrianisation proposals

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1. Introduction

- This Local Transport Note (LTN) focuses on shared space in high street environments but many of its principles will apply in other settings.
- It places particular emphasis on stakeholder engagement and inclusive design.

- 1.1 Shared space is a design approach that seeks to change the way streets operate by reducing the dominance of motor vehicles, primarily through lower speeds and encouraging drivers to behave more accommodatingly towards pedestrians.
- 1.2 different and the way a street performs will depend on its individual characteristics, the features included and how these features work in combination.
- 1.3 On the Continent, shared space is often used to smooth traffic flow and reduce delays at major junctions. In the UK, it is usually applied to links and minor junctions with the aim of allowing pedestrians to move more freely within the space.
- 1.4 This Local Transport Note (LTN) is mainly concerned with the use of shared space on links. While it focuses on High Street environments, many of its principles will apply to other types of shared space. It is intended to assist those designing and preparing street improvement and management schemes. It explains how the scheme development process introduced in LTN 1/08 *Traffic Management and Streetscape* (DfT, 2008a) can be applied to shared space projects, and presents a series of design considerations and recommendations to inform that process.
- 1.5 Particular emphasis is placed on stakeholder engagement and inclusive design, where the needs of a diverse range of people are properly considered at all stages of the development process. It also stresses the importance of sustainable design, where long-term maintenance needs are considered as part of the design process.
- 1.6 In a conventional street, motorist behaviour is largely governed by the highway infrastructure. Although pedestrians and motorists are equally entitled to occupy the carriageway, pedestrians generally exercise little control over vehicular traffic, other than at controlled crossings such as Zebra and Pelican crossings.
- 1.7 In shared space the messages are more subtle – the environment provides less formal indication as to how drivers are expected to behave, thus making their progress within the street increasingly dependent on interpreting the behaviour of pedestrians, cyclists and other motorists.
- 1.8 Every street represents a balance between **movement** (the capacity to accommodate through traffic) and a sense of **place** (the quality which makes a street somewhere to visit and spend time in, rather than to pass through). Shared space is a way of enhancing a street's sense of place while maintaining its ability to accommodate vehicular movement.

- 1.9 Some streets operate naturally as shared spaces – they have never been designed as such. However, the purpose of this LTN is to assist those considering new schemes. Within the scope of this LTN, therefore, shared space is defined thus:

Shared space: *A street or place designed to improve pedestrian movement and comfort by reducing the dominance of motor vehicles and enabling all users to share the space rather than follow the clearly defined rules implied by more conventional designs.*

- 1.10 Streets that encourage sharing of the space are not new. Many historic streets operate as shared spaces, particularly narrow streets in historic core zones and residential mews. There are many other long-established examples throughout the country, ranging from functional streets such as Chertsey Road in Woking, Surrey (see Figure 1.1) to the more relaxed environment of Seven Dials in Covent Garden, London. Shared space has also been applied to some arterial routes, restoring their traditional place functions. Home Zones and some country lanes, particularly those with a Quiet Lanes designation, tend to operate as shared spaces.



Figure 1.1 Chertsey Road in Woking

- 1.11 Sharing in the context of this LTN is a measure of how well pedestrians are able to use the space as they wish without having to defer to vehicle users, including cyclists (cycles are vehicles). A key indication of the amount of sharing taking place is how well pedestrians mix with vehicle users in the main body of the street. Sharing may be facilitated by, for example:
- introducing physical and psychological features that encourage lower vehicle speeds;
 - removing any implied priority of vehicles over pedestrians in the carriageway;
 - reducing demarcation between pedestrians and vehicular traffic; and
 - introducing features not necessarily limited to the sides of the street, such

as seating, public art and cafes, which encourage pedestrians to use the space.

1.12 Sharing is defined thus:

Sharing: *The ability and willingness of pedestrians, facilitated by the sympathetic behaviour of motorists and others, to move freely around the street and use parts of it that, in a more conventional layout, would be considered largely dedicated to vehicular use.*

1.13 In general, sharing between vehicle users and pedestrians should take place in the street's carriageway area, not the sides of the street which should mainly be the preserve of pedestrians.

1.14 For the purpose of this LTN, references to drivers or motorists generally include motorcyclists. In addition, references to the carriageway and the footway include the notional carriageways/footways in level surface schemes.

1.15 Tangible indicators of sharing include:

- pedestrians occupying the carriageway;
- increased levels of social interaction and leisure activity;
- people spending longer in the street (evidence of an enhanced sense of place);
- drivers and cyclists giving way to pedestrians;
- pedestrians crossing the street at locations, angles and times of their choosing; and
- drivers and cyclists giving way to one another.

1.16 Some shared space streets omit conventional kerbs – these are often called shared surface streets. However, the term is not necessarily an accurate description of the way the space operates – not all such surfaces will be truly shared. In this LTN, therefore, the term 'level surface' is used to describe this feature. A level surface is defined thus:

Level surface: *A street surface with no level difference to segregate pedestrians from vehicular traffic.*

1.17 A level surface is often intended to remove a physical and psychological barrier to pedestrian movement. It can also indicate to drivers that pedestrians are not confined to the footway and that they can expect to encounter them in the whole of the street.

1.18 While shared space appears to work well for most people, some disabled and older people can feel apprehensive about using the space, particularly where a level surface is used. In order to address this, this LTN adopts the concept of 'comfort space'. Comfort space is defined thus:

ESSENTIAL REFERENCE PAPER 'B'

Comfort space: *An area of the street predominantly for pedestrian use where motor vehicles are unlikely to be present.*

- 1.19 In general, comfort space only needs to be considered when designing streets with a level surface.

EAST HERTS COUNCIL

EXECUTIVE – 10 JULY 2012

REPORT BY THE LEADER OF THE COUNCIL

2011/12 PERFORMANCE OUTTURNS

WARDS AFFECTED: All

Purpose/Summary of Report:

- This report sets out the performance indicators that the Council is required to monitor and publish annually in the Annual Report. The purpose of the report is to advise Executive of the performance outturns for 2011/12 and any changes to targets.

<u>RECOMMENDATIONS FOR EXECUTIVE:</u> That:	
(A)	the Outturns for 2011/12 as set out in Essential Reference Paper B to this report be endorsed;
(B)	the 2013/14 target of 65% for EHPI 3 – Overall satisfaction with the authority be approved;
(C)	the revised target from 2013/14 onwards of 91% for EHPI 156 - Buildings accessible to people with a disability be approved;
(D)	The revised targets of £0.02 for 2012/13, £0.16 for 2013/14 and £0.47 for 2014/15 for EHPI 2 – Net cost/subsidy per visit (Swims and Gym) be approved.
(E)	the revised targets to maintain performance achieved in 2011/12 for the next three years for EHPI 3a to 3c – Usage: number of Swims and EHPI 4a to 4b – Usage: Gyms; be approved;
(F)	the revised target from 2013/14 onwards of 80% for EHPI 2.15 – Health and Safety Inspections be approved;

(G)	the 2013/14 target of 75% for EHPI 90b – Satisfaction with waste recycling, be approved; and
(H)	the proposed deletion of EHPI 14 – retirements be approved.

1 BACKGROUND

- 1.1 The abolition of CAA, intended to reduce bureaucracy and burdens has allowed East Herts Council's performance management framework to be reviewed and streamlined over recent years. The proposals put forward in this paper seek to continue that process to provide a framework that helps members' better monitor and focus on matters which are relevant and important to East Herts and reflects local priorities.
- 1.2 The 2011/12 performance indicators which support this report are detailed in **Essential Reference Paper B**. Members are reminded that the full set totals 85 indicators, however 28 are unit cost indicators (please refer to paragraph 7.1 for more information regarding unit cost indicators).
- 1.3 The performance indicator set is separated into national performance indicators (NIs) which were previously statutory indicators determined by the Government, and local performance indicators (known as East Herts Performance Indicators - EHPI), which are determined by the individual local authority. Later in 2012/13 the Performance team will review the referencing of all indicators but for now the existing reference remains.




2 OUTTURNS

- 2.1 The attached spreadsheet (**Essential Reference Paper B**) lists the national and local performance indicators the Executive agreed to monitor on 6 March 2012 for 2011/12 onwards, and contains:
- The outturns for 2011/12, compared with the target and 2010/11 outturn.
 - Targets for 2012/13, 2013/14 and 2014/15 as agreed by Executive on 6 March 2012.




3 INITIAL ANALYSIS

- 3.1 There are a total of **57** performance indicators, **55** performance

indicators for which there is a target for 2011/12 which are listed in **Essential Reference Paper B**.

	TARGET	
43.86% (25)		Indicators are on or above target
14.04% (8)		Indicators are 1-5% off target
22.80% (13)		Indicators are 6% or more off target
7.02% (4)	N/A	Unable to analyse as no data or target for 2011/12 available
12.28% (7)	TBA	(To Be Announced) Unable to analyse PI until data becomes available at a later date

3.2 There are **47** performance indicators (including sub-parts) for which there is an outturn for 2011/12 which are listed in **Essential Reference Paper B**.

	IMPROVEMENT	
33.33% (19)		Indicators have improved
12.28% (7)		Indicators have stayed the same
33.33% (19)		Indicators have worsened
7.02% (4)	N/A	Unable to analyse as no 2010/11 or 2011/12 outturn available
14.04% (8)	TBA	(To Be Announced) Unable to analyse PI until data becomes available at a later date

3.3 A detailed breakdown of indicators that have not met the set target and are showing a 'Red' performance are listed below.

Fit for purpose, services fit for you:

- EHPI 16a – Percentage of Staff with Disabilities
- EHPI 16b – Percentage of top 10% of earners with a disability
- EHPI 17 – Percentage of top 10% earners from BME
- EHPI 5.1 – % of complaints resolved in 14 days or less
- EHPI 5.2a - % of complaints about the Council and its services that are upheld a) 1st stage
- EHPI 6.8 – Turnaround of Pre NTO PCN challenges
- EHPI 3 - Overall satisfaction with the authority.

Leading the way, working together:

- EHPI 3b – Usage: number of swims (16 - 60)

Pride in East Herts

- NI 197 - Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented

Shaping now, shaping the future:

- NI 154 – Net additional homes provided
- NI 157a – Processing of planning applications: major applications

3.4 A detailed breakdown of indicators that are just below target and are showing an 'Amber' performance are listed below.

Fit for purpose, services fit for you:

- EHPI 12b – Number of long-term sickness absence days per FTE staff in post
- EHPI 8 – Percentage of invoices paid on time.
- EHPI 181 – Time taken to process Housing Benefit/Council Tax Benefit new claims and change events

Leading the way, working together:

- EHPI 3c – Usage: number of swims (60 +)

Promoting prosperity and wellbeing:

- EHPI 129 – Response time to ASB complaints made to EHC

Pride in East Herts:

- NI 191 – Residual household waste per household
- NI 192 - Percentage of household waste sent for reuse, recycling and composting

Shaping now, shaping the future:

- NI 157c – Processing of planning applications: other applications

4 SCRUTINY OF PERFORMANCE OUTTURNS

4.1 Below is a list of performance indicators that have shown a decline in performance from the previous year.

Fit for purpose, services fit for you:

- EHPI 12b – Number of long-term sickness absence days per FTE staff in post
- EHPI 12c – Total number of sickness absence days per FTE staff in post
- EHPI 5.1 - % of complaints resolved in 14 days or less
- EHPI 5.2b - % of complaints about the Council and its services that are upheld b) 2nd stage (appeal)
- EHPI 8 - Percentage of invoices paid on time.
- EHPI 3 - Overall satisfaction with the authority.
- NI 181 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events

Leading the way, working together:

- EHPI 3a - Usage: number of swims (under 16)
- EHPI 3b - Usage: number of swims (16 - 60)
- EHPI 3c - Usage: number of swims (60 +)

Promoting prosperity and wellbeing:

- EHPI 129 - Response time to ASB complaints made to

EHC.

Pride in East Herts:

- NI 191 - Residual household waste per household
- NI 195a - Improved street and environmental cleanliness: Litter
- EHPI 2.2(45) - Waste: missed collections per 100,000 collections of household waste
- EHPI 2.4 - Fly-tips: removal.

Shaping now, shaping the future:

- NI 157a - Processing of planning applications: major applications
- NI 157b - Processing of planning applications: minor applications
- NI 157c - Processing of planning applications: other applications

5 PERFORMANCE INDICATORS WITH REVISED OUTTURNS, TARGET UPDATES & PROPOSED DELETIONS

Revised Outturns

- 5.1 Since this report was presented to Corporate Business Scrutiny on 29 May 2012 Human Resources have requested that the 2011/12 performance outturn be revised for four of their indicators. These are:

Fit for purpose, fit for you

- **EHPI 12a – Number of short-term sickness absence days per FTE staff in post; EHPI 12b – Number of long-term sickness absence days per FTE staff in post and EHPI 12c – Total number of sickness absence days per FTE staff in post –** This is because the service does not complete the sickness outturns until May each year when all outstanding notifications etc have been collected and the system updated. Final outturns are also based on the average FTE for the year and this is not finalised until the March 2012 establishment list is closed. Both of these service deadlines fall after the corporate deadline for all performance indicator outturns. In addition to this two errors have also been noted on the monthly spreadsheet and this may

also account for some of the discrepancies.

- **EHPI 14 – Retirements** – This is due to the fact that the final annual figures are based on the average headcount for the year and when these figures were provided to meet the Covalent deadline, the March establishment list had not been finalised and closed.

Therefore Covalent, **Essential Reference Paper 'B'** and section 3 of this report have been updated to account for these changes.

To ensure these inconsistencies do not occur in the future Officers have agreed that the final outturn for these HR performance indicators will be provided once all establishment lists are closed. Therefore this may mean that when reporting outturn data some performance management reports may advise that this data will be to follow.

Target Updates

- 5.2 Since the 2011/12 Estimates and Targets report, services have been able to set future targets for some outstanding indicators or have requested to revise some targets. Below is a list of the performance indicators where new/revised targets have been supplied.

Fit for purpose, fit for you

- **EHPI 3 – Overall satisfaction with the authority** – The results of the 2011/12 Residents' Survey have since been reported and the outturn for this indicator is 51%. This performance shows a 10% reduction in satisfaction when comparison is made to the performance in 2009/10 when the last Resident's Survey was undertaken. Going forward the Council's objective is to ensure high satisfaction with the Council; therefore it is proposed that the target for 2013/14 be retained at 65%.
- **EHPI 156 - Buildings accessible to people with a disability.** The service has revised the target to 91% for the next three years to account for the closure of the Causeway building in November 2011.

Leading the way working together

- **EHPI 2 – Net cost/subsidy per visit (Swims and Gyms)** - The service has revised these targets to provide greater clarity and a value has now been provided for the next three years. The value

has been calculated based on the usage for 2011/12 and the fact that the management fee is known for the next three years.

Performance will fluctuate over the next three years due to a) planned changes in the management fee b) small variances due to RPIX and c) throughput. The revised targets are £0.02 for 2012/13, £0.16 for 2013/14 and £0.47 for 2014/15.

- **EHPI 3a to 3c – Usage: number of Swims and EHPI 4a to 4b – Usage: Gyms** - The service has revised these targets to maintain the performance achieved in 2011/12 for the next three years rather than seek a 1% increase due to the current economic conditions. The revised targets are as follows:

Performance indicator code and description	Revised performance target for 2012/13, 2013/14 and 2014/15
EHPI 3a – Usage: number of swims (under 16)	46,900
EHPI 3b – Usage: number of swims (16 – 60)	101,000
EHPI 3c – Usage: number of swims (60+)	24,300
EHPI 4a – Usage: Gym (16 – 60)	187,500
EHPI 4b – Usage: Gym (60+)	16,800

Promoting prosperity and well being

- **EHPI 2.15 – Health and safety inspections.** The service has revised the target to 80% for the next three years to reflect current resources in the service.

Pride in East Herts

- **EHPI 90b – Satisfaction with waste recycling** – The outturn for this indicator is 77% following the completion of the 2011/12 Residents' Survey. This performance shows a 9% increase in satisfaction when comparison is made to the performance in 2009/10. Going forward the Council's objective is to ensure high satisfaction with the council; therefore it is proposed that the target for 2013/14 be retained at 75%.

Proposed Deletion

5.2 The following performance indicator has been proposed for deletion going forward for 2012/13:

- **EHPI 14 – Retirements.** The statutory default retirement age was repealed on the 6th April 2011. The government removed the statutory retirement with effect from 1 October 2011. To reflect this change the Council ceased to operate a mandatory retirement age of 65 from 1 October 2011. Due to this change it is proposed that EHPI14 be removed as it is no longer possible to set a target for this PI. The data concerning those leaving the Council to retire will be captured in the turnover outturns and targets.

6 DATA QUALITY SPOT CHECK

6.1 As mentioned in the 2011/12 Estimates and Targets report, a basket of 10 performance indicators have been selected for data quality spot checks to ensure that we maintain the highest level of data quality standards.

6.2 The performance indicators that have been spot checked are as follows:

EHPI 8: Percentage of Invoices paid on time
EHPI 218a - Abandoned vehicles - identified within 24 hours
NI181: Time taken to process Housing Benefit/ Council Tax Benefit new claims and change events
EHPI 12c – Total number of sickness absence days per FTE staff in post
EHPI 2.15: Health & safety inspections.
EHPI 3a - Usage: number of swims (under 16)
EHPI 6.8 - Turnaround of Pre NTO PCN challenges
EHPI 4a - Usage: Gym (16 - 60)
NI157a: Processing of planning applications: major applications
EHPI 2.2(45) - Waste: missed collections per 100,000 collections of household waste

6.3 The findings from the Data Quality Spot check that identified areas for improvement are detailed as follows:

- **EHPI 4a – Usage: Gym (16-60).** Scrutiny of the 2010/11 outturns

and 2011/12 target reported in February 2011 and the 2011/12 target reported in February 2012 highlighted a discrepancy. Following investigation it would appear that the 2011/12 target was revised once the outturn for 2010/11 was produced. The revision to the 2011/12 target was made because throughput exceeded the 2010/11 target due to the improvement in gym and changing room facilities and that the service expected these high levels of throughput to be maintained. However the revision was not reported in the 2010/11 Performance Indicator Outturn report in May 2011. The same issue occurred with EHPI 3b, EHPI 3c and EHPI4b. Therefore it is recommended that all revisions to targets that take place following the production of an outturn are reported in the Performance Indicator Outturn Report.

- **EHPI 1a to 1f – Customer satisfaction with pools and gyms.** When the data quality issue regarding EHPI 4a was identified further checks were made against all other leisure performance indicators. This investigation highlighted discrepancies with the targets set for these indicators as well. Following discussions with the service it materialised that the target of 1% increase year on year had for all indicators apart from one, been based on the previous year's target and the remaining indicator on the previous year's outturn. Discussions with the service regarding the definition of the indicator confirmed that the 1% increase year on year is based on the previous year's outturn. Therefore it is recommended that no value is provided for future year targets and that the following commentary is inserted '1% increase'. This will enable the target value to be generated only when the outturn is made available therefore reducing the risk of multiple targets.
- **All indicators** – That all services ensure that data and information updates are inputted through Covalent and not via email to improve the audit trail of data.

6.4 Management have agreed to take action to implement these data quality recommendations.

6.5 The following indicators listed below met the data quality standards set out by East Herts Council:

- NI157a: Processing of planning applications: major applications
- EHPI 218a - Abandoned vehicles - identified within 24 hours
- EHPI 8 – Percentage of invoices paid on time.
- EHPI 2.15 – Health and safety inspections.
- EHPI 2.2(45) - Waste: missed collections per 100,000 collections of household waste.

- EHPI 3a - Usage: number of swims (under 16).
- EHPI 6.8 – Turnaround of Pre NTO PCN challenges.
- NI 181 - Time taken to process Housing Benefit/ Council Tax Benefit new claims and change events.
- EHPI 12c – Total number of sickness absence days per FTE staff in post

7 Unit Cost Indicators

7.1 Unit cost indicators have been excluded in the outturns list of performance indicators as the outturn for 2011/12 will not be available until the 2011/12 accounts are closed in July 2012. The purpose of the unit cost indicators are to provide trend information on service cost, to enable Heads of Service to help manage service budgets effectively and drive out efficiencies. In total there are **28** unit cost indicators, all unit cost outturns are reported to Members through the Corporate Healthcheck process, once the Council's budget has been finalised.

8 Conclusion

8.1 In conclusion Executive are asked to:

- a) Note the performance indicator analysis contained in section three and section four of this report, in particular the indicators that have declined in performance.
- b) Agree the recommendations at the front of the report.

Background Papers

2011/12 Estimates and Future Targets report – Executive 6 March 2012

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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>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 direct Human Resource implications.</p>
<p>Risk Management:</p>	<p>Performance monitoring is in itself one aspect of the councils approach to risk management.</p>

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Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12					2012/13	2013/14	2014/15	
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
FIT FOR PURPOSE, SERVICE FIT FOR YOU: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation											
EHPI 12a	Number of short-term sickness absence days per FTE staff in post	4.73 days	5.00 days	4.71 days	▲	😊	Performance within target. Short term absence for the year is 3.69 days which is within the target of 5 days.	5.00 days	5.00 days	5.00 days	People, ICT & Property services
EHPI 12b	Number of long-term sickness absence days per FTE staff in post	2.07 days	2.50 days	2.59 days	▼	😐	Performance slightly off target.	2.50 days	2.50 days	2.50 days	People, ICT & Property services
EHPI 12c	Total number of sickness absence days per FTE staff in post	6.80 days	7.50 days	7.30 days	▼	😊	Performance within target. Total absence for the year is 7.30 days which is within the target of 7.50 days.	7.50 days	7.50 days	7.50 days	People, ICT & Property services
EHPI 14	Retirements	N/A	N/A	2.21%	N/A	N/A	The number of people taking retirement is 9. The statutory default retirement age was repealed on the 6th April 2011. The government removed the statutory retirement with effect from 1 October 2011. To reflect this change the Council ceased to operate a mandatory retirement age of 65 from 1 October 2011. Due to this change it is proposed that EHPI14 be removed as it is no longer possible to set a target for this PI. The data concerning those leaving the Council to retire will captured in the turnover outturns and targets. Officers had hoped to present the 2010/11 outturn to HR Committee on 13 July 2011, however this was not possible due to the uncertainty around the retirement age from central government at the time.	N/A	N/A	N/A	People, ICT & Property services
EHPI 15	Ill Health Retirements	N/A	3.23%	0.27%	N/A	😊	Performance within target. Officers had hoped to present the 2010/11 outturn to HR Committee on 13 July 2011, however this was not possible due to the uncertainty around the retirement age from central government at the time.	3.23%	3.23%	3.23%	People, ICT & Property services







Page Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12				2012/13	2013/14	2014/15		
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
EHPI 16a	Percentage of Staff with Disabilities	1.48%	5.21%	3.33%	▲	☹	The outturn for 2011/12 is 3.33%. The percentage is calculated using the average headcount for the year. The slight decrease may be because to the increase in headcount during 11/12 due to the new starters from Stevenage. Although the outturn is below target the Council continues to support disabled employees and to encourage new applications through the Jobcentre Plus Disability Symbol (Two Ticks) Scheme. This scheme guarantees interviews to disabled candidates meeting the minimum criteria for a role.	5.21%	5.21%	5.21%	People, ICT & Property services
EHPI 16b	Percentage of SMG with a Disability	5.55%	11.76%	6.25%	▲	☹	This is below target. However 6.25% represents 1 employee and the target is for 2 employees.	11.76%	11.76%	11.76%	People, ICT & Property services
EHPI 17	Percentage of SMG from BME	0.00%	5.88%	0.00%	—	☹	This is below target. Outturn is based on the current SMG which has changed over the last year through restructures and leavers. Although this indicator is below target the sample size is very small and this can affect the outturn.	5.88%	5.88%	5.88%	People, ICT & Property services
EHPI 5.1	% of complaints resolved in 14 days or less	72.30%	70.00%	62.50%	▼	☹	This is below target. 104 cases were investigated during 2011/12 compared with 150 last year. This is a decrease of 30%. 62.5% of complaints were resolved within 10 working days. A similar level to last year. 23 cases were escalated to Stage Two compared with 27 last year. Complaints at this stage sometimes take longer to investigate and therefore have a detrimental effect on performance.	70.00%	70.00%	70.00%	Customer Services and Parking
EHPI 5.2a	% of complaints about the Council and its services that are upheld a) 1st stage	32.00%	25.00%	29.00%	▲	☹	Performance off target. The number of Stage 1 complaints received during this year had decreased by a third (123 cases compared to 81). The number of complaints upheld is 31 (25.2%). This is on target for this year. The major reasons for complaints being upheld are due to failure to deliver service and attitude of staff. These problems have been addressed with the services concerned.	25.00%	25.00%	25.00%	Customer Services and Parking

Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12				2012/13	2013/14	2014/15		
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
EHPI 5.2b	% of complaints about the Council and its services that are upheld b) 2nd stage (appeal)	4.00%	25.00%	14.00%	▼	😊	Performance exceeding target. 23 cases were dealt with at Stage Two of the corporate procedure this year compared with 27 last year. Only 3 were upheld. Due to there being fewer cases dealt with at Stage 2 any slight change to the number of cases upheld has a substantial effect on the performance indicator.	25.00%	25.00%	25.00%	Customer Services and Parking
EHPI 5.4	% of complaints to the Local Government Ombudsmen that are upheld	0%	0%	0%	—	😊	Performance exceeding target. Seventeen cases have been dealt with by the LGO during this year compared with 19 last year. None of the complaints have been upheld. The Annual Letter from the LGO will be received in June.	0%	0%	0%	Customer Services and Parking
EHPI 6.8	Turnaround of Pre NTO PCN challenges	22 days	14 days	20 days	▲	😞	This is below target. Due to a combination of: A) High volume of correspondence B) Staff seconded on to carpark stewarding duties in December 2011. C) Staff being trained on new IT systems linked to the new contract in January 2012. Overtime to help catch up on this predicted back log was agreed and undertaken during February 2012. A growth bid for 20hrs of additional notice processing resource was agreed through the MTFP process and was in place from May 2012. However all statutory targets have been met.	14 days	14 days	14 days	Customer Services and Parking
EHPI 6.9	Turnaround of PCN Representations	22 days	28 days	21 days	▲	😊	Performance exceeding target.	28 days	28 days	28 days	Customer Services and Parking
EHPI 8	Percentage of invoices paid on time.	97.19%	98.00%	95.91%	▼	😐	Performance slightly off target. The year end % is below the revised target, due to poor performance within the fourth quarter. At the start of 2011/12 the target for this indicator was set at 98% but revised to 97.50% in January 2012 internally.	98.00%	99.00%	99.50%	Financial Services and Performance

Page Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12				2012/13	2013/14	2014/15		
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
EHPI 3	Overall satisfaction with the authority.	N/A	65%	51.00%	▼	☹️	This is below target. Just over half of residents (51%) are generally satisfied with how the Council is running East Herts. 16% expressed dissatisfaction and a third (33%) were neither satisfied nor dissatisfied with how the Council runs East Herts. This performance shows a 10% reduction in satisfaction when comparison is made to the performance in 2009/10 when the last Resident's Survey was undertaken. Going forward the Council's objective is to ensure high satisfaction with the council, therefore it is proposed that the target for 2013/14 be retained at 65%.	N/A	65.00%	N/A	Financial Services and Performance
EHPI 156	Buildings accessible to people with a disability.	91.30%	91.00%	91.30%	—	😊	Performance on target. Performance shows that Public Areas in 91.30% of buildings operated by East Herts Council are suitable for and accessible to Disabled Persons. The Causeway Offices have not been excluded from this years outturn as East Herts were still occupying the building between April 2011 till November 2012. The Causeway was duly closed in November 2012 and will be reflected in the 2012/13 outturn.	91.00%	91.00%	91.00%	People, ICT & Property services
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	10.0 days	10.0 days	10.3 days	▼	😐	Performance slightly off target.	10.0 days	10.0 days	10.0 days	Revenues and Benefits
EHPI 7.35	Commitment compared to profile. (This indicator measures effectiveness of forecasting expenditure. The budget covers areas such as maintenance and repair of all East Herts operational and non operational properties)	1.1%	1%	-0.2%	▲	😊	Performance within target. Performance shows that position at the year end including outstanding creditors, revised budget £405,500 regarding repairs & maintenance and annual maintenance contracts. After going through the usual end of year accounting routines regarding outstanding commitments it is anticipated that the Outturn will be behind target by some 5% of the original budget. This is due to unforeseen circumstances and increased input to the capital programme. Outturn 2012/13 estimate reduced to £390,500 owing to the closure of the Causeway.	+/-1%	+/-1%	+/-1%	People, ICT & Property services

Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12				2012/13	2013/14	2014/15		
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
LEADING THE WAY, WORKING TOGETHER: Deliver responsible community leadership that engages with our partners and the public											
EHPI 1a	% of customers satisfied with the service - All	70%	70%	TBA	TBA	TBA	Performance data is not currently available as data is scheduled to be extracted from the Govmetric database in June 2012. The data will be verbally presented to Executive on 10 July 2012.	Plus 1%	Plus 1%	Plus 1%	Environmental Services
EHPI 1b	% of customers satisfied with the service - Leventhorpe	68%	68%	TBA	TBA	TBA	Performance data is not currently available as data is scheduled to be extracted from the Govmetric database in June 2012. The data will be verbally presented to Executive on 10 July 2012.	Plus 1%	Plus 1%	Plus 1%	Environmental Services
EHPI 1c	% of customers satisfied with the service - Hartham	71%	70%	TBA	TBA	TBA	Performance data is not currently available as data is scheduled to be extracted from the Govmetric database in June 2012. The data will be verbally presented to Executive on 10 July 2012.	Plus 1%	Plus 1%	Plus 1%	Environmental Services
EHPI 1d	% of customers satisfied with the service - Fanshawe	75%	70%	TBA	TBA	TBA	Performance data is not currently available as data is scheduled to be extracted from the Govmetric database in June 2012. The data will be verbally presented to Executive on 10 July 2012.	Plus 1%	Plus 1%	Plus 1%	Environmental Services
EHPI 1e	% of customers satisfied with the service - Buntingford	59%	59%	TBA	TBA	TBA	Performance data is not currently available as data is scheduled to be extracted from the Govmetric database in June 2012. The data will be verbally presented to Executive on 10 July 2012.	Plus 1%	Plus 1%	Plus 1%	Environmental Services
EHPI 1f	% of customers satisfied with the service - Grange Paddocks	77%	77%	TBA	TBA	TBA	Performance data is not currently available as data is scheduled to be extracted from the Govmetric database in June 2012. The data will be verbally presented to Executive on 10 July 2012.	Plus 1%	Plus 1%	Plus 1%	Environmental Services

Page 50	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12				2012/13	2013/14	2014/15		
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
EHPI 2	Net cost/subsidy per visit	£0.91	£0.90	£0.23	▲	😊	Performance exceeding target. The service has revised future targets to provide greater clarity and a value has now been provided for the next three years. The value has been calculated based on the usage for 2011/12 and the fact that the management fee is known for the next three years. Performance will fluctuate over the next three years due to a) planned changes in the management fee b) small variances due to RPIX and c) throughput. The revised targets are £0.02 for 2012/13, £0.16 for 2013/14 and £0.47 for 2014/15.	£0.02	£0.16	£0.47	Environmental Services
EHPI 3a	Usage: number of swims (under 16)	48,631	46,328	46,936	▼	😊	Performance exceeding target. However 2011/12 total throughput down on previous year. This may be due to the prevailing economic climate, the service will be monitoring any further declines that may suggest an emerging trend.	46,900	46,900	46,900	Environmental Services
EHPI 3b	Usage: number of swims (16 - 60)	111,501	112,616	101,033	▼	😞	This is below target. 2011/12 throughput down on previous year total, however, this may not be a true reflection due to highlighted concerns raised in Q1 2010/11 and the potential double counting of Direct Debit gym members/swimmers. The service will continue to monitor and expects throughput stabilise in subsequent years.	101,000	101,000	101,000	Environmental Services
EHPI 3c	Usage: number of swims (60 +)	25,356	25,610	24,315	▼	😐	Performance slightly off from target this may be due to the current economic climate, the service will continue to monitor for future trends.	24,300	24,300	24,300	Environmental Services
EHPI 4a	Usage: Gym (16 - 60)	173,309	175,042	187,535	▲	😊	Performance exceeding target. Throughput has performed well against previous year and target.	187,500	187,500	187,500	Environmental Services
EHPI 4b	Usage: Gym (60 +)	13,329	13,462	16,886	▲	😊	Performance exceeding target. Throughput has performed well against previous year and target.	16,800	16,800	16,800	Environmental Services

Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12					2012/13	2013/14	2014/15	
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
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											
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	89%	85%	92%			Performance exceeding target.	85%	85%	85%	Community Safety and Health
EHPI 129	Response time to ASB complaints made to EHC.	100%	100%	97%			Performance slightly off target. Performance fell below 100% achievement on just two months of the year. This was caused by unexpected staff absence as a result of sickness and training.	100%	100%	100%	Community Safety and Health
EHPI 2.15	Health & safety inspections.	87%	85%	81%			Performance is off target due to staffing resources in the service. The target for the next 3 years have been reduced to 80% to take this into account.	80%	80%	80%	Community Safety and Health

Page 52	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12				2012/13	2013/14	2014/15		
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
PRIDE IN EAST HERTS: Improve standards of the neighbourhood and environmental management in our towns and villages.											
NI 191	Residual household waste per household	472kg	459kg	474kg	▼	☹️	Performance slightly off target. Although the outturn is above expectations although this was a 53 week year. in a normal year the outturn would have been 465 kgs per household, some 6kgs or 1.3% above expectation. This is lower than waste growth nationally.	454kg	450kg	448kg	Environmental Services
NI 192	Percentage of household waste sent for reuse,	48.29%	50.00%	48.35%	▲	☹️	Whole year performance is below original expectation of 50%, although with increasing waste levels and reducing recycling levels, expectation was revised internally to 48%, with final outturn at 48.35. The trends follow the national pattern, but the increase in waste and decrease in recycling is less marked in East Herts, than nationally. Waste Services Team focus for 12/13 is to promote waste minimisation, increase recycling performance in areas where participation and capture rates are lowest and increase the level of food waste in the brown bins.	50.0%	51.0%	52.0%	Environmental Services
NI 195a	Improved street and environmental cleanliness: Litter	1%	2%	2%	▼	😊	Performance on target. Performance fell in the winter partly due to the contractor not being granted permission by Herts Highways to litter pick the A10 under traffic management, allied to a number of marginal failures on other main roads, i.e. of the 15 failures 12 failed by only half a grade, probably due to being inspected close to the next scheduled litter pick.	2%	2%	2%	Environmental Services
NI 195b	Improved street and environmental cleanliness: Detritus	10%	7%	7%	▲	😊	Performance on target. Performance has been achieved at the targetted level, despite higher than normal levels of detritus during the winter.	7%	7%	7%	Environmental Services
NI 195c	Improved street and environmental cleanliness: Graffiti	1%	1%	0.67%	—	😊	Performance better target with only a 0.67% failure rate for graffiti.	1%	1%	1%	Environmental Services
NI 195d	Improved street and environmental cleanliness: Fly-posting	0%	1%	0%	—	😊	Performance is better than targetted level due to low incidence of fly posting.	1%	1%	1%	Environmental Services
NI 197	Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	27.40%	32.40%	27.40%	—	☹️	Performance is off target due to there being very little change from last years position as there have only been a few new sites added.	37.40%	42.40%	47.40%	Environmental Services

Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12					2012/13	2013/14	2014/15	
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
EHPI 218a	Abandoned vehicles - identified within 24 hours	98.45%	85.00%	99.99%	▲	😊	Performance exceeding target. Apart from one car in July 2012 all 161 cars reported were inspected within 24 hours.	90.00%	91.00%	92.00%	Environmental Services
EHPI 218b	Abandoned vehicles - removed in 24 hours	100.00%	95.00%	100.00%	—	😊	Performance exceeding target. All cars requiring removal were taken from our streets within 24 hours of our being allowed to do so.	96.00%	96.00%	96.00%	Environmental Services
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	34.56	50.00	36.80	▼	😊	Performance exceeding target. Performance under the new contract which commenced in May 2011 has exceeded expectations, leading to a outturn that is comfortably within the target level.	48	47	46	Environmental Services
EHPI 2.4	Fly-tips: removal.	1.12 days	2 days	1.21 days	▼	😊	Performance exceeding target. Performance is better than target as the Environmental Inspectors continue to prioritise the removal of fly tipping.	2 days	2 days	2 days	Environmental Services
EHPI 86	Cost of household waste collection	£61.21	£50.06	TBA	TBA	TBA	Outturn currently not available. Data will be reported to Members through the Corporate Healthcheck process, once the Council's budget has been finalised.	£42.81	£43.88	£44.98	Financial/Environmental Services
EHPI 90b	Satisfaction with waste recycling	N/A	75.00%	77.00%	▲	😊	Performance exceeding target. More than three quarters of residents (77%) expressed satisfaction with the service overall but 14% said that they are dissatisfied. All of these results are broadly in line with the findings from the 2009 survey. This performance shows a 9% increase in satisfaction when comparison is made to the performance in 2009/10. Going forward the Council's objective is to ensure high satisfaction with the council, therefore it is proposed that the target for 2013/14 be retained at 75%.	N/A	75.00%	N/A	Environmental Services

Page 54	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12				2012/13	2013/14	2014/15		
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
SHAPING NOW, SHAPING THE FUTURE: Safeguard and enhance our unique mix of rural and urban communities, ensuring sustainable, economic and social opportunities including effective development control and other measures											
NI 154	Net additional homes provided	200	466	378	▲	☹	This is below target.	401	507	691	Planning and Building Control
NI 155	Number of affordable homes delivered (gross)	64	200	132	▲	☹	This is a substantial increase on last year and furthermore there has been significant refurbishment schemes which are not accounted for in this indicator.	200	200	200	Housing Services
NI 157a	Processing of planning applications: major applications	65.00%	69.00%	48.00%	▼	☹	This is below target. Delays have been encountered during the year as a result of legal agreements, legislative requirements and the complex nature of proposals requiring extensive consultation. For the next (and forthcoming) years targets have been reduced but aligned with that expected nationally of 60%.	60.00%	60.00%	60.00%	Planning and Building Control
NI 157b	Processing of planning applications: minor applications	83.00%	80.00%	80.00%	▼	😊	Performance on target. Local target met and national target exceeded.	70.00%	70.00%	70.00%	Planning and Building Control
NI 157c	Processing of planning applications: other applications	94.00%	93.00%	92.00%	▼	😊	Performance slightly off target. Local target met and national target exceeded.	90.00%	90.00%	90.00%	Planning and Building Control
NI 159	Supply of ready to develop housing sites	N/A	N/A	TBA	TBA	TBA	Data analysis of housing delivery undertaken by Hertfordshire County Council at the end of year and details are usually available by June/July. Calculation of land supply not possible until data on supply which has been utilised (housing built) is available. Data will be included in the Councils Annual Monitoring Report due to be produced in December 2012. The Council's performance management system will be updated at the same time.	TBD	TBD	TBD	Planning and Building Control
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	New PI introduced in 2011/12	75.00%	Next outturn data available in 2012/13	N/A	N/A	There is no performance outturn available for 2011/12 as this is a new PI and the systems used to collect the data were put in place in January 2012 so there is not a full years worth of data to produce an annual outturn. The next available outturn will be for 2012/13 and will be reported in the 2012/13 outturn report.	75%	75%	75%	Planning and building control

Code	Indicator	Past Performance	Current Performance					Future Performance			Lead Service
		2010/11	2011/12					2012/13	2013/14	2014/15	
		Outturn	Target 2011/12	Outturn	Performance Short term trend	Status	Notes	Target	Target	Target	
EHPI 2.1e	Planning Enforcement: Service of formal Notices	New PI introduced in 2011/12	50.00%	Next outturn data available in 2012/13	N/A	N/A	There is no performance outturn available for 2011/12 as this is a new PI and the systems used to collect the data were put in place in January 2012 so there is not a full years worth of data to produce an annual outturn. The next available outturn will be for 2012/13 and will be reported in the 2012/13 outturn report.	50%	50%	50%	Planning and building control
EHPI 2.23	Planning decisions delegated.	90%	90%	92%			Performance exceeding target. Outturn target met 149 out of 1875 decision decided by committee.	90%	90%	90%	Planning and building control
EHPI 64	Vacant dwellings returned to occupation or demolished	10	10	11			Performance on target. 11 dwellings have been returned to occupation, 5 of which were vacant for more than 6 years.	10	10	10	Community Safety and Health

Status	
The 'smiley faces' reflect performance against target	
	indicator is 6% or more off target
	indicator is 1-5% off target
	indicator is on or above target
The 'arrows' reflect performance against 2010/11	
	performance is improving
	performance is the same
	performance in worsening

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EAST HERTS COUNCIL

THE EXECUTIVE – 10 JULY 2012

REPORT BY THE EXECUTIVE MEMBER FOR FINANCE

GENERAL FUND REVENUE AND CAPITAL OUT-TURN 2011/12

WARD(S) AFFECTED: All

Purpose/Summary of Report

- To advise the Executive of the General Fund Revenue Out-turn for 2011/12 and provide explanations for significant variances against the approved Estimates.
- To advise Members of the financing arrangements for the 2011/12 Capital Outturn and the planned financing of the updated 2012/13 capital budget allowing for the approved slippage from 2011/12.

<u>RECOMMENDATIONS FOR DECISION:</u> that:	
(A)	the General Fund Revenue Out-turn for 2011/12 be approved;
(B)	the level of fund Balances at 31 March 2012 as set out within the report, be noted; and
<u>RECOMMENDATION FOR COUNCIL:</u>	
(C)	the establishment of new Reserves in respect of Environmental Pollution and Preventing Repossessions in the sums of £62k and £30k respectively, be approved.

1.0 Background

- 1.1 When the Council's General Fund estimates for 2011/12 were approved it was anticipated that the total net expenditure, prior to use of balances, would amount to some £15.589 million. Net use of reserves of £292k was anticipated.

1.2 In year budget monitoring and consequent actions have sought to maintain spending within budget. Members will be aware from Health check reports throughout the year that the overall staffing budgets have been continually under pressure resulting in a final over spend of around £400k. This position coupled with the adverse position on investment income has required officers to concentrate efforts on achieving savings across all other service areas. The impact of these efforts has to an extent been reflected in the range of favourable outturns shown below.

2.0 Report

2.1 The final out-turn for the year (which is still subject to audit) resulted in net expenditure of just over £14.217million (before Government Grant) representing a favourable position of some £1.372million.

2.2 This position is attributed as follows:

	£000s
An underlying underspend against the 2011/12 estimate (including b/fwd budgets from 10/11)	1,212
<u>plus</u>	
Under spend arising from Government grant paid in advance and required to be accounted for in 2011/12	160
 Favourable Variance	 <u>1,372</u>

2.3 The main variances giving rise to the overall under spend position of £1.372m are summarised below. The variances shown against individual services exclude staffing costs and the cost of buildings as these are reported corporately.

2011/12 VARIANCES

Priority/Service

	Estimate £'000	Actual £'000	Favourable £'000	Adverse £'000
Promoting prosperity				
Government grants rec'd in adv.	0	-160	160	-
Concessionary Fares	0	-19	19	-
Taxi Licensing	-119	-126	7	-
Hillcrest Hostel	-53	-114	61	-
Environmental Pollution	27	-1	28	-
Housing Grants	8	-3	11	-
Emergency Planning	32	48	-	16
Transport / Bus Subsidy	86	72	14	-
Animal / Pest Control	9	-6	15	-

Leisure	-8	8	-	16
Housing Benefits Service	-896	-1,052	156	-
Hertford Theatre	-19	-60	41	-
Food and Health & Safety	4	-7	11	-
Housing Options	112	80	32	-
Engineering / land drainage	67	21	46	-
Fit for Purpose				
Turnover Managing Vacancies	11,301	11,717	-	416
Investment Income	-1,175	-833	-	342
Misc Properties / land Sale	-567	-623	56	-
Print / Desk Top Publishing	20	53	-	33
Office Moves	0	57	-	57
Insurances	313	232	81	-
Corporate Training	51	19	32	-
IT Licenses	743	647	96	-
Legal fees Income	-56	-194	138	-
Cost of Change	400	427	-	27
Copyright Fees	17	0	17	-
Other Expenses - consultancy	103	60	43	-
Administrative Buildings	1,016	974	42	-
Business Improvement grant	0	-50	50	-
Lease Cars / Mileage expenses	416	382	34	-
Professional Training	55	27	28	-
Customer and Community Admin.	24	12	12	-
Pride in East Herts				
Car parking	-1,728	-1,859	131	-
Environmental Services	4,103	3,779	324	-
Environmental Co-Ordination	42	24	18	-
Community Safety	89	117	-	28
Shaping Now, Shaping the Future				
New Homes Bonus Grant	0	-317	317	-
Discharge of Conditions	-14	-35	21	-
Development Control Income	-625	-511	-	114
Dev Control Pre-application advice	-37	-59	22	-
LDF Upkeep/Review	142	17	125	-
Planning Appeals	79	170	-	91
Building Control Income	-636	-570	-	66
Development Control advertising	68	39	29	-
Land Charges Income	-217	-233	16	-
Markets	-59	-74	15	-
Economic development	120	22	98	-
Leading the way, working together				
Members Allowances	445	382	63	-
Audit Fees	170	128	42	-
Democratic Representation	104	81	23	-
TM Fees & Bank Charges	158	148	10	-
Elections / Electoral registration	151	140	11	-
Community Projects	60	45	15	-

Community Planning	81	13	68	-
Total	14,407	13,035	2,578	1,206
NET FAVOURABLE VARIANCE		1,372		1,372

- 2.4 Many of these variances have already been reported to the Executive (via Corporate Management Team) as part of the Council's performance management monitoring arrangements (Healthcheck report).
- 2.5 The following comments provided by Heads of Service give brief details of reasons for any significant changes to variances previously reported together with any further variances identified following the closure of accounts process.

Promoting Prosperity

- **Housing Benefits Service**
There has been an increase over the estimate in the sum of debts raised to recover overpaid Housing benefit (£254k) coupled with a small reduction in the amount of grant reclaimed of 0.25% (£98k) against the original estimate, resulting in an overall favourable position of £156k.
- **Food and Health and Safety**
Additional income was generated from being able to recover costs (mainly salaries) from the Food Standards Agency for providing the "stars on the doors" rating system for food premises.
- **Engineering / land Drainage**
A presentational "under spend" arises due to funding now being included as an appropriation to an earmarked reserve rather than against the service.
- **Housing Options**
The under spend of £32k is attributed to a combination of factors; a change in accommodation over the last 18 months with a reduction in private sector properties from Paradigm resulting in lower management costs, reduced numbers in bed and breakfast accommodation and lower advertising costs for choice based lettings due to a change in methods used.

- **Hertford Theatre**
Staffing costs and building related costs (maintenance, insurance) have been reported as part of corporate variances for these expenditure heads. The favourable £41k arises due to a successful arts and entertainment programme and increased income from the café / bar and hires.

Fit for Purpose

Print Section

- A rationalisation of print room equipment has generated a saving of £20k reducing the previously reported adverse variance.

Professional Training

- There is an under spend of £28k against professional training budgets.

Car Mileage

- There has been an overall reduction in car mileage and lease car costs as a result of a reduction in staff numbers.

- **Customer & Community Admin.**

An under spend of £12k has arisen against supplies & services budgets.

Pride in East Herts

- **Environmental Services**

Health check reports throughout the year have reported net savings of £297k across a range of budget heads but mainly relating to efficiencies from the new Waste contract and Recycling. The final outturn resulted in a net £324k under spend across the various Environmental Services cost centres.

- **Car Parking**

An increase in the under spend from £58k (previously reported) to £131k is due principally to additional pay and display income (£43k) and savings in machine maintenance costs under the new contract.

Shaping Now, Shaping the Future

- **Markets**
Savings on the Refuse and Cleansing contracts amount to £15k for this service.
- **Economic Development**
Members have identified priority spends from the New Homes Bonus to fund a range of economic development initiatives. Local Authority Business Growth Incentive funds will be utilised to support these initiatives when needed. A £98k under spend has resulted.

Leading the Way, Working Together

- **Elections / Electoral Registration**
District Council election costs in May 2011 were £11k less than anticipated due to cost sharing arrangements with non district processes taking place at the same time.
- **Community Planning**
There is a £68k under spend on Community Planning. £45k relates to Local Strategic Partnership projects managed by a range of external partners which are reported to and monitored by the LSP Board. An additional under spend of £19k relates to an external LSP Resource Mapping project.
- **Community Projects**
A carry forward request of £10k has been made in respect of the Artsbus project which is now scheduled to be delivered in October / November 2012.

- 2.6 Compared with the Council's probable estimate the overall outturn (before Government Grant) represents a net under spend of just over £1.35m. Adjusting for the £160k of government grant received in advance but accounted for in 2011/12 (as reported above) the underlying variance is £1.19m. This is largely attributable to many of the additional items reported above as part of the explanations regarding the variance against the Council's original estimate. Significant items include; Environmental services (£139k net favourable), car parking (£154k net favourable), Corporate & Democratic Core (reduced spend of £52k), Priority spend relating to

New Homes Bonus (£109k favourable), Housing Benefits Service (net favourable £153k), Net saving on all Directorates running costs including salaries (circa £150k), Reduced spend on Community Planning (£65k) and an additional grant in respect of business improvement (£50k).

- 2.7 The Executive should note that the variances shown exclude capital charges as these relate to the Capital Expenditure Outturn which has been reported through the Healthcheck process. The Executive will recall that these charges have no direct impact upon either the level of Council Tax or use of balances.
- 2.8 The variances shown also exclude any changes in Divisional and Support Service allocations against individual service headings as these have a neutral effect overall.
- 2.9 The final outturn position for the year has resulted in £1.080m net being added to the Council's overall reserve balances, compared to the planned use of £292k of reserves anticipated when the original estimate was approved.
- 2.10 Appropriations of reserves reported in the final accounts include:
- a net contribution of £396k to the General Reserve relating to New Homes Bonus Grant monies not applied and funding for decisions relating to b/fwd and c/fwd budgets in the year. This compares with the originally budgeted £185k contribution from the Reserve.
 - a net appropriation of £592k to earmarked Reserves in line with proposals set out within the budget report to the Executive in February 2012 including an appropriation to the Interest equalisation Reserve of £434k.
 - The accounts currently anticipate a recommendation that two further earmarked reserves be established in respect of specific government funding received in advance for Environmental Pollution and "Preventing Repossessions". Recommendations at the head of the report reflect proposals to earmark amounts of £62k and £30k respectively.
- 2.11 Any ongoing implications of last year's variances will be taken into account in future financial planning. Further scrutiny of the areas identified will take place as part of the 2013/14 integrated financial and service planning process.

3.0 Reserves/Balances

- 3.1 Council is generally well placed with regard to establishing appropriate earmarked Reserves and Balances.
- 3.2 The Executive meeting on 7 February 2012 confirmed existing arrangements for retaining various earmarked reserves as well as various planned appropriations in support of the MTFP. Decisions have also been taken during the year as part of the healthcheck process.
- 3.3 Members will be aware of various budgetary pressures facing the Council in the medium term which were identified in the February budget report. Future Government decisions regarding top slicing the revenue support grant to fund the new homes bonus from 2013 and the potential financial impact of changes in funding arrangements for Council Tax benefits from 2013 may result in the need to call upon the General Reserve to support budgets in the medium term.
- 3.4 The following tables show the appropriations during the year together with the level of funds which will be available at 31 March 2012.

General Fund Balance

	£000's
Balance 1.4.11	3854
Contribution to/(from) in year	-
Balance 31.3.12	<u>*3854</u>

- * Includes an accumulated surplus of £321k in respect of the Council's Building Control Trading Account.
The current MTFP anticipated a balance of £3.85m at 31 March 2012.

<u>General Reserve</u>	£000's
Balance 1.4.11	3762
Contribution to Reserve 2011/12	396
Balance 31.3.12	<u>4158</u>

The current MTFP anticipated a balance of £3.342m at 31 March 2012. The balance at 31 March 2012 does not reflect any provision for carry forward the approval of which is subject to the Council's financial regulations.

Earmarked Reserves

	Balance 01.04.11 £000	Appropriations 2011/12 £000	Balance 31.3.12 £000
Interest Equalisation reserve	0	434	434
Insurance Fund	10	0	10
Emergency Planning reserve	36	0	36
VAT - Partial Exemption reserve	146	0	146
Service Improvement Fund	667	(57)	610
LDF / Green Belt Review reserve	514	150	664
Housing Condition Survey reserve	37	14	51
Council Elections reserve	75	(75)	0
LABGI Reserve	134	(24)	110
Leisure utilities / pension reserve	120	60	180
Restructure Fund	33	0	33
Legal Fees Reserve	12	(12)	0
Performance Reward Grant reserve	67	0	67
Pension Strain Costs Reserve	100	52	152
Waste Recycling – Income volatility	275	0	275
Footbridge over River Stort	50	50	100
Cost of Change Reserve	400	0	400
DCLG Preventing Repossessions*	0	30	30
Environmental Pollution*	0	62	62
	<u>2676</u>	<u>684</u>	<u>3360</u>

* New reserves proposed be established

The current MTFP anticipated a balance of £2.818 at 31 March 2012.

- 3.5 In reviewing the earmarked reserves at March 2012, the purpose for each remains and the balance is considered not to be excessive. As reported above it is recommended that two new Reserves are created at 31 March 2012.
- 3.5 The combined total of the General Fund Balance and General Reserve adjusted for New Homes Bonus monies (£385k) and accumulated Building Control trading surpluses (£321k) amounts to £7.306m. This is marginally in excess of the upper limit of £7.245m determined in accordance with the Council's current reserve

strategy. It is intended, therefore, to review the position further as part of the 2013/14 budget strategy and MTFP update.

4.0 Capital

- 4.1 Details of the capital outturn for the year have been reported to the Executive on 22 May 2012 as part of the Health check process.
- 4.2 The outturn of £5.527m represented over 86% of the adjusted budget for the year (including slippage from 2010/11) of £6.401m.
- 4.3 The financing of the £5.527m has been determined as follows:

	£000's
Internal borrowing	484
Third Party Contributions	235
Government Grant	262
Capital Receipts	4,521
Revenue Contribution	25
	<u>5,527</u>

- 4.4 Taking into account the 'slippage' recommended to be carried forward at the Executive meeting on 22 May the revised Capital Programme for 2012/13 now totals £5.102m (after re-profiling adjustment of £250k).

The planned financing of this year's programme is:

	£000's
Capital receipts	1,085
Third Party Contributions	68
Government Grant	228
Internal Borrowing	3,696
Revenue Contribution	25
	<u>5,102</u>

- 4.5 As previously reported a substantial proportion of future capital programme spend will be financed by "internal borrowing" (effectively through disinvestment).

5.0 2011/12 Annual Statement of Accounts

5.1 Following new Regulations the Council's Annual Statement of Accounts is now required to be approved by Members after the annual audit has taken place. Approval and publication must take place by 30 September following the relevant accounting year. The Council's Constitution now delegates the Scrutiny and approval of the accounts to the Audit Committee. The Accounts are required however to be signed by the Council's Section 151 Officer by 30 June following the relevant Accounting year. In order to adopt best practice the Accounts will be submitted to the Audit Committee on 11 July in order to give the Committee an early opportunity of viewing the (unaudited) accounts and will be considered as part of a training exercise. Members should also note that in the wider interest of transparency and public accountability the unaudited accounts will also be made available on the Council's website.

6.2 Implications/Conclusion

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

Background Papers

Final Accounts Working Papers

Report to Executive 7 February 2012

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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>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>Leading the way, working together <i>Deliver responsible community leadership that engages with our partners and the public.</i></p>
<p>Consultation:</p>	<p>Heads of Service have been consulted and have agreed the comments made for their service areas.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>As set out within the report.</p>
<p>Human Resource:</p>	<p>There are no Human Resource implications.</p>
<p>Risk Management:</p>	<p>Variances against the 2011/12 budget may have an impact upon the current (2012/13) and future years' budgets. Implications will be reported through the healthcheck process and MTFP.</p>

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EAST HERTS COUNCIL

EXECUTIVE – 10 JULY 2012

MONTHLY CORPORATE HEALTHCHECK – APRIL - MAY 2012

REPORT BY THE LEADER OF THE COUNCIL

WARD (S) AFFECTED: All

Purpose/Summary of Report:

- To set out an exception report on the finance and performance monitoring for East Herts Council for April - May 2012.




<u>RECOMMENDATIONS FOR EXECUTIVE:</u> that:	
(A)	the budgetary variances set out in paragraph 2.1 of the report be noted;
(B)	the allocation of £25,000 of earmarked funds by East Herts Local Strategic Partnership as stated at paragraph 2.4 of this report, be noted;
(C)	in accordance with Financial Regulation 4.5.5, the virement of £10,000 from the New Homes Bonus Grant Priority Spend 2012/13 to Revenue Grants, be noted;
(D)	the carry forward requests of £10,100 and £4,000 as outlined in paragraphs 2.17 and 2.18 of the report; be approved; and
(E)	the action taken to mitigate and control strategic risks in paragraph 2.19 of the report, be approved.



1.0 Background

- 1.1 This is the monthly finance and performance monitoring report for the Council.

- 1.2 Each month the report will contain a breakdown of the following information by each corporate priority where remedial action is needed:
- Salary, Capital and Revenue variance.
 - Performance information (based on the performance indicator suite that is reported on a monthly basis) and also the Directorate's position in respect to payment of invoices and sickness absence.
- 1.3 **Essential Reference Paper 'B'** shows the full set of performance indicators that are reported on a monthly/quarterly basis.
Essential Reference Paper 'C' shows detailed information on salaries.
Essential Reference Paper 'D' shows detailed information on the capital programme.
Essential Reference Paper 'E' shows the strategic risk register.

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 – Directorate Position

REVENUE FINANCIAL SUMMARY

- 2.1 With just two months into the financial year there is limited information about actual spending.

	Position as at 31.05.12				Projected Position year end	
	Favourable £000	Adverse £000	Favourable Variance since last month £000	Adverse Variance since last month £000	Favourable £000	Adverse £000
(1) People						
(2) Place Waste contract (various budgets)	17	0	0	0	100	0
(3) Prosperity						
TOTAL:	17	0	17	0	100	0
Net Projected Variance					100	
Supported by supplementary estimates						
Total Supplementary Estimates						

- 2.2 Salary budgets are constantly monitored and **Essential Reference Paper 'C'** shows the budget is broadly in line with the projected expenditure.

FINANCIAL ANALYSIS AND PERFORMANCE ANALYSIS

People

Financial analysis

- 2.3 The Executive is requested to approve a virement of £10k from the new homes bonus grant priority spend 2012/13 to revenue grants to support jubilee events. Following consultation as required by Financial Regulations 4.5.5 a virement of £10,000 from the New Homes Bonus Grant Priority Spend 2012/13 to Revenue Grants requires reporting to the Executive for noting. The virement is to enable support for Jubilee events.
- 2.4 A sum of £67,375 was rolled forward as an earmarked reserve being the unspent revenue funding awarded as Performance Reward Grant to East Herts Local Strategic Partnership (LSP). At its meeting on 21 May 2012, the LSP Board agreed to award specific partnership activities £25,000 in support of the LSP' priorities. As the accountable body, Members are asked to note this use of LSP allocated funds

Performance analysis

- 2.5 **NI 181 – Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance was 'Red' for May 2012. Performance for the periods from 11 April 2012 to 14 May 2012 is at 11.41 days. The cumulative position is at 10.81 days.
- 2.6 The following indicator was 'Green', meaning that the target was either met or exceeded for May 2012. It is:
- EHPI 129 – Response time to anti social behaviour (ASB) complaints made to East Herts Council.

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

Place

Financial analysis

- 2.7 Early indications show that the costs of transition to the new waste contract have to date been lower than expected and an underspend of up to £100k is probable.

Performance analysis

- 2.8 **NI 157a – Processing of planning applications: Major applications.** Performance was 'Red' for May 2012. Two out of five applications were decided within 13 weeks. Three of the decisions released in the month required associated legal agreements. These resulted in a delay beyond the end of the decision target period.
- 2.9 **NI 191 – Residual household waste per household and NI 192 - Percentage of household waste sent for reuse, recycling and composting.** The May performance data for these indicators are not available for inclusion in this report. The latest position will be presented at the meeting.
- 2.10 The following indicator was 'Green', meaning that the target was either met or exceeded for May 2012:
- EHPI 2.4 – Fly-tips: Removal
 - EHPI 2.1d – Planning Enforcement: Initial Site Inspections
 - EHPI 2.1e – Planning Enforcement: Service of formal Notices.
 - EHPI 2.2(45) – Number of collections missed per 100,000 collections of household waste.
 - NI 157b – Processing of planning applications: Minor applications.
 - NI 157c – Processing of planning applications: Other applications.

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

Prosperity

Financial analysis

- 2.11 The first two months has shown an adverse £26k of Building Control income. It is too early in the year to predict a projected shortfall. The position is being kept under review and options are being considered in conjunction with updating the Portfolio Holder.

Performance analysis

- 2.12 **EHPI 12c – Total number of sickness absence days per FTE staff**

in post. Performance was 'Amber' for May 2012. Although performance did not meet the monthly target it was only slightly off achieving 0.73 days against a target of 0.70 days Management are actively monitoring for any trends.

2.13 The following indicators were 'Green', meaning that targets were either met or exceeded for May 2012. They are:

- EHPI 6.8 – Turnaround of pre NTO PCN challenges.
- EHPI 6.9 – Turnaround of NTO Representations.
- EHPI 8 - % of invoices paid on time.

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

CAPITAL FINANCIAL SUMMARY

2.14 The table below sets out expenditure to 31 May 2012 against the Capital Programme which reflects the recommendation to Council on 4 July 2012. Executive is invited to consider the overall position. **Essential Reference Paper D** contains details of the 2012/13 Capital Programme. Comments are provided by the Project Control Officers in respect of individual schemes.

SUMMARY	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Actual Commit to date	2012/13 Projected Spend	Variance Col 4 - Col 2
	£	£	£	£	£
People	3,003,400	2,975,780	1,131,902	2,870,780	(105,000)
Place	824,600	1,017,160	152,501	1,017,460	300
Prosperity	1,000,150	1,835,090	256,366	1,836,020	930
Re-profiling potential Slippage	(250,000)	(250,000)		(250,000)	
TOTAL	<u>4,578,150</u>	<u>5,578,030</u>	<u>1,540,769</u>	<u>5,474,260</u>	<u>(103,770)</u>

CARRY FORWARD REQUESTS

2.15 Heads of Service were asked to identify any carry forward requests from unspent 2011/12 budgets along prescribed guidelines. The Section 151 Officer administers the scheme and reports to the Chief Executive. Proposals on any underspends to be carried forward will be made in the context of the Council's overall financial position and reported to the Executive and submitted to Council for approval.

- 2.16 Two areas of underspend have been identified by the Communications and Engagement Manager (C&EM).
- 2.17 The C&EM has requested that £10,100 of the Artsbus budget be carried forward as this was an eighteen month project with a high level Member endorsement with a brief to deliver in October/November 2012.
- 2.18 The C&EM has also requested that £4,000 of the transport budget be carried forward to support the cost of traffic management arrangements for the Olympic torch relay.

RISK MONITORING ANALYSIS

- 2.19 Risk mitigating actions for the period February to April 2012 have been updated. Scoring remains unchanged.

Please refer to **Essential Reference Paper 'E'** for the Strategic Risk Register.

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'** .

Background Papers:

2011/12 Estimates and future targets report, Essential Reference Paper B – For complete list of performance indicators that are being monitored for 2012/13

Contact Officer: Simon Chancellor – Head of Finance and Performance, Ext 2050
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Report Author: Karl Chui – Performance Monitoring Officer
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ESSENTIAL REFERENCE PAPER 'A'

Contribution to the Council's Corporate Priorities/ Objectives:	<p>People <i>This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Place <i>This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</i></p> <p>Prosperity <i>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</i></p>
Consultation:	Performance monitoring discussions have taken place between Directors and Heads of Service.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no Human Resource implications.
Risk Management:	There are no Risk implications.

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May Executive Corporate Healthcheck 2012/13




Traffic Light Red
Description People

Revenues and Benefits Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		11.4 days	10.0 days		Performance for the periods from 11 April 2012 to 14 May 2012 is at 11.41 days. The cumulative position is at 10.81 days.	<p>May 2012 result</p> <p>10.6 days 10.1 days .0 days 11.4 days 25.0 days</p>	None



Traffic Light Red
Description Place

Planning and Building Control

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
NI 157a (BV109a)	Processing of planning applications: Major applications		40.00%	60.00%		Two out of five applications were decided within 13 weeks. Three of the decisions released in the month required associated legal agreements. These resulted in a delay beyond the end of the decision target period.	 <p>May 2012 result</p> <p>40.00%</p> <p>56.40%</p> <p>59.40%</p> <p>100.00%</p> <p>0.00%</p>	None




Traffic Light Amber
Description Prosperity

People Services & Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
EHPI12c	Total number of sickness absence days per FTE staff in post		0.73 days	0.70 days		Total absence for the year so far = 1.17 (target = 1.25). Although performance did not meet the monthly target it was only slightly off. Management are actively monitoring for any trends.	 <p>May 2012 result</p> <p>0.73 days</p> <p>0.74 days</p> <p>0.71 days</p> <p>5.00 days</p> <p>0.00 days</p>	None




Traffic Light Green
Description People




Licensing and Community Safety




PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
EHPI129	Response time to ASB complaints made to EHC.		100.00 %	100.00 %		There were five complaints made to the ASB officer at EHC, all of which were responded to within the minimum two working days.	<p>May 2012 result</p> 	None

Traffic Light Green
Description Place

Environmental Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
EHPI2.4 (47)	Fly-tips: removal		0.92	2		Performance improved in May, compared to April, keeping year to date figure better than the targeted 2 days.	<p>May 2012 result</p> 	None

Environment Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste		29.44	48		Marginal improvement in performance compared to April, keeping the year to date figure much better than targeted.	<p>May 2012 result</p> 	None

Planning and Building Control								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
NI 157b (BV109b)	Processing of planning applications: Minor applications		73.00%	70.00%		Performance is exceeding target.	<p>May 2012 result</p> 	None

Planning and Building Control								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
NI 157c (BV109c)	Processing of planning applications: Other applications	✓	90.00%	90.00%	↑	Performance is exceeding target.	<p>May 2012 result</p>	None

Planning and Building Control								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	✓	94.00%	75.00%	↑	18 site visits out of 36 files within target	<p>May 2012 result</p>	None

Planning and Building Control								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
EHPI 2.1e	Planning Enforcement: Service of formal Notices		100.00%	50.00%		Performance is exceeding target. No short term trend comparison can be made for this period due to no enforcement notices were issued in the April period.	<p>May 2012 result</p>	None

Traffic Light Green
Description Prosperity

Financial Support Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
EHPI8	% of invoices paid on time		97.78%	98.00%		Number of invoices paid on time has improved slightly over the previous month but still a bit below target.	<p>May 2012 result</p>	None

Parking Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
EHPI6.9	Turnaround of NTO Representations		11 days	28 days		This PI is now within target	<p>May 2012 result</p>	None

Parking Services								
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
EHPI6.8	Turnaround of Pre NTO PCN challenges (10 working days)		11 days	14 days		This PI is now within target	<p>May 2012 result</p>	None

Traffic Light Unknown
Description Place

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
NI 191	Residual household waste per household		TBA	N/A	TBA	May performance data not provided by service. The latest position will be presented at the Executive meeting.	N/A	None

Environment Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Performance Gauge	Action taken during last Executive meeting on 22 nd May 2012
NI 192	Percentage of household waste sent for reuse, recycling and composting		TBA	N/A	TBA	May performance data not provided by service. The latest position will be presented at the Executive meeting.	N/A	None

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

SALARIES/AGENCY/APPOINTMENT OF STAFF/RELOCATION

	Estimate	Profile to 30.04.12	Actual to 30.04.12	Variance to Profile	Projected outturn	Projected Outturn Variance to Estimate
	£	£	£	£	£	£
Chief Executive & Director of Customer & Community	2,868,240	240,269	237,267	-3,002	2,764,940	-103,300
Internal Services	5,002,120	425,965	404,404	-21,561	5,077,890	75,770
Neighbourhood Services	3,867,900	345,297	317,369	-27,928	3,867,390	-510
Summary	11,738,260	1,011,531	959,040	-52,491	11,710,220	-28,040
TOTAL	11,738,260	1,011,531	959,040	-52,491	11,710,220	-28,040

g:P&F/SALARIES HEALTHCHECK

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CAPITAL EXPENDITURE MONITORING 2012/13

Exp. To 31/05/12

SUMMARY

	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate
	£	£	£	£	£
People - focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable	3,003,400	2,975,780	1,131,902	2,870,780	(105,000)
Place - focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean	824,600	1,017,160	152,501	1,017,460	300
Prosperity - focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities	1,000,150	1,835,090	256,366	1,836,020	930
TOTAL	4,828,150	5,828,030	1,540,769	5,724,260	(103,770)
RE-PROFILING POTENTIAL SLIPPAGE (71264/7501)	(250,000)	(250,000)		(250,000)	0
	4,578,150	5,578,030	1,540,769	5,474,260	(103,770)

Page 91
 Reconciliation of Original to Revised Estimate
 Other Amendments 476,500
 Slippage from 2011/12 523,380

CAPITAL EXPENDITURE MONITORING 2012/13

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Exp. To 31/05/12

2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate
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£	£	£	£	£
<u>5,578,030</u>				

CAPITAL MONITORING 2012/13

PEOPLE

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
	<u>Hartham</u>						
72328	Re-coating of pools & boom	0	6,630	4,660	6,630	0	
72339	Replacement Fire Exit Doors & Frames	20,000	20,000	0	20,000	0	
72340	Replace Main Pool Circulating Pumps	20,000	20,000	0	20,000	0	
72341	Replace Learner Pool Circulating Pumps	12,000	12,000	0	12,000	0	
	<u>Grange Paddocks</u>						
72342	Replace Calorifiers to Football Pavilion	12,000	12,000	0	12,000	0	
72344	Renew Roof Covering to Pool Hall	75,000	75,000	0	75,000	0	
	<u>Fanshawe</u>						
72335	Replace Main Pool Air Handling	0	4,300	(6,661)	4,300	0	
72345	Refurbish of Replace Pool Filters	20,000	20,000	0	20,000	0	
72337	Replacement Gym Equipment	0	81,780	0	81,780	0	Awaiting invoice from Technogym Ltd via SLM before releasing payment.
	<u>Ward Freman</u>						
72347	External Repairs & Decorations	10,000	10,000	0	10,000	0	
	<u>Leventhorpe</u>						
72348	Replacement Gym Equipment	29,000	29,000	0	29,000	0	Proposed spend September.
72596	Hillcrest Hostel Fire Alarm	15,000	15,000	0	15,000	0	
72597	Hillcrest Hostel Fire Escape Upgrade	15,000	15,000	10,461	15,000	0	

CAPITAL MONITORING 2012/13

PEOPLE

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Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
72599	Scotts Grotto Renovation	10,000	10,000	0	10,000	0	
	<u>Private Sector Improvement Grants</u>						
72602	Disabled Facilities (Note 1)	560,000	560,000	24,673	560,000	0	Commitment, i.e., unpaid approved grants, at this stage is just £123,550, the current case list is around half normal levels, and the referral rate from HCC Occupational Therapists is also around half 2010 levels. However, HCC advise the demand for OT assessments is increasing, as is their waiting list, and that as their new HCC/SERCO structure beds in, and they deal with the backlog that built up during this transition period, we should see a marked increase. It is expected that all the budget will be needed.
72605	Disabled Facilities - Discretionary	60,000	60,000	0	60,000	0	No big schemes identified at this stage requiring discretionary DFG input, however, this budget is often needed to meet demand for mandatory DFG, which is expected to increase.
72606	Decent Home Grants	200,000	200,000	0	100,000	(100,000)	The DHG budget was reduced in 2011/12 to £120K reflecting need to reduce capital spend, reduced demand, and to allow resource to be focused on mandatory DFG. This reduction should be continued into current year. Projected spend of £100k would allow a safety net for vulnerable households, and potential to transfer to a loan scheme if developed.

CAPITAL MONITORING 2012/13

PEOPLE

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
72604	Energy Grants	20,000	20,000	0	15,000	(5,000)	The HEEP scheme replaced this budget in the previous 2 years. Although HEEP is now closing, energy suppliers are still offering good deals for insulation, so council energy grants are not currently being promoted. Reducing this budget to £15k would allow emergency response if needed for boilers for up to 3 vulnerable households.
72685	Social Housing Schemes	700,000	318,000	0	318,000	0	
72607	Local Authority Mortgage Scheme (Note 2)	1,000,000	1,000,000	1,000,000	1,000,000	0	
71201	Capital Salaries	25,400	25,400	0	25,400	0	
72442	Community Capital Grants	100,000	198,600	19,530	198,600	0	40 individual grants that were committed in 11/12 but had not been paid by the end of the financial year are included in this budget. To date, 11 of these have been paid. It is anticipated that another 5 will be paid by end of July. Deadline for this year's large capital grants has passed and 11 applications have been received - total request is £101,286.
72578	Drill Hall (Note 3)	100,000	200,000	79,239	200,000	0	
72545	Presdales - Replace Pavilion	0	9,400	0	9,400	0	

CAPITAL MONITORING 2012/13

PEOPLE

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Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
72582	LSP Capital Grants	0	53,670	0	53,670	0	
TOTAL		3,003,400	2,975,780	1,131,902	2,870,780	(105,000)	

Reconciliation of Original to Revised Estimate

Slippage from 2011/12 (27,620)
2,975,780

Expenditure on Joint Use Pools 40% funding sought from HCC/schools as appropriate

- Note 1. Government funding of £228,000 in 12/13
- Note 2. This funding will be returned as a capital receipt at the end of the guarantee period.
- Note 3. Release of funding is contingent upon agreeing a full repairing lease with the occupier

CAPITAL MONITORING 2012/13

PLACE

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
	<u>Hertford Theatre</u>						
72594	Renew Boilers	50,000	50,000	0	50,000	0	
72586	Renew Fire Alarm	0	10,000	0	10,000	0	
72587	McMullen Gates Refurbishment	0	35,000	0	35,000	0	
72588	Energy Saving Hot Water System	0	0	(1,283)	0	0	
72589	Renew Roof Covering	30,000	84,600	32,448	84,600	0	
72595	Ventilation Improvements to Café Kitchen	10,000	10,000	0	10,000	0	
72579	Hertford Theatre - Remodelling & Refurbishment Works	0	27,150	8,480	27,150	0	
74106	Heart of B/S - Market Improvement Scheme	0	46,300	0	46,300	0	
72592	New Stall Covers for Hertford & Ware Markets	0	2,200	2,504	2,500	300	
71272	Castle Gardens Bungalow - Replace Roof Covering	7,500	7,500	0	7,500	0	
74102	Historic Building Grants	51,800	52,660	7,055	52,660	0	
75145	Standardise Litter Bins	5,500	5,500	0	5,500	0	
75152	Commercial Waste	33,500	33,500	2,609	33,500	0	
75165	Wheeled Bin & Recycling Box Replacement Programme	100,000	98,450	60,038	98,450	0	

CAPITAL MONITORING 2012/13

PLACE

Exp Code	2012/13 Approved Schemes	2012/13	2012/13	2012/13	2012/13	2012/13	COMMENTS
		Original Estimate	Revised Estimate	Total to Date	Projected Spend	Variance between Proj Spend and Approved Estimate	
		£	£	£	£	£	
75167	Provision for containers - ARC for Communal Properties	0	5,000	0	5,000	0	
72504	Provision of Play Equipment	50,000	50,000	0	50,000	0	
72506	Art in Parks Project (Note 1)	5,000	5,000	0	5,000	0	
72585	The Bourne, Ware - Play Area Development Programme	40,000	40,000	0	40,000	0	
72507	Pishiobury Park Wetland Habitat Project (Note 2)	20,000	20,000	0	20,000	0	
72584	Sacombe Road, Hertford - Play Area Development Programme	0	10,000	0	10,000	0	
72508	Hartham Common - Parks Development Plan Project (Note 3)	25,000	25,000	0	25,000	0	
75168	Energy Efficiency & Carbon Reduction Measures (Note 4)	45,000	45,000	0	45,000	0	
72591	Castle Weir Micro Hydro Scheme	219,000	219,000	5,650	219,000	0	

CAPITAL MONITORING 2012/13

PLACE

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
74105	Town Centre Environmental Enhancements	132,300	135,300	35,000	135,300	0	
TOTAL		824,600	1,017,160	152,501	1,017,460	300	
Reconciliation of Original to Revised Estimate							
Other Amendments		50,000					
Slippage from 2011/12		142,560					
		<u>1,017,160</u>					

Note 1. Provision to attract external funding.

Note 2. This project will require match funding to maximise the potential of this project and this sum reflects provision for this.

Note 3. Development of this site will require significant external investment and this sum represents provision to support bids for external funding.

Note 4. Relates to provision for energy efficiency measures following C3W. This is subject to bids for grant funding.

PROSPERITY

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Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
71374	Network, Servers & Storage Upgrade	30,000	30,000	0	30,000	0	
71370	Development Control EDM	0	4,500	0	4,500	0	
71377	BACS	0	2,500	0	2,500	0	
71379	Authentication	31,000	31,000	0	31,000	0	
71388	GIS	0	5,470	0	5,470	0	
71389	Small Systems	0	0	0	0	0	
71395	EDM - Corporate	18,000	28,070	0	28,070	0	
71409	Locata	0	14,280	(5,300)	14,280	0	
71413	New Telephone System	0	0	0	0	0	
71414	Hardware Funding	90,000	87,180	16,627	87,180	0	
71415	Applications	55,000	78,850	1,244	78,850	0	
71416	Merging systems - Licensing & Env Health	0	15,000	0	15,000	0	
71418	Mayrise Upgrade	30,000	30,000	0	30,000	0	
71419	IT support regarding above scheme	20,000	20,000	0	20,000	0	
71420	Integrated DC & BC Systems	60,000	60,000	0	60,000	0	

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Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
71421	IT support regarding above scheme	20,000	20,000	0	20,000	0	
71422	Shared Services Infrastructure Integration	50,000	50,000	0	50,000	0	
71423	Replacement Condensers to Server Room	20,000	20,000	8,891	20,000	0	
71362	Capital Salaries	107,000	107,000	0	107,000	0	
75263	Apton Road Car Park - Resurfacing & Lining	53,050	100,550	17,745	100,550	0	
75267	Old London Road Car Park Refurbishment	100,000	99,380	4,650	99,380	0	
75240	Bircherley Green MSCP - Major Refurb. & Repairs	0	390,800	164,882	390,800	0	
75242	Bircherley Green MSCP - Upgrade Lift Cars	0	0	99	100	100	
75241	Gascoyne Way MSCP - Major Refurb. & Repairs	0	4,580	1,000	4,580	0	
75166	Replace Footbridge Library Car Park	0	140,200	2,949	140,200	0	
75259	Grange Paddocks New Pedestrian Bridge	0	1,340	0	1,340	0	
75237	Buntingford Car Park - Imp. To Surface Water Drainage	0	9,800	74	9,800	0	

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Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
71267	Upgrade Pedestrian Route Grange Paddocks to Causeway	0	21,800	3,830	21,800	0	
71270	Wallfields Upgrade Car Park Lighting	10,000	10,000	0	10,000	0	
71273	Wallfields Fire Alarm Upgrade to Old Building	20,000	20,000	0	20,000	0	
72598	Cricketfield Lane - Resurface Footpath & Retainment Works	75,000	75,000	0	75,000	0	
72590	Vantorts Open Space - Resurface Footpaths	0	2,230	0	2,230	0	
71262	Elizabeth Road Shops - Renew Water Main	0	7,200	0	7,200	0	
71203	Replacement Chairs & Desks	10,000	15,670	267	15,670	0	
71268	Stevenage BC Shared Service, Furniture & Equipment	0	0	831	830	830	

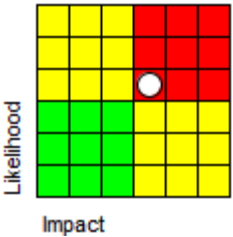
CAPITAL MONITORING 2012/13

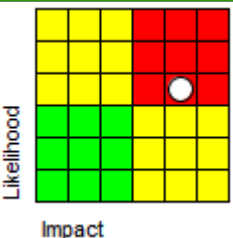
PROSPERITY

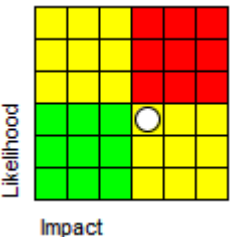
Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
75160	River & Watercourse Structures	47,500	67,090	10,506	67,090	0	Works in Pishiobury Park Sawbridgeworth have now been successfully completed. A specialist contractor has been sourced to carry out the programme of inspections on EH bridges in the district (24 number) . This will identify and prioritise anystructural/ remedial/maintenance works required. Work is expected to commence at the end of July.The Feasibility Study/Surface Water Management Plan (SWMP) for an area prone to flooding in Ware continues. The site investigation work is complete and data is being analysed by a consultant to model the potential flood characteristics of the area.
75157	Footbridge over River Stort	0	94,500	0	94,500	0	Outstanding dispute with contractor still unresolved.
72568	North Drive - reconstruct road & drainage	0	17,500	400	17,500	0	
71266	Capital Salaries	53,600	53,600	0	53,600	0	
71251	Automated Telling Machines at Hertford & B/S	12,800	12,800	0	12,800	0	
75265	Grange Paddocks Project - 8 New P & D Machines	36,000	36,000	27,671	36,000	0	
75266	Grange Paddocks Project - purchase of tariff boards/signs	3,000	3,000	0	3,000	0	
75270	On-street P & D Charges	48,200	48,200	0	48,200	0	
TOTAL		1,000,150	1,835,090	256,366	1,836,020	930	

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Strategic Risk Register February to April 2012

Code	Title	Description	Current Risk Matrix	Impact	Likelihood	Managed By	Latest Note
SR1	Risk of significant reduction in funding above that planned for.	There is uncertainty around future funding, both from Government and other areas such as income from commodities markets for recycled materials. There are cost pressures combined with an increased awareness and scrutiny of financial position.		3	3	Alan Madin	February to April 2012: The budget approved in March 2012 has a high degree of certainty of government funding to March 2013. The Treasury's requirement that departments retain a 5% contingency is a potential in risk year. Funding for 2013/13 and later years remains uncertain because of changes to the basis of funding and the risk for another round of cuts to reduce the public sector deficit.

Code	Title	Description	Current Risk Matrix	Impact	Likelihood	Managed By	Latest Note
SR2	Risk of a loss of capacity / capability and flexibility to deliver service levels we would like.	There are challenges around workforce planning to ensure the Council is fit for the future, in terms of workforce skills, capacity and flexibility.		4	3	Alan Madin	February to April 2012: Work continued of the detailed business case for shared services. The IT Steering group completed the setting of priorities for IT to March 2013 and additional funding was agreed to complete some specific tasks.

Code	Title	Description	Current Risk Matrix	Impact	Likelihood	Managed By	Latest Note
SR3	Risk that supplier / contractor or key third sector partner fails or fails to deliver.	A number of key external and internal services are delivered through major contracts, both directly and in consortia. This is both through private sector supply chains and in conjunction with the voluntary and third sector.		3	2	George Robertson	February to April 2012: Refuse, grounds maintenance, leisure and parking contracts subject to robust management and control systems. All tenders supported by Procurement Adviser. All contracts covered by a bond or parent company guarantee. Internal Services and Neighborhood Services: No significant concerns at present. Planned mitigating actions: IT contracts to be more closely supported by trained officers within individual teams.

Code	Title	Description	Current Risk Matrix	Impact	Likelihood	Managed By	Latest Note
SR4	Risk that investment and effort does not deliver benefits and returns.	Moving more towards shared services with other public sector partners. Potential for lack of consistent political buy-in by all partners resulting in considerable effort without benefit. There is also a challenging skill set for managers due to the complexity.		3	2	Alan Madin	February to April 2012: All partners remain committed to ensuring the viability of the proposed partnership in production of the detailed business case

Code	Title	Description	Current Risk Matrix	Impact	Likelihood	Managed By	Latest Note
SR5	Risk of being unable to long term strategically plan.	There is uncertainty on overall future government policy and a number of changes required without accompanying resource.		2	3	Simon Drinkwater	February to April 2012: The Executive and CMT considers reports as required. New policies are developed in response to changes in government policy and changes to circumstances. Proposed changes to policy are considered by Scrutiny Committees and existing policies re reviewed through the scrutiny process in accordance with the approved work programme. The appointment of the Chief Executive and the completion of the senior management restructure in this period was significant mitigating actions to allow council to respond to government initiatives.

Code	Title	Description	Current Risk Matrix	Impact	Likelihood	Managed By	Latest Note
SR6	Risk that SMG does not implement Council policies in a coherent and consistent way.	There could be a lack of consistency and cohesion at senior management levels of implementing decisions.		4	1	Simon Drinkwater	February to April 2012: Items for decision are reported to the relevant body or group. Consultation takes place before the decision and all decisions are recorded. Arrangements have been put in place to ensure Members are informed and there is clear communication with Members.