



MEETING : EXECUTIVE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 5 MARCH 2013
TIME : 7.00 PM

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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DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
 - must not participate in any discussion of the matter at the meeting;
 - must not participate in any vote taken on the matter at the meeting;
 - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
 - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
 - must leave the room while any discussion or voting takes place.

2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.

3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.

4. It is a criminal offence to:

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

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

AGENDA

1. Apologies

To receive apologies for absence.

2. Leader's Announcements

3. Minutes

*To approve the Minutes of the meeting held on 5 February 2013
(previously circulated in the Council Agenda of 20 February 2013).*

4. Declarations of Interest

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

5. Issues Arising from Scrutiny

Report to follow.

6. Service Plans 2013/14 (Pages 7 - 44)

7. 2012/13 Estimates and Future Targets (Pages 45 - 74)

8. Draft Revised East Herts Housing Register (Pages 75 - 122)

9. Recycling Options (Removing Cardboard from the Organic Waste Stream)
(Pages 123 - 138)

10. Draft Parks and Open Spaces Strategy (Pages 139 - 178)

11. Traffic Regulation Order – Link Road and Northgate End, Bishop's
Stortford (Pages 179 - 194)

12. Listed Buildings at Risk (Pages 195 - 212)

13. District Plan Executive Panel: Minutes - 21 February 2013

To receive the Minutes of the District Planning Panel meeting held on 21 February 2013 (to follow) and to consider any recommendations arising.

Note – Members are reminded to bring their copy of the District Planning Panel agenda to this meeting.

14. Monthly Corporate Healthcheck - January 2013

Report to follow.

15. Urgent Business

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

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EAST HERTS COUNCIL

EXECUTIVE – 5 MARCH 2013

REPORT BY THE LEADER OF THE COUNCIL

2013/14 SERVICE PLANS

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- The purpose is to set out the planned service activity for 2013/14. The Executive are asked to agree the 2013/14 Service Plans at their meeting on 5 March 2013.

<u>RECOMMENDATION FOR THE EXECUTIVE:</u> that	
(A)	The attached service plan activity for 2013/14 be agreed.

1.0 Background

- 1.1 East Herts uses an integrated service planning and financial planning framework to ensure that all services deliver the Council's corporate priorities.
- 1.2 Service Plans are produced every year by Heads of Service and set out the key actions that need to be undertaken to deliver the corporate priorities and key objectives, in line with the budget. These actions are linked (where relevant) to key performance indicators, so that achievement can be measured and tracked.

2.0 Report

- 2.1 All service plans have been checked to ensure compliance with the service planning guidance and all sections have been completed. For ease, only Table 3, which sets out the key actions for each service, have been detailed in **Essential Reference Paper 'B'**. The rest of the service plan contains contextual information about the service.

- 2.2 Overall, the actions detailed reflect the Consolidated Budget report that was presented to Executive on 5 February 2013.
- 2.3 The 2013/14 Service Plan activity will be monitored on a six monthly basis but will be reported to the relevant scrutiny committee for each service (like the Corporate Healthcheck Report).
- 2.4 The 2013/14 Service Plans were scrutinised at a meeting of the Joint Scrutiny Committees on 12 February 2013.
- 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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Report Author: Ceridwen Pettit – Corporate Planning and Performance Manager
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People</p> <p>This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place</p> <p>This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity</p> <p>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	<p>There are no specific consultation implications, although all Service Heads should have consulted staff in the development of their service plans.</p> <p>The report was discussed at Joint Scrutiny Committee on 12 February 2012.</p>
Legal:	<p>There are no legal implications.</p>
Financial:	<p>Executive will receive the report on 5 March 2013. Any changes that may arise to financial implications linked to key service activity will be updated by Financial Support Services after the meeting.</p>
Human Resource:	<p>There are no direct human resources implications.</p>
Risk Management:	<p>Individual actions have been risk assessed, but the risks involved in not implementing the integrated service planning and financial management framework could result in the council's corporate priorities not being delivered.</p>

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Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Increase community engagement						
13-CEC01	Develop the Ageing Well agenda	Service Provider / Commissioner / Manager	Target: Mainstream Ageing Well into the corporate equality assessment process Outcome: Better services, environment and opportunity for older people Critical Success Factors: Corporate buy-in Environmental Impacts: To be determined - if any	31 March 2014	Engagement and Partnerships Team Leader	Corporate Equalities Group
13-CEC02	Develop community and other projects with received S 106 funds	Enabler	Target: Spend received contributions for community, children and young people projects Outcome: Improved community infrastructure and capacity Critical Success Factors: Targeting best benefit through consultation Environmental Impacts: To be determined - if any	31 March 2014	Head of Communications, Engagement and Cultural Services	None
13-CEC03	Develop profile and revenues for Hertford Theatre's River Room	Service Provider / Commissioner / Manager	Target: 10% increase in revenues from hires Outcome: More usage/improved performance Critical Success Factors: Marketing strategy Environmental Impacts: None	31 March 2014	Hertford Theatre Director	None
13-CEC04	Increase on line communications through for example: increase use of social media, targeting and co-ordination (govdelivery)	Influencer	Target: 10% increase in on line communication Outcome: Greater connectivity Critical Success Factors: Accurate targeting and co-ordination Environmental Impacts: None	31 March 2014	Communications Team Leader	Web team
13-CEC05	Internal communications review	Influencer	Target: Improve communications in accordance with survey results Outcome: More staff engagement - higher satisfaction rates Critical Success Factors: Design and marketing of survey Environmental Impacts: None	01 July 2013	Communications Team Leader	Corporate input required
13-CEC06	Biennial residents survey	Service Provider / Commissioner / Manager	Target: Trackable, topical and statistically sound survey Outcome: Services and leadership interventions more finely tuned to residents needs Critical Success Factors: Timing, liaison and specification design with contractor Environmental Impacts: None	01 January 2014	Engagement and Partnerships Team Leader	Corporate input required

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Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity						
13- CSHS01	Provide an effective service in dealing with complaints about Licensed premises, antisocial behaviour and issues dealt with by Environmental Health.	Influencer	<p>Target: Respond to these complainants within three working days of receipt and inform complainant of outcome in every case</p> <p>Outcome: Effective enforcement and response with reduced resource.</p> <p>Critical Success Factors: Staff workload and partners response</p> <p>Environmental Impacts: Likely impact on visual street scene, reduced littering and noise nuisance. Likely reduction in risk to public health and safety.</p>	31 March 2014	Head of Community Safety & Health	None
13- CSHS02	Identify and implement opportunities that Community Safety and Health Services can contribute to the County's Health and Wellbeing Board's public health goals to help improve the health of residents within East Herts.	Partner	<p>Target: Where possible, work with partner agencies to secure resources for public health projects</p> <p>Outcome: To ensure that East Herts is able to influence Public Health to the benefit of its residents</p> <p>Critical Success Factors: Unknown landscape, decisions not within our control i.e. partner cooperation</p> <p>Environmental Impacts: N/A</p>	31 March 2014	Head of Community Safety & Health	Links with Communities service, Health and Wellbeing Panel and LSP
13- CSHS03	Identify areas where Community Safety and Health Services can feed data into the County's JSNA to assist with the securing of funding for public health related projects which will benefit the residents of East Herts. Feed this data to the County Council for inclusion within the JSNA	Influencer	<p>Target: Where possible, identify tangible work and supporting data which can provide public health benefits to the residents of East Herts. Data included in the JSNA.</p> <p>Outcome: To ensure East Herts is seeking opportunities to improve the health of its residents</p> <p>Critical Success Factors: Unknown landscape, decisions not within our control i.e. partner cooperation</p> <p>Environmental Impacts: N/A</p>	31 March 2014	Head of Community Safety & Health	Links with Communities service, Health and Wellbeing Panel and LSP
Reduce fuel poverty						
13- CSHS04	Develop a transition model for energy partnership to prepare for the Green Deal in 2013 onwards	Community Leadership	<p>Target: Position EHC ready for the Green Deal</p> <p>Outcome: Reduced risk of fuel poverty for those having the measure installed. Reduce carbon dioxide emissions from fuel enriched households</p> <p>Critical Success Factors: Still awaits government direction. Adequate resources and cooperation of partners. Continued availability of funding</p> <p>Environmental Impacts: Mitigation and reduced fuel poverty and increased carbon reduction</p>	31 March 2014	Environmental Health Manager - Residential	None

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Corporate Priority: Place Strapline: Safe and Clean						
Maintain our parks, play areas and open spaces						
13- CSHS05	Carry out Surface Water Management Plans (SWMPs) in high risk flood locations in liaison with Herts Highways	Partner	Target: Feasibility & Site work - October 2013 Modelling and final reports with Action Plan - March 2014. Outcome: Action plan produced and agreed in liaison with Herts highways should minimise the risk of flooding in existing locations & in future development areas. Flood risk management data readily available for specific locations. Responses & subsequent resource reduced. Critical Success Factors: Dependant on budget & available resource. Environmental Impacts: Reduction in flood risk and damage to natural environments.	31 March 2014	Environment and Engineering Manager. CS&HS	None
13- CSHS06	Investigate the benefits of making land drainage byelaws under Section 66 of the Land Drainage Act Investigate feasibility of making land drainage byelaws under Section 66 of the Land Drainage Act	Enabler	Target: Benefits identified by October 2013. Outcome: Dependant on available resource. Bylaws produced in liaison with DEFRA & others. Bylaws will assist flood risk management for East Herts Critical Success Factors: Dependant on survey report findings & availability of resources. Environmental Impacts: Reduction in flood risk, improvements to natural habitats.	31 March 2014	Environment and Engineering Manager. CS&HS	None
Corporate Priority: Prosperity Strapline: Improving the economic and social opportunities available to our communities						
Deliver value for money						
13- CSHS07	Provide a structure for the new Community Safety and Health Service which delivers improved value for money and still achieves key targets	Service Provider / Commissioner / Manager	Target: By March 2014 achieve relevant MTFP savings following the merger of CS and Licensing/ Environmental Health Services and Engineers Outcome: Successful restructure and targets still achieved. Critical Success Factors: Consultation, key messages communicated, staff cooperation. Environmental Impacts: N/A	31st March 2014	Head of Community Safety & Health	None

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Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Deliver strong and relevant services						
13- CRP01	Strengthen the Council's anti-fraud arrangements and monitor the performance of the Shared Internal Audit Service (SIAS).	Enabler Partner	Target: Ensure that Shared Internal Audit Service responsibilities are well defined and that strong anti-fraud measures are in place within the Council. Outcome: Greater resilience, optimised use of resources, Shared service well embedded & savings delivered. Critical Success Factors: Support from other services and other authorities. Environmental Impacts: Greater opportunity for electronic working.	31 December 2013	Manager of Corporate Risk	None
13- CRP02	Ensure that appropriate governance and insurance arrangements are considered in all new Shared Services and other partnership opportunities.	Enabler Partner	Target: Due consideration is given to governance arrangements in compilation of any business cases. Ensure that insurance and indemnities have been considered and that cover has been appropriately structured. Outcome: Greater resilience and optimised use of resources. Critical Success Factors: Support from affected services and agreement between participating Authorities and all insurers. Environmental Impacts: Possibility of reduced carbon footprint and greater opportunity for electronic working with introduction of shared services.	31 March 2014	Manager of Corporate Risk	None
13- CRP03	Fundamental review of Procurement Strategy that gives practical consideration to the needs of SME's.	Partner Enabler Service Provider / Commissioner / Manager	Target: Up to date Procurement Strategy in place. Outcome: Assurance that SME's have improved access to working with the Council Critical Success Factors: All officers adopting best Procurement practice. Environmental Impacts: Greater opportunity to reduce carbon footprint and increasing adoption of Localism Act.	31 March 2014	Manager of Corporate Risk/ Procurement Officer	None

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Corporate Priority: Prosperity
Strapline: Improving the economic and social opportunities available to our communities

Deliver value for money

13- CRP04	Improve the Council's health & safety and risk management arrangements in line with Lord Young's report "Common Sense, Common Safety" and Professor Lofstedt's report 'Reclaiming Health and Safety for All'.	Influencer Enabler	Target: Simplify the Health & Safety Policy and Risk Assessment process, Outcome: More efficient and user friendly arrangements in place. Critical Success Factors: Support from other services. Environmental Impacts: Requirement to ensure that environmental criteria are included in Health & Safety Policy and risk assessment process.	31 December 2013	Manager of Corporate Risk/ Risk Assurance Officer	None
13- CRP05	Prepare for anticipated changes to rules governing liability claim handling and train appropriate work colleagues.	Influencer Enabler	Target: Identify new rules and train staff in Corporate Risk team and other teams on the revised arrangements. Also train staff in Corporate Risk team on claims procedures to ensure resilience. Outcome: Maintain existing standards, but in greatly reduced timescales. Critical Success Factors: Support from other services. Environmental Impacts: N/a	31 March 2014	Manager of Corporate Risk/ Risk Assurance Officer	None
13- CRP06	Review the current arrangements for procuring goods and services and ensure an end to end solution that meets East Herts needs is in place.	Service Provider / Commissioner / Manager Enabler Influencer	Target: Full use of e-tendering, All guidelines and processes updated and adopted Outcome: Procurement processes in place to reduce risks of challenge Critical Success Factors: Support from other services. Environmental Impacts: Greater opportunity for electronic working.	31 March 2014	Manager of Corporate Risk/ Procurement Officer	None

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Corporate Priority: People Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Increase community engagement						
13-DLSS1	Undertake work to implement Individual Electoral Registration in accordance with prescribed statutory requirements	Community Leadership Partner	Target: Comply with statutory requirements Outcome: Effective use of resources to meet statutory requirements within budget. To effect improved customer services. Critical Success Factors: Utilisation of resources to meet statutory duties Environmental Impacts: None	On-going	Head of Democratic and Legal Support Services	None
13-DLSS2	Participate in the development of the community engagement role of councillors (to include identifying training plans through a formalised personal development process)	Community Leadership Influencer	Target: Implementation of desired objectives Outcome: Improved democratic engagement driving service improvement and satisfaction with the Council Critical Success Factors: Member support and resource availability Environmental Impacts: None	31 March 2014	Head of Democratic and Legal Support Services	None
13-DLSS3	Undertake County Council elections in 2013	Partner	Target: Election processes open and transparent to all enfranchised persons Outcome: To produce election results that meet statutory requirements Critical Success Factors: Resource availability Environmental Impacts: None	02 May 2013	Head of Democratic and Legal Support Services	None
Corporate Priority: Place Strapline: Safe and Clean						
Reduce anti social behaviour and the fear of crime						
13-DLSS4	To provide legal advice and guidance to maximise the Authority's resources to deliver meaningful and measureable outcomes for ASBOs and successor measures.	Partner Community Leadership Influencer	Target: Comply with statutory requirements Outcome: Effective use of legal resources to meet customer requirements within budget. To effect improved customer services Critical Success Factors: Partnership working Environmental Impacts: None	31 March 2014	Head of Democratic and Legal Support Services	None

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Corporate Priority: Prosperity						
Strapline: Improving the economic and social opportunities available to our communities						
Deliver value for money						
13-ED01	Explore European Union funding opportunities for tourism projects and market regeneration themes	Community Leadership Enabler Service Provider / Commissioner / Manager	Target: Prioritise Hertford Market Outcome: Savings on market expenditure Critical Success Factors: Availability of appropriate funding Environmental Impacts: Neutral	31 December 2013	Economic Development Manager	none
13-ED02	Production of a Strategy for East Herts Markets to enable their modernisation.	Service Provider / Commissioner / Manager Community Leadership Partner	Target: Strategy to be produced by November 2013 Outcome: Programme of modernisation for the markets. Critical Success Factors: Cooperation of traders Environmental Impacts: Neutral	30 June 2013	Economic Development Manager	none
13-ED03	Identify external funding opportunities for Scotts Grotto	Community Leadership Enabler Service Provider / Commissioner / Manager	Target: 1 lottery bid Outcome: Improve promotion Critical Success Factors: Quality of the bid Environmental Impacts: Neutral	31 July 2013	Economic Development Manager	none
Deliver sustainable rural business growth						
13-ED04	Continue to ensure that East Herts Council meets its Accountable Body requirements and that the RDPE programme team deliver spend, output and outcome requirements. Also, prepare an outline bidding strategy to enable the Council to bid into a new programme.	Partner Enabler	Target: Successful conclusion to RDPE programme with no liability to EHC Outcome: Significant investment in local business Critical Success Factors: Expertise in programme delivery Environmental Impacts: Neutral	01 December 2013	Economic Development Manager	
Enhance the economic well being of East Herts						
13-ED05	Monitor progress with the My Incubator project and provide regular update reports to ensure the Council's investment of New Homes Bonus and capital support is protected.	Partner Enabler Community Leadership	Target: Businesses supported Outcome: Business growth through start up Critical Success Factors: Business survival rate improved Environmental Impacts: Neutral	31 March 2014	Economic Development Manager	
13-ED06	Ensure that the Hertford Futures, Bishops Stortford 2020 and Industrial Estates programmes are delivered by the regeneration team and that the work continues after the staff contracts have ceased.	Partner Enabler Community Leadership	Target: Business Plan in Hertford, Shared Space Strategy in BS and update of Land review Outcome: Identification of projects and future strategy Critical Success Factors: Project deliverability Environmental Impacts: Neutral	31 March 2014	Economic Development Manager	

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13-ED07	Coordinate the partnership work led by Jobcentre plus and Hertford Regional College and ensure regular update reports are provided for the LSP Board and Strategy Group	Partner Enabler Community Leadership	Target: Increased provision of work clubs, work experience opportunities and other measures Outcome: Residents into work Critical Success Factors: Partnership delivery Environmental Impacts: Neutral	01 June 2013	Economic Development Manager	
13-ED08	Work in partnership to help secure the long term economic future of the district e.g. by contributing to the work of the Local Enterprise Partnership Enterprise and Innovation Programme Board and by linking with the London Anglia Growth Partnership.	Partner Enabler Community Leadership	Target: Strategic partnership to strengthen advocacy capacity Outcome: Higher profile for economic development issues locally Critical Success Factors: Alignment of partner objectives Environmental Impacts: Neutral	31 March 2014	Economic Development Manager	

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<p>Corporate Priority: People Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute</p> <p>Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity</p>						
13-ES01	Review approach to ensuring that that Council's Leisure Centres are maintained to a high standard, protecting the Council's assets for the future and meeting customers expectations	Service Provider / Commissioner / Manager	<p>Target: Review and implement inspection and maintenance arrangements in consultation with the contractor. Work with Facilities Management to commission 10 year asset review.</p> <p>Outcome: Council's leisure centre asset maintained to the required standard. Capital replacement costs controlled</p> <p>Critical Success Factors: Support from contractor and Facilities team</p> <p>Environmental Impacts: Managing the Council's buildings and plant effectively will result in energy efficiency and reductions in carbon emissions</p>	31 March 2014	Leisure Services Manager	Facilities Management Team
13-ES02	Develop a strategy to show how the Council's objectives for health and wellbeing will be delivered through the Leisure Services contract	Service Provider / Commissioner / Manager	<p>Target: objectives and outcomes documented in reports to Scrutiny Committee</p> <p>Outcome: Clear link showing how strategic objectives are delivered through contractor and services are modified to meet them</p> <p>Critical Success Factors: Support from Leisure Contractor</p> <p>Environmental Impacts: Energy efficiency and sustainability objectives delivered</p>	31 March 2014	Leisure Services Manager	Community Engagement Team; Environmental Health Service
13-ES03	Work with the Leisure Contractor to identify opportunities for financial and environmental efficiencies.	Service Provider / Commissioner / Manager	<p>Target: Identify opportunities for joint invest to save projects which deliver energy efficiency objectives</p> <p>Outcome: Financial and energy savings to the council long term</p> <p>Critical Success Factors: Support from Leisure Contractor</p> <p>Environmental Impacts: Energy and carbon emissions savings</p>	31 March 2014	Leisure Services Manager	Facilities Management Team; Accountancy Services

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13-ES04	Develop and deliver a programme to capture customer usage information from the key open spaces to help target resources	Service Provider / Commissioner / Manager	<p>Target: Programme developed and implemented</p> <p>Outcome: Obtain information to direct and target future resources within Parks and Open Spaces. Build on the success of 'Friends of' groups by considering how community involvement can be developed in the future.</p> <p>Critical Success Factors: Staff resources; involvement of key partners (e.g. CMS; Friends Groups)</p> <p>Environmental Impacts: Maintain and improve upon standards of maintenance in open spaces within limited available resources</p>	30 December 2013	Environment Manager - Open Spaces	Communications Team
<p>Corporate Priority: Place Strapline: Safe and Clean</p> <p>Reduce residual waste and increase our recycling rate</p>						
13-ES05	Implement collection solution to remove card from the organic waste stream, with attendant publicity, delivery of infrastructure, changes to collection routines etc.	Service Provider / Commissioner / Manager	<p>Target: Card removed from the brown bin</p> <p>Outcome: Service changes introduced smoothly, on time and within budget.</p> <p>Critical Success Factors: Funding, contractor cooperation.</p> <p>Environmental Benefits: Increased recycling, amount of card in organic waste reduced to manageable levels.</p>	30 November 2013	Waste Service Manager	Communications Team, Web Team
<p>Note - Removal of card from the organic stream is a major project and if approved by the Council actions ES07 & ES10 will not be delivered</p>						
13-ES06	Work with the Herts Waste Partnership (Waste Aware) to promote food waste minimisation to increase awareness of cost of wasting food and preferred disposal options, i.e. organic waste bin, home composting.	Service Provider / Commissioner / Manager	<p>Target: Campaign delivered</p> <p>Outcome: Increase in food waste being composted, reduction of food waste to landfill.</p> <p>Critical Success Factors: Staff resource.</p> <p>Environmental Benefits: Increased composting of food waste. Decrease in landfill.</p>	31 March 2014	Waste Service Manager	Communications Team, Web Team
13-ES07	Develop and deliver campaigns to promote recycling of waste electrical equipment and textiles	Service Provider / Commissioner / Manager	<p>Target: Campaign delivered</p> <p>Outcome: Reduced disposal to landfill, increase in WEEE and textiles reuse/recycling</p> <p>Critical Success Factors: Support from contracts and partners</p> <p>Environmental Impacts: Reduction in disposal. Increase in WEEE and textile recycling</p>	31 December 2013	Waste Service Manager	Communications Team, Web Team
13-ES08	Reduce recycling contamination at communal properties through fitting aperture lids where necessary.	Service Provider / Commissioner / Manager	<p>Target: Project implemented</p> <p>Outcome: Reduced disposal, increased recycling and income. Reduced contract costs.</p> <p>Critical Success Factors: Funding; cooperation of contractor.</p> <p>Environmental Benefits: Increased recycling, decreased disposal.</p>	31 March 2014	Waste Service Manager	

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13-ES09	Promote use of paper caddy liners. Evaluate the potential for setting up direct purchasing facilities	Service Provider / Commissioner / Manager	Target: Campaign delivered. Direct purchasing arrangements evaluated and delivered if viable. Outcome: Increase food waste composted. Critical Success Factors: Public take up. Environmental Benefits: Reduced landfill, increased food waste composting.	31 March 2014	Waste Service Manager	Communications Team, Web Team
13-ES10	Research and report on the viability of obtaining sponsorship for recycling incentives	Service Provider / Commissioner / Manager	Target: Report assessing business case Outcome: Provide report on viability of sponsorship, levels and form of incentives. Critical Success Factors: Possibility of sufficient sponsorship. Environmental Benefits: Increased recycling if sponsorship obtained and incentives introduced.	31 March 2014	Waste Service Manager	Communications Team, Web Team
13-ES11	Establish pattern for programme of improvements to Local Environmental quality, identifying specific areas and working on multi agency basis to bring about visual improvement.	Service Provider / Commissioner / Manager	Target: Identify specific areas and work with partners to deliver improvements to infrastructure and visual amenity. Outcome: Improve visual amenity of one area whilst establishing a transferrable pattern for others. Critical Success Factors: Multi agency cooperation. Environmental Benefits: Cleaner, less cluttered streets.	31 March 2014	Environmental Inspection Team Manager / Waste Services Manager	Communications Team, Web Team
Corporate Priority: Place Strapline: Safe and Clean						
Maintain our clean streets and reduce litter						
13-ES12	Gain silver RSPCA footprint for stray dogs, working with partners to educate owners regarding micro-chipping and responsible dog ownership	Service Provider / Commissioner / Manager	Target: Achieve RSPCA Accreditation Outcome: Reduce the number of stray dogs and return them to owner more quickly; Reduce the level of re-homing. Critical Success Factors: Support from partners, e.g. housing associations; staff time Environmental Impacts: Reduced dog fouling; improved responsible dog ownership	30 December 2013	Environmental Inspection Team Manager	

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
13-ES13	Carry out stage 2 of anti-littering campaign mainly focusing on enforcement and publicity raising awareness of the penalties	Influencer	<p>Target: 30 businesses signed up to Tidy Business scheme; utilise anti-litter signage appropriately on at least 4 further hot spot locations. Undertake at least 2 further publicity events / road shows</p> <p>Outcome: Increase awareness of littering offences. Enlist support of local businesses. Increase the number of environmental enforcement actions undertaken in 2013</p> <p>Critical Success Factors: Staff resources, support from businesses and partners.</p> <p>Environmental Impacts: Reduce littering, particularly fast food and smoking related litter.</p>	31 March 2014	Environmental Inspection Team Manager	Communications Team, Web Team
13-ES14	Review of Environmental Crime enforcement procedures.	Service Provider / Commissioner / Manager	<p>Target: Completed review of all environmental crime enforcement procedures and increased public knowledge of environmental crime.</p> <p>Outcome: Review Environmental Crime Policies to ensure they are up to date. Improved service and customer knowledge of Environmental Crime and enforcement procedures via publicity, website improvements and customer service training.</p> <p>Critical Success Factors: Staff resources, Web and IT support. Support of external partners. Member support. Government implementing planned changes to Anti-social Behaviour legislation.</p> <p>Environmental Impacts: Reduction in Environmental Crime across the District.</p>	30 December 2013	Environmental Inspection Team Manager	Communications Team. Community Protection and Licensing. Legal Services. Web Admin.
<p>Corporate Priority: Place Strapline: Safe and Clean</p>						
<p>Maintain our parks, play areas and open spaces</p>						
13-ES15	Support the Council's objectives for leisure and health promotion through organised events in public open spaces	Service Provider / Commissioner / Manager	<p>Target: At least two (2) hosted events.</p> <p>Outcome: Involvement of the local community with activities within the parks and open spaces of East Herts. Raise long term public satisfaction and community engagement. Encourage participation in outdoor sports and healthier lifestyles.</p> <p>Critical Success Factors: Staff and financial resources. Support from Leisure Services, Environmental Health and Countryside Management Service. Support from the local community and Members.</p> <p>Environmental Impacts: Increasing the community ownership and use of open spaces will assist with the recording of biodiversity information and through potential Friends of Groups lead to improvement of wildlife habitats</p>	30 December 2013	Environment Manager - Open Spaces	Staff resources and input from Environmental Health, Communications Team, Web Team and DTP. Support and input from external partners such as Countryside Management Service.

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
13-ES16	Undertake public consultation on the Draft Parks and Open Spaces Strategy and Action Plan, following approval in early in 2013	Service Provider / Commissioner / Manager	<p>Target: Review of Strategy started in April 2012 and completed by March 2013</p> <p>Outcome: Amend existing Strategy as required and develop a new Action Plan.</p> <p>Critical Success Factors: Staff resources, support form other Services and CMS. Community and Member support</p> <p>Environmental Impacts: Strategic environmental and biodiversity impacts taken into account</p>	30 December 2013	Environment Manager - Open Spaces	Community Services. Leisure Services Manager Facilities Management
13-ES17	Report results to date of Climate Change Action Plan, including carbon savings.	Influencer	<p>Target: Achieve councils carbon emissions reduction target.</p> <p>Outcome: Implement Building Energy Management Systems to target and reduce energy and CO2. Roll out sustainability awareness programme for staff to reduce building energy and CO2 use.</p> <p>Critical Success Factors: Staff and financial resources. Council's ongoing commitment to invest in carbon reduction.</p> <p>Environmental Impacts: Reduce the Council's carbon footprint and provide a good example to residents and businesses. Adapt Council services to cope with climate change.</p>	30 December 2013	Environmental Strategy and Development Manager	Facilities Team
Corporate Priority: Prosperity						
Strapline: Improving the economic and social opportunities available to our communities						
Deliver value for money						
13-ES18	Implement web based 'self service' systems and improve access to services for customers	Service Provider / Commissioner / Manager	<p>Target: Self service systems operational</p> <p>Outcome: Customers have improved access to service information and the ability make appointments / pay for services outside working hours through the web. Reduce number of telephone calls and associated staff resources, achieving MTFP targets.</p> <p>Critical Success Factors: Staff resources; Support from IT Services; IT capital and revenue funding.</p> <p>Environmental Impacts: Improved speed of response when dealing with environmental problems (in combination with Remote Working)</p>	30 December 2013	Business Development and Support Manager	IT Services, Web Team
13-ES19	Implement the application of customer information business continuity contact through social media channels within Environmental Services.	Service Provider / Commissioner / Manager	<p>Target: Social media and new web tools in place</p> <p>Outcome: Customers have improved access to service information through new media such as twitter, facebook, texting and Gov Delivery. New media can be used to facilitate communication in business continuity situations.</p> <p>Critical Success Factors: Staff resources; Support from IT Services and Customer Services.</p> <p>Environmental Impacts: Improved speed of response when dealing with environmental problems</p>	31 March 2014	Business Development and Support Manager	IT Services, Customer Services, Web Team

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Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Deliver strong and relevant services						
13-FMEM01	To launch new Facilities Management helpdesk facility	Service Provider / Commissioner / Manager	Target: Launch of new Facilities Management helpdesk facility Outcome: Improved service, resilience, identifying trends, reports on monthly service statistics Critical Success Factors: Support from ICT on installation of software Environmental Impacts: None	30 June 2013	Head of People, ICT and Property Services	ICT support needed
13-FMEM02	Continue to jointly procure cleaning services	Partner Service Provider / Commissioner / Manager	Target: Improved service, savings, informal sharing and alignment of services Outcome: More efficient, value for money cleaning contract Critical Success Factors: Joint procurement with other authorities and supported by procurement Environmental Impacts: None	31 March 2014	Head of People, ICT and Property Services	Joint procurement
13-FMEM03	Continue to consider joint procurement of compliance services	Partner Service Provider / Commissioner / Manager	Target: Improved service, savings, informal sharing and alignment of services Outcome: More efficient, value for money compliance contract Critical Success Factors: Joint procurement with other authorities and supported by procurement Environmental Impacts: None	31 March 2014	Head of People, ICT and Property Services	Joint procurement
13-FMEM04	Review the other facilities management contracts and agree timescales and outcomes /savings targets for joint procurement where appropriate	Partner Service Provider / Commissioner / Manager	Target: Improved service, savings, informal sharing and alignment of services Outcome: More efficient, value for money contracts Critical Success Factors: Joint procurement with other authorities and supported by procurement Environmental Impacts: None	31 March 2014	Head of People, ICT and Property Services	Joint procurement
13-FMEM05	Review formal shared services option for Facilities Management	Partner	Target: Improved service, savings, formal sharing, resilience Outcome: Formal shared services for Facilities Management service Critical Success Factors: Partner with Stevenage Borough Council Environmental Impacts: None	31 March 2014	Head of People, ICT and Property Services	Partnership with Stevenage Borough Council

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:

Corporate Priority: Place
Strapline: Safe and Clean

Ensure future development meets the need of the district and its residents

13-FMEM06	Implement and action Estates Strategy and Plan 2013/14	Influencer Service Provider / Commissioner / Manager	<p>Target: New estates strategy plan 2013/14 implemented.</p> <p>Outcome: Deliver customer focused services by maintaining and developing a well managed and publicly accountable organisation</p> <p>Critical Success Factors: Staff resources</p> <p>Environmental Impacts: As set out in the strategy</p>	31 March 2014	Head of People, ICT and Property Services	With approved resources and budget
13-FMEM07	To implement 2013-14 Capital Programme schemes on time and within budget	Influencer Service Provider / Commissioner / Manager	<p>Target: To implement all approved Capital Schemes for 2013/14</p> <p>Outcome: Refurbishment and maintenance of current East Herts premises and assets, which in some instances will also ensure compliance with associated Building and Health and Safety Legislation</p> <p>Critical Success Factors: Receiving bids that are within budget and obtaining timely approval from our clients to proceed as planned. proactive use of resources allocated to ensure delivery of priority work. Contractor availability and performance; and availability of materials, plant & equipment</p> <p>Environmental Impacts: Secure reduction to C02 as per specific objectives of individual projects.</p>	31 March 2014	Head of People, ICT and Property Services	Within approved budgets

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Improve outcomes for vulnerable families and individuals						
13-FSSP01	Accountancy support for the Revenues & Benefits shared service	Service Provider / Commissioner / Manager Partner	Target: Provide accounting information in line with the shared service and external reporting requirements Outcome: Unqualified accounts for partner organisations, timely management information to Board Critical Success Factors: Availability of key accountancy resources and agreement of funding arrangements between partner organisations Environmental Impacts: None identified	Monthly management information. Year end accounts in line with statutory reporting (June and Sept 2013)	Principal Accountant	Head of Revenues and Benefits, Chief Finance Officers of Partner organisations. Head of Finance SBC.
Deliver strong and relevant services						
13-FSSP02	Support the Head of Revenues and Benefits to assess the performance management information for the service, with a view to determine a set of measures that support the shared service as well meets the Council's priorities	Service Provider / Commissioner / Manager Partner	Target: Assessment completed and a set of performance measures proposed. Outcome: SMART set of performance measures that are fit for purpose and relevant to support both the shared service and East Herts priorities. Critical Success Factors: Systems in place to collect data, support of shared service provider. Environmental Impacts: None identified.	30 September 2013	Corporate Planning and Performance Manager in conjunction with the Head of Revenues and Benefits	Revenues and Benefits
13-FSSP03	Co-ordinate and monitor the Council's implementation plan following the outcome of the LGA Peer Challenge	Service Provider / Commissioner / Manager	Target: Implementation plan approved and published. Plan actions implemented to provide for improvements. Outcome: Improved customer service (measured through GovMetric), improved staff satisfaction (measured through the staff survey), improved residents satisfaction (measured through the residents survey) Critical Success Factors: Sufficient resources to support delivery of implementation plan. Environmental Impacts: None identified	Monitored six monthly	Corporate Planning and Performance Manager	Senior Management Group

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Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: Prosperity						
Strapline: Improving the economic and social opportunities available to our communities						
Deliver value for money						
13-FSSP04	Review the effectiveness of unit cost measures	Service Provider / Commissioner / Manager	Target: 2012/13 unit cost measures produced by August 2013 for reporting to Committees from September 2013, along with a report on their effectiveness. Outcome: SMART unit cost measures. Critical Success Factors: Availability of key staff resources, corporate input in a timely manner Environmental Impacts: None identified	30 September 2013	Corporate Planning and Performance Manager	All Heads of Service to meet deadlines in line with the process and respond to requests for information in a timely fashion.
13-FSSP05	Complete implementation and rollout of financial system upgrade.	Service Provider / Commissioner / Manager Partner	Target: Implementation plan completed and all users active. Outcome: Continued control of the Council's finances and provision of financial information in line with statutory (S151) requirements. Critical Success Factors: Availability of key accountancy resources, IT staff input and external consultancy support. Environmental Impacts: None identified.	31 August 2013	Accountancy Manager	IT resources available to support the process. Training needed for staff across the authority.
13-FSSP06	Production of 2012/13 (IFRS) compliant annual accounts, having regard to the 2012 code	Service Provider / Commissioner / Manager	Target: Produce 2012/13 accounts in line with statutory timescales Outcome: Unqualified external audit report Critical Success Factors: Availability of key staff resources, corporate input in a timely manner Environmental Impacts: None identified	30 June 2013 and 30 September 2013	Head of Financial Support Services (FSS) / Accountancy Manager	All Heads of Service to meet deadlines in line with the closure of accounts process and respond to requests for information in a timely fashion.
Deliver sustainable rural business growth						
13-FSSP07	Support for Rural Development Project in Council's role as accountable body	Service Provider / Commissioner / Manager Partner	Target: Meet financial objectives Outcome: Funding stream secured Critical Success Factors: Availability of staff resources and support processes Environmental Impacts: TBA	31 March 2014	Principal Accountant	Accountancy role is in support of the Rural Development Project being led by the Customer and Community Services Team

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Improve outcomes for vulnerable families and individuals						
13-H01	Provide young person supported accommodation in Hertford	Partner Enabler Influencer	Target: Completion due September 2013 Outcome: Provision of 14 flats to provide more appropriate supported accommodation for 28 Young people than is currently available. Therefore increased life chances for young people in East Herts who are homeless. Critical Success Factors: Currently on site. Delay in building works for example due to weather or funding issues. Environmental Impacts: CO2 emissions increased due to impact of building works, lorries etc but mitigated sustainability code.	30 September 2013	Housing Development Officer	None
13-H02	Develop and publish a new Homeless and Homeless Prevention Strategy	Community Leadership	Target: Obtain member approval for a new strategy following internal and external stakeholder consultation Outcome: Strategy approved and published. Action Plan actions implemented to provide for service improvements. Critical Success Factors: Engagement and support of partners Environmental Impacts: None	31 December 2013	Manager Housing Services	None
13-H03	Implementation of revised Housing Register and Allocations Policy	Community Leadership	Target: Existing and new Housing Register applicants assessed against the new policy Outcome: Implement the agreed revised Housing Register Policy for all existing and new applicants so that meet best practice and government legislation. Critical Success Factors: Policy agreed by members, staff time updating all applications, updating the database to record applicants details Environmental Impacts: Writing to all applicants on the housing register and asking them to update their details. Try to mitigate by doing it online as much as possible.	31 December 2013	Manager Housing Services	IT - but primarily through LOCATA the software supplier as web based software.
13-H04	Facilitate, support and maximise the provision of additional appropriate affordable housing in partnership with Developers and registered providers.	Partner Enabler Influencer	Target: 200 new affordable homes. Outcome: Additional 200 new affordable homes for East Herts housing register applicants. Maintain level of homelessness as can house more households from the register earlier rather than in crisis. Critical Success Factors: Number of new private homes being developed that have affordable homes obligations, the council's Planning Policies that specify the obligation requirements, the Economy Environmental Impacts: Increased CO2 emissions from building works but mitigated by Code for Sustainable Homes Requirements.	31 December 2013	Housing Development Officer	Planning/Building Control and Planning Policy
13-H05	Hold 3 Housing Forums per year with housing stakeholders	Partner Enabler Influencer	Target: Hold 3 Housing Forums a year Outcome: Improved engagement, information exchange and networking opportunities with housing partners both for the Council and between our external partners. Critical Success Factors: Adequate internal staff resources and engagement from partners Environmental Impacts: None	31 December 2013	Housing Development Officer	Planning Policy Team

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Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Deliver strong and relevant services						
13-HR01	To support the delivery of a three year People Strategy 2009-2012 (to cover 2013)	Service Provider / Commissioner / Manager	<p>Target: 'Making East Herts Council a great place to work' through the delivery of the actions identified in the Council's People Strategy and through actions identified in the service plan 2011/12.</p> <p>Outcomes: Measures identified are HR management target agreed by HR Committee, as detailed in the service plan, Staff Survey and achievement of the corporate objectives.</p> <p>Critical Success Factors: Council to contribute to the successful delivery of the People Strategy.</p> <p>Environmental Impact: N/A</p>	31 March 2014	Head of People, ICT and Property Services	This action impacts on the whole Council and service areas
13-HR02	To support the shared services programme	Partner	<p>Target: Project Plan timescales met for 2013/14.</p> <p>Outcome: Improved resilience and economy, efficiency and effectiveness of services.</p> <p>Critical Success Factors: Support from other services and partner(s)</p> <p>Environmental Impacts: None</p>	31 March 2014	Head of People, ICT and Property Services	Action will impact on all support services provided to other service areas and Partner(s)
13-HR03	Recruitment Services	Service Provider / Commissioner / Manager	<p>Target: To bring permanent and temporary recruitment services in-house</p> <p>Outcome: Improved, efficient, value for money recruitment service</p> <p>Critical Success Factors: Outcomes of recruitment service to be monitored on a monthly basis and annual report to be produced.</p> <p>Environmental Impacts: None</p>	April 2013 launch new service. Annual report July 2013	Head of People, ICT and Property Services	Action will impact on all services that need to recruit
13-HR04	Payroll and HR System	Service Provider / Commissioner / Manager	<p>Target: Transfer to Wealden system SBC to ensure RTI compliant and improve resilience and informal sharing between EHC and SBC payroll services</p> <p>Outcome: Improved, efficient, value for money system</p> <p>Critical Success Factors: Project plan completed April 2014 and successful running of payroll on a monthly basis</p> <p>Environmental Impacts: None</p>	April 2013 launch new system. April 2013 payroll to run on new system.	Head of People, ICT and Property Services	Action will impact on all employees, councillors who are paid through payroll
13-HR05	Equal pay Audit	Service Provider / Commissioner / Manager	<p>Target: To complete an Equal pay audit 2013</p> <p>Outcome: To meet guidance and ensure compliance with Equality Act 2010</p> <p>Critical Success Factors: Completed in 2013. Last review completed November 2011.</p> <p>Environmental Impacts: None</p>	31 March 2014	Head of People, ICT and Property Services	The review will cover all employee and recommendations may affect staff

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Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Deliver strong and relevant services						
13-ICT01	Develop formal shared services proposals for ICT services	Partner	Target: Project Plan timescales met for 2013 Outcome: Improved resilience and economy, efficiency and effectiveness of ICT Services. Critical Success Factors: Support from other services and partner Environmental Impacts: To be considered as part of the business plan	Detailed business case TBC 2013 Implementation date TBC 2013	Head of People, ICT and Property Services	Actions will impact on support services provided by ICT to other services areas and partner
13-ICT02	Develop proposals to take forward infrastructure (data centre) improvement as part of the formal shared services proposals	Partner	Target: Project Plan timescales met for 2013 Outcome: Improved resilience and economy, efficiency and effectiveness of ICT Services. Critical Success Factors: Support from other services and partner Environmental Impacts: To be considered as part of the project plan	30 June 2013	Head of People, ICT and Property Services	Actions will impact on support services provided by ICT to other services areas and partner
13-ICT03	Delivery of ICT Technical Support plan 2013/14	Service Provider / Commissioner / Manager	Target: Delivery of the technical support plan 2013/14 within agreed priorities, timescales and budget Outcome: Improved efficiency and effectiveness of ICT services Critical Success Factors: Shared services project plan and agreed priorities by ITSG Environmental Impacts: Environmental issues taken into consideration as part of each priority action	31 March 2014	Head of People, ICT and Property Services	Actions will impact on support services provided by ICT to other services areas and partner
13-ICT04	Delivery of ICT Development plan 2013/14	Service Provider / Commissioner / Manager	Target: Delivery of the development plan 2013/14 within agreed priorities, timescales and budget Outcome: Improved efficiency and effectiveness of services Critical Success Factors: Shared services project plan and agreed priorities by ITSG Environmental Impacts: Environmental issues taken into consideration as part of each priority action and PID submission	31 March 2014	Head of People, ICT and Property Services	Actions will impact on services and customers

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Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
<p>Corporate Priority: People Strap line: Fair and accessible services for those that use them and opportunities for everyone to contribute</p> <p>Deliver strong and relevant services</p>						
13-IPCS01	Website Action Plan	Service Provider / Commissioner / Manager Enabler	<p>Target: Delivery of Action Plan approved by Corporate Management Team 13th November 2012</p> <p>Outcome: Enhanced and more usable website, user focused, with Socitm good rating maintained, website with content ordered to reflect customer need, positive satisfaction via GovMetric and positive comments via user survey</p> <p>Critical Success Factors: Web team resource and support from services, That Information Management restructure is progressed with appropriate resources to undertake FOI, DP and EIR requirements.</p> <p>Environmental Impacts: Positive, reduction in paper processes, promoting electronic access and storage of information.</p>	31 March 2014	Head of Information, Parking and Customer Services	Will impact all managers, will need to have arrangements in place to evaluate, monitor, prioritise information and web enabled services based on customer need and use supported by the web team.
13-IPCS02	Data Protection Action Plan	Service Provider / Commissioner / Manager Enabler	<p>Target: Delivery of Action Plan approved by Corporate Management Team 27th November 2012</p> <p>Outcome: Delivery of Service Data Protection Risk Assessments, Action plans and local training. Completion of the Council's Information Security Policies.</p> <p>Critical Success Factors: Appropriate resourcing of the Data protection Compliance officer role, support from all service managers and positive action taken in their services.</p> <p>Environmental Impacts: n/a</p>	31 March 2014	Head of Information, Parking and Customer Services	Will impact all managers, will need to have arrangements in place to evaluate, monitor and reduce the data protection risks within business areas supported by the Data Protection Compliance Officer.
13-IPCS03	Further simplification of information publication and freedom of information self-service	Service Provider / Commissioner / Manager Enabler	<p>Target: Satisfy 20% of information searches on the web by the website.</p> <p>Outcome: Establishment of East Herts Council information 'Home Page' with self-service links, support and content</p> <p>Critical Success Factors: Web team resource and support from services to provide more user friendly publications scheme information.</p> <p>Environmental Impacts: Positive, reduction in paper processes, promoting electronic access and storage of information.</p>	31 March 2014	Head of Information, Parking and Customer Services	Will impact all managers in ensuring their requirements under the Publication Scheme are met.

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
13-IPCS04	Council Customer Service Strategy	Service Provider / Commissioner / Manager Enabler	<p>Target: Delivery of approved Customer Service Strategy in 2014</p> <p>Outcome: Re-focussing of service development priorities based on customer use, need and requirements. Establishing the principle of digital by choice and universal access for all in all service design and improvements.</p> <p>Critical Success Factors: Resource time of Head of Service, support from other services, consultation resources to engage with members and customers.</p> <p>Environmental Impacts: Positive, focus on digital by choice design and universal access for all customers to reduce reliance on less efficient methods of service delivery where appropriate to do so.</p>	31 March 2014	Head of Information, Parking and Customer Services	Will impact all services through consultation and prioritisation of self-service and universal access.
13-IPCS05	Review of Customer Relationship Management System	Service Provider / Commissioner / Manager	<p>Target: To establish the cost effectiveness of the Council's CRM system and evaluate alternative technology options to provide better customer service.</p> <p>Outcome: A commitment to the existing CRM or a business case for change for ITSG.</p> <p>Critical Success Factors: IT development team resources</p> <p>Environmental Impacts: Positive, will focus on efficient electronic service design.</p>	31 March 2014	Head of Information, Parking and Customer Services	Will impact IT development team in assessing current processes, evaluation of use, compilation of specification and market assessment of alternative options.
13-IPCS06	Enhanced Self-Service Telephony Systems	Service Provider / Commissioner / Manager	<p>Target: To fully implement the voice recognition system for external callers</p> <p>Outcome: More efficient and accessible call handling.</p> <p>Critical Success Factors: Simplification and stability of IT network and call routing, upgrades (outstanding) to the telephone system and service engagement in reviewing call flows.</p> <p>Environmental Impacts: Positive, reduction in paper processes, promoting electronic access to information.</p>	31 March 2014	Head of Information, Parking and Customer Services	Will impact IT as required call routing, call flows and data infrastructure a pre-requisite for go live.
13-IPCS07	Welfare Reform Enquiry Management	Service Provider / Commissioner / Manager Enabler	<p>Target: Implement operational arrangements to manage increased enquiries during 2013/14.</p> <p>Outcome: To achieve an average of 80% calls answered in 20 seconds and that face to face customer satisfaction is maintained at 78% rate as good.</p> <p>Critical Success Factors: Additional resources provided to Revs and Bens, Revs and Bens and Housing engage with CS to look at ways of handling low level enquiries.</p> <p>Environmental Impacts: n/a</p>	31 March 2014	Head of Information, Parking and Customer Services	Will impact and be dependent upon Housing and Revenues and Benefits Services.
13-IPCS08	Self-Service Parking Permits	Service Provider / Commissioner / Manager	<p>Target: Residents in controlled permit zones will no longer be required to always visit Council Offices in normal opening hours to purchase their permits.</p> <p>Outcome: 50% of permit transactions delivered on-line</p> <p>Critical Success Factors: IT and contractor interfaces, contractor IT capability.</p> <p>Environmental Impacts: Positive, efficient electronic service design.</p>	31 August 2013	Head of Information, Parking and Customer Services	Solution delivered by contractor in association with development work by IT.

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: Place Strap line: Safe and Clean						
Maintain our clean streets and reduce litter						
13-IPCS09	Mobile Parking Enforcement	Influencer	Target: Cost effective enforcement of non-compliance hot spots implemented in line with approved council policy and operational within Q1 Outcome: Increased compliance with parking restrictions in line with approved Council policy Critical Success Factors: Contractor delivery to specification. Environmental Impacts: n/a	31 August 2013	Head of Information, Parking and Customer Services	Solution delivered by contractor
13-IPCS10	Vehicle Removals	Influencer	Target: Cost effective operation of vehicle removal in respect of motorists in persistent contravention Outcome: Increased compliance and reduction in level of persistent evasion. Critical Success Factors: Delivery of efficient service by contractor Environmental Impacts: n/a	31 August 2013	Head of Information, Parking and Customer Services	Solution delivered by contractor
Corporate Priority: Prosperity Strap line: Improving the economic and social opportunities available to our communities						
Enhance the economic well being of East Herts						
13-IPCS11	Grange Paddocks Project	Enabler Influencer	Target: Increased use of car park on the outskirts of town, motorists benefitting from lower long stay rates, successful use of Link and Northgate End for short term stays, encouraging more shopping/visits to the town. Outcome: Occupancy levels in grange Paddocks long stay increase creating capacity for short stay closer to the town as measured by changes in ticket issue and occupancy counts. Critical Success Factors: Successful implementation of Traffic Regulation Orders, consistency in pricing policy, stability in availability of parking (Council and non-Council). Environmental Impacts: n/a	31 August 2013	Head of Information, Parking and Customer Services	Within existing service resources, working with colleagues in Environmental Services
13-IPCS12	Car Park Fees and Charges	Influencer Enabler	Target: Maintenance of car parking income whilst encouraging the use of businesses in our towns. Outcome: Delivery of budgeted income, positive feedback from motorists and businesses regarding the impact of charging policies. Critical Success Factors: The retail offers in our towns remain competitive, effective communication and promotion of policies. Environmental Impacts: n/a	31 August 2013	Head of Information, Parking and Customer Services	Accountancy support on budgetary implications

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Corporate Priority: People Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Deliver strong and relevant services						
13-PBC01	DC - Effective management of large scale development proposals - during the 2013/14 year to include proposals for development at Bishop's Stortford North	Enabler Community Leadership Influencer Service Provider / Commissioner / Manager	Target: Appropriate decisions made at all relevant stages Outcome: Acceptable development permitted to proceed Critical Success Factors: Staff skills and availability Environmental Impacts: New development	31 March 2014	Head of Planning and Building Control and Development Control Manager	Housing, Leisure and Community services
Corporate Priority: Place Strapline: Safe and Clean						
Ensure future development meets the need of the district and its residents						
13-PBC02	Planning Policy - production of and consultation on District Plan strategy	Community Leadership Influencer Enabler	Target: Consultation version available April 2013 Outcome: Robust development strategy for district Critical Success Factors: Staff skills and availability Environmental Impacts: Shaping of future built environment of district	31 December 2013	Head of Planning and Building Control and Planning Policy Manager	None
13-PBC03	Conservation - programme of conservation area assessment work	Community Leadership Influencer	Target: Completion of further programme of conservation area assessment work Outcome: Conservation area assessments Critical Success Factors: Appropriate professional input, consultation and Member support Environmental Impacts: Further understanding of quality and value of built environment	31 March 2014	Head of Planning and Building Control and Conservation Officer	None
Corporate Priority: Prosperity Strapline: Improving the economic and social opportunities available to our communities						
Deliver value for money						
13-PBC04	DC and BC - procurement process for replacement IT systems	Service Provider / Commissioner / Manager	Target: Replacement and updated software for both service areas Outcome: More resilient and customer focussed service Critical Success Factors: Cost of software and implementation process Environmental Impacts: Increased customer self-service	31 March 2014	Head of Planning and Building Control and service area managers	None
13-PBC05	BC - consideration of service delivery methods - possible mutual arrangement	Service Provider / Commissioner / Manager	Target: Future method of service delivery established Outcome: Efficient service delivery Critical Success Factors: Fully assessed potential scope of business Environmental Impacts: Maintaining safe and healthy built environment	30 June 2013	Head of Planning and Building Control and BC Manager	None

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Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Deliver strong and relevant services						
13-RB01	Deliver Excellent customer service	Service Provider / Commissioner / Manager	Target: Recommend a customer charter to the Joint Committee by October 2013. Outcome: Customer satisfaction levels sustained Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	01 October 2013	Head of Revenues & Benefits Shared Service	The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc
13-RB02	Assess the relevancy of the performance management information for the service, with a view to determine a set of measures that support the shared service, as well as meeting the Council's priorities	Service Provider / Commissioner / Manager Partner	Target: Assessment completed and a set of performance measures proposed. Outcome: SMART set of performance measures that are fit for purpose and relevant to support both the shared service and East Herts priorities. Critical Success Factors: Systems in place to collect data, support of shared service provider. Environmental Impacts: None identified.	30 September 2013	Head of Revenues and Benefits in conjunction with the Corporate Planning and Performance Manager	Financial Support Services and Performance
Corporate Priority: Prosperity						
Strapline: Improving the economic and social opportunities available to our communities						
Deliver value for money						
13-RB03	Introduce the Local Council Tax Support Scheme (CTS)	Service Provider / Commissioner / Manager	Target: To ensure the administration of the CTS systems is effective during 2013, and to identify any revisions for a scheme in 14-15. Outcome: Customer satisfaction levels sustained. Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31 March 2014	Head of Revenues & Benefits Shared Service	The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc
13-RB04	Introduce the changes to the National Non domestic Rates scheme	Service Provider / Commissioner / Manager	Target: To ensure that the administration of the scheme is effective and that appropriate monitoring information is made available to inform the council of its exposure. Outcome: Customer satisfaction levels sustained Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31 March 2014	Head of Revenues & Benefits Shared Service	The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc
13-RB05	Introduce the changes to the Benefits systems as a result of Welfare reforms	Service Provider / Commissioner / Manager	Target: To ensure the changes to the benefits scheme are administered effectively and efficiently. Outcome: Customer satisfaction levels sustained Critical Success Factors: Smooth assimilation into shared service. Environmental Impacts: None.	31 March 2014	Head of Revenues & Benefits Shared Service	The service is very dependent on IT and it is essential that they are involved in the service to carry out required enhancements etc

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EAST HERTS COUNCIL

EXECUTIVE – 5 MARCH 2013

2012/13 ESTIMATES AND FUTURE TARGETS

REPORT BY THE LEADER OF THE COUNCIL

WARD(S) 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 Members of estimated performance for 2012/13 and the targets for the next three years. The report was considered by Joint Scrutiny Committee on 12 February 2012 and a number of recommendations were made which are included in the report 'Issues arising from Scrutiny' that is being presented to this meeting.

<u>RECOMMENDATION FOR THE EXECUTIVE:</u> that	
(A)	the 2012/13 estimated outturns be noted and the future targets for 2013/14, 2014/15 and 2015/16 be agreed; and
(B)	the indicator EHPI 2 - Net cost/subsidy per visit (Swims and Gym) be deleted and replaced with a more meaningful measure the 'Net cost of the Leisure Service per user', as detailed at paragraph 5.1 of the report.

1 BACKGROUND

- 1.1 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. Members to note that all NIs are to be recoded to EHPI prefixes as national

indicators are no longer required to be monitored, benchmarked and reported at national level.

1.2 Due to the pressures on local government budgets and increasing needs of some of our customers, services have had to re-evaluate the day to day functions/operations they provide to focus resources and service delivery to core priority areas i.e. customer focused services.

1.3 East Herts Council has placed emphasis on working towards setting future targets based on the following three themes:

A) **Improve target** – Only where feasible and instrumental in delivering core priorities i.e. customer focused.

B) **Reduce target** – Where the target is no longer achievable or feasible to maintain i.e. insufficient staff, budget constraints or low priority indicator.

C) **Retain target** – Where resources and capacity are to be maintained.



2 ESTIMATES AND TARGETS


2.1 The attached spreadsheet (**Essential Reference Paper B**) lists the national and local performance indicators that officers are recommending be retained by the Council, and therefore contains:

- The estimate for 2012/13 compared with the target and the 2011/12 outturn
- Targets for 2013/14, 2014/15 and 2015/16.




3 INITIAL ANALYSIS – ESTIMATE OUTTURNS

3.1 There are a total of **57** performance indicators of these **53** performance indicators have a target for 2012/13.

	TARGET	
70% (40)		Indicators are on or above target
9% (5)		Indicators are 1-5% off target

16% (9)		Indicators are 6% or more off target
5% (3)	N/A or TBD	<p>Unable to analyse as either:</p> <ul style="list-style-type: none"> • There is no target for 2012/13 • There is no estimate (still to be determined) • Some indicators are not applicable to 2012/13 or; • An indicator has been deleted

3.2 There are **57** performance indicators (including sub-parts) for which there is an estimated outturn for 2012/13.

IMPROVEMENT		
44% (25)		Indicators have improved
12% (7)		Indicators have stayed the same
35% (20)		Indicators have worsened
9% (5)	N/A	<p>Unable to analyse as either:</p> <ul style="list-style-type: none"> • There was no 2011/12 outturn due to it being a new indicator for 2012/13 • Some indicators are not applicable to 2012/13 or; • An indicator has been deleted

3.3 A detailed breakdown of indicators that are estimated not to be meeting the set target and showing a '**Red**' performance are:

People:

- EHPI 2 – Net cost/subsidy per visit. Cost of service divided by total number of visits (Swims and Gym)
- EHPI 3a – Usage: number of swims (under 16)
- NI181 – Time taken to process Housing Benefit/ Council Tax Benefit new claims and change events
- NI 197 – Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented

Place:

- NI 155 – Number of affordable homes delivered (gross)

Prosperity:

- EHPI 5.2a – % of complaints about the Council and its services that are upheld a) 1st stage
- 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

3.4 A detailed breakdown of the indicators that are estimated not to be meeting the set target and showing a '**Amber**' performance are:

Place:

- NI 157a – Processing of planning applications: major applications
- NI 191 – Residual household waste per household
- NI 192 – Percentage of household waste sent for reuse, recycling and composting
- EHPI 86 – Cost of household waste collection

Prosperity:

- 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)

3.5 The following is a list of performance indicators that have shown a **decline** in performance when compared to the previous year:

People:

- EHPI 3a – Usage: number of swims (under 16)
- EHPI 4a – Usage: Gym (16 - 60)
- EHPI 4b – Usage: Gym (60 +)
- NI 184 – Food establishments in the area which are broadly compliant with food hygiene law
- NI181 – Time taken to process Housing Benefit/ Council Tax Benefit new claims and change events.

Place:

- NI 157c – Processing of planning applications: other applications
- NI 159 - Supply of ready to develop housing sites
- EHPI 2.23 – Planning decisions delegated.
- EHPI 64 – Vacant dwellings returned to occupation or demolished
- NI 192 – Percentage of household waste sent for reuse, recycling and composting
- NI 195c – Improved street and environmental cleanliness: Graffiti
- NI 195d – Improved street and environmental cleanliness: Fly-posting
- EHPI 218a – Abandoned vehicles - identified within 24 hours
- EHPI 2.4 – Fly-tips: removal.
- EHPI 86 – Cost of household waste collection

Prosperity:

- EHPI 5.2a – % of complaints about the Council and its services that are upheld a) 1st stage
- EHPI 156 – Buildings accessible to people with a disability.
- EHPI 7.35 – Commitment compared to profile
- EHPI 15 – Ill Health Retirements
- EHPI 16a – Percentage of Staff with Disabilities

4 INITIAL ANALYSIS - TARGETS

4.1 The following is a list of performance indicators (please note the comparisons relate to 2012/13 target compared to 2013/14 target) where targets have been set to **improve** performance (See **Essential Reference Paper B** for justification of change):

- EHPI 3b – Usage: number of swims (16 - 60)
- EHPI 3c – Usage: number of swims (60 +)
- EHPI 2.15 – Health & safety inspections.
- NI 157b – Processing of planning applications: minor applications
- NI 191 – Residual household waste per household
- EHPI 218a – Abandoned vehicles - identified within 24 hours
- EHPI 2.2(45) – Waste: missed collections per 100,000 collections of household waste

- EHPI 5.2a – % of complaints about the Council and its services that are upheld a) 1st stage
- EHPI 6.9 - Turnaround of PCN Representations
- EHPI 8 – Percentage of invoices paid on time.

4.2 The following is a list of performance indicators where targets have been set to **reduce** performance:

- EHPI 1a - % of customers satisfied with the service - All (Pools and Gyms)
- EHPI 1b - % of customers satisfied with the service - Leventhorpe
- EHPI 1c - % of customers satisfied with the service - Hartham
- EHPI 1d - % of customers satisfied with the service - Fanshawe
- EHP1 1e - % of customers satisfied with the service - Buntingford
- EHPI 1f - % of customers satisfied with the service - Grange Paddocks
- EHPI 2 – Net cost/subsidy per visit.
- EHPI 3a – Usage: number of swims (under 16).
- EHPI 4a – Usage: Gym (16 - 60).
- NI181 – Time taken to process Housing Benefit/ Council Tax Benefit new claims and change events.
- NI 192 – Percentage of household waste sent for reuse, recycling and composting.
- NI 197 – Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented.
- EHPI 86 – Cost of household waste collection.

4.3 For the remaining performance indicators targets have been set to maintain current performance level.

5. PERFORMANCE INDICATORS – NEW, AMENDED AND DELETED

5.1 There is one performance indicator (listed below) that has been recommended for deletion:

- **EHPI 2 - Net cost/subsidy per visit (Swims and Gym)** - The management fee, known as the 'subsidy' will during the 10 year contract go up and down, dependent on how contract management fee payments were structured at award and contract negotiations taking place within this period. This means that the trend will fluctuate year on year and will not be 'like' for 'like'. Therefore it is proposed that this indicator is deleted and replaced with a more meaningful measure the 'Net cost of the Leisure

Service per user'. If agreed officers can recalculate the base for last year so trends can be shown and provide an outturn for 2012/13 in the Outturn Report due on 4 June 2013. This would be the primary cost indicator for the service and would reflect the total cost to the Council of running leisure centres (including on-costs) and is in line with the way the council calculates the unit costs for Waste Services.

5.2 In addition Members are requested to note that the following indicator was agreed for deletion by HR Committee in 2012:

- **EHPI 14 – Retirements** - An estimated outturn is not expected to be provided as it was previously agreed by HR Committee in 2012 that this indicator would no longer be monitored. The statutory default retirement age was repealed on the 6th April 2011. The government removed the statutory retirement age 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

5.3 At this stage no other services have requested to introduce any new indicators nor amend any current measures.

6. DATA QUALITY SPOT CHECKS

6.1 East Herts Council is committed to delivering good data quality management. Data quality is an important aspect, as a publically accountable organisation we have to ensure that any data the council produces has an audit trail available.

6.2 The Performance Team has proposed a list of indicators to be spot checked. The indicators have been selected based on the following criteria:

- Performance indicators where there were data quality concerns highlighted in the 2011/12 outturn process
- Performance indicators where monthly and or quarterly data has been challenged within the year
- Performance indicators that have been introduced in the last 2 years.

This is to ensure that we have a focused approach to maintain the highest level of data quality standards and that data is inputted correctly.

6.3 Members are to note the list of performance indicators detailed in

Essential Reference Paper C. The Performance Team will carry out a data quality spot check on these indicators once the outturn process has been completed. When undertaking the spot checks the service will be looking to see if the indicator has been reported as per the indicator definition, to the correct decimal place and calculated correctly.

7. **BENCHMARKING**

- 7.1 Following the abolition of the national indicator set and the Comprehensive Area Assessment (CAA) there was limited information available nationally to enable councils to compare performance. The focus at the start of the coalition government's term was on reducing the burden of bureaucracy and within this context it was felt that local councils should focus on collecting and measuring performance that was relevant to their priorities, rather than a prescribed national set. This meant that measures became localised which in turn made it harder to benchmark when the metrics were not 'like for like'.
- 7.2 However the local government community have tried to retain some element of benchmarking as it is recognised that being able to compare performance with other councils is an important driver for improvement.
- 7.3 There are two tools that can be used to give an indication of how East Herts performance compares with other district councils. Firstly the 'Value for Money Profiles' hosted by the Audit Commission which compares cost and performance and secondly the 'LG Inform' being developed by the Local Government Association and which is still in development, which focuses on performance.
- 7.4 Where comparative data exists **Essential Reference Paper D** compares East Herts performance with the all district position. As the data is sourced from a variety of datasets some of which are not an indicator but for an example a statistical return, the latest available data is listed.
- 7.5 In summary there are five indicators where benchmarking data is available. Four indicators are estimated to be performing better than the district average and one in line with the district average. Overall this means that East Herts appears to be performing well against its authority type.
- 7.6 As the East Herts indicator set is reviewed there may be

opportunities to align some of our indicators, where relevant, to the metrics that are measured through one of these tools. It is recommended that officers look at this more closely during 2013/14 to make recommendations for 2014/15, perhaps using the review of revenues and benefits performance information data as a pilot. This will also allow time for the 'LG Inform' tool to be formally launched.

8. UNIT COST INDICATORS

- 8.1 Unit cost indicators have been excluded in the estimates and targets list of performance indicators as services are not required to set targets for these measures. They are analysed 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.

Background Papers

None

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ESSENTIAL REFERENCE PAPER 'A'

<p>Contribution to the Council's Corporate Priorities/ Objectives:</p>	<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>
<p>Consultation:</p>	<p>Performance monitoring discussions have taken place between Directors and Heads of Service. The report was considered by Joint Scrutiny Committee on 12 February 2012 and a number of recommendations were made which are included in the report 'Issues arising from Scrutiny' that is being presented to this meeting.</p>
<p>Legal:</p>	<p>There are no legal implications.</p>
<p>Financial:</p>	<p>There are no financial implications.</p>
<p>Human Resource:</p>	<p>There are no Human Resource implications.</p>
<p>Risk Management:</p>	<p>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
		2011/12	2012/13				2013/14	2013/14	2014/15	2015/16		
		Outturn	Target 2012/13	Estimated outturn	Performance		Notes	Target	Stretch Target	Target	Target	
			Short term trend	Status								
Corporate Priority: People												
EHPI 1a	% of customers satisfied with the service - All	68%	69%	"Excellent" 87%			The 2012/13 value is exceeding the target value. The score sits in the banding that is used by our leisure provider to report overall customer experience and is graded as 'Excellent', all three previous years were sitting in the 'Good' band. Two sites were inspected by QUEST, which is the UK Quality Scheme for the Sport and Leisure industry, Hartham received an 'Excellent' and Fanshawe a 'Satisfactory' score. It is worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for all sites sits within the 'Good' band for measuring NPS scores. NPS assists in getting a clear measure of your company performance through it's customers eyes.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1b	% of customers satisfied with the service - Leventhorpe	66%	67%	"Excellent" 80%			The 2012/13 value is exceeding the target value. The score sits in the banding that is used by our leisure provider to report overall customer experience and is graded as 'Excellent', all three previous years were sitting in the 'Good' band. It is worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for Leventhorpe it sits within the 'Poor' band for measuring NPS scores, previously it was in the 'Good' band. NPS assists in getting a clear measure of your company performance through it's customers eyes.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services

Page 58	Indicator	Past Performance	Current Performance				Future Performance				Lead Service	
		2011/12	2012/13			2013/14	2013/14	2014/15	2015/16			
		Outturn	Target 2012/13	Estimated outturn	Performance Short term trend	Status	Notes	Target	Stretch Target	Target		Target
EHPI 1c	% of customers satisfied with the service - Hartham	73%	74%	"Excellent" 89%			The 2012/13 value is exceeding the target values. The score sits in the banding that is used by our leisure provider to report customer experience and is graded as 'Excellent', all three previous years were sitting in the 'Good' band. Hartham also received an Excellent score from QUEST which is the UK Quality Scheme for the Sport and Leisure industry. It is also worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for Hartham sits within the 'Good' band for measuring NPS scores. NPS assists in getting a clear measure of your company performance through it's customers eyes.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1d	% of customers satisfied with the service - Fanshawe	66%	67%	"Excellent" 84%			The 2012/13 value is exceeding the target value. The score sits in the banding that is used by our leisure provider to report overall customer experience and is graded as 'Excellent', all three previous years were sitting in the 'Fair' band. Fanshawe also received a 'Satisfactory' grade from QUEST the UK Quality Scheme for the Sport and Leisure industry. It is also worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for Fanshawe sits within the 'Good' band for measuring NPS scores. NPS assists in getting a clear measure of your company performance through it's customers eyes.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services

Code	Indicator	Past Performance	Current Performance				Future Performance				Lead Service	
		2011/12	2012/13			2013/14	2013/14	2014/15	2015/16			
		Outturn	Target 2012/13	Estimated outturn	Performance Short term trend	Status	Notes	Target	Stretch Target	Target		Target
EHPI 1e	% of customers satisfied with the service - Buntingford	59%	60%	"Excellent" 90%			The 2012/13 value is exceeding the target value. The score sits in the banding that is used by our leisure provider to report customer satisfaction and is graded as 'Excellent', all three previous years were sitting in the 'Fair' band. It is also worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for Ward Freman sits within the 'Good' band for measuring NPS scores. NPS assists in getting a clear measure of your company performance through it's customers eyes.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 1f	% of customers satisfied with the service - Grange Paddocks	76%	77%	"Excellent" 89%			The 2012/13 value is exceeding target values. The score sits in the banding that is used by our leisure provider to report customer satisfaction and is graded as 'Excellent', all three previous years were sitting in the 'Good' band. It is also worth noting that the average Net Promoter Score (NPS), a management tool used to gauge customer loyalty, for Grange Paddocks sits within the 'Good' band for measuring NPS scores. NPS assists in getting a clear measure of your company performance through it's customers eyes.	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	"Good" Banding (65 - 79%) SLM Customer Experience Measure	Environment Services
EHPI 2	Net cost/subsidy per visit. Cost of service divided by total number of visits (Swims and Gym)	£0.23	£0.02	£0.04			Target not expected to be achieved by year end due to reduced throughput in Quarter 3 and further reduction in throughput expected in Quarter 4. So targets have been revised based on a combination of lower throughput and an increase in the RPIX. The management fee, known as the 'subsidy' will during the 10 year contract go up and down, dependent on how contract management fee payments were structured at award and contract negotiations taking place within this period. Therefore it is proposed that this indicator is deleted and replaced with a more meaningful measure the 'Net cost of the Leisure Service per user'. If agreed officers can recalculate the base for last year so trends can be shown and provide an outturn for 2012/13 in the Outturn Report due on 4 June 2013.	To be deleted.				Environment Services

Page 60	Indicator	Past Performance	Current Performance				Future Performance				Lead Service	
		2011/12	2012/13			2013/14	2013/14	2014/15	2015/16			
		Outturn	Target 2012/13	Estimated outturn	Performance Short term trend	Status	Notes	Target	Stretch Target	Target		Target
EHPI 3a	Usage: number of swims (under 16)	46,936	46,900	38,000	▼	☹	Annual target not expected to be achieved due to drop in Quarter 3 throughput, this position is in line with national trend. SLM have invested in equipment (inflatables) to encourage junior fun swims at Fanshaw and Grange Paddocks and have added several additional fun swim sessions aimed at younger swimmers.	38,000	38,000	38,000	38,000	Environment Services
EHPI 3b	Usage: number of swims (16 - 60)	101,033	101,000	105,000	▲	☺	Target expected to be achieved by year end. **	105,000	105,000	105,000	105,000	Environment Services

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2011/12	2012/13			2013/14	2013/14	2014/15	2015/16			
		Outturn	Target 2012/13	Estimated outturn	Performance Short term trend	Status	Notes	Target	Stretch Target	Target	Target	
EHPI 3c	Usage: number of swims (60 +)	24,315	24,300	25,000	▲	😊	Target is expected to be achieved by year end. **	25,000	25,000	25,000	25,000	Environment Services
EHPI 4a	Usage: Gym (16 - 60)	187,535	187,500	187,000	▼	😊	Annual target is still expected to be achieved despite a drop in Quarter 3 throughput. **	187,000	187,000	187,000	187,000	Environment Services
EHPI 4b	Usage: Gym (60 +)	16,886	16,800	16,800	▼	😊	Target expected to be achieved by year end. **	16,800	16,800	16,800	16,800	Environment Services
EHPI 129	Response time to Anti Social Behaviour complaints made to East Herts Council	97%	100%	100%	—	😊	Estimated outturn is expected to be 100%. The target of 100% is to be retained up to 2015/16.	100%	100%	100%	100%	Community Safety and Health
EHPI 2.15	Health & safety inspections	81.4%	80%	100%	▲	😊	Estimated outturn is expected to exceed annual target. Future targets are to be increased to 85% and retained up to 2015/16.	85%	85%	85%	85%	Community Safety and Health
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	92%	85%	91%	▼	😊	Estimated outturn is expected to exceed annual target. The target of 85% is to be retained up to 2015/16.	85%	85%	85%	85%	Community Safety and Health
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	10.3 days	10 days	18 days	▼	😞	The estimated outturn for 2012/13 is not expected to meet the year end target of 10 days due to increase in backlog cases from June 2012. However Executive members agreed during the meeting on 4th September 2012 that additional resources to be allocated to help improve performance. This resource is providing intensive support to target backlogs and reduce waiting times. As a result future targets have been revised to reflect the increase in service caseload.	15 days	15 days	15 days	15 days	Revenues and Benefits

Page 62	Indicator	Past Performance	Current Performance					Future Performance				Essential Reference Paper B
		2011/12	2012/13				2013/14	2013/14	2014/15	2015/16	Lead Service	
		Outturn	Target 2012/13	Estimated outturn	Performance Short term trend	Status	Notes	Target	Stretch Target	Target		Target
Corporate Priority: Place												
NI 154	Net additional homes provided	378	401	440	▲	😊	The Council has now confirmed that the timescale for the publication of its District Plan is delayed because of crucial issues on which further information and resolution is required. However, work has progressed on the production of an Annual Monitoring Report for the 2011/12 year. This sets out the anticipated housing completion figure for 2012/13 and targets for the forthcoming years.	440	440	400	700	Planning and Building Control
NI 155	Number of affordable homes delivered (gross)	132	200	182	▲	😞	Estimated outturn is not expected to achieve the target, however the outturn is improving compared to previous year. Future year targets are to remain at 200.	200	200	200	200	Housing Services
NI 157a	Processing of planning applications: major applications	48.00%	60.00%	58.00%	▲	😐	Estimated outturn is anticipated to be just below target to achieve 58%. Future year targets are to be maintained at 60%.	60.00%	60.00%	60.00%	60.00%	Planning and Building Control
NI 157b	Processing of planning applications: minor applications	70.00%	70.00%	80.00%	▲	😊	Estimated outturn is expected to exceed target. As a result future targets have been revised to increase to 80% to reflect the improved performance.	80.00%	80.00%	80.00%	80.00%	Planning and Building Control
NI 157c	Processing of planning applications: other applications	95.00%	90.00%	91.00%	▼	😊	Estimated outturn is expected to meet the annual target. Future year targets are to be maintained at 90%.	90.00%	90.00%	90.00%	90.00%	Planning and Building Control
NI 159	Supply of ready to develop housing sites	88.0%	72 - 86%	72 - 86%	▼	😊	The Council has now confirmed that the timescale for the publication of its District Plan is delayed because of crucial issues on which further information and resolution is required. However, work has progressed on the production of an Annual Monitoring Report for the 2011/12 year. This sets out an assessment of the supply of ready to develop housing sites which is following the East of England plan. Using the East of England review figures with windfall allowance the target of 90% is compliant with the national framework policy.	90.0%	90.0%	Unable to set future targets		Planning and Building Control

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2011/12	2012/13				2013/14	2013/14	2014/15	2015/16		
		Outturn	Target 2012/13	Estimated outturn	Performance	Notes	Target	Stretch Target	Target	Target		
			Short term trend	Status								
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	N/A	75.00%	75.00%	N/A		Estimated outturn is expected to meet the annual target. Future year targets are to be maintained at 75%.	75.00%	75.00%	75.00%	75.00%	Planning and building control
EHPI 2.1e	Planning Enforcement: Service of formal Notices	N/A	50.00%	50.00%	N/A		Estimated outturn is expected to meet the annual target. Future year targets are to be maintained at 50%.	50.00%	50.00%	50.00%	50.00%	Planning and building control
EHPI 2.23	Planning decisions delegated.	92%	90%	90%			Estimated outturn is expected to meet the annual target. Future year targets are to be maintained at 90%.	90%	90%	90%	90%	Planning and building control
EHPI 64	Vacant dwellings returned to occupation or demolished	11	10	10			Estimated outturn is expected to achieve the target. so far 6 have been identified, the service is confident that the target will be met this year. So far of the 6 identified, 3 had been empty for 10 years or more. Future year targets are to be maintained at 10.	10	10	10	10	Community Safety and Health
NI 191	Residual household waste per household	474 kg	474kg	459kg			Despite performance being slightly off target performance is expected to be better than anticipated with an, against the national trend, reduction of 2% in waste being disposed of. The future targets for 2013/14 at 450kg and 2014/15 at 448kg are to be retained with 2015/16 at 446kg.	450kg	450kg	448kg	446kg	Environment Services
NI 192	Percentage of household waste sent for reuse, recycling and composting	48.35%	50.00%	48.10%			Performance is expected to outturn at last years level. Whilst the level of glass collected has remained static, paper collected has fallen some 8.4%. The good news is that mixed plastics and cans have increased by 16%. Unfortunately the weight ratio between paper and plastics is around 70:30. Targets for 2013/14 and 14/15 have been reduced by a point to reflect this years expectancy of performance being static.	50.00%	50.00%	51.00%	52.00%	Environment Services







Page 64	Indicator	Past Performance	Current Performance					Future Performance				Essential Reference Paper B
		2011/12	2012/13			2013/14	2013/14	2014/15	2015/16	Lead Service		
		Outturn	Target 2012/13	Estimated outturn	Performance Short term trend	Status	Notes	Target	Stretch Target		Target	Target
NI 195a	Improved street and environmental cleanliness: Litter	2%	2%	2%	—	😊	Performance is around the same level as last year. Failure rate for litter is very low and difficult to improve upon further hence successive targets remain at the current level.	2%	2%	2%	2%	Environment Services
NI 195b	Improved street and environmental cleanliness: Detritus	7%	7%	7%	—	😊	Performance is expected to be at the same level as last year and to meet this years target. With so many unkerbed rural roads it is not possible to achieve a much lower score. So targets remain at current level.	7%	7%	7%	7%	Environment Services
NI 195c	Improved street and environmental cleanliness: Graffiti	0.67%	1.00%	1.00%	▼	😊	Performance is on line to meet the target and match last years performance. So targets remain at current level.	1.00%	1.00%	1.00%	1.00%	Environment Services
NI 195d	Improved street and environmental cleanliness: Fly-posting	0%	1%	1%	▼	😊	Performance in line with target. Targets remain at current level.	1%	1%	1%	1%	Environment Services
NI 197	Improved Local Biodiversity – proportion of Local Sites where positive conservation management has been or is being implemented	27.40%	37.40%	27.40%	—	😞	Estimated outturn is the same as last Autumn. The service are hoping revised data may become available in April 2013, but unfortunately due to financial savings less activity and a reduced level of monitoring are potentially likely to mean that the data shows no increase in activity. As a result of this future targets are to be maintained at present level of 27.40%.	27.40%	27.40%	27.40%	27.40%	Environment Services
EHPI 218a	Abandoned vehicles - identified within 24 hours	99.99%	90.00%	98.00%	▼	😊	The performance is expected to exceed the target. Fewer cars are being reported as abandoned so any dip in performance would result in a bigger effect on performance statistics than formerly, nonetheless targets for the next two years have been increased.	95.00%	95.00%	95.00%	95.00%	Environment Services

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2011/12	2012/13				2013/14	2013/14	2014/15	2015/16		
		Outturn	Target 2012/13	Estimated outturn	Performance	Notes	Target	Stretch Target	Target	Target		
			Short term trend	Status								
EHPI 218b	Abandoned vehicles - removed in 24 hours	100.00%	96.00%	100.00%	—	😊	It is anticipated that all the cars that need to be removed from the roads will be lifted within 24 hours of our legal entitlement. As the current contract ends in December 2013 the current targets for the next three years have been maintained.	96.00%	96.00%	96.00%	96.00%	Environment Services
EHPI2.2 (45)	Waste: missed collections per 100,000 collections of household waste	36.8	48.0	31.7	▲	😊	Performance has improved on last years as the contract, now in its second year has matured. The estimated outturn is based on current performance extended by last years performance for the last 4 months. Although the targets show a gradual decrease in the number of missed collections, the contract requires the contractor to meet no more than 50 per 100,000 collections.	47.0	47.0	46.0	45.0	Environment Services
EHPI 2.4	Fly-tips: removal.	1.21	2.00	1.50	▼	😊	Although performance is expected to be higher than last years it is still much better than the 2 day target. Current targets for the next three years have been maintained.	2.00	2.00	2.00	2.00	Environment Services
EHPI 86	Cost of household waste collection	£40.88	£42.81	£43.78	▼	😐	2012/13 target reflects the budgets for the refuse contract as approved when setting the Council Tax. The target for 2013/14 has been revised to £51.85 due to an estimated increase in the cost of refuse collection. This is primarily due to reduced income from recycling.	£51.85	£51.85	£52.99	£54.05	Environment Services
EHPI 90b	Satisfaction with waste recycling	77.00%	N/A	No survey due until 2013/14	N/A	N/A	No estimated outturn as the next resident survey is due to be conducted in 2013/14. Future target for 2015/16 will be provided following 2013/14 resident survey has been completed.	75.00%	75.00%	N/A	TBA after 2013/14 survey	Environment Services

Page 66 Case	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2011/12	2012/13					2013/14	2013/14	2014/15	2015/16	
		Outturn	Target 2012/13	Estimated outturn	Performance		Notes	Target	Stretch Target	Target	Target	
			Short term trend	Status								

Corporate Priority: Prosperity

EHPI 5.1	% of complaints resolved in 14 days or less	62.50%	70.00%	85.00%	▲	😊	After 8 months 59 out of 71 (83.33%) cases have been responded to within 10 working days. It is anticipated that this trend will continue for the remainder of the year. It is proposed that the target of 70% remains the same for the next three years as it is difficult to predict the number of complaints received and how quickly they can be resolved by services. If the percentage remains over 80% next year, it is suggested that the target be reviewed in 2013/14.	70.00%	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	29.00%	25.00%	38.00%	▼	😞	The number of complaints received during the first 8 months of this year have increased by 40%. 71 cases compared to 51 in the same period last year. The number upheld has also increased by 18%. Taking this trend through to the end of the year it is estimated that 38% of cases will be upheld which is higher than last year and the performance target. Now that we have 5 years worth of data, it is proposed the target be increased to 30% for 2013/14 as previous annual results show that the target may have been set too low. It is proposed that the situation be reviewed next year for the following two years.	30.00%	30.00%	30.00%	30.00%	Customer Services and Parking

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2011/12	2012/13				2013/14	2013/14	2014/15	2015/16		
		Outturn	Target 2012/13	Estimated outturn	Performance	Status	Notes	Target	Stretch Target	Target	Target	
			Short term trend									
EHPI 5.2b	% of complaints about the Council and its services that are upheld b) 2nd stage (appeal)	14.00%	25.00%	10.00%			15 Stage Two complaints have been decided in the first 8 months of this year and none have been upheld. It is estimated that a further 7 complaints could be received during the next 4 months with one or two being upheld in line with last year's outcome. As very few complaints are escalated to Stage Two any cases upheld have a large impact on the final statistics. It is proposed that the target of 25% remains the same. Very few complaints are escalated to Stage Two and one or two decisions in favour of the complainant can have a large impact on the final percentage.	25.00%	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%			Only 9 cases have been reviewed by the LGO so far this year. This is 2 cases less than the same period last year. The LGO have either decided to discontinue to investigate or not to initiate an investigation. The LGO have changed the way they review and accept cases and this appears to have reduced the number of cases that are referred to the council. Proposed that future targets remain at 0%.	0%	0%	0%	0%	Customer Services and Parking
EHPI 6.8	Turnaround of Pre NTO PCN challenges	20 days	14 days (calendar)	12 days			The number of notices issued under the newly awarded contract has now climbed back towards levels last seen midway through the previous enforcement contract. Additional resource granted to the Parking Service has helped ensure a consistently good turnaround time for pre-NTO (informal) challenges. A target of 10 working days (approx. 14 calendar days) remains appropriate for this PI.	14 days (calendar)	14 days (calendar)	14 days (calendar)	14 days (calendar)	Customer Services and Parking

Page 68	Indicator	Past Performance	Current Performance					Future Performance				Essential Reference Paper B
		2011/12	2012/13			2013/14	2013/14	2014/15	2015/16	Lead Service		
		Outturn	Target 2012/13	Estimated outturn	Performance Short term trend	Status	Notes	Target	Stretch Target		Target	Target
EHPI 6.9	Turnaround of PCN Representations	21 days	28 days (calendar)	12 days	▲	😊	Although PCN numbers are trending towards those last seen midway through the previous enforcement contract, additional resource granted to the Parking Services team has helped ensure continued good performance in respect of responses to NTO (statutory) representations. The PI target deadline of 28 days has been revised to 21 days accordingly.	21 days	21 days	21 days	21 days	Customer Services and Parking
EHPI 8	Percentage of invoices paid on time.	95.91%	98.00%	97.50%	▲	😊	The target for 2012/13 was set at 98.00% but this is unlikely to be achieved based on performance so far this year. However 97.50% should be achievable. Future targets are set in line with current performance but still aiming for year on year improvement.	98.00%	98.50%	98.50%	99.00%	Financial Support Services and Performance
EHPI 3	Overall satisfaction with the authority.	51.00%	N/A	No survey due until 2013/14	N/A	N/A	No estimated outturn as the next resident survey is due to be conducted in 2013/14. Future target for 2015/16 will be provided following 2013/14 resident survey has been completed.	65%	65%	N/A	TBA after 2013/14 survey	Financial Support Services and Performance
EHPI 156	Buildings accessible to people with a disability.	91.30%	91.00%	91.00%	▼	😊	Performance shows that Public Areas in 91.00% of Buildings operated by East Herts Council are suitable for and accessible to Disabled Persons. Future targets are to be maintained at 91.00%.	91.00%	91.00%	91.00%	91.00%	People, ICT & Property services
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)	-0.2%	+/-1%	-1.6%	▼	😐	Performance shows that the estimated position at the Year End including outstanding Creditors, will be as Budget for the year £390,500. After going through the usual end of year accounting routines regarding outstanding commitments it is expected that the Outturn will be on target. 2013/14 Estimate £398,300 expected to be within 1% by the year end.	+/-1%	0%	+/-1%	+/-1%	People, ICT & Property services

Code	Indicator	Past Performance	Current Performance					Future Performance				Lead Service
		2011/12	2012/13				2013/14	2013/14	2014/15	2015/16		
		Outturn	Target 2012/13	Estimated outturn	Performance		Notes	Target	Stretch Target	Target	Target	
			Short term trend	Status								
EHPI 12a	Number of short-term sickness absence days per FTE staff in post	4.71 days	5.00 days	4.11 days			Short term absences are expected to be within target by year end.	HR Targets to be set through HR Committee in July 2013				People, ICT & Property services
EHPI 12b	Number of long-term sickness absence days per FTE staff in post	2.59 days	2.50 days	2.15 days			Long term absences are expected to be on target by year end.					People, ICT & Property services
EHPI 12c	Total number of sickness absence days per FTE staff in post	7.30 days	7.50 days	6.26 days			Total sickness is expected to be within target by year end.					People, ICT & Property services
EHPI 14	Retirements	2.48%	N/A	N/A	N/A	N/A	An estimated outturn is not expected to be provided as was previously agreed by HR Committee that this indicator would no longer be monitored. The statutory default retirement age was repealed on the 6th April 2011. The government removed the statutory retirement age 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.	This indicator is to be deleted.				People, ICT & Property services

Page 70	Indicator	Past Performance	Current Performance					Future Performance				Lead Service	
		2011/12	2012/13		Performance		2013/14	2013/14	2014/15	2015/16			
		Outturn	Target 2012/13	Estimated outturn	Short term trend	Status	Notes	Target	Stretch Target	Target	Target		
EHPI 15	Ill Health Retirements	0.27%	3.23%	0.28%	▼	😊	Estimated outturn is expected to be within target.	HR Targets to be set through HR Committee in July 2013					People, ICT & Property services
EHPI 16a	Percentage of Staff with Disabilities	3.33%	5.21%	2.74%	▼	😞	This is below target, however the Council continue to uphold it's commitments under the 2 ticks scheme & encourage applicants. We had a successful 2 ticks review in 2012. Target is not expected to be met due to 3.29% of staff choosing not to declare their disability status. The Council continues to encourage staff to fully complete monitoring staff. The Council works through its managing performance & redeployment policy & employing & retaining people with disabilities policy to retain staff.						People, ICT & Property services
EHPI 16b	Percentage of top 10% of earners with a disability	6.25%	11.76%	8.33%	▲	😞	Estimated outturn is not expected to achieve the target, however the outturn is increasing due to a decrease in number in the top 10% of earners group.						People, ICT & Property services
EHPI 17	Percentage of top 10% earners from BME	0.00%	5.88%	0.00%	—	😞	Estimated outturn is expected to remain unchanged from previous years position.						People, ICT & Property services

** - When setting the targets for the leisure performance indicators in 2012/13, Members agreed that future targets would be based on the current year's outturn. So hence targets have been revised accordingly.

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 2011/12	
▲	performance is improving
—	performance is the same
▼	performance in worsening

Code	Indicator	Notes	Lead Service
Corporate Priority: People			
EHPI 1a	% of customers satisfied with the service - All	Data quality concerns were identified in the 2011/12 performance outturn report. A follow up data quality spot check is required to identify if previous outlined concerns have been rectified.	Environment Services
EHPI 1b	% of customers satisfied with the service - Leventhorpe		Environment Services
EHPI 1c	% of customers satisfied with the service - Hartham		Environment Services
EHPI 1d	% of customers satisfied with the service - Fanshawe		Environment Services
EHPI 1e	% of customers satisfied with the service - Buntingford		Environment Services
EHPI 1f	% of customers satisfied with the service - Grange Paddocks		Environment Services
EHPI 3a	Usage: number of swims (under 16)		Environment Services
EHPI 4b	Usage: Gym (60 +)		Environment Services
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Availability of timely performance data and a further investigation of data collection process is required.	Revenues and Benefits
Corporate Priority: Place			
EHPI 2.1d	Planning Enforcement: Initial Site Inspections	New indicator introduced in 2011/12. Data inputted for these indicators were challenged during 2012/13 due to inaccuracies being identified in the corporate healthcheck process. A further review of data collection process is required.	Planning and Building control
EHPI 2.1e	Planning Enforcement: Service of formal Notices		Planning and Building control
Corporate Priority: Prosperity			
EHPI 5.2a	% of complaints about the Council and its services that are upheld a) 1st stage	Performance data was challenged in Quarter 1 for 2012/13 as supporting note calculation was not consistent with the quarter performance data supplied.	Customer Services and Parking

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Code	Indicator	Past Performance	Current Performance				Future Performance				Lead Service	LG Inform (LGA) Benchmarking Data		Value for Money Profiles (Audit Commission) Benchmarking Data			
		2011/12	2012/13			2013/14	2013/14	2014/15	2015/16	Average (All Districts)		Status	Average (All Districts)	Status			
		Outturn	Target 2012/13	Estimated outturn	Performance Short term trend	Status	Target	Stretch Target	Target						Target		
Corporate Priority: Place																	
NI 157a	Processing of planning applications: major applications	48.00%	60.00%	58.00%	▲	😊	60.00%	60.00%	60.00%	60.00%	Planning and Building Control	Not available		59% (Q4 2011 data)	Average		
NI 157b	Processing of planning applications: minor applications	70.00%	70.00%	80.00%	▲	😊	80.00%	80.00%	80.00%	80.00%	Planning and Building Control	68% (Q1 2012 data)	Better than average	69% (Q4 2011 data)	Better than average		
NI 157c	Processing of planning applications: other applications	95.00%	90.00%	91.00%	▼	😊	90.00%	90.00%	90.00%	90.00%	Planning and Building Control	Not available		82% (Q4 2011 data)	Better than average		
NI 191	Residual household waste per household	474 kg	454kg	459kg	▲	😊	450kg	450kg	448kg	446kg	Environment Services	470.50kg 2011/12	Better than average	490kg 2010/11	Better than average		
NI 192	Percentage of household waste sent for reuse, recycling and composting	48.35%	50.00%	48.10%	▼	😊	50.00%	50.00%	51.00%	52.00%	Environment Services	43.42% 2011/12	Better than average	41.90% 2010/11	Better than average		

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 2011/12	
▲	performance is improving
▬	performance is the same
▼	performance in worsening

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EAST HERTS COUNCIL

EXECUTIVE – 5 MARCH 2013

REPORT BY EXECUTIVE MEMBER FOR
HEALTH, HOUSING AND COMMUNITY SUPPORT

REVISED EAST HERTS HOUSING REGISTER POLICY

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- **The Housing Act 1996 states that all Local Authorities exercising a housing function must publish a Housing Register and Allocations Policy showing how homes will be allocated to applicants and prescribes certain categories of people who are to be given ‘reasonable preference’ on the Housing Register.**
- **The Localism Act 2011 sets out a number of key proposals which are relevant to housing, including changes to allocations, tenure reform and changes to homelessness legislation.**
- **The purpose of this report is to summarise the consultation to date on proposed changes to the Housing Register and Allocations policy with internal and external stakeholders and propose a revised Housing Register and Allocations Policy, for East Herts, for adoption.**

<u>RECOMMENDATIONS FOR EXECUTIVE:</u> That:	
(A)	the East Herts Housing Register and Allocations Policy as now submitted at Essential Reference Paper ‘B’, be recommended to Council for adoption; and
(B)	if recommended for adoption, authority be delegated to the Director of Neighbourhood Services, in consultation with the Portfolio Holder, for any future minor procedural or process changes to be included in the policy.

1.0 Background

- 1.1 The Housing Act 1996 states that all Local Authorities exercising a housing function must publish a Housing Register and Allocations Policy showing how homes will be allocated to applicants. The Act prescribes certain categories of people who are to be eligible for an allocation and also categories of applicants that must be given reasonable preference on the Housing Register.
- 1.2 The Localism Act 2011, which received Royal Assent in November 2011, sets out a number of key proposals which are relevant to housing, including changes to allocations, tenure reform and changes to homelessness legislation. The Localism Act proposes significant housing reform which the Government says is intended to make the system of allocating housing fairer and more effective and to make it easier for decisions to be taken locally.
- 1.3 The Government has also published, in June 2012, an updated guidance document titled 'Allocation of Accommodation: guidance for local housing authorities in England'. Councils must have due regard to this document when drafting their Housing Register and Allocations Policy.
- 1.4 This report sets out the policy issues raised by the Localism Act, proposes draft changes to the policy from the one currently implemented, provides feedback from the consultation with internal and external stakeholders and proposes a revised Housing Register and Allocations Policy for East Herts.

2.0 Report

- 2.1 The implementation of the Localism Act and the new Government allocations guidance document requires the Council to review its Housing Register and Allocations Policy. Any major change to the policy also triggers a requirement to consult.
- 2.2 The current Housing Register and Allocations Policy was agreed and implemented in June 2010 following some minor amendments to Local Connection eligibility and Homeless Policy. The introduction of Choice Based Lettings in 2008 has been very popular with residents and stakeholders alike. Following conversations with our stakeholders it is generally felt that our current policy works well, is understood by our residents, houses

those in need and is 'transparent'. The Council has received very few complaints or review requests from residents who have been unhappy with the current Housing Register Policy and the associated allocation of homes. In addition feedback from local Councillors and MPs is that they have had very few concerns from constituents on housing issues compared to before CBL. The intention is therefore not to radically change how or who we allocate homes to but ensure we meet our statutory requirements and amend the policy to recognise best practice.

- 2.3 The Housing Service began the process of consultation on possible revisions to the current policy at the Council's Housing Forum, in July 2012, which is chaired by Councillor Haysey. The Forum is attended by local Registered Providers (RPs) and other housing stakeholders. Following this a document was drawn up by the Housing Service showing the possible changes to the policy introduced by the Localism Act, how these could be implemented in East Herts, and the potential impacts on current policy and who could be housed. This document was sent to all Councillors in the Members Information Bulletin and discussed at the Council's Community Scrutiny Committee in November 2012.
- 2.4 Following these discussions, and informal discussions with other stakeholders, including Riversmead and South Anglia Housing Associations the Housing Service drafted a revised Housing Register and Allocations Policy. This document was discussed at a Councillors Consultation event that was open to all Councillors on 5th February 2013. The document was then up-dated taking into account Councillors feedback and sent to all the significant Registered Providers with social housing East Herts, and placed on the Council's website. A copy of the document is at Essential Reference Paper B.
- 2.5 The following are the major changes to the current policy that are being put forward for adoption following these consultations.
- 2.6 **a) Eligibility and Qualification**
In previous legislation the government set two eligibility criteria for an allocation of accommodation: one was based on an applicant's immigration status and the other was regarding their suitability to be a tenant. With the Localism Act the government has maintained the right to set eligibility for an allocation based on an applicant's immigration status but Local Authorities can now define locally their own 'qualification' criteria for being on the Council's Housing Register and therefore who can be allocated

accommodation. When deciding who is a qualifying person LAs must have regard to the Equalities Legislation, the reasonable preference categories (defined in section 2.0 of the attached Housing Register and Allocations Policy) and cannot disqualify members of the Armed or Reserve Forces based on local connection.

The new policy proposes three Qualification Criteria for accessing the East Herts Housing Register:

1. Applicants not suitable to be a tenant. Applicants that have current or former rent arrears with a registered provider or the Council or have proven anti-social behaviour would not qualify to be on the Housing Register. This is reinstating the position of the current Housing Register policy as the government had previously included this as one of the 'eligibility' criteria in legislation.
2. Applicants whose total household income exceeds £45,000 would not qualify. The Localism Act states that the Council can decide that applicants who are not in housing need, for example because they can meet their own housing requirement, can be categorised as not qualifying for a Local Authority's Housing Register. Many of the RPs operating in East Herts already have household income bars. The figure of £45,000 has been set looking at average incomes in East Herts and the cost of alternative tenures such as private rent or shared ownership.
3. Owner occupiers would not qualify. There are exceptions to this the primary one being owner occupiers who want sheltered accommodation and have support needs. The Registered Providers working in East Herts will accept elderly persons into their sheltered accommodation if they have equity up to a value of £200,000 in a property they own or have recently owned.

The guidance says that LAs cannot have blanket exclusions for qualification and that if an applicant is in a reasonable preference category they it must considered. There must also be a right to review of the decision (or any decision) that they do not qualify for the Housing Register.

- 2.7 **b) Additional Preference:** The Act gives Local Authorities the power to frame their allocation scheme to award additional

preference to some applicants so long as they fall within one of the reasonable preference groups. The draft policy gives additional preference to the following:

- 1) Members of the Armed and Reserve Forces.
 - a) former members of the Armed Forces who have been honourably discharged and who have left the armed forces within 5 years of applying for the Housing Register.
 - b) serving members of the Armed Forces
 - c) bereaved spouses and civil partners of members of the Armed Forces
 - d) serving or former members of the Reserve Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service
2. Fosterers and Adopters that have been approved by Herts County Council and where the Council can reasonably meet their housing needs.

2.8 **c) Other Proposed Changes:** The other significant proposed policy changes outside of the Localism Act are:

- Revision to the bedroom criteria for different household sizes to match Local Housing Allowance eligibility. The current Housing Register Policy is slightly more 'generous' on the number of bedrooms a household can be allocated than eligible under current rules for Local Housing Allowance. To prevent new social tenants having their award of housing benefit restricted, because they are classified as under occupying the property (and so potentially accruing rent arrears), the policy has been amended.
- A change of wording for Local Connection to District Connection and a revision to the number points awarded to reflect different levels of residency connection. Currently the policy awards 50 points to applicants that have a District Connection through their own residency or through a close family adult. This category has been amended for those applicants that only have district connection because of a close family member, who is currently living in the district, and reduces the points awarded from 50 to 20 points. It is proposed to keep the points for an applicant currently living in the District themselves to 50 points but they have to be living in East Herts for one year compared to the current policy of 6 out of the last 12 months or three out of the last 5 years. District connection points due to working in East Herts

remains unchanged at 30 points.

- To promote community cohesion and allow current residents in the smaller settlements in East Herts to either remain or move back, if they still have close family connection, it is proposed to advertise general needs (i.e. not sheltered), unadapted properties in settlements of less than 1,000 residents with a priority to local residents. This priority will be considered when the short list of applicants for the property is being drawn up by the Housing Options Team. This will mean that when general needs social properties, in villages of less than 1,000 residents, are advertised they will be described as having a priority for applicants that have a local connection to the village. At short-listing time applicants with a local connection to the village may be ranked higher for a property and therefore allocated the property when they have fewer points than other applicants that bid for the property. However the Council must still, when making an allocation, have reference to its duty to allocate to applicants that have a reasonable preference for housing as defined by legislation. This addition to the policy will be monitored and reviewed after 6 months to ensure that it is working as intended and is not preventing the Council meeting its statutory functions.
- The ability to review an applicant's status on the Housing Register if they refuse more than three offers of accommodation without good reason.

2.6 It is intended to implement the policy for new Housing Register applicants from May 2013, after adoption by full Council, and not to re-register all current 3,600 applicants.

3.0 Implications/Consultations

3.1 The following is a timetable of the consultations carried out to date on the revised policy:

- Discussions with external stakeholders at the July 2012 at the East Herts Housing Forum
- Consultation on potential changes and implications with Community Scrutiny November 2012
- Report included in MIB November 2012.
- Drafting of Housing Allocations Policy December to January 2013
- Draft policy circulated to individual Registered Providers, other stakeholders and Councillors end January 2013
- Draft policy put on Council's website for consultation with a deadline of 4 weeks for comment during February 2013

- 05 February 2013 - Members' development and consultation workshop (10:30 to 12:30 in Council Chamber)
- 08 February 2013 - deadline for written comments from Members
- Discussions with individual Registered Providers, January and February 2013
- Comments incorporated into Housing Register and Allocations Policy and presented to Executive 5th March 2013.

Background Papers

None

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
<p>Consultation:</p>	<ul style="list-style-type: none">• Discussions with external stakeholders at the July 2012 at the East Herts Housing Forum• Consultation on potential changes and implications with Community Scrutiny November 2012• Report included in MIB November 2012.• Drafting of Housing Allocations Policy December to January 2013• Draft policy circulated to individual Registered Providers, other stakeholders and Councillors end January 2013• Draft policy put on Council's website for consultation with a deadline of 4 weeks for comment during February 2013• 05 Feb 2013 - Members' development and consultation workshop (10:30 to 12:30 in Council Chamber)• 08 Feb 2013 - deadline for written comments from Members• Discussions with individual Registered Providers, January and February 2013• Comments incorporated into Housing Register and Allocations Policy and presented to Executive 5th March 2013.
<p>Legal:</p>	<p>The Housing Act 1996 states that all Local Authorities exercising housing function must publish a Housing Register and Allocations Policy showing how homes will be allocated to applicants and prescribes certain categories of people who are to be eligible for an allocation and/or given reasonable preference.</p>

Financial:	Maybe some small costs associated with implementing the changes onto the LOCATA on line application system and database. This will depend on the extent of the changes proposed to the policy. There is sufficient revenue budget .
Human Resource:	<i>None</i>
Risk Management:	<i>None</i>

EAST HERTS COUNCIL

HOUSING REGISTER & ALLOCATIONS POLICY

19 February 2013

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1.0 Introduction

East Herts Council does not own any homes, having transferred all of its housing stock to Riversmead and South Anglia housing associations in 2002. This policy sets out who can apply for social housing and how East Herts Council, working in partnership with a number of private Registered Providers (RPs), will allocate social housing within the district. East Herts Council administers a Housing Register (HR) which is also called a Common Housing Register (CHR) for all applicants of social housing provided by Registered Providers throughout the district.

This Allocations Policy applies to:

- new applicants
- existing tenants of a Registered Provider in housing need who want to transfer either with their current landlord or to another Registered Provider

This document has been drafted taking into account current legislation, case law and best practice. The policy has been consulted on with the Council's internal and external partners and has been discussed by the locally elected Councillors. The policy was agreed at the East Herts Annual Council meeting on 15th May 2013.

1.1 Aims and Objectives of the Allocations Policy

The policy enables East Herts Council to consider the individual needs of its applicants whilst making best use of the scarce resource of housing stock. The policy sets out:

1. How to apply for housing.
2. Who is eligible and who will qualify to be accepted onto the housing register.
3. How priority for housing applicants will be given.
4. What the decision-making processes are.
5. How homes will be let through Choice Based Lettings.

The key objectives of the policy are:

- To discharge the Council's statutory duties as contained in Part VI and Part VII of the Housing Act 1996, as amended by the Homeless Act 2002 and the Localism Act 2011
- To help local people with a housing need find suitable accommodation within East Hertfordshire
- To ensure that priority is given to those in the greatest housing need
- To enable applicants to make an informed choice about where they would like to live, subject to relevant law and policy
- To allow applicants to be considered for vacant properties in the area of their choice
- To prevent people from becoming statutorily homeless
- To promote the development of sustainable communities
- To make the most efficient use of the limited social housing in the district
- To provide a fair and transparent system for the allocation of social housing that is easily understood by applicants, staff, elected members and partner

organisations

- To promote equal opportunities in the policy by ensuring that no one is treated less favourably on the grounds of religion, gender, marital status, race, nationality, ethnic or national origin, colour, disability or sexual orientation

1.2 Administration of the Housing Register and Choice Based Lettings

The Housing Register is a database, administered by East Herts Council, of everyone who has applied for housing in East Herts, through the Councils Housing Register, who is eligible and qualifies to receive an offer of accommodation.

Through the HR each applicant's housing needs are assessed and a level of priority given which is expressed as a number of points. The guiding principle is that the applicant with the highest level of points for a property will be allocated that property subject to some exceptions which are set out in the policy. The policy also establishes the size of a property for which an applicant is eligible.

The Council allocates accommodation through a Choice Based Letting (CBL) Scheme called Home Option. The scheme enables applicants to express an interest in available properties which are advertised in a fortnightly publication and on a website. Under the CBL Scheme applicants are able to register an interest in properties that are suitable for their household's size and needs in accordance with the terms of this Housing Register and Allocations Policy.

Statement of Choice: East Herts Council is fully committed to enabling applicants to play a more active role in choosing where they live, whilst continuing to house those in the greatest need in East Hertfordshire.

2.0 The Legal Context

All applicants for housing will be assessed to determine their eligibility and qualification to be placed on the housing register. This is to ensure homes are let to those in the highest assessed need and ensures that the Council meets its legal obligations as set out in the Housing Act (1996) as amended by Homelessness Act (2002) and the Localism Act (2011). The policy

This policy also has regard to:

- the Code of Guidance, Allocation of Accommodation: guidance for local housing authorities in England, and
- East Herts Council's Homelessness Strategy, and
- East Herts Council's Tenancy Strategy

The law states that there are five groups of applicants where reasonable preference must be considered when assessing housing:

- 1 People who are homeless (within the meaning of Part VII (7) of the Housing Act 1996, as amended by the Homelessness Act 2002.)
- 2 People who are owed a duty by any local housing authority under section 190(2), 193(2), or 195(2) of the 1996 Act (or under section 65(2) or 68(2) of the

Housing Act 1985) or who are occupying accommodation secured by any such authority under section 192(3)

- 3 People occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
- 4 People who need to move on medical or welfare grounds (including grounds relating to a disability); and
- 5 People who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or to others)

This Housing Register and Allocations Policy has been designed to ensure applicants who fall into the above reasonable preference categories will be awarded reasonable preference on the Council's Housing Register.

For the purposes of Part 6 of the Housing Act 1996 (as amended), the Council allocates accommodation when it nominates a person to be an assured or introductory tenant of accommodation held by a Registered Provider.

Circumstances where this Allocations Policy will not apply are:

- Where a tenant succeeds to a tenancy
- Renewals of Flexible Tenancies or Fixed Term Tenancies into the same property
- Mutual exchanges by existing social housing tenants

Other specific exemptions from the provisions of Part 6 are set out in section 160 of the Housing Act 1996 (as amended), and the Allocation of Housing (England) Regulations 2002 (SI 2002/3264).

3.0 The Housing Register

The Council is not obliged to maintain a Housing Register but it has chosen to do so. The Housing Register is maintained by the Housing Service based at Wallfields in Hertford.

3.1 Eligibility and Qualification to join the Housing Register

Any person aged 18 or over can apply to join the Housing Register. This applies whether they are currently living in East Herts or outside of the district. Applicants aged 16 or 17 can also apply to join the Housing Register if they have been accepted by the Council as homeless and in priority need, in accordance with the Homeless Act 2002.

However, the Council will take a two stage approach to determine whether an applicant will be accepted onto the Housing Register. The two stage approach is as follows:

- Is someone eligible for housing?
- Do they qualify?

Applicants who fail to meet these two stages will not be accepted onto the Housing Register. Applicants who have not been accepted onto the Housing Register,

because they are ineligible or do not qualify, will be given the reasons why and information on the review process (Appendix 3).

3.1.1 Persons who are ineligible for the Housing Register

East Herts Council cannot, by law, allocate housing accommodation to anyone who is subject to immigration control within the meaning of the Asylum and Immigration Act (1996), unless they fall within a class exempted from this restriction by government regulations. In addition East Herts Council cannot allocate housing accommodation to other classes of persons from abroad if, by law, government regulations state we cannot.

Applicants whose immigration status makes them ineligible to be considered on the Register will be notified in writing of the decision and the reason for the decision. If an applicant is accepted onto the register, but subsequently becomes ineligible, their housing application will be cancelled and the applicant notified.

3.1.2 Persons who do not qualify for the Housing Register

The Council may only allocate accommodation to people who are defined as “qualifying persons” under section 160ZA(6)(a). Subject to the requirements not to allocate to persons from abroad who are ineligible the Council has determined the following potential applicants who will not be qualifying persons and these are set out below.

i) Homeowners

In recognition of the level of housing need in the district, and the shortage of available properties, applicants who own a property (either freehold, leasehold, under mortgage or shared ownership) may not qualify for access to the housing register. The Council will take into account any equity in a property as well as any savings or other capital assets. The only exceptions to this are:

- older people (aged 60 plus or less if specified by the RP) who cannot stay in their own home and need to move into specialist accommodation, for example sheltered or flexi care housing where the nature of their current accommodation does not meet their housing need. Applicants will be assessed against whether they have sufficient financial or equity resources to meet the costs of their housing need.
- other owner occupiers who can demonstrate that their specific circumstances mean that they need to apply for social housing due to hardship or inability to secure their own accommodation.

The Council will not set a limit on what constitutes sufficient resources as each case will be assessed individually taking into account the needs of the applicants and members of their household. Such cases will be assessed for qualification for the Housing Register by the Housing Needs Manager.

ii) Sufficient income or savings

Applicants with a gross household income, from earned income and savings, of £45,000 and over per annum will not qualify to join the Housing Register. Applicants who have financial assets (capital/savings) which are clearly large enough to provide access to other forms of tenure to meet their housing need (for example to buy or rent privately) will not qualify to join the housing register but will be offered advice on alternative housing options.

Any lump sum received by a member of the Armed Forces as compensation for an injury or disability sustained on active service will be disregarded in such an affordability calculation.

An exemption from the income assessment will apply if:

- The applicant or partner is owed a duty by East Herts Council under Section 193 (2) of the Housing Act 1996 (as amended)

Or

- The applicant or partner, where applicable, is in receipt of one of the following:

- Income Support
- Income-Based Jobseekers Allowance
- Working Tax Credit
- Housing benefit
- Council Tax benefit
- Pension Credit
- Income based ESA (Employment and Support Allowance)
- Universal Credit

The following types of income are fully disregarded when considering gross household income:

- Attendance Allowance
- Disability Living Allowance or Personal Independence Payments
- Maintenance for dependant children

Copies of award notices will be required.

iii) People who behave in an unacceptable way

Applicants may not qualify to join the housing register if the applicant, or any member of their household who wishes to be housed with them, are guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant of a Housing Authority or RP, and there is sufficient evidence that this behaviour is likely to continue and create problems for the neighbouring households.

In order to determine whether someone's behaviour is serious enough that they do not qualify for the housing register, the Council will consider their behaviour against what is required to prove one of the Grounds (1 to 7) for Possession for Secure Tenancies, and determine whether, had they been a secure tenant, there would be sufficient evidence to obtain a possession order against that applicant.

Applications that do not qualify due to unacceptable and/or anti-social behaviour can make a fresh application after one year from the date of notification of not qualifying if they feel that there is good reason why they should now qualify. Such applicants will need to show that there has been a material change in their behaviour or their circumstances.

iv) Outstanding housing related debts

Applicants who have outstanding housing related debts will have the circumstances surrounding the debts investigated prior to any decision on qualification for the register being made. They will also be given the opportunity to either:

- clear the debt in full
- or

- show they have demonstrated a genuine commitment to clear any debt in installments by making regular agreed payments to the Council or RP for a period of no less than six months.

The following include types of housing related debts that will be considered:

- rent and/or service charge arrears accrued whilst in East Herts Council's temporary accommodation
- outstanding recharges related to a stay in East Herts Council's temporary accommodation (e.g. charges for damage, cleaning or rubbish removal)
- outstanding arrears from a current or previous RP or Local Authority tenancy
- non-repayment of East Herts Rent Deposit grant

An applicant's eligibility and qualification for the Housing Register may change whilst the application is actively being considered. Applicants are required to notify the Council of any change in circumstance. Such changes may result in an applicant becoming ineligible and/or not qualifying for the housing register.

3.2 Reviews of Decisions on Eligibility and Qualification

Where the Council decides that an applicant is ineligible or does not qualify to join the Housing Register for any of the reasons given above, the Council will record its decision and will provide the applicant with written notification. The notification will give clear grounds for the decision which will be based on the relevant facts of the case. Any decision to exclude an applicant from membership of the register will be agreed by the Housing Needs Manager.

Applicants have the right to request a review of any decision by the Council as to eligibility or qualification together with a right to be informed of the decision on review and the grounds for that decision. Further details concerning the right to request a review are set out in Appendix 3.

3.3 How to Apply for the Housing Register

3.3.1 Application form

Applicants wishing to join the Housing Register are required to complete an online Housing Register application form. The form is available on the Home Option website (<http://www.homeoption.org/>) or accessed via the Housing pages on the Council's website.

3.3.2 How to get help completing forms

Members of staff in the Council's Housing Options Team can provide assistance in filling in application forms to join the Housing Register. The Council has computers in its two receptions at Hertford and Bishop's Stortford that can be used to complete the form.

3.3.3 Assessment of applications

People applying to join the Register will be asked to provide proof to support their application. This includes proof of identity, eligibility and qualification:

- Birth certificate of the applicant and each member of the household on the

- application form
- Photographic ID for the main applicant and partner to include either a passport or drivers licence
- Current address
- Income and any savings

If an applicant cannot provide these documents then the applicant should contact the Housing Options Service to discuss suitable alternative evidence.

The Council will make any other enquiries as they deem necessary in order to assess the application. This may involve contacting previous landlords, health or medical advisors, police etc. If all the required supporting documents are not received within 28 days by the Housing Options Service from the date of the online form being completed the application will be cancelled.

Once an application has been assessed for eligibility and qualification for the Housing Register, a letter will be sent. The letter will:

- Explain the number of points the application has been awarded and what the points are for
- Advise how to bid for a property under the Choice Based Letting Scheme and how to access the Scheme User Guide online
- Give the size (and if applicable the type) of property for which the applicant is eligible
- Include a reminder to inform the Council of any change in circumstances that might affect the points awarded
- Give a Housing Register registration number
- Confirm the effective date of application onto the Housing Register
- Give a contact address and telephone number at the Council

If the application to join the Housing Register has been unsuccessful, (see section 3.1.) the letter will give the reasons why the application was unsuccessful and details of the review procedure.

3.3.4 Joint applications

Applicants can include on the application anyone who could reasonably be expected to live with them. For joint or shared applications both applicants must satisfy the conditions on eligibility and qualification to be given a joint tenancy. An applicant can have only one application as a joint or sole applicant on the Housing Register at any one time.

3.3.5 Change in circumstances

Applicants are required to inform the Council prior to or immediately after any material change in their household's circumstances, such a new baby or change of address, so the Council can ensure that their records are up to date and that an applicant is prioritised correctly.

3.3.6 Households split through lack of accommodation

Members of the same family who are forced to live apart through lack of accommodation should complete an application by assuming the family is living together in whichever accommodation offers the best living conditions. However, the Council must be informed of the circumstances of the application and the details of the other less suitable accommodation that is available to the family.

3.3.7 Access to children

Applicants with a shared residence order or staying access for children are not automatically entitled to bedrooms for their children. The general principle is that a child needs one suitable home and that the council does not accept responsibility for providing a second home. Where there is equal shared care the Housing Option Team will consider each case individually and the suitability of accommodation available to each parent.

3.3.8 Applicants who deliberately make their housing situation worse

The council will consider whether an applicant has deliberately made their housing situation worse to increase their housing need and consequently improve their chances of rehousing through the register. Where applicants have moved into accommodation that is unsuitable and made an application for accommodation from that address they will be assessed as having No Fixed Abode for six months from the date of moving into that accommodation. If this restriction is removed, after six months, then the application will be pointed on the current accommodation and the effective date of application will be the original application.

3.3.9 Consent and declaration

When an applicant applies for housing they will be required to agree to a declaration to confirm that:

- The information they have provided is true, accurate and complete
- They will inform the council of any change in their circumstances
- They understand that information will be shared with all participating housing providers together with other relevant organisations in order to complete or verify information or to prevent fraud or protect public funds in other ways.
- They consent to the Council making enquiries of any relevant persons to confirm the information on the application form is correct or to add to the information given where this is necessary to complete an assessment of need or consider suitability for housing.

It is an offence for anyone to knowingly give false information, or knowingly withhold information in connection with an application to the Housing Register. Anyone committing such an offence can be removed from the Housing Register or, if rehoused, the Council can request that the landlord seeks possession of the tenancy. In both cases the Council may prosecute and if convicted an applicant could be fined up to £5,000.

3.4 Home Visits

Applicants' circumstances will be verified by means of either a home visit or if this is not possible an office interview before an offer of accommodation is made. This interview is carried out when an application is considered to have sufficient points that it is likely that future bids by the applicant could be successful. The interview is used to ensure that the points that have been awarded are correct and that the size and type of property that an applicant is eligible to bid for is correct and that the applicant is still eligible and qualifies to be on the Council's Housing Register. If it is found that the details on the form are incorrect or circumstances have changed, then the application will be reassessed. Whilst reassessment is being undertaken any offers made will be withdrawn.

The interview is also used to ensure that applicant understands the Choice Based Lettings bidding process and to assess whether an applicant will need assistance with the process.

4.0 Assessment of Housing Need

4.1 The Points System

The Council's Housing Register is based on a points system. Points are awarded depending on an applicant's current circumstances and the type of home in which they currently live. The total points allocated indicate housing need. In this way the council gives greater priority to those in the greatest housing need so enabling it to make the most effective use of the homes available to it. The law also requires the council to give preference to certain categories of housing need and these have been included within the points system. More detail on this is at section 1.1 Legal Context.

4.1.1 Bedroom requirement

In deciding the minimum number of bedrooms/bed spaces required, the following guidelines shall apply:

each adult couple or single parent	1 bedroom (double/ 2 bedspaces)
any other adult (aged 16 or over)	1 bedroom (single)
two boys or two girls aged under 16	1 bedroom (double/2 bed spaces)
One child either a boy or a girl aged 10-15	1 bedroom (single)
two children aged 0-9 whatever their sex	1 bedroom (double/2 bedspaces)

The following table shows examples of household types and the number of bedrooms for each. In the event that there is an application not covered by this the policy principle set out above will be applied.

Single person of any age	Bedsit
Single person Single person with access to children Couple	1 bedroom
Couple or single parent with: <ul style="list-style-type: none"> • One child over 1 year • Two children of the same sex under 16 • Two children under 10 	2 bedrooms
Couple or single parent with: <ul style="list-style-type: none"> • Two children of the opposite sex where one is 10 or over • Two children of the same sex where one is 16 or over • Three children in any other combination unless all children are over 16 • Four children where 2 pairs of children would be expected to share a bedroom (see 2 bedroom) 	3 bedrooms
Couple or single parent with:	4 bedrooms

<ul style="list-style-type: none"> • Five children • Four children where 2 pairs of children would not be expected to share a room (see 2 bedroom) • Three children where all children are over 16 	
Couple or Single parent with 6 or more children	5 bedrooms

20 POINTS will be allocated for each bedroom or bed space less than the above standard. The Council considers that a child under the age of one year can share a bedroom with its parent(s), so no lacking bedroom points will be awarded until the child is 1 year of age. However households that have one child, irrespective of age, or an applicant with a first confirmed pregnancy would be eligible to bid for a two bedroom property.

Assured tenants of an existing social tenancy in East Herts, who wish to transfer to a smaller property, will have 20 points allocated to their application for each bedroom that is freed up by the move. The Council will take into account the number of bedrooms guidelines for their household when deciding on the number of points to be awarded.

4.1.2 The absence of facilities

Points are awarded in the following circumstances:

	<i>Awarded for absence of:-</i>
5 POINTS	Absence of a bathroom with a bath or shower
10 POINTS	Kitchen facilities
10 POINTS	A toilet
5 POINTS	Inside toilet (not given if lacking a toilet points awarded)
10 POINTS	Piped water supply
5 POINTS	Hot water supply
10 POINTS	Electricity

4.1.3 Poor or unsatisfactory housing

This relates to private sector tenants and residents of dwellings where the Council's Environmental Health Service has determined that the property poses a Category 1 hazard under the Health and Safety Fitness Rating. Points may be awarded if the Council is satisfied that the hazard(s) cannot be resolved by the landlord within 3 months and that continuing to occupy the accommodation will pose a risk to the applicant's health. This includes a property that has severe damp, major structural defects or has living conditions which are a statutory nuisance.

15 POINTS MAXIMUM, in steps of 5 POINTS will be awarded in consultation with the Council's Environmental Health Service.

4.1.4 Sharing of facilities

24 POINTS MAXIMUM will be awarded if a bathroom, kitchen or toilet is shared with people not on the application or part of the applicant's intended household. In these cases, 1 POINT is awarded for every such person sharing the facility up to the maximum.

1 POINT	Bathroom
1 POINT	Kitchen
1 POINT	Toilet

For example if a bathroom and kitchen is shared with 3 other people not on the application, points will be calculated as follows:

2 (kitchen and bathroom) x 3 (people) = 6 POINTS

4.1.5 Statutory overcrowding

20 POINTS MAXIMUM will be awarded when a property occupied by an applicant is overcrowded as defined by Part 10 of the Housing Act 1985. This is in addition to the award of points for bedroom deficiency. Points are awarded on the recommendation of the Council's Environmental Health Service.

4.1.6 Caravan, mobile home or boat

5 POINTS will be awarded in addition to any other points awarded if the applicant's only residence is a caravan, mobile home or boat.

4.1.7 District residency or connection

Points can be awarded for having either a local residency or an employment connection with East Herts, but not for both.

Applicant's Residency: 50 POINTS will be awarded if the applicant meets one of the following conditions, (proof will be required):

- The applicant is currently resident in the East Herts area and has lived in the area continuously for 1 year
- The applicant is owed a duty under Part VII of the Housing Act 1996 by East Herts Council
- The applicant is an elderly person (over 60 years) and has lived in East Herts for 10 years at any time in the past and has a close relative residing who has been resident continuously for a period of at least five years prior to the date of the application.

Other residency: 20 POINTS will be awarded if the applicant meets the following condition, (proof will be required):

- The applicant lives outside East Herts and has parents, adult children or adult brothers or sisters who currently reside in East Herts and they have been resident continuously for a period of at least five years prior to the date of the application.

Employment: 30 POINTS will be awarded if the applicant meets one of the following conditions, proof will be required:

- The applicant's usual place of work is in East Herts, they work for at least 16 hours per week and have done so for continuously for at least the preceding 12 months.

The following applicants will also be assessed for the award of District Residency points:

- People temporarily living outside of the East Herts District whilst receiving medical or respite care, or serving a prison sentence.

Applicants not considered to be normally resident within the East Herts District are those living here temporarily and will not be awarded District Residency Points. This includes:

- Anyone who is living in the district whilst on holiday or is here for medical treatment.
- Anyone who is living in the district due to being temporarily housed here by another authority.

4.1.8 Persons with limited means

10 POINTS can be awarded where economic circumstances result in difficulties in an applicant obtaining accommodation themselves.

If the applicant is on a means tested benefit, such as Income Support, Universal Credit, Housing Benefit etc, proof will be required before the points are allocated. Where an applicant's total net household income, from all sources, is less than the benefit cap level, as set by the government, for their household size then points can be awarded. Proof will be required.

4.1.9 Medical assessment

If there are medical circumstances that are affected by the applicant's current accommodation and need to be taken into account, applicants must obtain a medical form from the Council's Housing Options Team. When this is completed the Council's Medical Adviser will make an independent assessment and recommend an award of points. These will put onto the application by an allocations officer. Where there is more one than applicant in a household with a medical need an assessment of the points to be awarded will be based on the household's overall need.

Points will be awarded on a sliding scale as follows:

0 POINTS	for No priority
5 POINTS	for Low Priority (low detriment to health)
10 POINTS	for Low to Medium Priority (moderate detriment to health)
15 POINTS	Medium Priority (chronic health conditions)
25 POINTS	for High Priority (serious detriment to health)
50 POINTS	for Urgent Priority (not life threatening)
75 POINTS	for Urgent Priority (life threatening)

4.1.10 Additional preference

Additional Points of 10, 20, 30 or 50 points can be awarded to applicants who have had points awarded to their application because they fall into one of the five reasonable preference categories and they also meet one of the following two criteria:

1) Armed Forces

If the applicant is from one of the following four categories of Armed Forces persons defined by the Government:

1. former members of the Armed Forces, that have been honourably discharged and make an application within 5 years of discharge
2. serving members of the Armed Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service;
3. bereaved spouses and civil partners of members of the Armed Forces leaving Services Family Accommodation following the death of their spouse or partner;
4. serving or former members of the Reserve Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service.

2) Foster and adopters

Applicants who have been approved to foster or adopt by Herts County Council maybe eligible for the award of Additional Preference points if they are in housing need and their accommodation needs can be realistically met by an offer of accommodation.

The level of points awarded for Additional Preference will be agreed by the Housing Needs Manager and will depend on the need to move and any medical or disability issues of the applicant or member of their household.

4.1.11 Security of accommodation

This covers instances where it is known that a household is about to lose or likely to lose the use of their present accommodation.

If an applicant is in temporary, supported accommodation, prison or institutional care they will be awarded 25 Insecurity of Tenure points and will not be eligible for sharing facilities or lacking bedroom points.

200 POINTS will be awarded where an applicant is subject to a Demolition or Closing Order or possession under the Rent (Agricultural) Act 1976. There is a statutory duty upon the Council to rehouse in these circumstances and so a high number of points are awarded.

Points will be awarded as follows:

60 POINTS plus an additional maximum of 30 POINTS	<p>If the applicant is housed as homeless in shared facilities accommodation, hostel or women's refuge with a duty to provide accommodation under Part VII of the Housing Act 1996, Section 193.</p> <p>An additional 10 points can be awarded to the application each month, if after 2 months from the date of decision, a property has not been bid for successfully under CBL, up to a maximum of 30 additional points.</p>
40 POINTS	<p>If the applicant is housed as homeless in self contained accommodation with a duty to provide accommodation under Part VII of the Housing Act 1996, Section 193.</p>
25 POINTS	<p>If the applicant is likely to lose accommodation from a</p>

	<p>Notice or Order in 2 months where the landlord or a court has given notice.</p> <p>If an applicant is in temporary, supported accommodation, or institutional care.</p> <p>If an applicant continues to occupy temporary accommodation following a decision of no housing duty.</p>
10 POINTS	If an applicant is likely to lose accommodation in 1 year. These points will be awarded to all applicants in assured shorthold tenancies whether or not notice has been given by the landlord.
20 POINTS	If the applicant is an assured tenants of an East Herts social tenancy who will vacate their existing home to transfer to another social tenancy. These points are awarded to an application after one year of moving into the current home, whether it is an introductory or assured tenancy, from which the application is being made.

For Armed Forces personnel as defined at section 4.1.2 on production of the Cessation to Occupy Notice, served on the applicant by the Ministry of Defence to leave designated Forces Accommodation, 25 points for Security of Accommodation can be awarded up to 6 months before the notice expires.

Without supporting evidence these points are awarded at the discretion of the Housing Options Service.

If the applicant is temporarily housed by East Herts under Part VII of the Housing Act 1996, Section 193 and points are awarded on their application for Insecure Accommodation, they will not be awarded points for the Sharing of Facilities or lacking a bedroom according to the bedroom requirements. Applicants that continue to occupy temporary accommodation following a decision of no housing duty will retain their 25 points for Insecurity of Tenure but will not be eligible for Sharing or lacking bedroom points.

4.1.12 No fixed abode

40 POINTS are awarded to applicants who have no fixed abode or people sleeping rough once the designated allocations officer is satisfied that an applicant does not have access to settled accommodation. Where points are awarded for No Fixed Abode points will not be awarded for either lack of facilities, sharing of facilities or lacking bedroom(s).

Where applicants have moved into accommodation that is unsuitable for example due to over crowding and make an application for accommodation from that address No Fixed Abode points will be awarded to that application for 6 months from the date of moving into that accommodation. This will be reviewed 6 months after the moving into the unsuitable accommodation and the application will then be pointed on the actual accommodation occupied by the applicant and their household. This category of points does not apply where an applicant is found to be homeless and in priority need and has been accepted for rehousing under Part VII of the Housing Act 1996.

4.1.13 Children / Pregnancy

5 POINTS will be awarded for the first confirmed pregnancy and 10 POINTS if the applicant has on their application a dependant child or children who live with them permanently. A dependent child is a person whose primary residence is in the applicant's household who is aged 0 to 15, or a person aged 16 to 18 who is a full-time student. An application can only have a maximum of 10 points.

4.1.14 Length of time on the Housing Register

2 POINTS are awarded for each year on the Housing Register up to a maximum of 10 POINTS.

4.1.15 Social or welfare factors

50 POINTS MAXIMUM in steps of 10, 15, 25, 35 and 50 POINTS can be awarded where applicants need to move on welfare grounds or if they need to move to a particular locality within the district to avoid hardship to themselves or others. Points can be awarded to applicants who demonstrate that they give or receive ongoing significant support and that this support cannot be made available through a reliance on public transport or the applicant's or carer's own transport. Examples of when the award of points will be considered are as follows:

1) Need to move on hardship grounds – support or employment.

- a) Applicants who need to move to give or receive care that is substantial and ongoing, proof will be required
- b) Applicants who need to access social services facilities and are unable to travel within the district to receive it
- c) Applicants who want to take up an offer of continue employment, education or training opportunity that is not available elsewhere and who does not live within a reasonable commuting distance.

2) Moving on from Care

Applicants are awarded points in accordance with protocols agreed between the Council and Herts County Council. To qualify for an award of points applicants must:

- be a former relevant Child' and be referred by Children's Services
- be ready to move to independent settled housing
- possess the life skills necessary to manage a tenancy
- be in need of either long or medium term tenancy support and that package has been assessed and is in place.

3) Move on from Supported Housing projects

Applicants will be awarded points for certain projects in line with protocols agreed between the Council and the supported accommodation provider. To qualify for an award of points:

- An applicant must be ready to move to independent settled accommodation
- The applicant should be in need of medium to long-term support
- The applicant's vulnerability should be such that accommodation in the private sector would due to its potential short-term have a detrimental effect on their vulnerability.

4) Urgent need to move

Examples of other situations where it is considered that there is an urgent need to move and an award of points will be considered include :

- Where a registered provider (housing association) social landlord has

recommended a management transfer for an existing tenant. Points will be awarded to the application depending on the degree of urgency, as assessed by the registered provider.

- Witness protection
- Harassment and domestic violence.
- Where an applicant has been identified as needing to move because of the impact on their household from Welfare Reform. This could be a need to move to smaller RP accommodation. A joint assessment would be carried out by the Housing Needs Manager and RP as to whether the impact of the reforms have put the applicant's household into significant hardship such that an offer of alternative accommodation would mitigate the impact.
- Applicants accepted by the Council as statutorily homeless and placed in a private sector leased property where the term is coming to an end.

The level of points awarded will be decided by the Housing Needs Manager and will be reviewed every 6 months.

5.0 How Properties are Allocated

From March 2008 the Council has chosen to allocate the vacant homes offered to it through a Choice Based Lettings (CBL) system. Choice Based Lettings is a way of allocating housing through choice, giving eligible applicants on the Housing Register greater say over where they live.

The scheme enables Housing Register applicants to express an interest in available properties, which are advertised via a 'bidding' process. The successful bidder is the one with the highest priority number of points and taking into account the best use of the properties to meet housing need in each bidding cycle. If two applicants have the same number of points then date of registration will also be considered.

The Council has a contract with an agency that administers the Choice Based Lettings Scheme on its behalf. The agency manages a dedicated website that explains how the CBL process works and advertises the properties that are currently available to bid for. The website can be translated into a wide range of different languages. There is also a DVD that can be downloaded for applicants that have sight difficulties and a pictorial explanation of the scheme for applicants with learning difficulties.

5.1 Finding a Home

5.1.1 Advertising

The Council will advertise vacant properties owned or managed by its partner Registered Providers (RPs) who request a nomination of an applicant from the Council's Housing Register. The advert will be clearly marked with the name of the landlord and any additional conditions, relevant to that RP.

Properties will be advertised fortnightly:

- On a dedicated website www.homeoption.org . There will be a link from the

Council's website at www.eastherts.gov.uk to the correct page for the East Herts' properties being advertised.

- At the Council and partner RP offices, including the homeless hostel
- In a free Property List sent to statutory and voluntary agencies who request it and also libraries in East Herts

The adverts will provide details of the properties available including location, size and type, weekly rent, heating, any adaptations, landlord's name etc. If there are any legal requirements such as properties in rural locations for people with a strong local connection to that community this will be clearly stated. The advert will also indicate the type of applicant eligible to bid for the home, for example age, disability and, for some RPs, income levels. Applicants must also be eligible for the size and/or type of property they are bidding for. This information will be in the acceptance letter sent by the Housing Options Team confirming an applicant's eligibility for the Housing Register.

Some of the properties advertised will indicate priority criteria for some categories of applicants. This is so that the property being advertised can be allocated to maximise its benefit. Priorities might include:

- Priority to applicants requiring 2 double bedrooms – to maximise the best use of the accommodation where a property has two large bedrooms
- Priority to applicants with an assessed mobility need – where a property has a adaptation that could be re-used
- Priority to applicants with a local connection to a particular settlement – to promote community benefits.

This does not mean that applicants that do not meet the priority criteria cannot place one of their three bids on the property. However they should be aware that when the Housing Options Team compiles a short list of applicants to nominate to the property to an RP an applicants who meets the criteria but has fewer points may be nominated before an applicant that does not meet the priority criteria but has more points. However the property must still be allocated to an applicant that meets one of the reasonable preference categories of housing need.

5.1.2 Applying for a property

Provided an applicant meets the eligibility criteria for the property advertised they can register an interest in a property within the deadline stated. Applicants can bid for a maximum of 3 properties in any one advertising cycle. Homes particularly designed for, or accessible to, people with disabilities will be advertised as such to help applicants with those needs identify them.

Applicants can register an interest in a property, with the Council's CBL provider, via several methods:

- Interactive telephone (24 hours) telephone 8707 270460 or by text telephone 07781 472726.
- On the dedicated website www.homeoption.org . There will be a link from the Council's website at www.eastherts.gov.uk to the correct page on the Home Option website for the East Herts properties being advertised.
- At the Council's offices in Hertford and Bishop's Stortford using the available online facilities
- By postal voucher. A batch of vouchers will be sent to applicants with their Housing Register acceptance letter.

- Using an advocate that an applicant has given authorisation to such as a family member or a support worker

Applicants must have their registration number, date of birth of the lead applicant and the property reference to make a bid.

5.1.3 How an offer is made

Once the advert deadline has passed the Housing Options Team will have access to a report listing all the advertised properties and all the applicants that applied for each of them. The Housing Options Team will short-list three applications based on qualification for the type of property, the applicant who has the highest points, the earliest confirmed application date, any priority criteria included in the advert and taking into account the best use of the properties to meet housing need in each bidding cycle. The first three applicants for each advertised property will be written to by the Housing Options Team to inform them of their position i.e. first, second or third for one property. The name of the three applicants will then be forwarded to the RP or landlord that owns the property advertised.

Arrangements will be made by the RP for the top applicant to view the property. There may be circumstances where an applicant will not be invited to view a property as they do not qualify, for instance if they have outstanding rent arrears with a landlord. At the viewing the applicant will be given further details about the property, the type of tenancy to be offered and date the property is expected to be available. The first placed applicant will generally have one day to consider whether to accept the tenancy. If they refuse the verbal offer then the RP will contact the second placed applicant and make arrangements for them to view the property.

Some people who have been identified as vulnerable may be given longer time to consider the offer of the tenancy. Examples of this may include people who are in hospital or in respite care. The Housing Options Team and the RPs will consider each request for extra time on an individual basis.

5.1.4 Refusal of an offer

Generally there is no penalty or deferral from the Housing Register for an applicant who refuses a property for which they have successfully bid, unless the applicant is homeless (further details are in section 5.1.5). However, if an applicant refuses three offers we may contact them to discuss this and to check they fully understand the Choice Based Lettings system and discuss their reasons for refusal. In exceptional circumstances, where there have been multiple refusals, the Housing Needs Manager may consider whether the application should be made 'non-active' for a period of time.

5.1.5 Feedback

At each advertising cycle feedback will be given in the Property List, on the results of the previous advertisements. The feedback will show:

- Property type
- Location
- Number of applicants who applied for each property
- The points level of the successful applicant
- Registration date of the top bidder

Feedback is considered important as it will inform applicants where properties are more likely to come available and where their best chances are of making a future

successful bid.

5.1.6 Homeless households

All applicants accepted by the Council under the Homelessness Legislation will be able to take part in the scheme and bid for up to three suitable properties in each bidding cycle. All Homeless applicants with a duty, other than those placed in one of the Council's private sector leased properties, will be expected to bid for all suitable properties during the two months after their homeless decision letter. This will be monitored by a member of the Housing Options Team. If no bids are registered this will be discussed with the applicant by a member of the Housing Options Team to ensure that the applicant is aware of the requirement to bid and understands and has access to the bidding process. If no suitable properties become available in that two month period, or the applicant bids unsuccessfully, the Council will award additional points to an application, in stages up to a maximum of 30 points, to facilitate move on within the Council's self contained temporary accommodation and Women's Refuge accommodation. In addition the Council will have the right to make an expression of interest on behalf of that applicant for the next suitable property.

If the expression of interest is successful, whether made by the applicant or the Council on their behalf, the applicant will receive only one offer of that successful property as fulfilment of the Council's homeless duty under Part VII of the Housing Act 1996, (also known as a Final Offer), and no further bids will be accepted from that applicant.

If a homeless applicant refuses a property for which a successful bid has been placed, or do not reply to the offer, the Council's duty to find secure accommodation may be ended. The Housing Options Team will advise the applicant of their right, under the Homelessness Legislation, to a review of the suitability of the accommodation offered. They will also advise the applicant to accept and move into the accommodation whilst the review is being undertaken. If the applicant refuses to move into the property it will be offered to the next highest ranked applicant. The property will not be kept available for the applicant whilst the suitability review is ongoing. Where an applicant requests a suitability review and does not move into the property and the property is found on review to have been suitable for their household the applicant will lose their right to temporary accommodation and the duty to them under the homelessness legislation will come to an end. The applicant will then have to complete a new housing register application form reflecting their current status.

If on review the property is found to be unsuitable then the applicant will be able to bid for a more suitable property under the CBL scheme.

Applicants accepted by the Council under the Homelessness Legislation who move into one of the Council's private sector leased properties will not be expected to bid for a property for at least one year from the start of the tenancy. At the end of one year, or earlier if it is agreed that the accommodation is no longer appropriate, or if the lease is coming to an end, the applicant will be interviewed to discuss their housing options. If the applicant wishes to start bidding under the CBL scheme the points will be increased to indicate that their accommodation is coming to an end. Once the applicant's points level has been increased they will be expected to start making bids and the bidding timetable will be the same as for all homeless applicants under the CBL scheme.

5.1.6 Keyworkers

Some rented properties will only be available to key workers to bid for. This is

because they were built using money made available by the government for this client group. They will be clearly marked when the properties are advertised. Keyworkers are defined as people providing services to residents of East Herts.

5.1.7 Applicants moving from Supported Accommodation

Applicants living in supported accommodation, where the managers of that accommodation have agreed and advised the Housing Options Service that the tenant is ready to move to independent accommodation, can bid for up to three suitable properties. Where an applicant makes a successful bid but the accommodation managers have not agreed that the applicant is ready to move on the bid will not be considered in the short listing process.

5.1.8 Management transfers

Existing RP tenants that require an urgent move should first contact their landlord. The applicant's housing association will decide if a management transfer is the most appropriate course of action. If it is agreed, the housing association will facilitate a housing register application if the applicant is not already on the register and advise the Housing Options Team of the degree of urgency attached to the case. The Housing Options Team will then award the application the agreed appropriate level of additional points

5.1.9 Young people leaving care

The Housing Options Team will maintain a list of care leavers, as provided by the County Council's Leaving Care Team. Young people leaving care will have their details passed to the Housing Options Team following their sixteenth birthday. The Leaving Care Team will provide sufficient up to date information such that when the young person is seventeen and a half, and they are considered able to sustain a tenancy and have been provided with a support package, they can be placed onto the Council's Housing Register to enable them to bid for suitable properties under CBL.

5.1.10 Sheltered accommodation

Except in special circumstances, sheltered housing and linked accommodation is let to people over the age of 60. Registered Providers may set their own age criteria for their sheltered housing schemes.

When allocating sheltered housing the same general principles as for other property types are followed, apart from an assessment of the applicant's suitability and need for support must be completed before any tenancy is offered. If the applicant is considered unsuitable for sheltered accommodation, they will be advised and given advice on homes more suitable to their needs.

5.1.11 Flexicare accommodation

To apply for flexicare housing applicants must still complete the Council's online Housing Register application form. These schemes have been commissioned with Social Care and RPs and the eligibility rules means that applicants are assessed both on their housing and support needs.

Applicants are jointly assessed by East Herts Council, the flexicare provider and Hertfordshire County Council and allocations are made based on the assessed needs of the applicant and the level of support the vacancy offers at the accommodation. The points system is not be used to allocate flexicare housing but information held on the Housing Register application maybe used during the assessment.

5.2 Types of Tenancy Offered

Applicants are normally offered permanent housing. If the property is provided by a registered housing provider they will offer an assured or starter tenancy. Some local housing providers do offer a fixed term tenancy following a successful starter tenancy where their own policies allow for it.

Introductory tenancies and starter tenancies give reduced security of tenure in their first year. Tenants with an introductory or starter tenancy cannot mutually exchange their home or assign their tenancy but are eligible to transfer.

5.3 Support for Vulnerable Applicants

The Council recognises that Choice Based Lettings will mean that applicants will have to be far more active looking for vacancies than the previous system whereby applicants were offered what was considered to be a suitable vacancy by the Housing Options Team. The Council needs to ensure that the benefits of CBL are accessible to all applicants on the Housing Register right through the process from access to a bidding method to capacity to make decisions and strategies for bidding. We will try to do this via a variety of targeted methods. However we will continually update and address any concerns as they arise and tailor our approach where possible.

- Targeted mail outs of property information by post and email to geographically isolated people or people with mobility issues
- Send property information to agencies and advocates
- For applicants who may not be able to bid at all, Housing Options Team staff can bid for suitable properties on their behalf
- Advocacy bidding will be allowed to make use of an applicant's existing network of informal support from family, friends etc as well as formal agencies.

See section 5.1.4 for information about the consequences of refusing an offer.

5.4 Other Lettings Policies

The Council has some arrangements with supported or voluntary or statutory agencies for vulnerable clients. These applicants are allocated through the CBL system.

5.4.1 Rehousing Protocols

To help local agencies find more independent accommodation for their clients or residents the Council has agreed, each year, to provide them with a limited amount of accommodation. The current schemes included are:

- East Herts YMCA
- Hertfordshire County Council for the rehousing of Care leavers.
- Young persons accommodation – Baker Street

These arrangements do not apply to people who have been accepted under the homeless legislation.

5.4.2 Local Lettings Policies

The priority for particular properties can be varied to take account of local circumstances to achieve a better tenant mix and a more balanced or sustainable community. These are discussed with the RPs before they are brought in and are only implemented for an agreed period of time.

For new and existing developments there will need to be clear evidence of the need for a variation in the normal policy, and a time limit for review of not more than two years. The implications for equality and for the 'reasonable preference' criteria set out in the 1996 Housing Act must be considered.

Some housing developments, particularly in villages, can only be let to people with a local connection to that locality. This means that only applicants with a local connection to the area will be given preference for that property.

5.5 Properties not included in the Choice Based Letting Scheme

5.5.1 Direct lets

Most properties will be advertised through the Home Option scheme. However in certain circumstances East Herts Council, in association with a Registered Provider, may allocate some properties directly to applicants. Where an applicant is identified as requiring a direct let the case will be referred to a senior officer for approval. The list below gives some examples of where East Herts might do this. This list is not exhaustive:

- Where an applicant and their household require a very specific size, type or adapted property and the applicant has not been able to find suitable accommodation through the Home Option scheme.
- Where it has been identified with partner agencies that an applicant may pose a risk to the community and should not be able to use the CBL system. In these cases a direct offer of accommodation should be made by the Housing Options Team and RP in consultation with the advocacy agency working on behalf of the applicant.

6.0 Reviewing and Cancelling an Application

6.1 Annual Review

In order to keep the Housing Register up to date applicants are required to renew their application when requested to do so by the Council. Normally this will be annually. Applicants will be invited to re-register when logging onto the Home Option Web site at least one month before the renewal date. Subsequently a letter will also be sent if the application is not renewed.

If an applicant fails to renew their application within one month of the request the applicant's application will be deleted from the Housing Register.

6.2 Cancelling an Application

The Council can cancel applications for the following reasons:

- If the applicant asks the council to cancel the application.
- If the applicant is re-housed as a result of being made an offer of an introductory/starter, secure or assured tenancy from a Registered Provider or another Local Authority.
- If the applicant has a sole application that is being replaced by a joint one, or vice versa
- If the applicant is no longer permitted by law to remain on the Housing Register
- If the applicant has not renewed their application and at least one reminder letter has been sent.
- If the applicant has not advised the council of a change of address and the council is unable to contact the applicant.
- If the applicant has **succeeded to** or been **assigned** a secure tenancy or an assured tenancy of a RP.
- If the applicant has had a secure tenancy or an assured tenancy of a RP vested in their name.
- If the applicant is a secure tenant and **mutually exchanges** to another property the Council will cancel the application unless advised otherwise.
- If the applicant is a secure or assured RP tenant and has given up the property or been evicted.
- If the applicant has made false or deliberately misleading statements in connection with the application
- If the applicant has not provided documentary proof for the application within 28 days of completing the on-line form.

6.3 Reapplying after an Application has been Cancelled

Applicants can reapply to join the Housing Register after their application has been cancelled but the new application will not usually be backdated and may not be awarded the same number of points as before.

7.0 Information on the Housing Register Policy

The Council will:

- Publish a summary of its Housing Register and Allocations Policy and provide free copies on request to any member of the public
- Provide free copies of the Housing Register and Allocations Policy at the Council offices in Hertford
- Enable copies of the Housing Register and Allocations Policy to be downloaded on the internet from the council's website : www.eastherts.gov.uk

7.1 Access to Information

Upon written request applicants can:

- Receive a copy of the details entered on the housing register free of charge

- Receive copies of documents provided by them
- Have access to their file in accordance with the provisions of the Data Protection Act 1998
- Receive general information to enable them to assess :
 - How their application is likely to be treated
 - Whether accommodation appropriate to their needs is likely to be available and if so how long that might take

7.2 Equal Opportunities

East Herts Council is firmly committed to providing and promoting equality for all its employees and the wider community. The Council believes in the need to eliminate unlawful discrimination and to promote equality of opportunity in all that it does. The Council recognises the rich diversity of East Hertfordshire’s population as strength and aims to treat all people with respect whilst recognising the value of each individual and the positive contribution they make to the diverse community and workforce.

7.3 Data Protection

The information provided by an applicant will be put on a computer system registered under the current data protection law.

An application registered with East Herts Council and the details it contains will not be disclosed to any third party or member of the public without the applicant’s consent. Consent is given, by the applicant on the initial Housing Register application form, for East Herts to make relevant enquiries with reference to their application to join the Housing Register.

7.4 Administration

East Herts Council has approved the Housing Register and Allocations Policy. Decisions under this Policy are delegated to appropriate officers in East Herts Council. This policy will be reviewed at least annually unless there is a material change to legislation or best practice that makes the document unsound or before as maybe determined by the Council in consultation with the partners.

Date of review	Sections reviewed	Signature

8.0 Help and Advice

Any applicant who has questions about their application or the Choice Based Lettings Scheme can contact the Council’s Housing Options Team for advice or guidance. The Council’s offices in Hertford and Bishop’s Stortford are open 9am to 5pm Monday to Friday. Appointments should be made for visits, except in an emergency.

East Herts Council, Wallfields, Pegs Lane, Hertford, Herts. SG13 8EQ. (Tel 01279 655261).

East Herts Council, The Causeway, Bishop's Stortford, Herts CM23 2EN (Tel. 01279 655261).

APPENDIX 1

Applications from current and former members of the Armed and Reserve Forces.

1.1 Who does this protocol apply to?

This protocol refers to applications for housing from:

- former members of the Armed Forces that have been honourably discharged and make an application within 5 years of discharge;
- serving members of the Armed Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service;
- bereaved spouses and civil partners of members of the Armed Forces leaving Services Family Accommodation following the death of their spouse or partner 5 years from bereavement;
- serving or former members of the Reserve Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service.

1.2 Eligibility and qualification for the Housing Register

All applicants assessed under this protocol for the award of additional preference points will still need to be assessed to determine their eligibility and qualification to be placed on the Housing Register see Section 3.0 of the main Housing Register and Allocations Policy.

1.3 Residency Qualification

As the Council has no residency qualification for its Housing Register all applications from the Armed Forces (current or former or bereaved spouses or Reserve forces) are able to be assessed for housing if they are eligible and qualify.

1.4 Additional Preference

If the applicant is from one of the four categories of persons defined at 1.1 and they fall into one of the five reasonable preference categories as defined below, then additional preference for rehousing should be given.

The Reasonable Preference categories as defined by the Housing Act 1996, as amended by Homelessness Act 2002 are as follows:

- a) People who are homeless (within the meaning of Part VII (7) of the Housing Act 1996, as amended by the Homelessness Act 2002.)
- b) People who are owed a duty by any local housing authority under section 190(2), 193(2), or 195(2) of the 1996 Act (or under section 65(2) or 68(2) of the Housing Act 1985) or who are occupying accommodation secured by any such authority under section 192(3)
- c) People occupying unsanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions
- d) People who need to move on medical or welfare grounds (including grounds relating to a disability); and

- e) People who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship (to themselves or to others)

Additional points can be awarded to an application if the applicant meets 1.1 and 1.4 by the award of Additional Preference Points. These points can be awarded in steps of 10, 25 or 50 depending on the need to move and the severity of the injury.

1.5 Other factors to consider when awarding points

On production of the Cessation to Occupy Notice served on the applicant by the Ministry of Defence to leave designated Forces Accommodation 25 points for Security of Accommodation can be awarded up to 6 months before the notice expires.

APPENDIX 2

Documents to be provided

The Housing Options Service will register an application once all the proof of identity and residency has been received. The documents that can be accepted are listed below.

1. Identity

Applicants will need to provide one form of photographic proof of the lead applicant's identity, any partner and any other person over 16 included on the application. This would normally be a passport or a photo driving licence. Applicants will also need to provide at least one other form of identification for every person on the application.

The documents that can be accepted include:

- Birth certificate
- Passport
- Driving Licence
- European Union Identity Card
- Immigration documentation
- Proof of Benefit

2. Address

Applicants will need to provide proof of current address, proof for partner and anyone else over 16 included on the application. This could include any of the following:

- Rent book/card
- Tenancy agreement
- Recent bank or credit card statement (within last three months)
- Recent utility bill (also within last three months)
- If you are living with a parent or guardian, a letter from them confirming your residence, plus proof of their address

3. Pregnancy

If the applicant or member of their household is pregnant, the Council will need a copy of the scan photo as evidence from the maternity services confirming the expected date of delivery.

4. Children under 18 included on an application

The Council will need a copy of the Birth Certificate for each child and satisfactory proof that the child lives with the applicant. This would normally be proof of Child Benefit.

5. Employment

The Council will accept a contract of employment as proof, so long as it has been issued recently. A copy of the most recent pay slip will also be required.

6. Income

Copies of the applicants last three bank statements will need to be provided and proof of income for the applicant and if applicable the applicant's partner's income.

7. Supporting Checks

The council carries out checks for rent arrears or other outstanding debts with any Council or Registered Providers. Each case is considered on its individual merits – taking account of specific needs, reasons for the debt, any repayment plan that is in place and whether this is being maintained.

The Housing Options Team also checks with the Register of Electors, employers and landlords, and conduct home visits.

APPENDIX 3

Reviews of Decisions

1. 0 Housing Register

An applicant has the right to request a review of certain decisions made under part 6 of the Housing Act 1996. These are:

- Decisions about the facts of the applicant's case which are likely to be, or have been, taken into account in considering whether to accept onto the housing register or to allocate housing accommodation to the applicant including the award of points
- Lack of any reasonable preference based on previous behaviour s167 (2C) Housing Act 1996
- Ineligibility for an allocation based on immigration status s160A (9).
- Removing an application from the register
- Assessment of points awarded
- Offers of housing

Decision letters issued in respect of housing applications will advise the applicant of their right to request a review and provide appropriate guidance on how to do this.

A request for a review of a decision can be made in writing to a member of the Housing Options Team. The request should be made within 21 days following the notification of the decision. Reviews will be considered within 28 days of the request being received and the applicant will receive a written response outlining the result of the review.

An applicant will only be entitled to one internal review. If an applicant is still unhappy following the review of a decision, they can make a complaint through the Council's complaints procedures.

Reviews will be undertaken by a designated officer who was not involved in the original decision, and who is senior to the original decision making officer.

1.1 Complaints procedure

If an applicant is dissatisfied with any aspect of the management of their application (other than when a review can be made) they can complain using the Council's formal complaints procedure. In the first instance applicants should write to the Manager Housing Services who will be responsible for investigating any complaints that are received.

1.2 The Housing Ombudsman

The Housing Ombudsman investigates complaints of injustice arising from maladministration by local housing authorities and other registered providers.

If a complainant is not satisfied with the action the Council takes, he or she can send a written complaint to the Ombudsman. A complainant must give the organisation an opportunity to deal with a complaint first, using its complaints procedure.

The Housing Ombudsman can be contacted at:

81 Aldwych
London WC2B 4HN
Telephone: 0300 111 3000
Fax: 020 7831 1942
E-mail: info@housing-ombudsman.org.uk

2. Homeless reviews

Homeless applicants have the right to request a review of certain decisions made by East Herts Council in respect of their homeless application. Within the context of the Council's Housing Register and Allocations Policy this includes the decision to bring to an end the full homelessness duty by making a suitable FINAL Offer of permanent accommodation via the Housing Register and Choice Based Lettings.

If an applicant wishes to request a review of the reasonableness of an offer or the suitability of the property, this must be made within 21 days of notification of a decision to make the offer. Late review requests can be considered under exceptional circumstances at the discretion of the council.

Applicants who request reviews of decisions about suitability of accommodation will be advised to accept and move into accommodation pending the outcome of their review request. If the review goes in their favour alternative accommodation will be provided as quickly as possible. However if the reasonableness and suitability of the offer is upheld the applicant will still have accommodation to live in whilst they consider their further options. The applicant has the right of appeal to the county court if he or she is dissatisfied with the decision on a review.

Types of tenancy offered

There are several different types of tenancy.

Secure Tenancies

This is a permanent tenancy of a Council. Secure tenants cannot be evicted without a court order, and possession can only be granted on certain grounds. There are other rights associated with a secure tenancy including the Right to Buy and the Right to Mutually Exchange.

Assured Tenancies

Registered Social Landlords grant assured tenancies. They are similar to secure tenancies given by the Council. Applicants that are nominated to a Registered Provider property and have an assured tenancy cannot be evicted without a court order. Assured tenants can mutually exchange (with Council tenants as well as Registered Provider tenants) and maybe able to buy their home under the Right to Acquire scheme.

Fixed term tenancies

These are a new type of tenancy introduced under the Localism Act 2012 available for Registered Providers to use from the date of inception of the Act that has a specified term of not less than 5 years or 2 years in exceptional circumstances. Fixed term tenancies can be used for Affordable Rent or Social Rent properties.

Sole and Joint Tenancies

Sole tenancies are offered to single applicants. Normally a joint tenancy is offered to co-habiting couples and other people living together (or wanting to live together) as a couple, unless immigration control applies. Sole and joint tenancies may be secure, non-secure or assured.

Starter Tenancies

A starter tenancy is an assured shorthold tenancy issued by a housing association. A starter tenancy normally lasts for one year. Tenants become an assured or fixed term tenant after 12 months, unless the landlord association has either:

- started action to evict
- extended the starter tenancy

During this starter period tenants have fewer rights and the tenancy can be ended more easily if the tenancy conditions are broken.

APPENDIX 5

Glossary

Additional preference - The phrase used in the Housing Act to allow local authorities to prioritise applicants with the greatest need in the reasonable preference categories.

Affordable Rent means rented housing let by a Registered Provider of social housing to households who are eligible for Social Rented housing at a rent of no more than 80% of the Local Market Rent, including service charges where applicable, and upon the approved Financial Terms at a fixed term tenancy for a period not less than that recommended by the social housing regulator currently the Tenant Services Authority (or its successor body) and with regard to any advice set out in the local Strategic Tenancy Policy adopted by the Council

Advocate - A responsible person who has been given approval to act, on behalf of an applicant e.g. support worker, family member.

Applicant - A person who applies to register on, including tenants of a local authority or a housing provider.

Application date - The date the application is assessed having received all relevant information from the applicant.

Bedroom Entitlement - The number of bedrooms that an applicant will be considered for.

Bidding - To be considered for an available home, applicants are required to make a bid, or express an interest in a property. No money is involved in making a bid or expressing an interest in a property.

Bidding cycle - The number of days in which an applicant has the opportunity to place a bid or „express an interest“ in a home once it is advertised.

Choice Based Lettings - A system which enables applicants for social rented housing the choice of where they would like to live from a listing of available properties based on their eligibility for those properties.

Codes of Guidance - Relevant government guidance provided to local authorities to use when drawing up allocations policies.

Decant - The need to move an existing tenant out of their accommodation to enable building works to be done on that property.

District Connection - A defined connection to a Local Authority area.

Housing Need - An applicant who needs to be rehoused because their current living arrangements are detrimental to their (or a member of their household) health and welfare.

Local connection - A defined connection to a settlement or area.

Local lettings policies - Policies that allow certain properties in certain areas to be let against specific criteria.

Mutual Exchange is a facility that enables a tenant to exchange their property and tenancy with another of their own Registered Provider's tenants or with a tenant of a different Registered Provider.

Normally be resident - Normally resident for the purposes of this policy means that an applicant is if they are normally living in the area (apart from temporary or occasional absences), and their residence there has been adopted voluntarily and for settled purposes as part of the regular order of their life for the time being.

Offer - An offer of accommodation that an applicant has bid for.

Reasonable Preference - The phrase used in the Housing Act to describe those types of housing need that should be given priority in a local authority's allocations policy.

Registration date - The date an application is received by a local authority.

Registered Providers is the term used for housing associations or other private sector developers, local councils etc who have registered to provide social housing with the Homes & Communities Agency.

Rural Areas - Settlements with a population of less than 3,000

Short listing - The process by which bids received on a property are prioritised so that the applicant with the highest housing need and then the oldest band start date is at the top of the list of bidders.

Under Occupying - A person underoccupies when they occupy accommodation that has more bedrooms than their maximum bedroom entitlement.

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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 26 FEBRUARY 2013 THE EXECUTIVE – 5 MARCH 2013

REPORT BY THE EXECUTIVE MEMBER FOR COMMUNITY SAFETY AND ENVIRONMENT

RECYCLING OPTIONS (REMOVING CARDBOARD FROM THE ORGANIC WASTE STREAM)

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To provide an update on the costs of options for removing card from the organic stream and how this presents an opportunity to increase recycling performance in the future.

<u>RECOMMENDATIONS FOR ENVIRONMENT SCRUTINY:</u> That:	
(A)	the options and costs for addressing the issue with cardboard collection and increasing recycling collections in the context of Council's environmental and financial objectives, be scrutinised and comments be forwarded to the Executive.
<u>RECOMMENDATIONS FOR THE EXECUTIVE:</u> That:	
(A)	the comments of Environment Scrutiny Committee be considered;
(B)	the options and costs for addressing the issue with cardboard collection and increasing recycling collections in the context of Council's environmental and financial objectives be considered;
(C)	Council be recommended to adopt Option 5 (part-commingled collections) and make a provision in the Capital Programme for 2013/14 of £2,075,000 and a one off Revenue Supplementary Estimate of £416,050 for 2013/14

	only to allow for necessary changes to recycling services; and
(D)	Council be recommended to approve an appropriation of £280,000 (or balance held on the waste contract reserve at 31 March 2013) in 2013/14 in order to part fund the Supplementary Estimate of £416,050 referred to in (C) above.
<u>RECOMMENDATIONS FOR COUNCIL:</u> That:	
(A)	a provision in the Capital Programme for 2013/14 of £2,075,000 and a one off Revenue Supplementary Estimate of £416,050 for 2013/14 only to allow for necessary changes to recycling services, be approved; and
(B)	an appropriation of £280,000 (or balance held on the waste contract reserve at 31 March 2013) in 2013/14 in order to part fund the Supplementary Estimate of £416,050 referred to in (A) above, be approved.

1.0 Background

- 1.1 A detailed report was submitted to the Executive on 4 December 2012. This explained the background to organic waste collection services in Hertfordshire and in East Herts. It advised of the current problems being experienced at 'In-Vessel' composting sites with the treatment of cardboard collected with food and garden waste and provided some possible options for addressing the situation.
- 1.2 The challenge faces all Hertfordshire District Councils and many other local authorities, nationally, that collect card mixed with organic waste.
- 1.3 In summary, the growth in card as a retail packaging material, its changing composition and tightening regulatory standards for compost has resulted in a risk of compost treatment plants failing. The issues have been extensively investigated by the Hertfordshire Waste Partnership, which has recommended to its members to prepare plans for removal of the card from the organic waste stream. All Hertfordshire district councils are

working on plans to remove card. Each has different collection arrangements and there is no single right approach.

- 1.4 In East Herts this means advising residents not to place cardboard in their brown wheeled bins.
- 1.5 While this is a serious challenge, it also presents an opportunity to consider whether services can be modified to increase the amount of material that residents recycle and further reduce the amount sent to landfill.

2.0 Report

- 2.1 The main options for addressing the issue were presented in the report to Executive on 4 December and these are repeated below. At that meeting officers were instructed to bring forward detailed costs for each option once these were available. It was important to wait until the Herts Waste Partnership had completed a procurement exercise to let a consortium contract for the sale of 'co-mingled' recyclable material as this impacts upon costs and options for the Council. This contract is due to be awarded on 5th March 2013.
- 2.2 The options presented below now include the full cost implications of change.

Option 1 - 'Do Nothing'

- 2.3 The Council could choose to 'do nothing'. However, there is a real possibility that IVC plants will not be able to continue processing brown bin organic waste mixed with card. If there were an unplanned requirement to immediately remove card from brown bins this would take some months to achieve. It would take time to communicate the change to residents and card would continue to be placed in the brown bin until all residents understood and complied with the request. This might mean sending all brown bin material to landfill until the level of card fell to an acceptable level. Clearly this would be highly undesirable and generate additional disposal costs for the tax payer of around £0.5m per annum. It would also wipe out the payments this Council receives from the County Council for diverting waste from landfill under the 'Alternative Financial Model' (AFM), a sum in excess of £300,000 per annum. Perhaps more important would be the reputational damage to the Council and loss of residents confidence in recycling schemes.

Option 2 - Cardboard collected in the Black Bin

- 2.4 The Council could introduce a planned programme of change asking residents to place their card in the black bin. For some residents this will not be a problem as their bin is not currently full. For others, particularly households that produce a great deal of card this could cause bin capacity problems. The Council will not collect overflowing bins for health and safety reasons and residents with excess materials would need to take them to the nearest Household Waste Recycling Centre.
- 2.5 There would be a small increase in costs to the County Council from the extra cardboard waste sent to landfill of perhaps £50,000 per annum with a similar loss of income to this Council under the AFM. There might be a need for additional expenditure on media and promotion, depending on how quickly residents received and understood the message. This option effectively represents a reduction in recycling service provision and there would be a small reduction in the Council's recycling rate. Some residents may also be disappointed that material previously sent for 'recycling' is going to landfill.
- 2.6 There would be no impact on collection contract costs for both the above options.

Option 3 - Cardboard Bring Banks

- 2.7 Alongside asking residents not to place cardboard in the brown bin, the Council could convert its existing network of paper bring banks to allow the inclusion of cardboard. This would result in a net cost around £15,000 per annum. However, for convenience reasons some residents would not wish to use these sites and of the 1,100 to 1,500 tonnes of card collected in the brown bin, it is estimated that only 200 – 400 tonnes would find its way to banks. The remainder would end up in the black bin and be sent to landfill. County Council costs and AFM income implications would be about a quarter of those mentioned in Option 2.

Option 4 - Collecting card with dry recycling – Kerbside Sort

- 2.8 One option is to change the Council's dry recycling (paper, cans, glass, plastics) collection services to allow card to be included with these materials. While this might seem an obvious solution there are factors that fundamentally impact upon the operational arrangements and costs of adding card. These are as follows:

- Material prices. The effect that mixing material has on the sale price and therefore income. The Council is currently receiving approximately £1,050,300 per annum from 'recycling credits' and the sale of materials and this makes a significant contribution to service costs.
- Vehicle configuration and collection capacity. How materials are collected, in which container, their volume, weight and how they are loaded to the vehicle affects the number and type of vehicle needed and the number of staff to operate them.

Material Prices

- 2.9 The sale of recyclable material is made under consortium contracts managed through the Herts Waste Partnership. Around 4,200 tonnes of paper is collected each year contributing approximately 63% of the Council's income from recyclables. Mixing in cardboard with paper would result in a significant reduction in the price paid by the reprocessing contractor (around £49 per tonne less) and therefore a loss of income of c.£150,000 per annum.
- 2.10 Mixing card with other recyclables (cans, plastic and glass) also reduces the value but by a lesser amount depending upon the mix. The Partnership has not yet awarded a new contract for 'commingled' materials however, prices received indicate a loss of around £42,000 could be expected over current arrangements – assuming the level of recycling collected stayed the same.
- 2.11 This means that it is better to keep paper separate rather than mix it with other materials to obtain the best prices and level of income.

Vehicle Configuration and Capacity

- 2.12 The Council's contractor is Veolia Environmental Services Ltd, which owns and provides collection vehicles. The recycling 'Kerbsiders' have three compartments (separated by internal doors). Crews separate materials on collection between paper, glass and cans/plastics. The latter are sorted by the re-processing contractor into different metal and plastic types. This kind of collection system is known as 'kerbside sorting'.
- 2.13 The Council's vehicles are operating close to their capacity and adding cardboard would result in a need for additional contractor resources at a cost of £140,000 per annum.

- 2.14 A key limitation of collecting cardboard with existing kerbsider vehicles is that these are not designed to take large cardboard boxes, even when flattened and if cardboard were added residents would need to break it up to fit in the existing recycling collection boxes. Attempting to load large sheets of card would result in blockages in the vehicle and material blowing away on windy days.
- 2.15 If the 'kerbside sort' option were chosen, card and paper banks could be provided as described in section 2.7 above. This would provide an outlet for larger cardboard boxes in addition to the Household Waste Recycling Centres operated by the County Council.
- 2.16 Allowing for adjustments to income for material sales and prices, the cost of collecting card with dry recyclables, using existing vehicles is between £180,000 and £270,000 per annum, depending upon which material the card was mixed with. Taking the lower cost option, mixing card with glass, cans and plastics, the financial implications are shown in table 1 below. A one off cost of £73,000 would be required in the first year as provision for media and publicity to inform residents of the changes and employing temporary recycling advisors. Costs for 2013/14 assume the new service commences in November 2013.

Table 1: Collection of card with dry recycling (Kerbside Sort)

	2013/14	2014/15	2015/16
Capital			
<u>One-off capital costs</u>			
Additional recycling boxes	40,000	-	-
Total Impact on EHDC	<u>40,000</u>	<u>-</u>	<u>-</u>
Revenue Impact			
Additional operating costs	58,300	140,000	140,000
One off start up costs	73,000		
Ongoing annual cost of providing paper & card banks	6,250	15,000	15,000
Revenue cost from loss of investment interest	650	1,600	1,600
Income			
Additional income from recycling credits	(19,450)	(46,700)	(46,700)
Loss of income from mixing material	17,900	42,900	42,900
	<u>136,650</u>	<u>152,800</u>	<u>152,800</u>

Funded by

Budgeted Service capacity in MTFP *

Use of reserve created in 2012/13**

(200,000)	(100,000)	(100,000)
(280,000)	-	-
<u>-343,350</u>	<u>52,800</u>	<u>52,800</u>

* Savings of £100k are identified in 14/15 MTFP

** See para 2.36 for details

Option 5 - Collecting card with dry recycling – Commingled

- 2.17 This option represents a significant change to the way recyclable materials are presented by residents and collected by the Council. In preparing this option officers have sought to recognise the Council's objectives of providing high quality recycling services to residents which represent good value for money while improving recycling performance, reducing waste sent to landfill and generating greater environmental benefits.
- 2.18 The service has worked in partnership with its contractor to develop proposals which represent the most cost effective way of achieving these objectives, should the Council wish to do so. A range of alternatives have been considered but this approach represents the lowest cost option of providing a recycling service that continues to recycle all residents cardboard and collect it at the kerbside. To ensure due diligence external advice has been sought where required.
- 2.19 Under this option dry recyclable materials would be collected together in a wheeled bin. This type of collection system is known as '*Commingled collection*'. Rather than residents sorting their recycling into different boxes that the crews then separate on the vehicle, all material is placed together in a wheeled bin and presented for collection. The material is later sorted by the re-processor at a '*Materials Recovery Facility*' (MRF).
- 2.20 Council's throughout the UK operate this system of collection. Some are '*fully commingled*' i.e. all recyclables are collected together or '*part commingled*' i.e. one or more of the materials (usually paper or glass) is kept separate.
- 2.21 Although material prices are lower for mixed materials, this type of collection system is more efficient as wheeled bins can be loaded to the vehicle more quickly than recycling boxes. Fewer vehicles and crews are needed. However, vehicles are more expensive to

purchase and run. Whether it is a lower cost overall depends upon the relative material prices for mixed or separated recyclables.

- 2.22 East Herts Council has looked at commingled collection systems in the past, including when the current waste contract was let in 2010. However at that time kerbside sort systems offered better value for money due to limited availability of MRFs and high '*gate fees*'. Most Hertfordshire council's are now considering moving to commingled collection arrangements and this presented an opportunity for a County wide consortium MRF contract which would deliver better prices.
- 2.23 Lower material prices can be offset if more recyclables are collected. Evidence from local authorities that have introduced this type of collection system is that there would be a significant increase in the amount of waste that households recycle. This is because it is easier for residents to place their recycling into a single bin than sort it into boxes and extra materials, such as cardboard, tetrapack cartons and aluminium foil can be added.
- 2.24 East Herts residents are currently recycling and composting around 48% of their waste. It is estimated that fully commingling would increase this to around 58% and part co-mingling to around 52%. The top performing authorities are achieving around 65%, but this involves collecting food waste weekly, which would involve a significant additional cost with no additional income.
- 2.25 Under a part commingled system, as described above, the Council might reasonably expect to attract a further 2,500 tonnes of recycling per annum. These may attract additional income from sale of recyclates and East Herts Council would receive a 'recycling credit' from the County Council (for diversion from landfill) of around £40 per tonne.
- 2.26 For East Herts a part commingled collection system would involve most residents continuing to have 4 containers for their waste (three wheeled bins and a paper box rather than two wheeled bins and two boxes). Many will prefer the simplicity of this type of collection system and the extra recycling capacity this gives. However, some residents may not like a third wheeled bin in their garden.
- 2.27 Moving to this type of collection system would result in a significant one off capital investment to supply residents with new 240 litre wheeled bins and replace the existing 10 'kerbsider'

vehicles with 8 rear loading 'split bodied' collection vehicles with bin lifts. Both figures include two spare vehicles to cover maintenance and breakdowns.

- 2.28 If the Council chose to fund the replacement of these vehicles there would be a cost of c.£1.1m for the new vehicles and £593,000 to pay off the leases on the existing fleet.
- 2.29 Procuring new recycling bins would cost just under £1m. The County Council has set up a fund of approximately £2m to support district councils with the capital cost of removing cardboard. East Herts Council is bidding for £680,000 towards this cost. If successful there would be a residual capital cost of around £295,000.
- 2.30 However, the efficiency gains from the Council funding the new vehicles would result in contract annual savings of £25,800 per annum for the remaining 4.5 years of the contract.
- 2.31 Based on the performance of similar authorities, the extra recycling generated by a co-mingled collection system is likely to result in additional recycling credits for diversion from landfill of around £146,000 per annum.
- 2.32 The costs of Options 5 are shown in the table below. This assumes the new service commences in November 2013.

*Table 2: Collection of card with dry recycling (Commingled) with growth in recycling**

	2013/14	2014/15	2015/16
Capital			
<u>One-off capital costs</u>			
Replacement Vehicles	1,100,000	-	-
Wheeled Bins (gross)	<u>975,000</u>	-	-
Gross capital cost to be added to capital prog	2,075,000	-	-
Funding from County (70% of bin cost)	(680,000)	-	-
Total Impact on EHDC	<u>1,395,000</u>	<u>-</u>	<u>-</u>
 Revenue Impact			
One off payment loss through sale of vehicles	593,000		

One off start up costs	73,000		
Ongoing annual operating savings	(10,750)	(25,800)	(25,800)
Revenue cost from loss of investment interest**	13,000	31,200	31,200
Income			
Additional income from recycling credits	(60,900)	(146,200)	(146,200)
Loss of income from mixing material	8,700	20,900	20,900
	<u>616,050</u>	<u>(119,900)</u>	<u>(119,900)</u>
Funded by			
Budgeted Service capacity in MTFP***	(200,000)	(100,000)	(100,000)
Use of reserve created in 2012/13	<u>(280,000)</u>	<u>-</u>	<u>-</u>
	<u>136,050</u>	<u>-219,900</u>	<u>-219,900</u>

*Assumes a growth in recycling capture from 175kg to 225kg per household, per annum.

** Assumes bid to HCC is successful and the full sum is received

*** Savings of £100k are identified in 14/15 MTFP

- 2.33 Members will note that the saving in annual operating costs from these changes is £25,800. This net sum results from savings in contract charges to the Council as the contractor will no longer provide these vehicles. There are also and reduced labour costs. These total savings of £175,400 per annum and additional costs of running the new fleet of £149,600. Although there will be fewer vehicles than at present the per vehicle running costs (fuel and maintenance) are higher for compaction vehicles than the kerbsider vehicles used currently.
- 2.34 Consideration has been given to whether the Council or contractor should procure the new vehicles and specialist financial and legal advice sought. As the vehicles would be a capital asset, they must be procured and owned by the Council in line with EU procurement legislation and accounting practice. Public sector consortium framework contracts will be utilised, if possible, to ensure vehicles are purchased at the lowest possible cost. Even if it were possible for Veolia Environmental Services to provide the vehicles, costs would be higher as its costs of obtaining finance are greater than a local authority with its own capital resource. The costs to the Council in terms of loss of interest have been included in the calculation.
- 2.35 The contractor has been asked whether the existing vehicles might be re-deployed to another of its local authority contracts.

Unfortunately, many local authorities in the UK (including a number in Hertfordshire) are now moving to co-mingled collections. This includes neighbouring North Herts Council, which also contracts with Veolia. At the current time there is no alternative use for these vehicles within its fleet and therefore these would need to be sold on the open market. Income received from the sale of the existing fleet will be fully verified.

- 2.36 Within the latest version of the Medium Term Financial Plan the sum of £200,000 contingency has been retained in the waste contract budget in 2013/14. An indicative £100,000 reduction to that contingency has been assumed in 2014/15. An appropriation to an earmarked waste contract reserve in respect of underspends in waste and recycling budgets in 2012/13 of £280,000 will also be available to support the one off additional costs. This has resulted from efficiency savings and the costs of moving to the new waste collection contract being lower than expected.
- 2.37 If Option 4 were to be implemented there would be a one off additional revenue cost of £136,350. This could be fully funded by the contingency sum mentioned in 2.36. From 2014/15 the annual impact upon Council Tax would be an additional annual cost of £52,800 (£152,800 from this service change and an efficiency saving of £100,000).
- 2.38 Should Option 5 be implemented there would be a one off additional revenue cost in 2013/14 of £616,050 but this would be partly offset by the sum mentioned in paragraph 2.36, (i.e. £200,000 contingency for 2013/14). This results in the need for a one off Supplementary Estimate of £416,050 in 2013/14. Should the Council choose to allocate the underspend of £280,000 from 2012/13 for this purpose, the net effect on Council Tax in 2013/14 would be a one off additional cost of £136,050 (the revenue cost of transition). From 2014/15 onwards there would be a net positive impact (saving) on Council Tax of £219,900 per annum (£119,900 from this service change and £100,000 efficiency savings). This assumes that the bid to the County Council for capital support is successful and received in full. If no County funding were received the impact upon base budgets would be reduced to a saving of £201,300.
- 2.39 The figures shown in the table 2 above relate to the costs and savings to East Herts Council alone. If this level of recycling were achieved there would also be a savings to Hertfordshire County Council of c.£150,000 per annum in landfill and processing costs

after allowing for the payment of increased recycling credits. While this does not accrue directly to East Herts Council, it none the less represents a saving to the Tax Payer. It may also have a positive impact upon the income this council receives through the *Alternative Financial Model*, but this is difficult to predict as it depends upon the performance of all 10 district councils in Hertfordshire and has therefore been excluded from these calculations.

- 2.40 In summary, options that continue to provide a kerbside recycling service that include card will cost more. Option 4 provides a partial kerbside collection service, at a lower overall cost but limits the size of cardboard items that can be presented. This could be supported by the introduction of card bring banks. Option 5 provides a better recycling service than at present. Recycling capacity would increase for residents. All cardboard could be collected (including plastic coated and dyed) and additional materials could be recycled. The Council could expect an increase in recycling performance. However, it represents a significant additional up front investment. In considering whether to make these changes Members are asked to consider the value of the investment in financial terms alongside the savings to Council Tax payers through reductions in landfill costs and the recycling service as well as the environmental benefits.

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

Contact Member: Councillor Malcolm Alexander – Executive Member for Community Safety and Environment
malcom.alexander@eastherts.gov.uk

Contact Officer: Cliff Cardoza – Head of Environmental Services
Contact Tel No x1527
cliff.cardoza@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</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>Consultation:</p>	<p><i>There has been no specific consultation in relation to this report. Resident's satisfaction with waste and recycling services is captured through the residents survey, every 2 years. This was last conducted in November last year and reported to Joint Scrutiny Committee on 14th February 2012. Results showed that public satisfaction with recycling and composting services increased by 9% from 68% to 77%. Satisfaction with the types of material collected rose 28% from 51% to 79%.</i></p>
<p>Legal:</p>	<p><i>The Council has a statutory duty to provide recycling services but the design of collection systems is at each local authority's discretion.</i></p> <p><i>Although risks are very low, Members are asked to note the following legal challenge to the UK Government's approach to commingled collection services.</i></p> <p><i>The EU passes Directive 2008/98/EC known as the revised Waste Framework Directive(WFD) on 19 November 2008. Among many requirements, by 2015 Member States must put in place separate collections for paper, metal, plastic and glass. No comment was made on commingled collections in the WFD.</i></p> <p><i>The provisions of the WFD apply from 12 December 2010. The Waste (England and Wales) Regulations 2011 were passed by Parliament on 28 March 2011. This transposed the WFD into English law with effect from 29 March 2011. Section13 included the following: -</i></p> <p><i>"For the avoidance of doubt, co-mingled collection (being the collection together with each other but separately from other waste of waste streams intended for recycling</i></p>

	<p><i>with a view to subsequent separation by type and nature) is a form of separate collection.”</i></p> <p><i>In 2011 the Campaign for Real Recycling (CRR), a special interest group of recycling reprocessors and other organisations initiated a judicial review against the Government on the basis that the 2011 Regulations did not transpose the WFD into national law correctly. The basis of the argument was that the WFD sought to deliver higher quality outputs of recyclates as required by reprocessors; and that co-mingled collections do not provide the same quality of recyclates as separate collections. The purpose of the judicial review was to seek amendment of the 2011 Regulations to properly reflect the WFD.</i></p> <p><i>The Government has introduced regulations from 1st October 2012 which clarify the position and is confident in its approach but the CRR is continuing to pursue action through the courts.</i></p> <p><i>The general view in the industry is that there is little chance of the CRR being successful in achieving a change in the law to require recyclates to be collected separately. The Hertfordshire Waste Partnership has considered this issue and officers believe the risks of changing to co-mingled collections is very low. Consortium contracts for processing commingled materials will ensure that reprocessors operate to a high standard.</i></p>
Financial:	<i>As detailed in the report.</i>
Human Resource:	<i>There are none</i>
Risk Management:	<p><i>It is essential that the Council continues to promote and encourage recycling services to improve both environmental and financial performance.</i></p> <p><i>Market prices for the sale of recyclable materials are volatile. Variations have and will continue to pose a risk to the Council’s income stream. The Hertfordshire Waste Partnership seeks to manage these risks by procuring Hertfordshire wide consortium contracts. These give economies of scale and protect partners from unexpected variation by fixing prices within bands for a</i></p>

	<p><i>period of years. This approach has been successful in delivering significant benefits to East Herts Council in the form of financial certainty and higher income levels than could otherwise be achieved.</i></p>
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EAST HERTS COUNCIL

ENVIRONMENT SCRUTINY COMMITTEE – 26 FEBRUARY 2013
EXECUTIVE – 5 MARCH 2013

REPORT BY EXECUTIVE MEMBER FOR
HEALTH, HOUSING AND COMMUNITY SUPPORT

REVIEW OF PARKS AND OPEN SPACES STRATEGY

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report introduces the new Parks and Open Spaces Strategy 2013 – 2018. This replaces the previous strategy following a comprehensive review and update which explores its effectiveness and revises its direction of travel for the next five years.

<u>RECOMMENDATIONS FOR ENVIRONMENT SCRUTINY COMMITTEE: That:</u>	
(A)	The Committee scrutinise and comment upon the Draft Strategy prior to publication for external consultation.
<u>RECOMMENDATIONS FOR THE EXECUTIVE: That:</u>	
(B)	the Draft Strategy be approved for public consultation.

1.0 Background

1.1 The original Parks and Open Spaces Strategy 2007-2012 formed the policy framework under which Parks Management Plans for individual sites have been developed and consulted upon. Following an extensive consultation process it defined the key objectives relating to the management and development of the Council's open spaces.

1.2 The original strategy was first presented to the (former) Policy Development Scrutiny Committee for comment and consideration

on 20 March 2007. Subsequently the Strategy was open to public consultation during July 2007 prior to its adoption.

- 1.3 Results and achievements against the previous strategy were reported to the Environment Scrutiny on 13 September 2011 and it was agreed that it should be reviewed and an updated draft that was appropriate for the next 5 years brought forward.
- 1.4 Officers have consulted internally with those departments which affect the delivery of the revised strategy and who have shared interests in the outcomes.
- 1.5 The Draft Strategy will be submitted to the Executive for approval for public consultation on 5 March 2013. It will be published on the Council's web site and circulated by email to external stakeholders including "Friends of" groups for consideration and comment. This part of the consultation process will be open for a period of 4 to 6 weeks. Following consultation the Strategy will be considered by the Executive and Council for final approval in summer 2013.
- 1.6 Residents will be asked to focus their feedback on three main areas:
 - Does the strategy cover the key areas relating to open spaces that they feel are important?
 - Is the strategy sufficiently inclusive?
 - Are the objectives appropriate to meet the identified needs?

2.0 Report

- 2.1 The Parks and Open Spaces Strategy 2013-18 has been reviewed and developed to set out the policy framework for the parks and open spaces owned and managed by East Herts Council for the next five years. Green spaces represent one of the things that are best about East Herts and are consistently seen as important by our customers. The purpose of this strategy is to ensure that parks and open spaces, as a valuable natural resource, are managed and developed in a responsible and effective way.
- 2.2 The Strategy sets out aims and objectives within a framework that considers:

- The wider context
- The vision for parks and open spaces provision
- An overview of existing provision in East Herts
- What is our strategy aiming to achieve?
- Our commitment

2.3 The document recognises that parks and open spaces serve different needs and groups and aims to deliver quality and accessible services described in the context of:

- Parks for people
- Parks for recreation and enjoyment
- Parks for wildlife, conservation and heritage

2.4 The resultant draft strategy considers the needs of our customers and how the asset of open space can deliver an important contribution to enhancing health and wellbeing. This aspiration has been realised in a number of ways during the previous 5 year plan. Our experience from delivering a high standard of maintenance along with successive improvements shapes the ongoing strategy. Our parks are under various pressures relating for example to the need for us to:

- protect their natural beauty
- conserve their importance for wildlife and the environment
- provide outlets for leisure and play
- control anti social behaviour and
- rise to the challenge of the current economic climate

The strategy considers these and other pressures and provides a balanced way forward for the next five years.

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

Report to Policy Development Scrutiny Committee - Parks and Open Spaces Strategy and Green Flag Award accreditation - 20 March 2007

<http://www.eastherts.gov.uk/index.jsp?articleid=3363> Item 8

Report to Executive - Parks and Open Spaces Strategy 2007 and status report on current projects - 4 September 2007

<http://online.eastherts.gov.uk/moderngov/CeListDocuments.aspx?Committeed=119&MeetingId=518&DF=04%2f09%2f2007&Ver=2> Item 8

Report to Environment Scrutiny Committee - Parks and Open Spaces Development Programme – Progress Report – 13 September 2011

<http://online.eastherts.gov.uk/moderngov/ieListDocuments.aspx?CId=154&MId=1404&Ver=4> Item 282

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives	<p><i>People</i> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p><i>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.</p>
Consultation:	<p><i>Internal consultation has been carried out with Environmental Health, Community Safety, Leisure Services, Engineers, Planning Policy, Community Engagement, and Environmental Coordination.</i></p> <p><i>External consultation will take place pending acceptance by Scrutiny and prior to approval by Executive.</i></p>
Legal:	<p><i>There are no statutory requirements arising from the proposals.</i></p>
Financial:	<p><i>There are none for this report.</i></p> <p><i>The objectives set out in the strategy can be achieved within existing revenue and capital budgets but can be enhanced through successful application of external grants. Continued capital funding has proven to assist bids through match funding. It is recognised however that the aspirations to develop open spaces has to be scaled back in relation to the considerable successes of the previous five years. Whilst some development will still be possible, it is important that limited resources are prioritised to maintain and protect the high quality of provision achieved.</i></p>
Human Resource:	<p><i>The careful and flexible deployment of staff across the department whilst working with partners and the community continues to provide sufficient resources to deliver the aspired outcomes of the strategy.</i></p>
Risk Management:	<p><i>The risks associated with approving (or not) the proposals relate principally to the Council's ability to contribute to its corporate priorities and to deliver outcomes affecting a wide range of needs.</i></p>

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Parks and Open Spaces Strategy

2013 - 2018

DRAFT VERSION

Swoop at the bottom with the website address

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Parks and Open Spaces Strategy 2013 - 2018

The Parks and Open Spaces Strategy has been developed to set out the policy framework for the parks and open spaces owned and managed by East Herts Council for the next five years. This follows a review of the previous 5 year strategy which has assessed the current validity of the objectives and how effective we have been in delivering them.

East Hertfordshire is rich in green spaces and attractive, rolling countryside. The small towns and villages stand in an area of natural beauty with winding country lanes, nestling in shallow valleys of many rivers and streams that criss-cross the district. These natural green spaces, alongside parks and play areas, enrich peoples' lives and provide enjoyable and purposeful facilities for residents and visitors to the area.

Parks and green spaces represent one of the things that are best about East Herts. The purpose of this strategy is to ensure that parks and open spaces, as a valuable natural resource, are managed and developed in a responsible and effective way and that they provide good health and leisure outlets for our customers.

The Parks and Open Spaces Strategy document will cover the following:

- The wider context
- The vision for parks and open spaces provision
- An overview of existing provision in East Herts
- The role of Parks and Green Spaces
- The role of the Council

The Parks and Open Spaces Strategy forms the policy framework under which Parks Management Plans for individual sites are developed and consulted upon.

This strategy focuses primarily on how the Council will manage the public open spaces it owns. The Council's policy on open space provision on privately owned land is contained within the East Herts Local Plan 2nd Review (April 2007) LRC3 "Recreational Requirements in New Residential Developments.

The Wider Context

This strategy fits within a series of other policy documents, the intention is to expand on key issues and actions of relevance to parks and open spaces but not duplicate this other work.

The East Herts Corporate Strategic Plan takes into account the Council's vision and corporate priorities to set out the overall vision and direction for the

council over the next four years. It highlights the high level priorities for the council and identifies the key outcomes that will be achieved. The Corporate Strategic Plan forms the basis for the council's performance management activities and drives the distribution of resources.

The Council has recently adopted a new framework of overarching priorities to ensure that it continues to provide high quality services and remains committed to the community. As part of this, the corporate priorities have been reduced from six to three. These are:

People

This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.

- Reduce health inequalities, for example, by addressing obesity, smoking and physical inactivity
- Reduce fuel poverty
- Increase community engagement
- Deliver strong and relevant services
- Improve outcomes for vulnerable families and individuals

Place

This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.

- Reduce residual waste and increase our recycling rate
- Reduce the carbon dioxide emissions from our own operations by 25% by 2020 and work with partners to reduce the emissions of households and businesses
- Maintain our clean streets and reduce litter
- Maintain our parks, play areas and open spaces
- Reduce anti social behaviour and the fear of crime
- Ensure future development meets the need of the district and its residents

Prosperity

This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.

- Deliver value for money
- Enhance the economic well being of East Herts
- Deliver sustainable rural business growth
- Protect the environment

East Herts Council describes the strategic objectives and direction of its leisure, sport, art and cultural aims in Everyone Matters – A Sustainable Community Strategy for East Herts 2009 – 2024 which replaces the previous Cultural Strategy and includes reference to young people in place of the Children and Young People’s Strategy 2007 – 2012. Everyone Matters describes, in more detail, the objectives for parks and open spaces within this framework. It also supports the objectives of the current East Herts Public Health Strategy and the new Public Health Strategy which is being developed and likely to come in to effect in 2014.

The Ageing Well agenda, recently adopted by the Council, has been developed within the context of the Council’s corporate priority to enhance the quality of life, health and well being of individuals, families and communities, particularly those who are vulnerable. The Ageing Well agenda sits within the context of the Council’s Sustainable Community Strategy and the Health and Well Being themes of the Public Health Strategy. The agenda does not currently prescribe any immediate actions that relate directly to the provision of parks and open spaces but the aspirations in the Parks and Open Spaces Strategy to ensure our parks remain accessible and provide leisure and health opportunities for all residents fit well with the Ageing Well ethos.

The Parks and Open Spaces Strategy reflects on the Local Planning Framework and the new District Plan documents currently being produced as part of the changes to the planning system.
(See Appendix 1 for information on relevant national policies and Appendix 2 for more information on relevant East Herts policies).

The vision for parks and open spaces provision

Together with our partners we want to protect and preserve our parks and green space while at the same time develop them in a sustainable way that meets the needs of the 21st century – balancing out environmental, health, social and economic considerations. The process we have adopted to deliver this focuses on three questions; what are our priorities, what are our subsequent objectives and what actions do we need to take to deliver these?

An overview of existing provision in East Herts

The Metropolitan Green Belt, which contains 4 of the 5 towns, covers around one-third of the District; much of the District is also covered by Policy GBC14 “Landscape Character” of the Local Plan Second Review (April 2007),

East Hertfordshire is a beautiful, rural district with large amounts of green wild and cultivated space. At the commencement of the previous strategy an audit and assessment of public open space provision by all providers identified 566 open spaces and outdoor sports facilities that are either owned by the Council, parish or town council, private landowner, housing association or

community group. Of these, 312 are considered parks and gardens, natural and semi-natural green space, amenity green space and provision for children and young people. Details of the level of provision can be found in the PPG17 Audit and Assessment Report (July 2005). Planning guidance is now in the form of the National Planning Policy Framework (NPPF) published in March 2012. A key message from this document which relates to the aims of this strategy states that:

Access to high quality open spaces and opportunities for sport and recreation can make an important contribution to the health and well-being of communities. Planning policies should be based on robust and up-to-date assessments of the needs for open space, sports and recreation facilities and opportunities for new provision. The assessments should identify specific needs and quantitative or qualitative deficits or surpluses of open space, sports and recreational facilities in the local area. Information gained from the assessments should be used to determine what open space, sports and recreational provision is required.

We have committed to and delivered comprehensive audits of our play facilities and ensure that our management plans carefully assess needs on our open spaces.

East Herts Council owns and manages 120 open spaces. These include “village greens”, formal gardens, woodland, naturalised areas and 45 main parks. There are currently 56 equipped play sites owned and maintained by the Council within the District.

The Council’s five ‘main’ parks in terms of size and usage are:

- Southern Country Park – Bishop Stortford
- Hartham Common and the Meads – Hertford and Ware
- Castle Gardens – Hertford
- The Castle Grounds – Bishop’s Stortford
- Grange Paddocks and Red White and Blue – Bishop’s Stortford

In addition, the Council owns:

- Layston Court Gardens – Buntingford, which is maintained on behalf of East Herts Council by Buntingford Town Council.
- Pishiobury Park – Sawbridgeworth, which is maintained as a ‘Country Park’ and historic landscape.

The Council provides a number of sites for formal sport and informal recreation. Examples of the larger ones include:

- Thorley Open Space – Bishop’s Stortford

- Northern Parkland (Thorley Common) – Bishop’s Stortford
- Sacombe Road Recreation Ground - Hertford
- Presdales Recreation Ground – Ware
- King George Recreation Ground – Ware

The physical development of parks and open spaces has been largely determined by the level of external funding. The Council’s capital budget set aside each year for parks and open spaces including play areas has provided valuable match funding for a wide range of improvements. It is worth noting that the funding achieved from external sources and under Section 106 agreements from 2007 to 2011 brought in an additional sum of nearly 1 million pounds to the Council.

Since the original audit and creation of the Parks and Open Spaces Development Programme in 2007 a total of sixteen projects attracted additional external funding totalling £627,000. This enabled the development of projects, such as the creation of new play areas which would not have been possible with the Council’s resources alone. Appendix 3 contains a table showing the projects and income achieved.

However, these sources of income are becoming increasingly less available in this economic climate. The Council is still able to progress with some developmental work but on a much diminished scale. We must continue to carefully prioritise and plan to ensure we achieve best value and meet the most important needs of our customers with the limited resources available.

What is our Strategy aiming to achieve?

We have identified why our parks and open spaces are important to our customers and how we believe they should be looked after and improved. We have thought about how they improve people's lives and what other benefits they provide. We have then decided which areas are most important and have grouped these together to help us prioritise our actions. Within some priority areas we have set ourselves achievable objectives taking into consideration the things we have learnt from the last 5 years and the advice we have received from our partners and stakeholders. We aim to continue looking after our parks and open spaces responsibly and to make wise and lasting improvements where we are able to.

The role of parks and open spaces

Well managed and appropriately placed parks and open spaces serve as an excellent delivery mechanism for two of the three corporate objectives; People and Place. Most obviously parks and open spaces contribute to improving people's quality of life, health and well-being as individuals, families and communities. But parks and open spaces can also influence perceptions of community safety, deprivation and poverty levels and the local economy.

Parks and Open Spaces include: town squares, village greens, sports fields, allotments, playgrounds, graveyards, formal gardens, country parks, wild life reserves, and natural wastelands. As there are many differing ways of describing these features, East Herts Council has chosen to refer to the typologies listed in PPG 17 Audit and Assessment Report (July 2005). These are a nationally recognised standard, fit with our objectives and will allow for benchmarking in future projects. Whilst the document has been replaced by the NPPF, these typologies remain relevant. See Appendix 4 for these typologies in detail.

All these places give residents a place to relax and enjoy what is best in East Hertfordshire. It is acknowledged that parks and open spaces are valuable places for all people to play, exercise, meet one another, and hold public events. As a focal point of a community; parks and open spaces can contribute to building community spirit and community cohesion.

This role, however, must be carefully balanced with the role of parks and open spaces as a home to wildlife. This is stated as objective 5 in Chapter 10 (Leisure, Recreation and Community Facilities) of the Local Plan Second Review (April 2007) - *"to take into account the value of open space, not only as an amenity, but as a contribution to the conservation of the natural and built environment of the District."*

Green Infrastructure is described in Planning Policy Statement 12: Local Spatial Planning, as *"a network of multifunctional green space...both new and existing...both rural and urban...which supports the natural and ecological processes...and is integral to the health and quality of life of sustainable communities..."* This definition is reinforced in Natural England's Green

Infrastructure Guidance and expanded in Green Infrastructure in Hertfordshire: A Framework. We aim to work alongside this emerging planning tool to ensure that our own open spaces support and contribute to this network.

The East Herts Green Infrastructure Plan (GIP) is a high level plan which identifies further technical and project work which will be needed in the future to deliver green infrastructure. Among other things the GIP considers opportunities for enhancement and creation of green infrastructure. The work we are undertaking to develop a management plan for the green finger reaching out through open spaces from the town centre at Bishop's Stortford is a prime example of where the careful development of our open spaces can support this. We will keep close links with the creation of specific projects through the GIP through our work with the Countryside Management Service, the Town Council and the direct involvement of our Landscape Officer as it evolves.

Priority areas

The Council recognises that parks and open spaces serve different needs and groups. The Council aims to deliver quality, accessible services in the areas of:

- Parks for people
- Parks for recreation / enjoyment
- Parks for wildlife / conservation / heritage

It is important that these three priority areas compliment each other and do not compete. The Council is conscious of the tensions that sometimes arise between the role of parks and open spaces as a place for sport and informal recreation and at the same time a place for wildlife and a valuable habitat. All these roles will be taken into account and an appropriate balance attained.

The Council wishes to achieve greater use of parks by those people who find it difficult to take part by providing appropriate information on facilities and improving access. In particular, the vulnerable, people with disabilities and young children. According to the 2011 Census, 20.6% in total of East Herts households have at least one person in the household with a long term health problem or disability, (with or without dependent children). East Herts also has an ageing population as discussed later.

The following pages outline the actions that will be taken in the above priority areas and include a summary of the achievements from the previous 5 year period with some examples of how we are able to build upon these successes for the future.

Parks for People

This is about taking a customer focussed approach to the maintenance and development of our green space. The Council will work with the community, where appropriate, taking notice of people's opinions, ideas and concerns and giving them influence over actions that affect them. The Council will:

1. Develop facilities and infrastructure on site to meet a wide range of user's needs, including those who normally find access difficult.
2. Develop a 'Friends Of' group for a third major park (identifying user groups and other stakeholders).
3. Increase participation through more "fit for purpose" design – the right type in the right place and of the right size. Consulting to identify the type of open space required.
4. Develop safe yet exciting spaces where children are free to be children.
5. Work with partners to provide diversionary facilities and activities to help reduce anti-social behaviour.
6. Design spaces in ways that reduce the fear of crime.
7. Ensure that provision for children and young people is of a high quality and strategically located by expanding upon the improvement already achieved through the Parks and Open Spaces Development Programme.
8. Invest in good, safe spaces for teenagers to meet their friends and for older people to meet and exercise.
9. Continue to maintain the high standards that lead to the successful achievement of two Green Flag Awards.
10. Improve access in terms of information both on site and remotely.
11. Retain current maintenance standards and ensure value for money.

Two "Friends of" groups are now well established at Southern Country Park and Pishiobury Park. Information about each of these groups is available on our web site. The groups have successfully attracted local people to become actively involved in the development of their parks. They provide a voice for local residents to work in partnership with us as we develop our management plans and install new facilities, and in relation to our maintenance regimes. They create a popular opportunity to take part in conservation tasks on site and in regular events that provide the wider public with leisure activities and information. The Southern Country Park group for instance currently has a membership of 38 and contributed a colossal 766 volunteer man hours working in the park during 2012. They worked on an annual butterfly survey, helped us with our 'Get Park Active' event and made 34 single improvements to the park including woodland management, planting whips, building a bird screen, fencing repairs, rebuilding steps, laying woodchip and creating an

additional woodland path. A third “Friends of Group will help the Council to work closely with residents at another key location. This, along with other projects such as the Pines Playing Field improvements mentioned later, builds upon our wider objectives and meets those in the recent Localism agenda to engage with the community, listening to their views and providing them with a valuable way of getting directly involved in the services we provide. Appendix 1 contains a summary of the Localism Act 2011 actions and underlying concepts.

The Ridgeway Local Park in Hertford has achieved considerable accolade in “fit for purpose” design with its popular natural play area created in a “lost” overgrown section of the park. It was the result of a thorough programme of consultation and the bringing together of skills from outside the authority such as Hertfordshire Groundwork with our own expertise in providing play facilities that children really want. The park has been awarded a Green Flag and attracts attention from even further than those children on the estate for which it was originally intended. The continuing development of skills and contacts obtained through delivering this type of project sets us up to successfully continue meeting our objectives of providing the right type of high quality parks for our customers.

Diversions facilities and activities to help reduce anti-social behaviour (ASB) have been developed at a number of sites such as The Ridgeway and Vantorts in Sawbridgeworth. Feedback from our Community Safety team informs that our activity in this area to date has helped support their work. We have worked closely with them to manage the expectations of our customers and to find effective ways of working in partnership with the police. A prime example where this has been achieved to good affect is King George Recreation Ground in Ware and will be replicated in future projects. Customers sometimes believe that there are only limited solutions to dealing with ASB. For instance to install “No Ball Game” signs on spaces where young people are creating noise or by simply trying to chase children away to a different location. We have found however that such actions are rarely effective. Signs that cannot be enforced will ultimately send the wrong message to young people. We have though been able to divert nuisance behaviour away from resident’s houses by for instance planting shrubs against fences that have been used to kick balls against and by installing properly designed areas nearby that can provide a much more attractive area to play football. The installation of cameras have sometimes been called for but this is governed strictly by legislation that quite rightly insists on a balanced approach to consider people’s privacy. Cameras can only be used where there is sufficient evidence of serious crime such as consistent theft or damage of a substantial value.

Our diversionary tactics working closely with the police at sites such as Vantorts Close and previously at The Ridgeway and King George Recreation Ground allow us to open dialogue with the young people creating a nuisance and to use our limited resources to fund far more sustainable solutions such as play spaces that young people are excited about and that will ultimately draw them away from “problem” areas. It is important that whilst our work in

this area should focus on those residents who are suffering the consequences of poor behaviour, we do not lose sight of the valuable resource that our open spaces provide to young people. They can provide “somewhere to go” and “something to do” in a social climate that in many ways is now less tolerant of young people and their needs. We will continue to work with our Community Safety Team and the police to ensure that residents’ perception of crime is realistic and that we adopt a methodical approach to problem solving in each separate case. We cannot rely on actions that simply move a problem “out of our area of responsibility”. Successfully restricting access to one of our parks for instance will no doubt result in moving an ASB problem to “the area in front of the shops” or the “garage block behind the houses”. The problem still remains and often with worse consequences.

Following on from these types of activities we have found ways to work in partnership with local groups and the police to reduce the fear of crime. The Quaker Burial Ground in Ware for example underwent a major overhaul to improve and design out the previous problems at this site and the work at Vantorts Open Space in Sawbridgeworth has transformed an old traditional play site which had over the years suffered from problems with drug use into a vibrant and popular open space. Local residents had considerable concerns about the site but with the help of the police and the Town Council a project was developed to successfully tackle the specific issues raised.

The Parks and Open Spaces Development Programme devised a framework for the development of management plans for the major parks and open spaces and a programme of specific improvement works. The individual needs of each site have been explored through consultation culminating in the creation of a working management plan to guide improvements and attract external funding where required.

The youth shelter in Thorley Wedge, The Ridgeway natural play space and the wheeled sports facility at Vantorts have provided good, safe spaces for teenagers to meet their friends. These compliment existing very well used areas such as the skate park in Hartham Common and the teenage play area in Southern Country Park. We have also developed a network of specially designed kick about areas and Multi Use Games Areas (MUGAs) across the district that provide areas which not only allow young people to kick a ball about without conflict with local residents but also somewhere they can call their own. We currently have 3 MUGAs, 4 sports walls and 7 kick about areas, and have been trialling a new all weather surface at the kick about area in Southern Country Park.

Green Flag Awards:

The Green Flag Award scheme is the benchmark national standard for parks and green spaces in the UK. It was first launched in 1996 to recognise and reward the best green spaces in the country.

The Scheme is licensed to Keep Britain Tidy by Communities and Local Government (CLG) who own the green Flag Award Scheme. Awards are

given on an annual basis and winners must apply each year to renew their Green Flag status. As all green spaces are different, each site is judged on its own merits and suitability to the community it serves.

East Herts has achieved 2 Green Flag Awards:

- Southern Country Park achieved the coveted Award in 2008 and has successfully retained this every year since.
- The Ridgeway Local Park gained our second Green Flag Award in 2009 and again has successfully retained it every year.

Applications are judged against eight key criteria (See Appendix 5 for the Green Flag Criteria).

The Council is proud of its two awards and we will continue to work hard to retain them. The level of resources and capital investment to bring a park up to the required standard is considerable and given the current aims of the Council to ensure limited funds are used to their best advantage, we are not aiming at present to increase the Council's number of Green Flag parks. We are however ensuring that management plans consider the criteria as a fundamental part of the process to develop our parks. This way, we will gradually ensure that all our parks are looked after in a way that aspires to the Green Flag principals. In the future we will then be in a strong position to make the final investments required to achieve new flags.

Grounds Maintenance:

Value for money remains a key aim, a good example being the review of the Grounds Maintenance Contract which has been successful in securing a range of improvements offered by John O'Conner as part of their bid to secure a contract extension. Along with an actual cost saving negotiated as part of an agreement to extend the contract from January 2015, we have already worked closely with the contractor to deliver innovative continuous improvement initiatives such as;

- Joint auditing of health and safety and management procedures.
- A partnership approach to In Bloom and Green Flag success.
- The installation of tracking devices on vehicles.
- The installation of inclinometers on grassing cutting machinery to minimise risks on slopes.
- Sourcing plants from peat free suppliers.
- Training staff to NVQ standards and introducing an apprenticeship scheme.
- Play area inspections recorded on a tailor made database and input from PDAs on site.
- Customer calling card to leave in the event of any problem on site.
- The creation and annual review of a shrub manual that informs how and when each species is pruned. This is also helps the contractor to deal proactively with missing or unhealthy shrubs.

New initiatives will include a more advanced system of providing up to the minute information on works progress, direct access for the Council to the

contractor vehicle tracking system, improvements to the transportation of green waste and two additional apprenticeship positions on the contract.

Public Health:

The Public Health Outcomes Framework is the new set of measurement areas which aims to help reduce health gaps or inequalities and support healthy lifestyle improvement. These indicators will contribute to the local landscape of the Health and Wellbeing Board and its Strategy objectives. Local health evidence such as the measures described below will help parks and open spaces to support promotion of physical activity even more.

- Utilising green space for exercise/health reasons.
- Proportion of physically active and inactive adults.
- Excess weight in adults.
- Excess weight in 4-5 year olds and 10-11 year olds.
- Falls and injuries in the over 65's (less direct but parks and open spaces can be a positive catalyst in terms of prevention of these aspects of older age by enabling exercise and recreation).

Encouraging exercise and general fitness reduces a range of health risks and therefore the number of people requiring treatment in the future. This is particularly important for East Hertfordshire where there is a rapidly ageing population. Our parks are being continually developed to ensure that there are good opportunities for exercise and outdoor activity for all age groups and abilities. Some of the above indicators are supported directly by specific activities such as the Get Park Active events and orienteering, Geocaching, health walks and the Friends Groups at Southern Country Park and Pishiobury Park.

Ageing Well:

East Herts has an ageing population. The 2011 Census identified that 15.3% of East Herts total population is over 65. In response to the changing demographic, the Council has agreed "Ageing Well Ambitions" as part of the ongoing development of the Ageing Well agenda to make the District a good place to grow old in.

The Council is committed to ensuring its policies and services are accessible to an ageing population. One of the ambitions of this Ageing Well agenda under the 'Prosperity and well being' section is to '*encourage appropriate healthy activities*' and this will be taken on board as we continue to develop our parks and open spaces. (The Ageing Well Ambitions are shown in Appendix 2).

We are committed to making all our parks and open spaces accessible to all as places to visit, walk and play in. The aims of this strategy provide a strong mechanism to create spaces for healthy outdoor activities regardless of age or ability.

Parks for Recreation

This is about providing facilities for individuals and groups to enjoy, balancing the various uses and demands upon them. The Council will:

1. Develop parks so that there are a range of fun and enjoyable things to do for the different age groups, focussing particularly on those groups identified within the Council's Corporate Priorities.
2. Work with partners to promote the use of parks and open spaces for community events / festivals and active recreation such as walking clubs.
3. Ensure that spaces are 'multi-purpose' and meet the needs of a wide range of users where possible.
4. Work toward creating a network of accessible high quality spaces connecting paths and footpath networks aspiring to ensure our parks and green spaces are fully accessible by all forms of transport.
5. Ensure that leisure needs are met locally but not overloading the green spaces that provide these opportunities.
6. Target capital investment on those areas that have been identified as deficient in facilities.
7. Ensure that new housing developments incorporate safe, healthy environments which encourage walking, cycling and informal play.
8. Provide leisure and community facilities within open spaces that are properly coordinated with all forms of development and land use policies.
9. Consider the community need for recreational space and ensure that adequate land and water resources are identified for both organised sport and informal recreation.

Promotional activities over the last five years have been developed to include a wide range of media. Information on our web site has been increased and reviewed to ensure that all our major open spaces are covered with relevant, useful and interesting information. Our individual management plans and specific projects are featured. There is also information on play areas, allotments, countryside access, byelaws and grounds maintenance. We are always looking to add to and update this information to make it more accessible and useful. We provide regular updates on services in Link, in the local press where appropriate and on new social media such as Twitter and Facebook. The use of QR codes on posters is being used to develop and promote events and improvement works in our parks and open spaces. Our fun community events on site attract much praise from residents and have become regular and popular features at, for example, Southern Country Park and Pishiobury Park. Each time we plan any significant improvements, we consult with the public using on site events where possible and inviting comment through questionnaires. This enables us to continually learn about

our customers and equally to let them know what opportunities our open spaces offer.

The aforementioned planned approach to open space development has ensured that we firstly assess what we already provide, we find out what is needed and then we design our improvements to ensure that money is spent wisely. This can often be improving what we have by for example adding play activities that are missing. Our initial audit identified what makes a good play area; swinging, rotating, climbing etc and we have been able to add equipment that plugs the gaps. It has also meant that where more than one or two items of equipment have been found to be nearing the end of their useful life, we have been able to completely revamp certain sites. Two popular examples have been Vantorts Close Local Park and Bentley Road Inclusive Play Area. This methodical and informed approach has meant that we have also been able to look at the wider picture across each town to ensure that play experiences are not duplicated. As the programme to create management plans has developed, we have progressed toward linking plans to ensure diversity but also through creating maps which show safe pedestrian routes between parks.

We will continue to facilitate healthy walking activities in partnership with the Countryside Management Service and our own Leisure Services team. We are also looking closely at the services offered by external providers for fitness and health who currently use our open spaces such as personal trainers and boot camps. We will be charging a fee to any profit making company to contribute towards the upkeep of our parks and will be providing information on our web site to better inform our customers of the diverse range of activities offered.

As we continue to develop our open spaces we have found other benefits by exploring their wider access issues. For example at The Pines woodland in Hertford we worked with the County Council and Groundwork to develop a new attractive and safe walking route across the town. This provides a better walking route for residents to visit the Pines playing field and the linear park on Foxholes Estate. This has led to further improvement of the play area for which we hope to attract external funding, working directly with a local community group. We are also looking at how five open spaces which spread around Southern Country Park can be easily accessed on foot. This has led to a jointly funded project with the County Council to improve some of the footpath links ensuring that there is a safe circular route taking in all of the open spaces in the area. Ongoing work with Riversmead Housing Association in Hornsmill, Hertford has led to a project that aims to improve the landscape around the community centre and to engage residents in a programme of improvements.

We have worked closely with Development Control by providing advice relating to planning applications. We have been successful in securing additional funds from Section 106 Agreements to improve existing open space facilities. We encourage developers to install good quality open spaces and play areas as a priority for the new communities they have created. Sacombe

Road Open Space in Hertford for instance has recently benefited from a completely redesigned play area on our open space built and funded by the developers of an adjacent housing scheme. Completely new open spaces and play areas have been built and adopted by the Council in Hertford, Bishop's Stortford and Ware during the last 5 years.

We have actively sought and benefited from considerable investment, not only through section 106 agreements but also through Landfill Tax Grants, Big Lottery and other external funding. Some prime examples of this have been the wetland restoration works at Southern Country Park and Hartham Common, the natural play spaces at The Ridgeway and King George Road and the access improvements at Pishiobury Park.

We have also worked with colleagues in Planning and Leisure Services to assess needs across the district in terms of sporting provision by developing the Play Pitch Strategy July 2110.

Parks for Wildlife, Conservation and Heritage

In managing open spaces, the Council will pay particular attention to biodiversity, natural features, wildlife and flora, buildings and structural features. Structures will be designed to perform their function without undue pressure on the surrounding environment or the identified purpose of the space. The Council will seek to identify and protect the historic features, structures, landscapes and characteristics of specific sites, recognising that there may be a variety of historical contexts. The Council also recognises the need for differing emphasis to be placed on access to the various open spaces throughout the District, to take into account the use and biodiversity of each site whilst considering public access and enjoyment of the natural environment. The Council will:

1. Ensure that identified wildlife habitats, such as those that carry the status of Site of Special Scientific Interest (SSSI) or county Wildlife Site (WS), are preserved through management strategies and appropriate maintenance.
2. Develop our management systems and operational practices to ensure biodiversity in our parks and open spaces in a way that compliments and enhances the recreational experience.
3. Consider and apply sustainable management practices in the provision and maintenance of open spaces.
4. Use our statutory planning powers and community leadership role to influence what happens on public open space that the Council does not control.

The Council provides advice to residents in its capacity as the Local Authority administering Tree Preservation Orders. We advise customers who have trees in their gardens that these trees are crucial not only to the landscape but

in many other ways. Amongst other things they reduce carbon dioxide levels, filter and absorb pollution, absorb noise, produce oxygen, reduce the stress of modern lifestyles, provide habitats for wildlife and offer shade and shelter. We advise that most trees have the potential to outlive both ourselves and the homes we live in and that they deserve our care and respect. To that extent we also ensure that we manage our own tree stock with considerable diligence. We operate a comprehensive tree risk inspection programme which enables us to keep our trees safe and healthy and have developed a systematic tree replacement programme. Where possible we involve local people in replanting trees on our open spaces through our Friends Groups and we ensure that tree planting benefits our customers in immediate ways such as creating shade in our play areas. We have developed a woodland management programme that defines a long term approach to maintaining and looking after our woodlands. A systematic maintenance regime is already in place to execute the basic works and individual management plans for all our key woodlands are being developed with the assistance of the Countryside Management Service. Where possible we aim to secure external funding to deliver some of the more ambitious projects that emerge.

We work closely with the Council's Environmental Coordinator to ensure we are contributing to the Councils' objectives with regard to carbon management and reduction both through our planting initiatives and through the way we manage our maintenance contracts. Likewise, we have delivered a number of improvements such as new bridges and water features at Pishiobury Park with our Engineers making best use of some of the funds they have available to look after the Districts water courses. We are also working closely with them to ensure we properly maintain sustainable drainage features where possible and encourage others to do the same. We have features such as the balancing pond at Southern Country Park which has recently benefited from an externally funded wetland restoration project and we have a number of water courses running through our parks. We have created a new wetland habitat at Hartham Common in partnership with the Countryside Management Service, The Environment Agency and Herts and Middelsex Wildlife Trust and will aim to find other ways to benefit from this crucial working relationship in the future to further improve biodiversity in our parks. We will work with both the Engineers and Development Control to explore how housing developers find appropriate solutions relating to sustainable drainage infrastructure. We are looking at ways to reduce the amount of water we use for our annual bedding schemes and have been using plants grown in peat free compost for some years. The Green Flag criteria help us to ensure that sustainability is always considered as we manage and develop our parks.

Through our work with the Countryside Management Service to develop responsible management plans for our open spaces, we ensure that we contribute directly to the delivery of the Hertfordshire Biodiversity Action Plan (BAP).

Our commitment

The Council has a duty to manage its open spaces sensitively, protecting these natural assets for the future but recognising that there are competing priorities for land use. We undertake to:

- Maintain open spaces to a good and safe standard.
- Listen to park users.
- Develop parks to meet changing needs.
- Work in partnership in developing and providing services and facilities.
- Regularly review and update our approach and this strategy.

Summary

The Parks and Open Spaces Strategy has proved to be a valuable document steering us to secure external funding, achieve Green Flag Awards and high levels of public satisfaction in our open spaces. Our performance has recently been explored by the Environment Scrutiny Committee Task and Finish Group as they reviewed the Grounds Maintenance contract. They concluded that the number of complaints has remained consistently low despite some difficult seasonal changes in the weather. Overall satisfaction with the Council has been measured in recent years through the biannual Residents Survey which include our customer's views relating to the upkeep of parks and open spaces. The 2011 survey showed that 7 in 10 residents were satisfied with parks and open spaces. This was set against results which showed that more than a fifth of residents were dissatisfied with some services. The survey grouped parks and open spaces together with only three other areas of provision as "More Important / Least Needs Improving" indicating that this area of the Council's services is one of its key strengths.

This strategy review has found that many of the objectives set have been achieved and that what at first seemed a daunting task, by working methodically and in a planned way, has on reflection not only succeeded to deliver improvements but also brought the department closer together as a team, with our partners and with our customers.

It is imperative now that whilst we continue to work toward improving our parks and open spaces, we also ensure we are able to look after the investments made over the last 5 years. Times of austerity can attract cut backs to areas of the Council's provision that some might see as non-essential. Our successes have gone some way to show that our Parks and Open Spaces are greatly respected and well used by our customers. Our work over the next 5 years should ensure there is no deterioration in standards. Signs of neglect can attract anti social behaviour and undermine the considerable achievements to date. We intend to continue working closely with the community to maintain the "value" that our customers attribute to our open spaces, encouraging involvement to keep them vibrant and meeting needs.

Appendix 1: Strategic Context (National and regional policy)

Localism and the Big Society

The current Coalition Government is committed to decentralisation; shifting responsibility and power to local communities. As part of The Localism Act 2011, six actions of decentralisation have been identified:

1. Lift the burden of bureaucracy
2. Empower communities to do things their way
3. Increase local control of public finance
4. Diversify the supply of public services
5. Open up Government to public scrutiny
6. Strengthen accountability to local people

Underlying concepts include:

- i) Where services are enjoyed collectively, they should be delivered by accountable community groups.
- ii) Where the scale is too large or those using a service are too dispersed, they should be delivered by local institutions, subject to democratic checks and balances, enabled by full transparency.

Planning Policy Guidance 17: Planning for Open Space, Sport and Recreation

The national government's Planning Policy Guidance 17 (PPG17) states "the government expects all local authorities to carry out assessments and audits of open space and sport and recreational facilities." Local authority planning decisions on open spaces need to be informed by local need assessments and local provision standards on quantity and quality. A greater emphasis is placed on qualitative considerations – allowing authorities to identify potential for increased use through better design, management and or maintenance of open space.

Regional Spatial Strategy for the East of England (RSS14)

One of the key issues for health that is relevant for the Parks and Open Spaces Strategy is the following:

New housing developments should incorporate safe, healthy environments which encourage walking, cycling and informal play.

Appendix 2: Local Policies

Corporate Strategic Plan 2012/13 – 2015/16

The Corporate Strategic Plan sets out the overall vision and direction for the council over the next four years. It highlights the high level priorities for the council and identifies the key outcomes that will be achieved. The plan forms the basis for the council's performance management activities and will drive the distribution of resources and is supported by the Council's Medium Term Financial Strategy. These have been taken into account and integrated into the Parks and Open Spaces Strategy.

Everyone Matters – A Sustainable Community Strategy for East Herts 2009 to 2024 (replacing the Community Strategy – East Herts Together 2003 - 2015)

The vision for the Community Strategy is to create inclusive, prosperous communities within a sustainable environment, to conserve the rich and diverse natural environment and to improve the quality of life of every resident's life. The priorities that are relevant to this strategy are:

- To protect the high quality environment
- To safeguard neighbourhoods (community cohesion, building a vibrant voluntary and community sector helping community spirit)
- To support vulnerable children and young people
- To provide opportunities for older people
- To promote healthy lifestyles

Local Plan Second Review (April 2007)

Implement Village Development Strategy in order to meet rural community needs, strengthen village life and encourage vital and viable communities.

Chapter 10 (Leisure, Recreation and Community Facilities) lists several objectives that are relevant to this strategy:

1. To maintain and encourage the provision of an effective level of appropriately located leisure and recreational facilities and, wherever possible, make such facilities available to everyone, including older people and those with disabilities.

2. To take full account of the community need for recreation space and ensure that adequate land and water resources are identified for both organised sport and informal recreation.
5. To take account of the value of open space, not only as an amenity, but as a contribution to the conservation of the natural and built environment of the District.
8. To ensure that provision of leisure and community facilities are properly coordinated with all forms of development and land use policies.

A key objective of the Local Plan Second Review (April 2007) is that all residents of East Herts have access to appropriate amounts of open space, sport and recreational facilities to meet present and future needs.

The District Plan for East Herts to 2031 (will be replacing the Local Plan)

The District Plan is the new planning document that will shape the future of East Herts to 2031. It replaces the Local Plan Second Review (April 2007). The main difference is that whilst the Local Plan is a single document, the District Plan is being produced in two parts that together will plan for the future of the district. Secondly, although the District Plan is still concerned with the use of land, it embodies the concept of 'sustainable development' and has a wider role and purpose and is concerned about how our towns and villages function as places. This is known as spatial planning. The Local Plan is much more focused on traditional land-use planning. Finally, the use of the term District Plan is to take account of changes to the planning system in England and to re-emphasise the fact that the District Plan plans for the whole of East Herts district.

Although a single document, the District Plan is being produced in two parts:

District Plan: Part 1 - Strategy sets out the overarching strategy for the district including the broad locations for growth and principles for development. This document was previously known as the LDF Core Strategy. The draft District Plan Part 1 document is anticipated for January 2013 and is due to be adopted by the Council in 2014

District Plan: Part 2 - Allocations & Policies identifies specific sites for development and sets out specific policies for determining planning applications e.g. design and amenity. This is due to be adopted by the Council in 2015

Additional Supplementary Planning Documents (SPD) may also be prepared that sit alongside the District Plan and provide further guidance.

Further information on the new District Plan and Supplementary Planning Documents will be available in the planning section of the Council's website. www.eastherts.gov.uk/districtplan.

Community Safety Plan

The Crime and Disorder Act 1998 made it a statutory duty for local authorities to work with the Police and other partners to reduce and address crime and disorder in their areas. Amendments to this Act by the Police Reform Act 2002 and the Police and Justice Act 2006 placed a responsibility on Community Safety Partnerships (CSPs) to produce a plan detailing how they intend to tackle crime and disorder and community safety challenges within their area.

East Herts Community Safety Partnership is responsible for addressing crime and disorder in East Herts. The new changes in legislation will enable East Herts Community Safety Partnership (CPS) to improve the ways in which community safety is addressed.

The CSP will be able to identify community safety priorities by:

- Producing an annual Strategic Assessment to identify priorities
- Creating and implementing annual action plans to address emerging priorities.
- More regular and frequent community consultation and engagement across the district

Community Safety Action Plan

Every year the Community Safety Partnership will carry out strategic assessments on the Community Safety Plan 2008-2011

A strategic assessment presents and interprets the summary findings of an analysis to provide a clear direction for addressing community safety issues within East Herts.

This means every year the Community Safety Partnership will identify up to date community safety issues. New priorities and changes emerging from the strategic assessment process will be detailed in partnership action plans. Action plans will run for 12 months every April, updated four times a year

Public Health Strategy

The East Herts Council Public Health Strategy gives a focus to the public health and health promotion work that different services within the Council are involved in on a day to day basis. The strategy comprises six themed areas which look to cover the main areas of public health that East Herts Council would like to focus on and contribute to. The Parks and Open Spaces Strategy takes onboard these aims and the work / events undertaken by the

Council in the parks and open spaces supports the actions developed as part of the Public Health Strategy Action Plan.

The Public Health Strategy is currently being reviewed and further information is available on the council's website.

Ageing Well Agenda and Ambitions

Source: Report to Executive 6 November 2012 – 'East Herts Ageing Well – Review of Progress'

Members agreed East Herts "Ageing Well Ambitions" as making the District a good place to grow old in. Members' suggested approach for the Council is to:

Strategy and Partnerships:

- Be prepared to make East Herts towns and parishes a good place to grow old in
- Use existing contacts and structures to connect and collaborate
- Gather intelligence/case studies to discover what works well and replicate
- Find the gaps or obstacles that can realistically be addressed to improve the experiences of an aging population
- Encourage councillors to keep up to date with matters/issues that concern older people
- Create an attitude among councillors that in all they do they are minded to consider the impacts or benefits to older people. To always consider 'what can we do to make things better'
- Establish a means of communication among various bodies.

People and places:

- Use the overlapping connections to enable change e.g. District Councillors who are also Parish and County Councillors
- Understand what organisations are doing at ground level e.g. Parish and Town Councils, Local Strategic Partnerships (LSP) Relevant national and local charities, Housing associations Churches, religious bodies, Clubs/associations with interest in ageing people or with a membership of ageing people, residents association, interest groups, schools that have connections with older people medical centres, doctors' surgeries'.
- Create informal communication/dialogue with these bodies
- Establish a process of 'alerts' for situations that need addressing
- Being aware of situations where people can suddenly become vulnerable e.g. bereavement
- set up informal groups of local volunteers who can assist as required, e.g. urgent need of transportation, or helping with digibox tuning

- Broadcast/publicise successful activities around the district or beyond

Achieving cost effective services

- Learn from best practices for minimising costs of delivering added value service through collaboration of 3 tiers of local government and/or private sponsorship.
e.g. community transport, residents or community infrastructure projects, good use of New Homes Bonus for community benefit, purposeful use of Council community grants system

Prosperity and well being

- Ensure East Herts Councils policies reflect the needs of an ageing population
- Ensure District Plan reflects the needs of older people
- Encourage Towns and Parishes to include policies for older people in Local Plans
- Encourage businesses that are older people 'friendly' to use or to work in.
- Encourage older people to be engaged in appropriate economic activity/employment
- Encourage able older people to volunteer or use their life skills to help others
- Encourage appropriate healthy activities.
- Encourage older people to participate in relevant education

Possible Next Steps

- Create a database of organisations to establish 'touching points' for example existing councillor involvement.
- Gather case studies on council website.
- List useful website links for reference
- Set up local meetings with residents to discover local gaps/needs using existing funding (e.g. Councillor Community Engagement Grant)
- establish priorities as a group
- Follow up with a wider meeting of interested parties to move concept forward.
- Roll out concepts to Parish and Town Councils including Rural Parish Conference

Appendix 3: PPG1 Externally Funded Projects

Source: ENVIRONMENT SCRUTINY – 13 SEPTEMBER 2011 - PARKS AND OPEN SPACES DEVELOPMENT PROGRAMME – PROGRESS REPORT

The following table provides a list of projects which have attracted external funding from 2007 to 2011:

Year of Work:	Site:	Works:	Amount of External Capital Funding:	Source of funding:
2007	The Ridgeway Local Park, Hertford	New Multi User games Area	£48,000	Section 106 funding
2008	Southern Country Park Play Area, Bishop's Stortford	New older children's play area	£75,000	Section 106 funding
2008	Turners Crescent Play Area, Bishop's Stortford	New younger children's play area	£45,000	Section 106 funding
2008	King George V Recreation Area, Ware	New Multi User games Area	£25,000	Riversmead Housing Association
2009	Bentley Road Play Area, Hertford	Redesign of original play area to provide an inclusive play area accessible to children of all abilities	£37,000	Big Lottery Funding
2009	King George V Recreation Area, Ware	New Adventure Play Area	£85,000	Big Lottery Funding
2009	The Dell Play Area at The Ridgeway, Hertford	New older children's play area	£53,000	Play Builder Funding
2009	The Ridgeway, Hertford	New access route into the Dell	£55,000	Lafarge Landfill Community Fund
2010	Southern Country Park, Bishop's Stortford	Wetland Restoration Project – further detailed information is in the Appendix	£46,000	Biffaward Landfill Community Fund
2010	Southern Country Park, Bishop's Stortford	Fishing Platforms around the balancing pond	£9,000	Environment Agency Funding
2010	Southern Country Park, Bishop's Stortford	New park signage and wildlife information boards	£10,000	Countryside Management Service
2010	Hartham Common, Hertford	Meadow Restoration Project – further detailed information is available in the Appendix	(£90,000 anticipated funding)	Environment Agency Funded Project
2011	Vantorts Open Space, Sawbridge-worth	Contribution to the 'Vantorts Open Space Revamp Project' – redesign of original play area with a new	Up to £40,000 Subject to STC decision pending final tender details	Sawbridge-worth Town Council

		wheeled sports and ball court area on the decommissioned tennis court		
2011	Vantorts Open Space, Sawbridge-worth	Additional contribution to the 'Vantorts Open Space Revamp Project'	£7,500	Joint Action Group Funding
2010	Buryfields, Ware	Interpretation Plinth in the open space	£1,000	Ware In Bloom /GSK
2011	Kibes Lane, Ware	Contribution to the redesign and landscaping of the Quaker Burial Ground	£500	Ware Society
		TOTAL:	£627,000	

Section 106 Projects - In addition the Council has adopted 4 new play areas and adjacent open spaces under Section 106 Planning Obligation agreements funded by developers since 2007. These represent an external funding contribution of approximately £250,000 Capital (had the Council created the play areas) and £72,700 in Revenue to fund the maintenance of these adopted areas over 10 years.

The table below provides information on location, age range and adoption date for each of these new play areas and open spaces:

SECTION 106 Play Areas - designed and built by developers, then formally adopted by East Herts Council				
Adopted by EHC:	Site:	Works:	Revenue received as part of Section 106 Agreements	Source of funding:
Adopted 2007	Lilbourne Drive Play Area, Hertford	New younger children's play area	£10,000	Section 106 funded
Adopted 2008	Millmead Road Hertford	Two new younger children's play areas and surrounding wooded open space	£30,000	Section 106 funded
Adopted 2009	Yearlings Close, Gt Amwell	New younger children's play area and surrounding open space	£32,700	Section 106 funded
TOTAL approximate revenue income contributions to Section 106 Funded Play Areas:				£72,700

Appendix 4: PPG17 Open Space Typologies

Source: PPG17 Audit and Assessment Report (July 2005).

TYPE	DEFINITION	PRIMARY PURPOSE / EXAMPLES
Parks and Gardens	Includes urban parks, formal gardens and country parks.	<ul style="list-style-type: none"> • Informal recreation • Community events
Natural and Semi-natural Greenspace	Includes publicly accessible woodlands, urban forestry, scrub, grasslands (e.g. downlands, commons, meadows), wetlands, open and running water and wastelands.	<ul style="list-style-type: none"> • Wildlife conservation • Biodiversity • Environmental education and awareness
Amenity Greenspace	Most commonly but not exclusively found in housing areas. Includes informal recreation green spaces and village greens.	<ul style="list-style-type: none"> • Informal activities close to home or work • Enhancement of the appearance of residential or other areas
Provision for Children and Young People	Areas designed primarily for play and social interaction involving children and young people.	<ul style="list-style-type: none"> • Equipped play areas • Ball courts • Outdoor basketball hoop areas • Skateboard areas • Teenage shelters and 'hangouts'
Outdoor Sports Facilities	Natural or artificial surfaces either publicly or privately owned used for sport and recreation. Includes school playing fields.	<ul style="list-style-type: none"> • Outdoor sports pitches • Tennis and bowls • Golf courses • Athletics • Playing fields (including school playing fields) • Water sports
Allotments	Opportunities for those people who wish to do so to grow their own produce as part of the long-term promotion of sustainability, health and social inclusion. May also include urban farms.	<ul style="list-style-type: none"> • Growing vegetables and other root crops <p>N.B. does not include private gardens</p>
Cemeteries & Churchyards	Cemeteries and churchyards including disused churchyards and other burial grounds.	<ul style="list-style-type: none"> • Quiet contemplation • Burial of the dead • Wildlife conservation • Promotion of biodiversity
Green Corridors	Includes towpaths along canals and riverbanks, cycleways, rights of way and disused railway lines.	<ul style="list-style-type: none"> • Walking, cycling or horse riding • Leisure purposes or travel • Opportunities for wildlife migration

Appendix 5 –Green Flag Award Assessment Criteria

Green Flag Award applications are judged against eight key criteria. Where certain criteria are not met, applicants can provide justifications that may be taken into account. What's more, if management practice changes are in progress but not yet fully implemented, transitional phases will be acknowledged and viewed positively.

The judging criteria also considers the fact that each park/green space will offer different kinds of facilities, and will be managed and developed to varying opportunities and constraints. Innovation and the way facilities offered are tailored to the needs of the community will also be taken into account.

Eight key criteria

1. A welcoming place

When approaching or entering the park/green space, the overall impression for any member of the community - regardless of the purpose of their visit - should be positive and inviting. There should be

- Good and safe access
- Good signage to and in the park/green space
- Equal access for all members of the community

2. Healthy, safe and secure

The park/green space must be a healthy, safe and secure place for all members of the community to use. Any issues that have come to light must be addressed in the management plan and implemented on the ground. New issues that arise must be addressed promptly and appropriately.

- Equipment and facilities must be safe to use
- It must be a secure place for all members of the community to use or traverse
- Dog fouling must be adequately addressed
- Health and safety policies should be in place, in practice and regularly reviewed
- Toilets, drinking water, first aid, public telephones and emergency equipment where relevant (e.g. life belts by water) should be available in or near the park/green space, and be clearly signposted.

3. Clean and well maintained

For aesthetic as well as health and safety reasons, issues of cleanliness and maintenance must be adequately addressed, in particular:

- Litter and other waste management
- The maintenance of grounds, buildings, equipment and other features
- A policy on litter, vandalism and maintenance should be in place, in practice and regularly reviewed.

4. Sustainability

Methods used in maintaining the park/green space and its facilities should be environmentally sound, relying on best practices available according to

current knowledge. Management should be aware of the range of techniques available to them, and demonstrate that informed choices have been made and are regularly reviewed. Parks/green spaces should:

- Have an environmental policy or charter and management strategy in place, which is in practice and regularly reviewed
- Minimise and justify pesticide use
- Eliminate horticultural peat use
- Recycle waste plant material
- Demonstrate high horticultural and arboricultural standards
- Have energy conservation, pollution reduction, waste recycling, and resource conservation measures

5. Conservation and heritage

Particular attention should be paid to the conservation and appropriate management of:

- Natural features, wildlife and fauna
- Landscapes
- Buildings and structural features
- These should serve their function well without placing undue pressure on the surrounding environment

6. Community involvement

The park/green space management should actively pursue the involvement of members of the community who represent as many park/green space user groups as possible. The following should be demonstrated:

- Knowledge of user community and levels and patterns of use
- Evidence of community involvement in management and/or developments and results achieved
- Appropriate levels of provision of recreational facilities for all sectors of the community

7. Marketing

- A marketing strategy should be in place, which is in practice and regularly reviewed
- There should be good provision of information to users, e.g. about management strategies, activities, features, ways to get involved
- The park/green space should be promoted as a community resource

8. Management

- A management plan or strategy should be in place
- This should clearly and adequately address all of the above criteria and any other relevant aspects of the park/green space's management
- The plan must be actively implemented and regularly reviewed
- A financially sound management of the park/green space must also be demonstrated

If you would like a translation of this document in another language, large print, Braille, audio or an electronic format, please contact Communications at East Herts Council on 01279 655 261 or email communications@eastherts.gov.uk.

Jeżeli chciałbyś, aby ta informacja została przetłumaczona na język polski skontaktuj się z Działem Łączności przy Radzie Wschodniego Hertfordshire tel. 01279 655 261 lub wyślij e-mail communications@eastherts.gov.uk.

Se desejar esta informação traduzida em português, por favor contacte o departamento de comunicações do East Herts Council no telefone número 01279 655 261 ou via email communications@eastherts.gov.uk

If you need any further information please contact us:

Phone: 01279 655261

Email: operations.admin@eastherts.gov.uk

Fax: 01992 531438

Visit: www.eastherts.gov.uk

Write to: Environmental Services
East Herts Council
Wallfields
Pegs Lane
Hertford
Herts
SG13 8EQ

Office Opening Times: 8.30am to 5pm Monday to Friday

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EAST HERTS COUNCIL

EXECUTIVE – 5 MARCH 2013

REPORT BY EXECUTIVE MEMBER FOR ECONOMIC DEVELOPMENT

REDESIGNATION OF LINK ROAD AND NORTHGATE END CAR PARKS (BISHOP'S STORTFORD)

WARD(S) AFFECTED: ALL BISHOP'S STORTFORD

Purpose/Summary of Report

- To secure the Executive's agreement to the making of a Traffic Regulation Order in respect of two town centre car parks in Bishop's Stortford.

<u>RECOMMENDATIONS FOR EXECUTIVE: That:</u>	
(A)	the officer decisions in respect of objections to a recently advertised Traffic Regulation Order be upheld, and
(B)	the pay and display charges for 2013/14, as detailed in this report, be approved.

1.0 Background

1.1 East Herts Council has established seven policy pillars for the development of its parking service, through its Parking Strategy:

- We will seek to maintain car parking income at current levels in real terms.
- We will seek to ensure that users pay for the parking service rather than the council tax payer.
- We will promote existing and explore new technologies to improve the overall convenience of parking in East Herts.
- We will seek where possible and appropriate to match parking capacity with demand.
- We will seek to develop and implement parking solutions that reflect local needs.

- We will make the economic vitality of East Herts a core consideration when developing parking services.
 - We will continue to work with partners to look at what additional sustainable transport services may be appropriate and deliverable.
- 1.2 On 4 December the Executive agreed to the 2.5% uplift to the pay and display income budget required in the MTFP being funded from elsewhere, subject to further consideration within the budget setting process. Overall, East Herts Council does not seek to increase revenue through changes to car park charges in 2013/14; however there remains a need to shape patterns of parking to balance the needs of all motorists, particularly in Bishop's Stortford and to support the local economy.
- 1.3 The re-designation of the Council's town centre Link Road and Northgate End car parks in the town has been a Medium Term Financial Plan and Service Plan commitment for the Council since 2011/12.
- 2.0 Report
- 2.1 Currently Link and Northgate End car parks are only available for long-stay use during the week, meaning they are not available for use by shoppers or visitors to the town for short periods - customers upon whom our traders and other businesses depend.
- 2.2 The proposal to make Link Road and Northgate End car parks predominantly short stay has been supported by:
- A 2012 parking survey conducted by the Bishop's Stortford Chamber of Commerce in conjunction with the Bishop's Stortford Retail Association looking into worker parking needs in Bishop's Stortford.
 - A 2012 study by Mott MacDonald looking at overall parking availability in Bishop's Stortford.
- 2.3 It is apparent from both studies that some town centre car parks can be heavily parked by workers from early in the morning, thus making it difficult for the customers on whom many town centre businesses depend to find a convenient parking place.

- 2.4 The re-designation of the Council's Link Road and Northgate End car parks will establish more space for short-stay parking, congruent with one of the core wishes of businesses in the town.
- 2.5 The Council wants to encourage more long-stay car parking at the edge of the town. As a result, long stay parking will still be permitted in Link Road and Northgate End car parks, but it will be charged at a premium rate of £4.00 for up to 5hrs and £6.00 for all day. This should encourage a greater number of long stay parkers to park in the Council's Elm Road and Grange Paddocks car parks on the edge of town where the 5 hour rate is £2.00 and the all day rate is £3.00.
- 2.5 The Traffic Regulation Order required to effect this change was advertised on 20 December 2012. A copy of the legal Notice is attached as **Essential Reference Paper B**.
- 2.6 Any interested party may object to the making of an Order within 21 days of its advertisement. In the case of the Link Road and Northgate End proposals, twenty eight objections were received. These are summarised in **Essential Reference Paper C**.
- 2.7 Officers have considered the objections to these proposals which, as can be seen, comprise predominantly challenges to the long stay tariff changes proposed for these car parks. A number of objections were in a standardised format; therefore officers' responses are inevitably similar.
- 2.8 Although officers have delegated powers to resolve objections that are minor in nature, on this occasion the Executive is asked to uphold officers' decisions in each case. The Executive is further asked to agree the pay and display charges set out in **Essential Reference Paper 'B'**.
- 2.9 By virtue of a separate Traffic Regulation Order, yet to be advertised, minor modifications are to be proposed in respect of the Council's Grange Paddocks car parks, seeking to maximise their availability to long stay parkers whilst ensuring the needs of leisure users (and where appropriate local residents) are protected. Officers have been asked to enact the Link Road and Northgate End changes at the same time as the amendments in Grange Paddocks.

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

Contact Member: Cllr Paul Phillips – Executive Member for Economic Development
paul.phillips@eastherts.gov.uk

Contact Officer: Neil Sloper – Head of Information Management, Customer Services and Parking, ext. 1611
neil.sloper@eastherts.gov.uk

Report Author: Andrew Pulham – Parking Manager, ext. 2039
andrew.pulham@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.
Consultation:	The advertisement of a Traffic Regulation Order is an act of consultation. Any interested party may object to the proposed Order within twenty one days of it being advertised.
Legal:	A valid Traffic Regulation Order is a pre-requisite for the implementation of pay and display charges and their enforcement.
Financial:	The Council's Medium Term Financial Plan anticipates additional revenue of £50,000 per annum arising from the re-designation of Link Road as primarily short stay and £56,000 per annum arising from the re-designation of Northgate End as primarily short stay, with effect from 2013/14.
Human Resource:	N/A
Risk Management:	<p>The non-implementation of the proposals in this Order or a delay in their implementation will put at risk income assumptions detailed in the Council's MTFP.</p> <p>Failure to take appropriate steps to re-shape parking in Bishop's Stortford may lead to a growth in town centre congestion and the unavailability of town parking spaces for visitors and shoppers.</p>

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EAST HERTFORDSHIRE DISTRICT COUNCIL
THE EAST HERTFORDSHIRE DISTRICT COUNCIL
(OFF-STREET PARKING PLACES) (CONSOLIDATION) (AMENDMENT) ORDER (No. 1) 2012

NOTICE IS HEREBY GIVEN that East Hertfordshire District Council proposes to make the above Amendments under Sections 32, 33, 34, 35, 35A, 35C, 39 and Part IV of Schedule 9 of the Road Traffic Regulation Act 1984 (as amended), the effect of which will be to regulate the use of and set the tariff of charges to be made at the Council's off street car parks.

The effect of the Amendments, the charges which will apply and the restrictions which affect the off-street car parks are set out in the Schedule and are summarised as follows:

1. Northgate End Car Park – Convert the car park to a charged mixed use car park thereby allowing short and long term paid for parking with charges as follows:

Name and Situation of Parking Place	Position in Which Vehicle May Wait	Permitted Classes of Motor Vehicle (See footnote 1)	Days of operation of Parking Place	Days and Hours When Charges Will be Made	Maximum Period for which Vehicles May Wait	Scale of Parking Charges
1	2	3	4	5	6	7
* Northgate End Car Park, Bishop's Stortford	Wholly Within a Parking Bay	Cars, Light Vans and Motorcycles	All Days	Mondays to Saturdays Inclusive, 7.30am to 6.30pm.	12 hours	Up to 1hr. £0.80 Up to 2hrs. £1.50 Up to 3hrs. £2.20 Up to 4hrs. £2.90 Up to 5hrs. £4.00 All Day £6.00

2. Link Road Car Park – Convert the car park to a charged mixed use car park thereby allowing short and long term paid for parking with charges as follows:

Name and Situation of Parking Place	Position in Which Vehicle May Wait	Permitted Classes of Motor Vehicle (See footnote 1)	Days of operation of Parking Place	Days and Hours When Charges Will be Made	Maximum Period for which Vehicles May Wait	Scale of Parking Charges
1	2	3	4	5	6	7
* Link Road Car Park, Bishop's Stortford	Wholly Within a Parking Bay	Cars, Light Vans, Motorcycles and Lorries used only by Market Traders on Thursdays and Saturdays	All Days	Mondays to Saturdays Inclusive, 7.30am to 6.30pm.	12 hours	Up to 1hr. £0.80 Up to 2hrs. £1.50 Up to 3hrs. £2.20 Up to 4hrs. £2.90 Up to 5hrs. £4.00 All Day £6.00 For Market Traders Trading at Bishop's Stortford Market on Thursdays and Saturdays; £3.50 All Day

Full details of the proposals are contained in the draft Amendment Order and the statement of reasons, which may be inspected during normal office hours at the offices of East Herts Council, The Causeway, Bishop's Stortford or viewed at www.eastherts.gov.uk from 13 December 2012.

General enquiries relating to the proposals should be referred to Dominique Kingsbury, East Herts District Council, Parking Services tel: 01279-502036 or Dominique.kingsbury@eastherts.gov.uk

Objections to the proposals stating the grounds on which they are made must be sent in writing to Dominique Kingsbury, East Herts District Council, PO Box 43, Buntingford, Herts, SG9 9WZ or Dominique.kingsbury@eastherts.gov.uk by 21 January 2013.

East Hertfordshire District Council
 Wallfields
 Pegs Lane
 Hertford
 SG13 8EQ

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URN	Originator's PostCode	Objection Detail Summary	Acknowledged	Council Decision: Overrule or Accede
1	CM23 2ER	Wholeheartedly opposes the proposed increase and considers it will be detrimental to the vitality of the town.	18.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.
2	CM23 2ER	Opposes the proposed increase. Considers the proposal very unjustified when the cost of living is already stretched to the limit.	18.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.
3	CM23 2ER	Opposes the proposed increase. Considers the proposes to be very unjustified when the cost of living is already stretched to the limit and visitors will be less likely to visit the town with negative impact to businesses.	18.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.
4	CM23 2ER	The proposed increase will discourage visitors to the town; make it harder for workers whose salaries have not increased for many years; regards the proposed increase in charges as disproportionate to the service provision.	18.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.
5	CM23 2ER	Although able to claim back parking charges, in the interim this is quite costly to finance and will prove much more difficult if the proposal is implemented.	18.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.
6	CM23 2LD	As a business proprietor, the existing P&D charges are a financial strain; the proposed increase will make a huge difference to the running costs.	18.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.
Page 187	CM17 9QF	Believes such a large increase will be unfair and counter productive, affecting individuals visiting and working in then town. The cost of parking will become too high and alternative shopping / work areas will be sought.	18.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.

Page 188	SG11 2RQ	The proposed increase will force people and businesses out of the town; the increase would reduce the available money from personal budget to spend in the local economy; the proposal is inconsiderate in the current economic climate with further general increases in living costs expected.	18.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.
9		Believe the proposal is unjustified in the context of a 30% increase in charges; higher parking charges will discourage shoppers from visiting the town and have a knock on effect of discouraging companies from setting up businesses; believes the proposed increase flies in the face of the Govt commissioned Portas Report.	18.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.
10	CM6 3NF	The proposal will result in fewer businesses operating in the town due to customers not being able to afford the parking charges. The proposal will push people away from the town.	18.01.2013	Overrule. These proposed changes are for long stay parking only. We are not proposing to change the short stay tariffs used by visitors.
11	CM23 2ER	Cannot believe the proposed parking rate. Refers to fact that a 21 year old person must work 1 hour to pay the parking fee - when earning a minimum wage.	18.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.
12	CM23 2ER	Believes the proposed increase is extortionate and will be a huge amount to have to pay daily, especially considering the overall increase in general living costs.	18.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.
13	CM23 2ER	£6.00 will be too much to park considering the parking is work related.	18.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.

14	SG8 8EA	<p>1. The proposed charges for Long Stay parking are disproportionate to the town as a whole, its facilities and the salaries commanded in the town. 2. The Grange Grange Paddocks parking - which is at least 15 minutes walk from the centrally based businesses - is too far away in terms of the time required at start and end of the day in respect of appointments / children pick up. 3. The centrally based businesses do not have onsite parking and therefore rely on the Council's car parks; a number of staff are required to leave the office and use their car for appointments. GP will cause 30 minutes of delay. 4. Local businesses will suffer in respect of parking charges and recruitment of staff; some businesses will evaluate whether they can afford to remain in the town; new businesses may think about occupying centrally located facilities. 5. Many workers in Bishop's Stortford are not earning significantly above the minimum wage and extra parking costs will influence long term placements leading to a reduction in the disposable income available to the High Street.</p>	18.01.2013	<p>Overrule. 1. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend. 2. Option remains to park long stay in other car parks - albeit at a higher charge to reflect the 'premium' nature of the facility. 3. This ability will not be affected by the proposed change. 4. See answer to (1) above. 5. See answer to (1) above.</p>
15	CM23 4PA	<p>1. The proposed charges for Long Stay parking are disproportionate to the town as a whole, its facilities and the salaries commanded in the town. 2. The Grange Grange Paddocks parking - which is at least 15 minutes walk from the centrally based businesses - is too far away in terms of the time required at start and end of the day in respect of appointments / children pick up. 3. The centrally based businesses do not have onsite parking and therefore rely on the Council's car parks; a number of staff are required to leave the office and use their car for appointments. GP will cause 30 minutes of delay. 4. Local businesses will suffer in respect of parking charges and recruitment of staff; some businesses will evaluate whether they can afford to remain in the town; new businesses may think about occupying centrally located facilities. 5. Many workers in Bishop's Stortford are not earning significantly above the minimum wage and extra parking costs will influence long term placements leading to a reduction in the disposable income available to the High Street.</p>	18.01.2013	<p>Overrule. 1. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend. 2. Option remains to park long stay in other car parks - albeit at a higher charge to reflect the 'premium' nature of the facility. 3. This ability will not be affected by the proposed change. 4. See answer to (1) above. 5. See answer to (1) above.</p>

Page 190	SCB11 4AY	<p>1. The proposed charges for Long Stay parking are disproportionate to the town as a whole, its facilities and the salaries commanded in the town. 2. The Grange Grange Paddocks parking - which is at least 15 minutes walk from the centrally based businesses - is too far away in terms of the time required at start and end of the day in respect of appointments / children pick up. 3. The centrally based businesses do not have onsite parking and therefore rely on the Council's car parks; a number of staff are required to leave the office and use their car for appointments. GP will cause 30 minutes of delay. 4. Local businesses will suffer in respect of parking charges and recruitment of staff; some businesses will evaluate whether they can afford to remain in the town; new businesses may think about occupying centrally located facilities. 5. Many workers in Bishop's Stortford are not earning significantly above the minimum wage and extra parking costs will influence long term placements leading to a reduction in the disposable income available to the High Street.</p>	18.01.2013	<p>Overrule. 1. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend. 2. Option remains to park long stay in other car parks - albeit at a higher charge to reflect the 'premium' nature of the facility. 3. This ability will not be affected by the proposed change. 4. See answer to (1) above. 5. See answer to (1) above.</p>
17		<p>The proposed charging structure is totally unreasonable. Increased charges will lead to employees considering if they can afford to work in the town. The proposal will penalise town workers by removing parking options at 9am as Northgate End and Link Rd are the only car parks with long stay parking at that time. Workers pushed out of town will reduce footfall within the town. The proposal will increase traffic and congestion as motorists seek parking. The proposal discriminates against workers in the town as there is no discount similar to the Market Traders discount.</p>	18.01.2013	<p>Overrule. 1. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend. 2. Option remains to park long stay in other car parks - albeit at a higher charge to reflect the 'premium' nature of the facility. 3. This ability will not be affected by the proposed change. 4. See answer to (1) above. 5. See answer to (1) above.</p>
18	CM23 3UZ	<p>1. The proposed charges for Long Stay parking are disproportionate to the town as a whole, its facilities and the salaries commanded in the town. 2. The Grange Grange Paddocks parking - which is at least 15 minutes walk from the centrally based businesses - is too far away in terms of the time required at start and end of the day in respect of appointments / children pick up. 3. The centrally based businesses do not have onsite parking and therefore rely on the Council's car parks; a number of staff are required to leave the office and use their car for appointments. GP will cause 30 minutes of delay. 4. Local businesses will suffer in respect of parking charges and recruitment of staff; some businesses will evaluate whether they can afford to remain in the town; new businesses may think about occupying centrally located facilities. 5. Many workers in Bishop's Stortford are not earning significantly above the minimum wage and extra parking costs will influence long term placements leading to a reduction in the disposable income available to the High Street.</p>	18.01.2013	<p>Overrule. 1. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend. 2. Option remains to park long stay in other car parks - albeit at a higher charge to reflect the 'premium' nature of the facility. 3. This ability will not be affected by the proposed change. 4. See answer to (1) above. 5. See answer to (1) above.</p>

19	CM23 4EB	There is insufficient parking in Long Stay car parks. The proposal will push motorists to the cheaper car parks leading to an increase within the circulation. Shoppers will not consider Link Road and Northgate End car parks as they are considered beyond the edge of the shopping centre. The measures are growth restrictive and will have a negative impact on the town. The proposal is a tax on the local employees and employers.	18.01.2013 Letter Sent	Overrule. We want long stay parkers to park on the edge of town if possible and our traders tell us they want the 'premium' car parks in the town centre to be more accessible for the short stay visitors on whom most businesses depend.
20	CM23 2ER	The proposal will mean people will not be prepared to park and shop in Bishop's Stortford. The increase is not necessary. The proposal will penalise people who are already financially stretched to the limit and affect young people, who are earning minimum wage, families and people trying to return to work from receiving benefits.	18.01.2013	Overrule. We want long stay parkers to park on the edge of town if possible and our traders tell us they want the 'premium' car parks in the town centre to be more accessible for the short stay visitors on whom most businesses depend. Cheaper parking for workers is available in G Paddocks.
21	CM23 3UZ	1. The proposed charges for Long Stay parking are disproportionate to the town as a whole, its facilities and the salaries commanded in the town. 2. The Grange Paddocks parking - which is at least 15 minutes walk from the centrally based businesses - is too far away in terms of the time required at start and end of the day in respect of appointments / children pick up. 3. The centrally based businesses do not have onsite parking and therefore rely on the Council's car parks; a number of staff are required to leave the office and use their car for appointments. GP will cause 30 minutes of delay. 4. Local businesses will suffer in respect of parking charges and recruitment of staff; some businesses will evaluate whether they can afford to remain in the town; new businesses may think about occupying centrally located facilities. 5. Many workers in Bishop's Stortford are not earning significantly above the minimum wage and extra parking costs will influence long term placements leading to a reduction in the disposable income available to the High Street.	18.01.2013	Overrule. 1. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend. 2. Option remains to park long stay in other car parks - albeit at a higher charge to reflect the 'premium' nature of the facility. 3. This ability will not be affected by the proposed change. 4. See answer to (1) above. 5. See answer to (1) above.
22	CM23 3UZ	There is insufficient parking in existing Long Stay car parks (Grange Paddocks, Elm Road, Basbow Lane, Apton Road). The proposal will push motorists to the cheaper car parks leading to an increase within the town of vehicle circulation. Part time employees starting after 9am only have Link Road and Northgate End car park as viable options. Employees of the company are also shoppers and by increasing charges, this will make recruitment and retention more difficult. The proposal will impact negatively on the people who work in the town and who generate revenue for the local businesses.	21.01.2013	Overrule. The issue of whether there is sufficient capacity is a separate matter and a proposed all day charge of £6 in the town centre may lead to some people turning to more sustainable forms of transport. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend

Page 192	CM23 3UZ	<p>1. The proposed charges for Long Stay parking are disproportionate to the town as a whole, its facilities and the salaries commanded in the town. 2. The Grange Grange Paddocks parking - which is at least 15 minutes walk from the centrally based businesses - is too far away in terms of the time required at start and end of the day in respect of appointments / children pick up. 3. The centrally based businesses do not have onsite parking and therefore rely on the Council's car parks; a number of staff are required to leave the office and use their car for appointments. GP will cause 30 minutes of delay. 4. Local businesses will suffer in respect of parking charges and recruitment of staff; some businesses will evaluate whether they can afford to remain in the town; new businesses may think about occupying centrally located facilities. 5. Many workers in Bishop's Stortford are not earning significantly above the minimum wage and extra parking costs will influence long term placements leading to a reduction in the disposable income available to the High Street.</p>	21.01.2013	<p>Overrule. 1. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend. 2. Option remains to park long stay in other car parks - albeit at a higher charge to reflect the 'premium' nature of the facility. 3. This ability will not be affected by the proposed change. 4. See answer to (1) above. 5. See answer to (1) above.</p>
24	CM23 3UZ	<p>1. The proposed charges for Long Stay parking are disproportionate to the town as a whole, its facilities and the salaries commanded in the town. 2. The Grange Grange Paddocks parking - which is at least 15 minutes walk from the centrally based businesses - is too far away in terms of the time required at start and end of the day in respect of appointments / children pick up. 3. The centrally based businesses do not have onsite parking and therefore rely on the Council's car parks; a number of staff are required to leave the office and use their car for appointments. GP will cause 30 minutes of delay. 4. Local businesses will suffer in respect of parking charges and recruitment of staff; some businesses will evaluate whether they can afford to remain in the town; new businesses may think about occupying centrally located facilities. 5. Many workers in Bishop's Stortford are not earning significantly above the minimum wage and extra parking costs will influence long term placements leading to a reduction in the disposable income available to the High Street.</p>	21.01.2013	<p>Overrule. 1. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend. 2. Option remains to park long stay in other car parks - albeit at a higher charge to reflect the 'premium' nature of the facility. 3. This ability will not be affected by the proposed change. 4. See answer to (1) above. 5. See answer to (1) above.</p>

25	CM19 4NJ	An increase to £6.00 daily seems unreasonable when looking at the larger picture. The number of businesses that have closed does not in turn support the high cost proposal. The proposed increase will place more obstacles in the way in respect of encouraging visitors and workers.	21.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.
26	CM23 4JU	The combination of rates and car parking charges will kill the town shops, putting off shoppers from driving into the centre and spending money. Minimum wage earners will have to spend a very high percentage of salary on parking charges. The car parking charges in the town are dearer than Harlow and similar centers so people will choose the cheaper option.	22.01.2013	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend.
27	CM23 3UZ	1. The proposed charges for Long Stay parking are disproportionate to the town as a whole, its facilities and the salaries commanded in the town. 2. The Grange Paddocks parking - which is at least 15 minutes walk from the centrally based businesses - is too far away in terms of the time required at start and end of the day in respect of appointments / children pick up. 3. The centrally based businesses do not have onsite parking and therefore rely on the Council's car parks; a number of staff are required to leave the office and use their car for appointments. GP will cause 30 minutes of delay. 4. Local businesses will suffer in respect of parking charges and recruitment of staff; some businesses will evaluate whether they can afford to remain in the town; new businesses may think about occupying centrally located facilities. 5. Many workers in Bishop's Stortford are not earning significantly above the minimum wage and extra parking costs will influence long term placements leading to a reduction in the disposable income available to the High Street.	21.01.2013	Overrule. 1. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses in the town depend. 2. Option remains to park long stay in other car parks - albeit at a higher charge to reflect the 'premium' nature of the facility. 3. This ability will not be affected by the proposed change. 4. See answer to (1) above. 5. See answer to (1) above.
28		Opposed to the proposals believing there will be a knock on effect onto the Waitrose car park in terms of demand for spaces. There will potentially be an added strain on the car park, with the net result that customers may be dissuaded from shopping at the Branch and visiting the town centre. Customers may then be encouraged to use out of town facilities where parking is free. Do not think it is appropriate to increase parking charges at this time; the magnitude of the proposed increases is just too high. It will be difficult for retailers to attract and retain staff in their respective businesses	22.01.13	Overrule. Cheaper parking (£2/£3) is available at Grange Paddocks and we wish long stay parkers in particular to consider parking a short walk from the centre of town, to free up town centre car parks for visitors/shoppers on whom most businesses (including Waitrose) in the town depend. We see no reason why Waitrose's car park, which is actively managed by the store, should be affected adversely.

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EAST HERTS COUNCIL

EXECUTIVE – 5 MARCH 2013

REPORT BY EXECUTIVE MEMBER
FOR STRATEGIC PLANNING AND TRANSPORT

LISTED BUILDINGS AT RISK

WARD(S) AFFECTED: All

Purpose/Summary of Report

- To advise Members of an update to the register of Buildings at Risk in the district and to explore how Members may wish the matter to be addressed.

<u>RECOMMENDATIONS FOR EXECUTIVE</u> That:	
(A)	the updated Register of buildings ‘At Risk’ be made publicly available, following notification to the owners of buildings so identified;
(B)	a list of Grade I and Grade II* candidate buildings be forwarded to English Heritage for that organisation’s consideration for inclusion on their national list of buildings ‘At Risk’; and
(C)	Officers, in consultation with the portfolio holder and within resources available, continue to approach the owners of buildings ‘At Risk’ to explore the potential for solutions to the condition of each building and consider formal action where other approaches do not appear to be achieving a satisfactory solution.

1.0 Background

- 1.1 One of the outcomes of the Council's Best Value Review into Environmental Stewardship in 2004/05 resulted in the decision to compile a 'Buildings at Risk' Register.
- 1.2 The survey work was undertaken in two phases; first in 2006 and only being completed by survey work carried out by Officers in late 2012.
- 1.3 The survey was undertaken by using a checklist of criteria produced by English Heritage (EH) that identified Listed Buildings that were either considered to be 'At Risk', 'Vulnerable' or 'Not at Risk'. The EH checklist defines both the condition and occupancy of buildings surveyed. The condition of buildings 'At Risk' is of greatest concern.. 'Vulnerable' buildings have also been identified.

2.0 Report

- 2.1 Government advice in the National Planning Policy Framework is that Councils should 'set out... a positive strategy for the conservation and enjoyment of the historic environment, including heritage assets most at risk through neglect, decay or other threats'.
- 2.2 Within the Councils area there are approximately 3,100 Listed Building entries on the formal list. A number of these entries relate to multiple addresses so the total number will be greater if measured by postal address. In addition there are other buildings of quality within the curtilages of Listed Buildings that are protected if they pre-date 1948. This will increase the overall numbers further. This combined total represents a heritage asset of the greatest importance to the District.
- 2.3 The survey identifies that there are currently about 110 buildings 'At Risk'. The number in 2006 was greater. However, in the interim period 2006 -2012 some 50 buildings previously 'At Risk' have been repaired and restored. A considerable number of these were former agricultural buildings, now converted to residential or commercial uses. Whilst this reduction represents a

considerable achievement the numbers remaining 'At Risk' is still considered to be high.

- 2.4 The great majority of buildings 'At Risk' are listed grade II but a small number are listed Grade I or Grade II*. Listed Buildings of such grades are potentially eligible to be entered on English Heritage's national Buildings at Risk register which, if accepted, could be candidates for grant assistance from that source.
- 2.5 The diversity of buildings 'At Risk' varies considerably and includes bridges, milestones, walls, tombs, church buildings, remains of windmill towers and other structures with limited economic use as well as more traditional buildings whose long term future could be more easily secured. It is worth noting that about a third of buildings currently 'At Risk' are farm buildings. Those buildings vary in size from modest granaries to large aisled barns and many now have limited relevance to current farming needs and are frequently underused, often by incidental casual storage and other low key uses. Most 'At Risk' buildings are owned by local family concerns but some are the responsibility of much larger organisations, including public utility companies.
- 2.6 The survey has indicated a small number of buildings previously identified as being 'At Risk' that no longer exist. These include buildings that have been the victims of fire or storm and smaller items such as gates or pumps that seem to have been removed.
- 2.7 At **Essential Reference Papers 'B' and 'C'**, two schedules are included. **Essential Reference Paper 'B'** is the schedule of buildings considered to be 'at-risk' and identified through the 2012 work. **Essential Reference Paper 'C'** is an updated assessment of the buildings identified as 'at-risk' in the work undertaken in 2006.
- 3.0 Options to secure improvement
- 3.1 Whilst it will generally be in an owner's interest to properly maintain a Listed Building, it is worth noting an owner is not bound by statutory requirement to do so. Upkeep is often

reliant on the owner's sense of responsibility and stewardship.

- 3.2 In the absence of repairing or selling the building the choices available to an owner are (a) apply for grant assistance or (b) principally in the case of farm buildings, convert to a more economic use or (c) consider the potential of 'enabling development'. Alternatively there is a further option available to Councils namely (d) the use of statutory powers to undertake works or require them to be done. These options are explored more fully below.
- 3.3 Grant assistance: The Council has offered a small scale grant assistance scheme for many years. For Listed Buildings or other buildings of historical importance, it offers a grant up to a maximum of £1,000 toward works of maintenance. A total funding budget of £35,000 per annum for these works has been provided by the Council for many years. In most years, the budget has been fully committed and occasionally a few requests toward the end of the financial year have to be deferred to the following year.
- 3.4 Subsequent to the survey work in 2006, the Council also established more significant funding for individual projects which remove a building from the 'At Risk' list. This was initially targeted toward grade I buildings. In December 2007 the remit was widened to include all listed buildings at risk. A capital funding stream of £20,000 has been maintained annually for this purpose with funding of up to £10,000 for each project. Members will note that there is the potential for only two projects to be supported in each financial year. No budget provision however is currently made for this in the 2013/14 financial year.
- 3.5 There are other potential sources of financial assistance. EH provide funding in respect of Grade I and II* buildings entered on their national Buildings at Risk register. Officers have had preliminary discussions with EH who would welcome receipt of a list of candidate buildings for their consideration.
- 3.6 Officers have briefly explored potential grant assistance from other sources. There are a range of organisations with

varying potential to provide grant or loan funding. In many cases, the ability of an owner or scheme to be eligible for funding depends on the alignment of the scheme to the aspirations of the funding organisation. Some, for example, have a desire to preserve particular forms of architecture or buildings which date from a particular period.

3.7 Conversion: There have been a number of conversions to residential or commercial uses. Most have been undertaken in a satisfactory manner. Some farmers noted their preferred choice for commercial conversion had been determined by their need to retain the freehold of buildings. Some such commercial conversions accommodated uses, for example car repairs, whilst others catered for professional office uses. It is worth noting that several such higher profile commercial conversions are currently being completed which, particularly in these times of economic difficulty, will add to the economic diversity and well being of the District.

3.8 Enabling development: This is development which would normally be inappropriate but may be justified to generate funds for repairs to Listed Buildings. There have been a number of examples where this has taken place across the district. It is likely that more such proposals will come forward in the future. In order to maintain confidence in the planning system, such proposals must conform to policy advice set out in the National Planning Policy Framework, to respected guidance issued by EH and to the Councils own planning policy requirements.

3.9 The other option is for the Council to exercise statutory powers. The most relevant are:

An Urgent Repairs Notice served under Section 54 of the Planning (Listed Buildings and Conservation Areas) Act 1990. In this situation temporary works of support or shelter are required to be carried out. If the owner does not do so then the Council can step in and recover costs.

A Repairs Notice served under Section 48 of the same Act possibly followed by compulsory acquisition under Section 47 of the Planning (Listed Buildings and Conservation

Areas) Act 1990. Repairs Notices may be seen as a preliminary step in advance of compulsory purchase approved by the Secretary of State. However it is worth noting a Council can withdraw from this process at any time. The Council can subsequently market buildings to particular interested parties who have committed to undertake the necessary repairs.

A section 215 Notice served under the Town and Country Planning Act 1990. Such a Notice can be used to improve the quality of land or buildings that adversely affects the amenity of an area and requires the owner to take steps to remedy the condition of land or buildings in use or vacant. As above, the Council can undertake the necessary works if the owner does not do so.

A Dangerous Structures Order served under the Building Act 1984 provides a Council with powers in respect of buildings that are in a dangerous or ruinous state.

Undertaking works to unoccupied buildings under the Local Government (Miscellaneous Provisions) Act 1982 where owners are absent, to prevent unauthorised entry or prevent a danger to public health.

4.0 Summary and suggested action

- 4.1 The detailed survey work undertaken has identified that there are about 110 Buildings considered to be 'At Risk'. In addition it is anticipated there will be a similar number that are 'Vulnerable' but survey work needs completing to establish this. It is very encouraging that in the period 2006 - 2012 the numbers have been reduced considerably. However many structures and buildings remain 'At Risk'.
- 4.2 It is recommended that the updated survey work is now published. There are implications to this action, of course, and it is recommended that contact is made with the owners of the buildings that appear on the list in advance of its publication, where possible.
- 4.3 Taking further action to deal with the condition of the buildings that appear on the list is resource intensive work.

At present, officers contact owners of 'At Risk' buildings offering advice, the possibility of grant aid funding and seeking their co-operation to undertake works of improvement. It is suggested that this approach is maintained. To facilitate the potential of additional grant assistance EH can be provided with a list of grade I and grade II* buildings as candidates to be included on their national list.

5.0 Implications/Consultations

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

Background Papers

None

Contact Member: Cllr Mike Carver – Executive member for Strategic Planning and Transport
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS

Contribution to the Council's Corporate Priorities/ Objectives	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	None prior to the compilation of this report
Legal:	The report refers to statutory powers available to the Council
Financial:	<p>As set out in the report, the Council operates a grant funding scheme with a capital commitment of £35,000 per year. In addition, if the Council wishes to maintain further grant funding for buildings at risk, there will be further capital funding implications.</p> <p>There are no direct revenue costs</p>
Human Resource:	No direct implications
Risk Management:	The report assesses the ability for the Council to undertake interventions to secure the viable future of Listed Buildings

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Essential Reference Paper B

SCHEDULE OF LISTED BUILDINGS CONSIDERED TO BE 'AT RISK'

Completion of Buildings at Risk survey 2012

Parish	Location	List no.	Grade	Comment
Bengeo Rural	The Garden Cottage and Garden walls	1341435	II	Part of walled garden wall collapsed. Owner advised much other repair work carried out.
Benington	Remains of Benington Castle Benington Lordship	1175349	I	Large pieces of detached masonry. Vegetation needs control/ removal.
Benington	Summerhouse and curtain wall Benington Lordship	1101405	II	Some elements of wall splitting and potentially dangerous?
Buntingford	Aisled barn at Alswick Hall	1175968	II	Barn currently being renovated. Renewed thatch roof anticipated first half 2013. Retain on list until works complete. Photo 6.
Great Amwell	Curtilage building not individually listed. To south of Amwellbury farmhouse. Location attached to survey form.			Owner considers building to be dangerous.
Hertford	Curtilage late C19 greenhouse to Whiteacre	(1268775)		In serious decline. Much glass missing. Capable of restoration.
Hertford	Circa 1837 bridge at NGR 3449 1373 Circa 1837 bridge at NGR 3410 1355 Identified by Beams as a Vulnerable structure? (old reference no. 7/348?)	1268990 1268988	II II	These two bridges and other earlier bridges, (the latter being obscured by dense vegetation) together with railings and listed markers nearby need to be subject of comprehensive discussion with Thames Water.
Hertford	Hermitage and grotto gardens at Ware Park	1268994	II	LB description refers to them being 'ruinous at time of inspection' in 1983 - This remains the case.
Hertingfordbury	Panshanger Orangry	1054057	II	A unique historic structure. Discussions with owner And potential of enabling

				development should be carefully considered.
Hornmead	Brew house at Hare Street House	1366136	II	
Hunsdon	Kitchen Garden walls etc at Briggens House Hotel	1101978	II	Walls vary from being structurally sound to those in decline. Whole garden impenetrable because of dense vegetation. Condition of sundial column unknown. Any restoration should be considered as part of package in association with development of main house.
Little Hadham Green Street	North Range of farm buildings at Green Street Farm	120754	II	<u>Already on existing Beams List.</u> However building has deteriorated significantly from that time to a point where facsimile rebuild and conversion probably only practical solution.
Little Hadham	Stable at Hadham Park	1290180	II	Building in advanced stage of decline
Little Hadham	Windmill Tower	1290727	II	Only stump remains. Removal of vegetation and consolidation of what little remains most likely option.
Much Hadham	Barn at Brand's Farm	1289185	II	Advised by contractor on site (Nov 2012) that pp granted for residential conversion. Retain on list until works complete.
Much Hadham	Barn probably from C17 to east of Stable block Moor Place farm complex	Curtilage LB		In serious deteriorating condition. At time of survey the outcome of a planning application for site was awaited.
Sawbridgeworth	North range of barns at Tedmanbury	1347829	II	In poor condition, partially occupied. Corrugated roof with several 'holes' and areas of weatherboarding missing.
Stanstead Abbots	Bonningtons in part	1078722	II	Billiard room particularly in poor condition with works urgently required. Tarpaulin for roof. Northern part of site needs further investigation. S
Westmill	North Barn at Wakeley Farm	1295904	II	Areas of roof missing; bulging west elevation.
Westmill	South barn at Knights Hill Farm	1102245	II	Undulating roof; base showing signs of movement in part; missing weatherboarding. Owner advised pp granted for

				residential conversion.
Widford	South Barn and adjacent stables, Priory Farm	1347718	II	General poor condition throughout, partially occupied.

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Essential Reference paper C

Update survey of buildings identified by Beams in 2006 as being at Risk

Date of Update Survey, January 2013

(B) Buildings no longer 'At Risk'; (C) No longer existing and (D) beyond EHDC area

(B)

Parish	Building/Structure	Ref. no.	Comments
Anstey	Milestone NGR TL38918 32632	1101871.	Restored and cleaned up
	Milestone NGR TL39229 31090	1347756	Restored and cleaned up
Ardeley	Curtilage barn at Cherry Farm	(101426)?	Converted to residential
Bengeo Rural	Granary at High Trees Farm	1376203	Restoration undertaken by HCC who own the farm
Bishop's Stortford	Oak Hall, Chantry Road	1308198	Restored
	Nos.4 and 4a High Street	?	Restored
Braughing	Milestone NGR TL 3920824857	1296387	Restored and cleaned up
Brickendon Liberty	Shed opposite Ettridge Farm, Pembroke Lane	1347823	Converted
	Curtilage barn, Fanshaws Farmhouse	(176893)	Converted
	Fanshaws Farmhouse	1176893	Restored
	Outbuildings to Bourne Orchard	1347804	Restored to a degree where on balance they can be removed from the Register
	Barn at Jepps Farm	1177176	Converted
Buckland	Curtilage farm buildings, Chipping Hall	(1176159)	Converted.
Buntingford	No. 2 Hare Street Road	1101334	Restored
	Milestone against east wall, St. Peter's Church	1295819	Cleaned up, repaired and plate replaced
Cottered	Shelter shed and attached stables, Throcking Hall Farm	1101301	Conversion works well in hand, roof about to be laid. Sufficiently advanced to be removed from Register
Furneux Pelham	Granary at Hixham Hall	1101899	Restoration works undertaken
	Barn at Duck Street Cottages	1101885	Now converted to

			residential with thatched roof
Great Amwell	Curtilage farm buildings, 9 Lower Road	(1078785)	Converted
	Curtilage barn, 9 Lower Road	(1078785)	Converted
	9 Lower Road	1078785	Restored
Great Munden	Curtilage building attached to Granary, Mill Farm	(1173706)	Converted
	Granary, Mill Farm	1173706	Converted
	North Barn, Mill Farm	1102258	Converted
	South Barn, Mill Farm	1347556	Converted
Hertford	Chest Tomb to Charles Saunders, All Saints churchyard	1268785	Restored
	Garden Wall to no 41 North Road	1268847	Rebuilt/ restored
High Wych	Curtilage farm buildings Great Pennys Farm, Gangies Hill Road	(1290975)	Converted
	Granary, Great Pennys Farm, Gangies Hill Road	1290975	Restored
	Granary at Stonards	1220422	Converted
	Great Barn at Bursteds	1290870	Converted, grade II*
Horstead	Barn at Bradbury Farm	1307855	Converted
	Milestone opposite Post office, Hare Street	1101817	Restored and cleaned up
	Milestone (45m south of track to Stonebury farm)	1101851	Restored and renovated
Hunsdon	Curtilage wall to St Dunstan's Church	(1101973)	Repaired
Little Berkhamsted	Curtilage barn to the Old Manor House	(1040033)	Converted
Little Hadham	House adjoining May Cottage, Cradle End	1210192	Restored
	The Old Cottage, Hadham Hall	1211102	Restored and renovated
Much Hadham	Garden Wall, Much Hadham Hall	1289375	Repairs carried out
	Hoglands, Perry Green	1213427	<u>Grade II*</u> Restored and renovated
Standon	Akpha House, Buntingford Road	1175352	Restored and renovated
	Barns at Old Mill House, Mill End	1307713	Restored and renovated
	Balsams Hall and the Cottage, High Road	1347496	<u>Grade II*</u> Significant improvements, re-rendered; windows replaced
Stanstead St	Curtilage wall to the Clock	(1341897)	Repairs carried out

Margarets Thorley	House, Hoddesdon Road Barn at Thorley Hall	1213946	Renovated and restored and now used as commercial premises
Walkern	Curtilage wall to Rookes Nest Farmhouse	(1176006)	Unable to identify from original photo with certainty but probably restored as part of redevelopment scheme.
	Curtilage farm buildings to Rookes Nest Farmhouse	(1176006)	Restored as part of site redevelopment scheme.
Ware	Milestone outside no. 132 London Road	1217445	Restored and cleaned up
Wyddial	Curtilage wall to Wyddial Hall	(1307579)	Owner advised by conversation engaged at gated entrance that repairs to wall had been carried out

(C) No Longer existing

Buntingford	Curtilage outbuilding to nos. 59/59A High Street	(1101313)	Workman advised it collapsed under weight of snow who also advised PP granted for residential development on site
Hornmead	Small barn at Milburns	1347775	Removed/ demolished
Sawbridgeworth	Pump at no. 38 The Old Bell PH	1347822	Checked with publican who advised he had never known its existence but remarked some customers had referred
Westmill	Curtilage pump, Cherry Green Farmhouse	(1295997)	Unable to find, assume no longer exists. Much re-development has taken place in former farmyard.

(D) beyond EHDC Area

Old Stable at Little Hyde Hall, previously identified as being in Sawbridgeworth

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