



**MEETING** : JOINT MEETING OF SCRUTINY COMMITTEES  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : TUESDAY 14 JANUARY 2014  
**TIME** : 7.00 PM

**MEMBERS OF CORPORATE BUSINESS SCRUTINY COMMITTEE:**

Councillors D Andrews (Chairman), E Bedford, G Jones, J Mayes, T Page, M Pope, J Ranger, R Sharma, G Williamson (Vice-Chairman), J Wing.

**Substitutes:**

Conservatives:	Councillors S Bull and K Crofton
Liberal Democrat:	Councillor M Wood

**MEMBERSHIP OF COMMUNITY SCRUTINY COMMITTEE:**

Councillors D Hollebon (Chairman), R Beeching, S Bull, D Hone, J Jones, J Mayes, P Moore (Vice-Chairman), N Symonds, M Wood, C Woodward.

**Substitutes:**

Conservatives:	Councillors T Herbert and C Rowley
Liberal Democrat:	Councillor J Wing

**MEMBERSHIP OF ENVIRONMENT SCRUTINY COMMITTEE**

Councillors D Abbott (Chairman), W Ashley, P Ballam, E Buckmaster, P Gray, M Pope, C Rowley, K Warnell, B Wrangles, J Wyllie (Vice-Chairman).

**Substitutes:**

Conservatives:	Councillors R Beeching and A Dearman
Liberal Democrat:	
Independent:	Councillor M Newman.

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

**CONTACT OFFICER: PETER MANNINGS**

**01279 502174.**

**[peter.mannings@eastherts.gov.uk](mailto:peter.mannings@eastherts.gov.uk)**

## 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. Appointment of Chairman

2. Apologies

To receive apologies for absence.

3. Minutes – 12 February 2013

To confirm the Minutes of the meeting of the Committee held on Tuesday 12 February 2013 (Previously circulated as part of the Council Minute book for 20 February 2013).

4. Chairman's Announcements

5. Declarations of Interest

To receive any Members' declarations of interest and party whip arrangements.

6. Capital Programme 2013/14 (Revised) to 2016/17 (Pages 7 – 26).

7. Fees and Charges 2014/15 (Pages 27 – 58).

8. Revenue Estimates, Services – 2013/14 Probable, 2014/15 Estimate (Pages 59 – 88).

9. Consolidated Budget report 2014/15 and Medium Term Financial Plan – 'To Follow'

'Report to Follow'.

10. 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

JOINT SCRUTINY COMMITTEE – 14 JANUARY 2014

EXECUTIVE – 4 FEBRUARY 2014

REPORT BY EXECUTIVE MEMBER FOR FINANCE

6. CAPITAL PROGRAMME 2013/14 (REVISED) TO 2016/17

WARD(S) AFFECTED: ALL

**Purpose/Summary of Report:**

- The report sets out proposals for the Council’s Capital Programme for the period 2013/14 (Revised) to 2016/17.

<b><u>RECOMMENDATIONS FOR JOINT MEETING OF SCRUTINY COMMITTEES:</u></b> that	
<b>(A)</b>	<b>The draft Capital Programme 2013/14 (Revised) to 2016/17 be scrutinised; and</b>
<b>(B)</b>	<b>The Executive be advised of any recommendations.</b>
<b><u>RECOMMENDATIONS FOR THE EXECUTIVE:</u></b> that	
<b>(A)</b>	<b>Any comments made by the Joint Meeting of Scrutiny Committees on 14 January 2014 be considered; and</b>
<b>(B)</b>	<b>The new Capital Programme for the period 2013/14 (Revised) to 2016/17 be recommended to Council.</b>

1.0 Background

1.1 The capital programme approved by the Council in February 2013 has subsequently been updated and amended initially by items of slippage and other re-phrasings following the 2012/13 Capital Out-turn position.

1.2 A number of further amendments to the Programme have since been approved through individual reports as well as the Council’s monthly Health check process. The most significant being the

additional resources (£2.2m) relating to the changes to the Council's Recycling arrangements (SPARC).

1.3 In line with current annual budgetary processes a complete review of the current programme has been undertaken and a new draft programme is now proposed for the period 2013/14 (Revised) to 2016/17. Lead officers have submitted proposals for new schemes to be included within the Programme. The Council's latest approved Financial Strategy Statement does not place any specific ceiling (for planning purposes) on the future programme for projects to be funded from the Council's available capital resources. The affordability of the Programme, including new schemes, is considered in the context of the Council's MTFP. New projects are supported (in line with Council priorities) where external contributions are anticipated. Investment requirements linked to invest to save schemes continue to be encouraged and identified through the MTFP process.

## 2.0 Report

2.1 As a medium term Investment Plan, the Programme will continue to be developed in response to the Council's priorities set out in changing strategies and service plans.

2.2 The Draft Programme is attached at **Essential Reference Paper 'B'**. The Programme is presented with various detailed schemes having been combined which will continue to facilitate the overall management of resources. CMT will continue to manage projects at an individual level where appropriate. Following the approach adopted in recent years, the aggregate of proposed spend on individual schemes has again been adjusted by a provision for slippage to produce a programme total against which total spending will be performance managed. The adjusted figures have been assumed for estimating the financing implications within the MTFP.

2.3 The Executive will note that the revised budget for the current year of £5.335m reflects a reduction of £1.012m compared to the "current approved" position of £6.347m being reported through the Health check report (November position). A number of schemes have been re-profiled into 2014/15 and approved as part of the monthly Health check process.

2.4 With the exception of support for affordable housing existing rolling programmes of work have been presented as continuing up



to 2016/17. These programmes provide funding in areas such as private sector renovation grants, the provision of play equipment, various community grant funding streams, information technology upgrades (in line with the shared IT service business plan) as well as various environmental initiatives.

From 2015/16 support for affordable housing will be provided through alternative mechanisms including the use of section 106 monies.

- 2.5 The Draft Programme at Essential Reference Paper 'B' includes proposals for some new schemes. These mainly relate to essential works to pools and offices (in line with the Property Maintenance Plan). Additional resources (based on current trends) of £225k per year are proposed from 2015/16 in order to meet the Council's mandatory responsibility for providing Disabled Facility Grants. "Invest to save" schemes are proposed in respect of arrangements for the management of public conveniences at Bell Street, Sawbridgeworth and the provision of a 3G artificial turf pitch at Hartham. Full business cases will be required before programmes of work can proceed. Proposed new schemes total £1.076m and are shown in bold typeface and summarised separately in the Programme for ease of reference.

The proposed new schemes have been scrutinised in detail by the Corporate Management Team to ensure that projects are aligned to the Council's corporate priorities and that the phasing of the projects is appropriate having regard to available resources and project lead in times.

Members should note that, due to accounting requirements for asset valuations, some capital expenditure incurred will not necessarily result in an equivalent increase to the value of the Council's assets (as will be reflected in the year end accounts). Expenditure will often extend the operational life of assets or facilitate or enhance an assets use in meeting the operational service needs.

## 2.6 Resources / Long Term Strategy

- 2.7 It is intended that some 42% of the proposed Programme will be funded from available Capital Receipts.

Receipts arising from the 2002 LSVT of the Council's housing stock are currently assumed to continue. Together with receipts

arising from the disposal of surplus assets an estimated £4.826m is anticipated over the duration of the programme.

2.8 From 2015/16 a change in the funding regime is planned in respect of Housing Renovation grant monies. Grants will be paid (via the Department of Health) to a new Integrated County Transformation Fund. Resource assumptions are that a similar level of grant will be passed on to this Council although actual arrangements are still under discussion.

2.9 Third party contributions including S106 monies of £479k are anticipated over the period of the Programme.

2.10 The balance of funding will be through “internal borrowing”.

2.11 Resources

	£000's	£000's
Usable receipts 1 April 2013	0	
Estimated new receipts to 31 march 2017	<u>4,826</u>	4,826
Government grants	783	
Third party contributions	479	
Revenue contribution	<u>100</u>	<u>1,362</u>
Total Estimated Resources		6,188
Capital Programme presented		11,496
Estimated internal borrowing (disinvestment)		5,308

2.12 Members will note that the Programme will require the Council to continue to undertake “internal borrowing” in order to fund the programme. The Council has received advice that it may apply internal borrowing until such time as its negative Capital Financing Requirement is reduced to nil.

2.13 Prudential Code

The Executive will be aware that a prudential framework for local authority capital investment was introduced through the Local Government Act 2003.

A number of statutory prudential indicators which relate to the Capital Programme are required to be approved annually by the Council. These are included as part of the Council's Treasury Management Report.

It is considered that the proposed Programme is affordable and sustainable in terms of capital resource requirements and revenue impact. Financial implications are reflected within the Council's Medium Term Financial Plan (MTFP).

### 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 Executive – 23 July 2013.

Contact Member: Councillor Michael Tindale – Executive Member for Finance.

Contact Officer: Adele Taylor – Director of Finance and Support Services, Extn: 1401. [adele.taylor@eastherts.gov.uk](mailto:adele.taylor@eastherts.gov.uk)

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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS:

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p><b>People</b> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p><b>Place</b> 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><b>Prosperity</b> 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>	<p>The draft Programme has been prepared in conjunction with Project control officers, Heads of Service and reviewed by the Corporate Management Team</p>
<p>Legal:</p>	<p>None</p>
<p>Financial:</p>	<p>As set out within the report</p>
<p>Human Resource:</p>	<p>Staff resources will need to be available in order to manage the delivery of the Programme</p>
<p>Risk Management:</p>	<p>It is considered that there is some risk in capital resource terms although assumptions around asset disposals are considered to be prudent. Future year's assumptions around levels of Government grant are subject to future announcements. From a service perspective there are risks around the delivery of certain schemes within the timescales anticipated as certain issues are not directly within the control of this Council.</p>

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**CAPITAL PROGRAMME SUMMARY  
2014/15**

<b>SUMMARY</b>	<b>2013/14 Original Estimate</b>	<b>2013/14 Estimate as @ Nov '13</b>	<b>2013/14 Revised Estimate</b>	<b>2014/15 Original Estimate</b>	<b>2015/16 Original Estimate</b>	<b>2016/17 Original Estimate</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b><u>EXISTING SCHEMES</u></b>						
PEOPLE	2,314,970	1,800,010	1,220,360	1,969,700	661,000	661,000
PLACE	729,510	2,808,790	2,726,710	538,740	224,000	224,000
PROSPERITY	1,647,540	1,737,830	1,387,870	621,120	92,500	92,500
<b>SUB-TOTAL</b>	<b>4,692,020</b>	<b>6,346,630</b>	<b>5,334,940</b>	<b>3,129,560</b>	<b>977,500</b>	<b>977,500</b>
<b>RE-PROFILING POTENTIAL SLIPPAGE (71264/7501)</b>	<b>(250,000)</b>			<b>(250,000)</b>	<b>250,000</b>	
<b>SUB-TOTAL</b>	<b>4,442,020</b>	<b>6,346,630</b>	<b>5,334,940</b>	<b>2,879,560</b>	<b>1,227,500</b>	<b>977,500</b>
<b><u>NEW SCHEMES</u></b>						
PEOPLE	0	0	0	0	330,000	250,000
PLACE	0	0	0	335,400	80,750	20,000
PROSPERITY	0	0	10,000	50,000	0	0
<b>SUB-TOTAL</b>	<b>0</b>	<b>0</b>	<b>10,000</b>	<b>385,400</b>	<b>410,750</b>	<b>270,000</b>
<b>GRAND TOTAL</b>	<b>4,442,020</b>	<b>6,346,630</b>	<b>5,344,940</b>	<b>3,264,960</b>	<b>1,638,250</b>	<b>1,247,500</b>

# CAPITAL PROGRAMME 2014/15

Exp. Code	PEOPLE	Project Control Officer	2013/14 Original Estimate £	2013/14 Estimate as @ Nov '13 £	2013/14 Revised Estimate £	2014/15 Original Estimate £	2015/16 Original Estimate £	2016/17 Original Estimate £
<b>Leventhorpe Pool *</b>								
72348	- Replacement Gym Equipment	M. Kingsland	0	26,780	26,500	0	0	0
72338	- Renew Air Handling Plant	S. Whinnett	22,800	25,000	0	25,000	0	0
<b>Hartham</b>								
72339	- Replacement Fire Exit Doors & Frames	S. Whinnett	20,000	20,000	20,000	0	0	0
72340	- Replace Main Pool Circulating Pumps	S. Whinnett	0	16,960	0	16,960	0	0
72341	- Replace Learner Pool Circulating Pumps	S. Whinnett	0	5,000	0	0	0	0
72349	- Pool Hall Air Handling Renewal	S. Whinnett	100,000	100,000	0	100,000	0	0
<b>Grange Paddocks</b>								
72342	- Replace Calorifiers to Football Pavilion	S. Whinnett	12,000	12,000	11,540	0	0	0
72343	- Renew Pool Calorifiers	S. Whinnett	20,000	20,000	20,000	0	0	0
72344	- Renew Roof Covering To Pool Hall	S. Whinnett	75,000	75,000	75,000	0	0	0
<b>Fanshawe Pool *</b>								
72345	- Refurbish or Replace Pool Filters	S. Whinnett	0	20,000	0	20,000	0	0
72346	- Replace Pool Circulating Pumps	S. Whinnett	20,000	20,000	0	20,000	0	0
72350	Pool Covers at Hartham & Grange Paddocks	S. Whinnett	59,000	59,000	42,420	0	0	0
72599	Scotts Grotto Renovation	J. Earley	4,700	4,700	4,700	0	0	0



# CAPITAL PROGRAMME 2014/15

Exp. Code	PEOPLE	Project Control Officer	2013/14 Original Estimate £	2013/14 Estimate as @ Nov '13 £	2013/14 Revised Estimate £	2014/15 Original Estimate £	2015/16 Original Estimate £	2016/17 Original Estimate £
<b>Private Sector Improvement Grants</b>								
72602	- Disabled Facilities (Note 1)	S. Winterburn	710,000	690,000	450,000	595,000	355,000	355,000
72605	- Disabled Facilities - Discretionary	S. Winterburn	110,000	89,000	4,990	50,000	60,000	60,000
72606	- Decent Home Grants	S. Winterburn	120,000	116,600	50,000	120,000	120,000	120,000
72604	Energy Grants	S. Winterburn	20,000	20,000	20,000	20,000	20,000	20,000
72685	Future Social Housing Schemes	S. Drinkwater	827,900	7,160	7,160	820,740	0	0
72698	Rental Accommodation in Sawbridgeworth	S. Drinkwater	0	360,840	360,840	0	0	0
71201	Capital Salaries	S. Chancellor	26,000	26,000	26,000	26,000	26,000	26,000
72442	Community Capital Grants	C. Pullen	140,900	64,900	79,850	156,000	80,000	80,000
72582	LSP Capital Grants (Note 2)	W. O'Neill	12,920	7,320	7,320	0	0	0
72578	Drill Hall	W. O'Neill	4,350	4,350	4,640	0	0	0
72545	Presdales - Replace Pavilion	W. O'Neill	9,400	9,400	9,400	0	0	0
<b>TOTAL EXISTING SCHEMES</b>			<b>2,314,970</b>	<b>1,800,010</b>	<b>1,220,360</b>	<b>1,969,700</b>	<b>661,000</b>	<b>661,000</b>
<b>NEW SCHEMES</b>								
<b>SWIMMING POOLS</b>								
72351	Hartham & Grange Paddocks - Resurfacing & Lining	S. Whinnett	0	0	0	0	65,000	0
72352	Hartham - Refurbishment Pool Filters	S. Whinnett	0	0	0	0	0	25,000
72353	Joint Provision Pools - Replacement Air Conditioning to Offices	S. Whinnett	0	0	0	0	15,000	0

# CAPITAL PROGRAMME 2014/15

Exp. Code	PEOPLE	Project Control Officer	2013/14 Original Estimate £	2013/14 Estimate as @ Nov '13 £	2013/14 Revised Estimate £	2014/15 Original Estimate £	2015/16 Original Estimate £	2016/17 Original Estimate £
72354	Leventhorpe Pool - Gym Air Conditioning Replacement & Roof Refurbishment (Note 3)	S. Whinnett	0	0	0	0	25,000	0
72602	Private Sector Improvement Grants - Disabled Facilities (additional funding)	S. Winterburn	0	0	0	0	225,000	225,000
<b>TOTAL NEW SCHEMES</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>330,000</b>	<b>250,000</b>
<b>GRAND TOTAL</b>			<b>2,314,970</b>	<b>1,800,010</b>	<b>1,220,360</b>	<b>1,969,700</b>	<b>991,000</b>	<b>911,000</b>

## New schemes in bold

- \* Expenditure on Joint Use Pools 40% funding sought from HCC/schools as appropriate.
- Note 1. Government funding of £232,717 in 13/14, assumed funding of £200,000 14/15 and 175,000 in both 15/16 and 16/17.
- Note 2. Expenditure to be funded from PRG
- Note 3. Joint Provision Agreement does not apply to the Gym, EHC is liable for 100% of the costs

## CAPITAL PROGRAMME 2014/15

Exp. Code	PLACE	Project Control Officer	2013/14 Original Estimate £	2013/14 Estimate as @ Nov '13 £	2013/14 Revised Estimate £	2014/15 Original Estimate £	2015/16 Original Estimate £	2016/17 Original Estimate £
	<b>Hertford Theatre:-</b>							
72586	Renew Fire Alarm	S. Whinnett	19,700	19,700	20,400	0	0	0
72579	Remodelling & Refurbishment Works	S. Whinnett	0	0	10	0	0	0
72587	McMullen Gates Refurbishment	S. Whinnett	0	700	700	0	0	0
72594	Renew Boilers	S. Whinnett	0	28,900	28,900	0	0	0
72589	Renew Roof Covering	S. Whinnett	0	5,000	3,170	0	0	0
72703	Audio, lighting & technical equipment	W. O'Neill	0	64,500	64,500	0	0	0
71271	Castle Gardens B/S - Resurface Footpaths	S. Whinnett	30,000	30,000	30,000	0	0	0
71272	Castle Gardens Bungalow - Replace Roof Covering	S. Whinnett	0	2,400	900	0	0	0
74102	Historic Building Grants	K. Steptoe	35,000	50,140	50,140	35,000	35,000	35,000
75165	Containers Replacement Programme	C. Cardoza	100,000	100,000	100,000	100,000	100,000	100,000
75145	Standardise Litter Bins	C. Cardoza	5,500	5,920	5,920	5,500	5,500	5,500
75152	Commercial Waste	C. Cardoza	33,500	33,500	33,500	33,500	33,500	33,500
75167	Provision for containers - ARC for Communal Props	C. Cardoza	0	1,770	1,770	0	0	0
75170	Comingled Recycling Service - Wheeled Bins only	C. Cardoza	0	1,100,000	1,100,000	0	0	0
75171	Comingled Recycling Service - Replacement Vehicles only	C. Cardoza	0	1,100,000	1,056,300	0	0	0
72504	Provision of Play Equipment	C. Cardoza	50,000	50,000	50,000	50,000	50,000	50,000
72506	Art in Parks Project (Note 1)	C. Cardoza	5,000	5,000	5,000	0	0	0

**CAPITAL PROGRAMME 2014/15**

Exp. Code	PLACE	Project Control Officer	2013/14 Original Estimate £	2013/14 Estimate as @ Nov '13 £	2013/14 Revised Estimate £	2014/15 Original Estimate £	2015/16 Original Estimate £	2016/17 Original Estimate £
72585	The Bourne, Ware - Play Area Development Programme (Note 2)	C. Cardoza	40,000	40,000	4,240	40,760	0	0
72507	Pishiobury Park Wetland Habitat Project (Note 3)	C. Cardoza	0	20,000	20,000	0	0	0
72508	Hartham Common-Parks Development Plan Project (Note 4)	C. Cardoza	25,000	0	0	25,000	0	0
75168	Energy Efficiency & Carbon Reduction Measures (Note 5)	C. Cardoza	45,000	0	0	45,000	0	0
72591	Castle Weir Micro Hydro Scheme	C. Cardoza	210,210	4,730	4,730	203,980	0	0
74105	Town Centre Environmental Enhancements	P. Pullin	85,300	96,230	96,230	0	0	0
74106	Heart of B/S - Market Improvement Scheme	P. Pullin	45,300	45,300	45,300	0	0	0
72701	Hartham Art Project (Note 6)	W. O'Neill	0	5,000	5,000	0	0	0
<b>TOTAL EXISTING SCHEMES</b>			<b>729,510</b>	<b>2,808,790</b>	<b>2,726,710</b>	<b>538,740</b>	<b>224,000</b>	<b>224,000</b>
<b>NEW SCHEMES</b>								
<b>72509</b>	<b>Installation of Multi Use Games Area (MUGA) at Gt. Innings, Watton-at-Stone (Note 7)</b>	<b>C. Cardoza</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>80,000</b>	<b>0</b>	<b>0</b>
<b>72510</b>	<b>Boardwalk installation across balancing pond at Southern Country Park, B/S (Note 8)</b>	<b>C. Cardoza</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>80,400</b>	<b>0</b>	<b>0</b>
<b>72511</b>	<b>Installation of play area at Buryfield Recreation Ground, Ware (Note 9)</b>	<b>C. Cardoza</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>60,750</b>	<b>0</b>

## CAPITAL PROGRAMME 2014/15

Exp. Code	PLACE	Project Control Officer	2013/14 Original Estimate £	2013/14 Estimate as @ Nov '13 £	2013/14 Revised Estimate £	2014/15 Original Estimate £	2015/16 Original Estimate £	2016/17 Original Estimate £
72512	3G Artificial Turf Pitch development at Hartham Common, Hertford (Note 10)	C. Cardoza	0	0	0	85,000	0	0
72513	Bell Street Public Conveniences modernisation	T. Watkins	0	0	0	70,000	0	0
74102	Historic Building Grants	K. Steptoe	0	0	0	20,000	20,000	20,000
<b>TOTAL NEW SCHEMES</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>335,400</b>	<b>80,750</b>	<b>20,000</b>
<b>GRAND TOTAL</b>			<b>729,510</b>	<b>2,808,790</b>	<b>2,726,710</b>	<b>874,140</b>	<b>304,750</b>	<b>244,000</b>

Note 1. Provision to attract external funding.

Note 2. £5,000 funded from Riversmead Housing Association S106

Note 3. This project will require match funding to maximise the potential of this project and this sum reflects provision for this.

Note 4. Currently working with the Countryside Management Service to lever in external funding

Note 5. Relates to provision for energy efficiency measures following C3W. This is subject to bids for grant funding.

Note 6. Fully funded from Sainsbury's S106 monies

Note 7. Fully funded from S106 monies

Note 8. £70,400 funded from S106 monies

Note 9. £50,750 funded from S106 monies

Note 10. Agreed annual management fee reduction of £17,000 over 8 years

**CAPITAL PROGRAMME 2014/15**

Exp. Code	PROSPERITY	Project Control Officer	2013/14 Original Estimate £	2013/14 Estimate as @ Nov '13 £	2013/14 Revised Estimate £	2014/15 Original Estimate £	2015/16 Original Estimate £	2016/17 Original Estimate £
71374	Network, Servers & Storage Upgrade	D. Frewin	50,000	0	0	0	0	0
71442	Revenues & Benefits Programme	H. Lewis	0	0	18,600	0	0	0
71377	BACS	P. Bowler	2,500	2,500	0	0	0	0
71379	Authentication	P. Bowler	31,000	31,000	31,000	0	0	0
71388	G.I.S.	P. Bowler	2,000	5,470	0	0	0	0
71395	EDM - Corporate	P. Bowler	11,000	16,070	5,000	11,070	0	0
71408	Housing Benefits System	S. Tarran	16,100	16,100	0	0	0	0
71409	Locata	P. Bowler	10,000	10,000	10,000	0	0	0
71414	Hardware Funding (Note 1)	D. Frewin	140,000	0	0	5,000	35,000	35,000
71425	2 Blade Enclosures	D. Frewin	0	24,270	24,270	0	0	0
71426	8 Blade Servers for Workstation Virtualisation	D. Frewin	0	39,050	39,050	0	0	0
71427	12 Blade Servers for Workstation Virtualisation	D. Frewin	0	30,720	30,720	0	0	0
71428	Servers for GCS(X) Network	D. Frewin	0	12,020	12,020	0	0	0
71429	1 New Datacenter core network switches	D. Frewin	0	28,360	28,360	0	0	0
71430	2 storage switch 2 x IL3 switch	D. Frewin	0	16,380	16,380	0	0	0
71431	Establishment of LES & internet links to replace MPLS	D. Frewin	0	50,000	50,000	0	0	0
71432	10TB Tier 1 (SAS Class) Storage	D. Frewin	0	20,940	20,940	0	0	0
71433	20TB Tier 2 (MDL Class) Storage	D. Frewin	0	17,240	17,240	0	0	0
71434	Zero Clients	D. Frewin	0	54,020	54,020	0	0	0

**CAPITAL PROGRAMME 2014/15**

Exp. Code	PROSPERITY	Project Control Officer	2013/14 Original Estimate £	2013/14 Estimate as @ Nov '13 £	2013/14 Revised Estimate £	2014/15 Original Estimate £	2015/16 Original Estimate £	2016/17 Original Estimate £
71415	Applications	P. Bowler	55,000	110,070	0	0	0	0
71443	Civica ICON Upgrade	H. Lewis	0	0	25,770	0	0	0
71444	BACS Software	H. Lewis	0	0	21,980	0	0	0
71435	Proposed Funding for Applications	P. Bowler	0	200,000	112,320	350,000	0	0
71436	Desktop Virtualisation Application Virtualisation Secure Gateway Access	P. Bowler	0	33,000	33,000	0	0	0
71437	Windows Server Licensing	P. Bowler	0	10,000	5,000	5,000	0	0
71416	Merging IT systems - Licensing & Env Health	B. Simmonds	15,000	0	0	15,000	0	0
71418	Mayrise Upgrade	J. Petrie	10,000	30,000	30,000	0	0	0
71420	Integrated DC & BC Systems	K. Steptoe	60,000	60,000	60,000	0	0	0
71422	Shared Services Infrastructure Integration	A. Taylor	50,000	0	0	0	0	0
71438	EH 50% share of technical/project management costs	H. Lewis	0	55,000	55,000	0	0	0
71424	Provisional IT Investment	CMT	500,000	0	0	0	0	0
71439	Service Desk & Utilities	H. Lewis	0	64,000	64,000	0	0	0
71440	Shared service print investment costs 50%	H. Lewis	0	20,500	20,500	0	0	0
71441	Shared service accommodation costs 50%	H. Lewis	0	62,000	62,000	0	0	0
71362	Capital Salaries	S.Chancellor	109,000	109,000	109,000	0	0	0
	<b>Car Parks:-</b>							
75240	Bircherley Green MSCP - Major Refurb. & Repairs	S. Whinnett	66,240	66,240	66,240	0	0	0
75241	Gascoyne Way MSCP - Major Refurb. & Repairs	S. Whinnett	0	8,600	8,600	0	0	0
75268	Northgate End - Resurfacing & Lining	S. Whinnett	50,000	50,000	50,000	0	0	0
75269	Bell Street - Resurfacing & Lining	S. Whinnett	25,000	25,000	25,000	0	0	0
75166	Replace Footbridge Library Car Park, Ware	G. Field	7,200	7,200	5,300	0	0	0
	<b>Council Offices:-</b>							
71274	Replacement of Radiators	S. Whinnett	60,000	60,000	0	60,000	0	0
71269	Wallfields Security Gates & Fencing to Boiler House	S. Whinnett	15,000	15,000	0	15,000	0	0
71273	Wallfields Fire Alarm Upgrade	S. Whinnett	0	0	(770)	0	0	0

**CAPITAL PROGRAMME 2014/15**

Exp. Code	PROSPERITY	Project Control Officer	2013/14 Original Estimate £	2013/14 Estimate as @ Nov '13 £	2013/14 Revised Estimate £	2014/15 Original Estimate £	2015/16 Original Estimate £	2016/17 Original Estimate £
71423	Replacement Condensers to Server Room	S. Whinnett	0	1,000	0	0	0	0
72598	Cricketfield Lane-Resurface Footpath & Retainment Works	S. Whinnett	75,000	75,000	0	75,000	0	0
71275	Wallfields & Charringtons - Server Room Fire Suppression Systems	S. Whinnett	20,000	20,000	20,000	0	0	0
71276	Wallfields - Equality Access & Card Control to Doors	S. Whinnett	40,000	40,000	40,000	0	0	0
71203	Replacement of Chairs & Desks	R. Crow	10,000	11,080	11,080	10,000	10,000	10,000
75157	New Footbridge over the River Stort	A. Osborne	91,020	90,220	90,220	0	0	0
72568	North Drive - reconstruct road & drainage	A. Osborne	15,380	15,380	630	14,750	0	0
75160	River & Watercourse Structures	G. Field	47,500	61,800	61,800	47,500	47,500	47,500
71266	Capital Salaries	S. Chancellor	53,600	53,600	53,600	0	0	0
71251	Automated Telling Machines at Hertford & B/S	N. Sloper	0	0	0	12,800	0	0
72702	Parking Services - Operational Vehicle	N. Sloper	10,000	10,000	0	0	0	0
<b>TOTAL EXISTING SCHEMES</b>			<b>1,647,540</b>	<b>1,737,830</b>	<b>1,387,870</b>	<b>621,120</b>	<b>92,500</b>	<b>92,500</b>
<b>NEW SCHEMES</b>								
<b>OFFICES</b>								
71277	<b>Wallfields - Lift Improvements</b>	<b>S. Whinnett</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>25,000</b>	<b>0</b>	<b>0</b>
71278	<b>Wallfields - Refurbishment of Windows</b>	<b>S. Whinnett</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15,000</b>	<b>0</b>	<b>0</b>
71279	<b>Buntingford Service Centre - Fire Alarm Imp.</b>	<b>S. Whinnett</b>	<b>0</b>	<b>0</b>	<b>10,000</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>IT</b>								
71445	<b>Compliance Software System</b>	<b>S. Whinnett</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10,000</b>	<b>0</b>	<b>0</b>
<b>TOTAL NEW SCHEMES</b>			<b>0</b>	<b>0</b>	<b>10,000</b>	<b>50,000</b>	<b>0</b>	<b>0</b>
<b>GRAND TOTAL</b>			<b>1,647,540</b>	<b>1,737,830</b>	<b>1,397,870</b>	<b>671,120</b>	<b>92,500</b>	<b>92,500</b>

**New schemes in bold**



**CAPITAL PROGRAMME 2014/15**

Exp. Code	PROSPERITY	Project Control Officer	2013/14 Original Estimate £	2013/14 Estimate as @ Nov '13 £	2013/14 Revised Estimate £	2014/15 Original Estimate £	2015/16 Original Estimate £	2016/17 Original Estimate £
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Note 1. Funding for future years as follows (as agreed at 23.7.13 Exec):-  
2017/18 - £35,000  
2018/19 - £154,950  
2019/20 - £67,010  
2020/21 - £74,000

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## EAST HERTS COUNCIL

### JOINT MEETING OF SCRUTINY COMMITTEES – 14 JANUARY 2014

### EXECUTIVE – 4 FEBRUARY 2014

### REPORT BY THE EXECUTIVE MEMBER FOR FINANCE

#### 7. FEES AND CHARGES 2014/15

WARD(S) AFFECTED: ALL

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#### **Purpose/Summary of Report:**

- The purpose of this report is to detail the additional income to the Council that could be generated by increasing discretionary fees and charges in 2014/15 for a variety of services.

#### **RECOMMENDATIONS FOR JOINT MEETING OF SCRUTINY COMMITTEES:**

<b>(A)</b>	<b>The proposals for increases in fees and charges, as detailed in Essential Reference Paper ‘B’ be scrutinised; and</b>
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<b>(B)</b>	<b>The Executive be advised of any recommendations.</b>
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#### **RECOMMENDATIONS FOR THE EXECUTIVE:**

<b>(A)</b>	<b>Any comments made by the Joint meeting of Scrutiny Committees on the 14 January 2014 be considered; and</b>
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<b>(B)</b>	<b>The increases in fees and charges as detailed in Essential Reference Paper ‘B’ be recommended to Council.</b>
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#### 1.0 Background

1.1 Members will recall that the Council has now adopted a fees and charges strategy and a set of key principles on which fees and charges should be set, rather than just a percentage increase.

1.2 These include:

- Any subsidy from Council Tax payers should be deliberate choice
  - Discretionary fees should generate income to help deliver improvements in priority services
  - Discretionary fees and charges should support the MTFP
  - A measure of consistency in setting charges for similar services
  - Levels should be set to avoid unnecessary subsidies from the council taxpayer to commercial operations
  - If the impact of the increase is likely to be high then consideration be given to the phasing in of changes
- 1.3 Officers were requested to bring forward proposals for 2014/15 having regard to the principles of the strategy. A proportionate approach having regard to the level of income generated within each service area has also been advocated.
- 2.0 Report
- 2.1 Officers have prepared proposals for increasing fees and charges for 2014/15, the details of which are set out in **Essential Reference Paper 'B'**. Comments relating to individual service areas are set out below.
- 2.2 Proposals for increasing car parking pay and display charges are to be brought forward as a separate report to the Executive. It is proposed that residents parking scheme permits and other miscellaneous permits are frozen for 2014/15.
- 2.3 Whilst it is not proposed to increase hostel rents for 2014/15, it is proposed to increase the charges for Bed and Breakfast accommodation by 2.5%.
- 2.4 There are a few changes recommended for Planning and Building Control fees for the 2014/15 year. It is expected that these amendments and increases will generate additional income of £5,000.
- 2.5 There are no proposals to increase Land Charges and Electoral fees in 2014/15 as the current charges reflect the cost of service delivery.
- 2.6 The report proposes to increase Legal fees by 4.8% for 2014/15 generating an additional £2,800.

- 2.7 With regard to Markets and Farmers Markets there is no proposal to increase fees in 2014/15, as an increase could adversely affect our town centres, however it is proposed to increase market licences by 2% generating additional income of around £500.
- 2.8 There is a new charge proposed, electricity fees for market stalls. Potential income that this may generate is currently unknown and will be reviewed for 2015/16.
- 2.9 Room hire rates at Hertford Theatre are to be increased in 2014/15 in line with inflation. The charges have been held since April 2012. It is planned that this two year cycle will be maintained as a way of enabling new hirers to establish themselves and remain competitive.
- 2.10 It is proposed to increase most non – statutory Environmental Health Licences in line with inflation for 2014/15. Some of the Houses in multiple Occupation charges have been increased above inflation, this has been offset by omission of some additional charges and new discount offer for complete applications.
- 2.11 The Licensing, Gambling and Taxi fees and charges will be subject to a full review in January to ensure compliance with new case law. A separate report will be presented with the findings and recommendations from this review. Therefore no proposals will be put forward as part of this report.
- 2.12 Pest control charges are to be increased in line with inflation for 2014/15. It is also proposed to increase concessionary charges for this service from £10 to £15 this could generate additional income of up to £1,000. There is no price increase for wasps due to competitive pressures.
- 2.13 Pest Control are also piloting some new services in 2014/15 detailed in the Appendix, the take up and level of potential income from these is not currently known and will be reviewed for 2015/16.
- 2.14 The report proposes to increase Domestic Paid Loads by an average of 2% for 2014/15. The charges are now designed to set a £10 per item pattern after the initial charge.
- 2.15 Clinical Waste charges have been increased by an average of 1.7% for 2014/15.

2.16 The report proposes that commercial waste charges for 2014/15 are increased by an average of 4%. This should generate additional income of about £21,000, but this is not a net increase. It reflects above inflation increases in disposal costs from the County Council which result from the Government's landfill tax escalator and contract inflation on HCC's disposal contract.

2.17 The table below summarises the assumptions for additional income from fees and charges in the MTFP and the Officer proposals based on 2014/15 expected income levels. It shows that current proposals will generate an additional £37,200 which will result in an unfavourable effect of £800 per annum on the current MTFP income assumptions. However, this is more than offset by the £95,130 increase in the underlying income streams due to changes in volume. The figures below show the income excluding VAT. Any additional expenditure that has generated the requirement to increase income will be shown in other financial reports.

<b>Service</b>	<b>2013/14 Estimate £</b>	<b>2014/15 Estimate (Excluding Officer Proposals) £</b>	<b>MTFP £</b>	<b>Officer Proposals £</b>
Hertford Theatre	125,000	137,000	3,070	3,400
Pest Control	37,100	38,000	850	1,500
Clinical Waste	77,600	93,100	2,090	1,600
Domestic Waste	33,800	31,800	710	600
Commercial Waste	497,600	526,230	11,800	21,000
Env Health Promotions	2,800	3,000	70	-
Licences Env Health	15,750	15,750	350	600
Hackney Carriage	139,600	139,600	3,130	-
Development and Building Control Misc	50,000	60,000	1,120	5,000
Legal Fees	58,400	58,400	1,310	2,800
Land Charges	219,000	247,000	5,540	-
Markets	132,950	134,850	3,020	500
Farmers Markets	7,450	7,450	170	-
Hostels	120,000	120,000	2,690	-
Bed and Breakfast	7,000	7,000	160	200
Residents Parking	85,350	85,350	1,920	-
<b>Total</b>	<b>1,609,400</b>	<b>1,704,530</b>	<b>38,000</b>	<b>37,200</b>

### 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 Michael Tindale, Executive Member for Finance. [michael.tindale@eastherts.gov.uk](mailto:michael.tindale@eastherts.gov.uk)

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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<p><b>People</b> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p><b>Place</b> 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><b>Prosperity</b> This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	Directors and Heads of Service.
Legal:	The Council has the power to set the charges described in the report.
Financial:	The financial implications are contained within the report.
Human Resource:	None.
Risk Management:	Additional income has been estimated on current levels of service. In some instances there could be commercial risk of decrease in service following any price increases.

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**EAST HERTFORDSHIRE DISTRICT COUNCIL**

**SCALE OF CHARGES**

**The fees and charges shown overleaf are for 2014/15**

## NEIGHBOURHOOD SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>Environmental Health Licences</b>					
396.00 + vet fees	n/a + VAT	Riding Establishments	per annum	406.00 + vet fees	n/a + VAT
1,909.00 + vet fees	n/a + VAT	Zoos - New Licence	per 4 year registration	1,957.00	n/a + VAT
1,476.00 + vet fees	n/a + VAT	Zoos - Year 6 renewal licence inspection	per 6 years	1,513.00 + vet fees	n/a + VAT
643.00 + vet fees	n/a + VAT	Zoos - Transfer of Licence	per transfer	660.00 + vet fees	n/a + VAT
858.00 + vet fees	n/a + VAT	Zoos - Year 3 interim licence inspection inspection		880.00 + vet fees	n/a + VAT
541.00 + vet fees	n/a + VAT	Dangerous Wild Animals	per annum	555.00 + vet fees	n/a + VAT
234.00 + vet fees	n/a + VAT	Dog breeding establishments	per annum	240.00 + vet fees	n/a + VAT
234.00 + vet fees	n/a + VAT	Animal boarding establishments	per annum	240.00 + vet fees	n/a + VAT
110.00 + vet fees	n/a + VAT	Home boarding establishments	per annum	113.00 + vet fees	n/a + VAT
191.00 + vet fees	n/a + VAT	Pet Shops	per annum	196.00 + vet fees	n/a + VAT
187.00	n/a	Registration for Skin Piercing (Static / Home Business)	per business	192.00	n/a
118.00	n/a	Registration for Skin Piercing (Person)	per person or premises change	121.00	n/a
187.00	n/a	Registration for Peripatetic Skin Piercing ( includes one operator)	per business	192.00	n/a
118.00	n/a	Update to an existing skin piercing registration (Business)	per update	121.00	n/a
55.00	n/a	Street trading Occasional Registered Charity (up to one month)	per month	57.00	n/a
108.00	n/a	Street trading Occasional (up to one month)	per month	111.00	n/a

## NEIGHBOURHOOD SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>Environmental Health Licences (contd)</b>					
313.00	n/a	Street trading Peripatatic (eg ice cream van)	per annum	321.00	n/a
318.00	n/a	Street trading Static (eg burger van)	per annum	326.00	n/a
21.00	n/a	Additional Licence fee for second reminder letter	per letter	22.00	n/a
47.00	n/a	Additional Licence fee for chasing applications after the expiry of current licence	per licence	49.00	n/a
114.00	n/a	Motor Salvage Operators Registration	per registration	117.00	n/a
77.00	n/a	Motor Salvage Operators Renewal	per 3 years	79.00	n/a
19.00	n/a	Copy of each MSO entry (1-5 copies)		20.00	n/a
<b>Training Courses</b>					
65.00	n/a	Level 2 Food Safety Training	per person,per course	65.00	n/a
65.00	n/a	Level 2 Health & Safety Training	per person,per course	65.00	n/a
41.00	n/a	Level 2 Food Safety Refresher Training	per person,per course	41.00	n/a
41.00	n/a	Level 2 Health & Safety Refresher Training	per person,per course	41.00	n/a
620.00	n/a	Level 2 Food Hygiene Training (up to 14 places at customer's premises)	per course	620.00	n/a
380.00	n/a	Level 2 Food Hygiene Refresher Training (up to 14 places at customer's premises)	per course	380.00	n/a
100% of fee paid		Cancellation Fee (less than 10 working days before course)	per person,per course	100% of fee paid	

## NEIGHBOURHOOD SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>Miscellaneous Fees &amp; Charges</b>					
12.00	n/a	Food register	per single entry	13.00	n/a
25.00	n/a	Food register	per category	26.00	n/a
75.00	n/a	Food register	per full copy	77.00	n/a
60.00	n/a	Air quality data enquiries	per hour or part	62.00	n/a
60.00	n/a	Additional Land charge enquiries	per hour or part	62.00	n/a
47.00 + disposal costs	n/a + VAT	Issue of certificate following surrender of food	per hour or part	49.00 + disposal costs	n/a + VAT
47.00	n/a	Food export health certificate	per hour or part	49.00	n/a
36.00	43.20	Replacement 'Scores on Doors' certificate	each	37.00	44.40
47.00	56.40	Replacement of any environmental health licence or registration documents	each	49.00	58.80
47.00	56.40	Statement of fact for civil cases	per hour	49.00	58.80
107.00	128.40	Standards inspection for immigration	per inspection	110.00	132.00
263.00	315.60	Housing Notices	fixed charge	330.00	396.00
36.00	43.20	Letter confirming food premises registration	per letter	37.00	44.40
47.00	56.40	Attendance at Exhumations	per hour (or part)	49.00	58.80

## NEIGHBOURHOOD SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>Private Water Supplies</b>					
322.00	n/a	Risk Assessment (smaller supplies - Regulation 10)	per assessment	331.00	n/a
421.00	n/a	Risk Assessment (larger supplies - Regulation 9)	per assessment	432.00	n/a
108.00	n/a	Risk Assessment (Desktop)	per assessment	111.00	n/a
83.33	100.00	Sampling Visit	per visit	83.33	100.00
+ analysis costs				+ analysis costs	
83.33	100.00	Investigation	per investigation	83.33	100.00
+ analysis costs				+ analysis costs	
100.00	n/a	Granting of Authorisation	per authorisation	100.00	n/a
up to £25	n/a	Analysis Costs (Regulation 10)	per set of samples	up to £25	n/a
up to £100	n/a	Analysis Costs (Check Monitoring)	per set of samples	up to £100	n/a
up to £500	n/a	Analysis Costs (Audit Monitoring)	per set of samples	up to £500	n/a
<b>HMO Licensing Fees</b>					
683.00	n/a	Licence for standard 5 bedroom HMO (initiated by applicant without LA intervention)		785.00	n/a
925.00	n/a	Licence for standard 5 bedroom HMO (initiated by applicant with LA intervention)		1,064.00	n/a
13.00	n/a	Additional bedrooms	each	14.00	n/a
47.00	n/a	Production of drawings		49.00	n/a
24.00	n/a	Resolve application queries on site		-	-
13.00	n/a	Request and checking missing information	per item	-	-
47.00	n/a	Additional costs		-	-
115.00	n/a	Variation of licence		118.00	n/a

## NEIGHBOURHOOD SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>HMO Licensing Fees</b>					
55.00	n/a	Fee reduction for additional HMO's with same applicant / landlord		55.00	n/a
568.00	n/a	Renewal of HMO Licence		653.00	n/a
75.00	n/a	Confirmation of empty home status for VAT reduction		77.00	n/a
<b>Miscellaneous Engineering Fees</b>					
free		Street parties (non-commercial)		free	
25.63	n/a	Sewer Records/Plans	per item	27.00	n/a



## NEIGHBOURHOOD SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>Misc Building Control and Development Control Charges</b>					
		Copies of any documents - A4 size			
0.10	n/a	- Black & White	per page	0.10	n/a
0.20	n/a	- Colour	per page	0.20	n/a
		Copies of any documents - A3 size			
0.20	n/a	- Black & White	per page	0.20	n/a
0.40	n/a	- Colour	per page	0.40	n/a
		Copies of any documents - A2 size			
1.00	n/a	- Black & White	per page	1.00	n/a
2.00	n/a	- Colour	per page	2.00	n/a
		Copies of any documents - A1 size			
1.50	n/a	- Black & White	per page	1.50	n/a
3.00	n/a	- Colour	per page	3.00	n/a
		Copies of any documents - A0 size			
2.00	n/a	- Black & White	per page	2.00	n/a
4.00	n/a	- Colour	per page	4.00	n/a
15.00	n/a	Copies of documents provided on an electronic disc	per disc provided	15.50	n/a
25.00	n/a	Ordnance Survey Extracts	up to 6 copies	25.00	n/a
75.00	n/a	Historical Research (where records available)	per hour (or part)	77.00	n/a
300.00	n/a	Legal obligation agreements - clause monitoring fee	per obligation issue	310.00	n/a
75.00	n/a	Legal obligation agreements - confirmation of compliance by third parties or where the monitoring fee has not been paid	per hour (or part of) after first hour	77.00	n/a
35.00	n/a	Certificate of no outstanding Building control regulated work or letter of comfort	per certificate / letter	35.00	n/a
35.00	n/a	Letter confirming exemption from Building Control regulations	per letter	35.00	n/a
50.00	n/a	Rejuvenation of closed Building Control file (not previously approved)	per file	50.00	n/a
500.00	n/a	High Hedge consultation and investigation		515.00	n/a

## NEIGHBOURHOOD SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
25.00	n/a	Fee for discharge of or compliance with a condition	per request (any number of conditions) relating to works of extension or alteration to an existing dwelling	28.00	n/a
85.00	n/a	Fee for discharge of or compliance with a condition	per request (any number of conditions)	97.00	n/a
4.50	n/a	Retrieval of externally stored microfilmed records	per microfilmed record	4.60	n/a
<b>PRE-APPLICATION ADVICE</b>					
<b>Householder proposals</b>					
25.00	30.00		Initial fee	25.00	30.00
12.50	15.00		Secondary fee	12.50	15.00
30.00	n/a	Request for informal confirmation that proposed development comprises 'permitted development'. (Not Lawful Development Certificate)	Initial fee	-	-
-	-		Initial fee	41.60	55.00
-	-		Secondary fee	20.83	25.00
583.33	700.00	<b>Major development proposals</b>	Initial fee	-	-
291.66	350.00		Secondary fee	-	-
-	-	Largescale Major Development Proposals	Initial fee	833.33	1000.00
-	-		Secondary fee	416.67	500.00
-	-	Smallscale Major Development Proposals	Initial fee	600.00	720.00
-	-		Secondary fee	300.00	360.00
333.33	400.00	<b>Minor development proposals</b>	Initial fee	-	-
166.66	200.00		Secondary fee	-	-
-	-	Minor Development (single new or replacement dwellings and other development of less than 50sqm floorspace)	Initial fee	250.00	300.00
-	-		Secondary fee	125.00	150.00
-	-	Minor Development (all other minor development)	Initial fee	341.67	410.00
-	-		Secondary fee	170.83	205.00

## NEIGHBOURHOOD SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>PRE-APPLICATION ADVICE</b>					
<b>Any development where affordable housing is required by virtue of the Councils planning policies and is to be provided</b>					
83.33	100.00		Initial fee	87.50	105.00
<b>Other Development</b>					
83.33	100.00		Initial fee	87.5	105.00
41.67	50.00		Secondary fee	43.75	52.50
<b>Advertisement proposals</b>					
41.67	50.00		Initial fee	41.67	50.00
20.83	25.00		Secondary fee	20.83	25.00
<b>Heritage advice</b>					
41.67	50.00		Initial fee	41.67	50.00
20.83	25.00		Secondary fee	20.83	25.00

## NEIGHBOURHOOD SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>HOSTELS</b>					
<b>Hillcrest</b>					
195.00	n/a	Single Room	per week	195.00	n/a
+ service charges				+ service charges	
220.00	n/a	Double Room	per week	220.00	n/a
+ service charges				+ service charges	
230.00	n/a	Family Room	per week	230.00	n/a
+ service charges				+ service charges	
<b>Bed &amp; Breakfast</b>					
95.17	n/a	Single person	per week	97.65	n/a
13.60	n/a		per day	13.95	n/a
126.54	n/a	Single person and one child	per week	129.50	n/a
18.08	n/a		per day	18.50	n/a
137.35	n/a	Single person and two children	per week	140.70	n/a
19.62	n/a		per day	20.10	n/a
126.54	n/a	Couple	per week	129.50	n/a
18.08	n/a		per day	18.50	n/a
148.17	n/a	Couple and one child	per week	151.90	n/a
21.17	n/a		per day	21.70	n/a
160.06	n/a	Couple and two children	per week	164.15	n/a
22.87	n/a		per day	23.45	n/a
12.98	n/a	Additional children up to 16	per week	13.30	n/a
1.85	n/a		per day	1.90	n/a

## CUSTOMER & COMMUNITY SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>HIRE CHARGES FOR HERTFORD THEATRE</b>					
<b>WEEKDAYS</b>					
<b>Auditorium</b>					
248.00	n/a		am (9am to 1pm)	256.00	n/a
62.00	n/a		am per hour	64.00	n/a
375.00	n/a		pm (1pm to 6pm)	395.00	n/a
77.00	n/a		pm per hour	79.00	n/a
522.00	n/a		Evening (6pm to midnight)	534.00	n/a
87.00	n/a		Evening per hour	89.00	n/a
533.00	n/a		9am-6pm (discounted rate)	551.00	n/a
757.00	n/a		1pm-midnight (discounted rate)	779.00	n/a
955.00	n/a		9am-midnight (discounted rate)	985.00	n/a
<b>Studio</b>					
84.00	n/a		am (9am to 1pm)	88.00	n/a
21.00	n/a		am per hour	22.00	n/a
130.00	n/a		pm (1pm to 6pm)	135.00	n/a
26.00	n/a		pm per hour	27.00	n/a
216.00	n/a		Evening (6pm to midnight)	162.00	n/a
36.00	n/a		Evening per hour	37.00	n/a
184.00	n/a		9am-6pm (discounted rate)	193.00	n/a
296.00	n/a		1pm-midnight (discounted rate)	307.00	n/a
360.00	n/a		9am-midnight (discounted rate)	375.00	n/a
<b>River Room</b>					
84.00	n/a		am (9am to 1pm)	88.00	n/a
21.00	n/a		am per hour	22.00	n/a
130.00	n/a		pm (1pm to 6pm)	135.00	n/a
26.00	n/a		pm per hour	27.00	n/a
216.00	n/a		Evening (6pm to midnight)	162.00	n/a
36.00	n/a		Evening per hour	37.00	n/a
184.00	n/a		9am-6pm (discounted rate)	193.00	n/a
296.00	n/a		1pm-midnight (discounted rate)	307.00	n/a
360.00	n/a		9am-midnight (discounted rate)	375.00	n/a
<b>Foyer</b>					
124.00	n/a		am (9am to 1pm)	88.00	n/a
31.00	n/a		am per hour	22.00	n/a
255.00	n/a		pm (1pm to 6pm)	135.00	n/a
51.00	n/a		pm per hour	27.00	n/a
372.00	n/a		Evening (6pm to midnight)	162.00	n/a
62.00	n/a		Evening per hour	37.00	n/a

## CUSTOMER & COMMUNITY SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>HIRE CHARGES FOR HERTFORD THEATRE</b>					
<b>WEEKENDS AND BANK HOLIDAYS</b>					
308.00	n/a	<b>Auditorium</b>	am (9am to 1pm)	316.00	n/a
77.00	n/a		am per hour	79.00	n/a
435.00	n/a		pm (1pm to 6pm)	445.00	n/a
87.00	n/a		pm per hour	89.00	n/a
738.00	n/a		Evening (6pm to midnight)	750.00	n/a
123.00	n/a		Evening per hour	125.00	n/a
643.00	n/a		9am-6pm (discounted rate)	661.00	n/a
1,023.00	n/a		1pm-midnight (discounted rate)	1,072.00	n/a
1,281.00	n/a		9am-midnight (discounted rate)	1,311.00	n/a
132.00	n/a	<b>Studio</b>	am (9am to 1pm)	136.00	n/a
33.00	n/a		am per hour	34.00	n/a
180.00	n/a		pm (1pm to 6pm)	185.00	n/a
36.00	n/a		pm per hour	37.00	n/a
276.00	n/a		Evening (6pm to midnight)	282.00	n/a
46.00	n/a		Evening per hour	47.00	n/a
282.00	n/a		9am-6pm (discounted rate)	291.00	n/a
406.00	n/a		1pm-midnight (discounted rate)	417.00	n/a
518.00	n/a		9am-midnight (discounted rate)	533.00	n/a
132.00	n/a	<b>River Room</b>	am (9am to 1pm)	136.00	n/a
33.00	n/a		am per hour	34.00	n/a
180.00	n/a		pm (1pm to 6pm)	185.00	n/a
36.00	n/a		pm per hour	37.00	n/a
276.00	n/a		Evening (6pm to midnight)	282.00	n/a
46.00	n/a		Evening per hour	47.00	n/a
282.00	n/a		9am-6pm (discounted rate)	291.00	n/a
406.00	n/a		1pm-midnight (discounted rate)	417.00	n/a
518.00	n/a		9am-midnight (discounted rate)	533.00	n/a
188.00	n/a	<b>Foyer</b>	am (9am to 1pm)	136.00	n/a
47.00	n/a		am per hour	34.00	n/a
310.00	n/a		pm (1pm to 6pm)	185.00	n/a
62.00	n/a		pm per hour	37.00	n/a
432.00	n/a		Evening (6pm to midnight)	282.00	n/a
72.00	n/a		Evening per hour	47.00	n/a
<b>WEEKLY</b>					
5,125.00	n/a	<b>Auditorium</b>	Mon - Sunday (amateur)	5,275.00	n/a
6,400.00	n/a		Mon - Sunday (professional)	6,600.00	n/a
2,050.00	n/a	<b>Studio</b>	Mon - Sunday	2,100.00	n/a
2,050.00	n/a	<b>River Room</b>	Mon - Sunday	2,600.00	n/a

## CUSTOMER & COMMUNITY SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>HIRE CHARGES FOR HERTFORD THEATRE</b>					
<b>EQUIPMENT HIRE PRICES</b>					
<b>Pianos</b>					
125.00	150.00	Concert Grand Piano	per 3 hours	130.00	156.00
62.50	75.00	Piano Tuning		64.50	77.40
37.50	45.00	Electric Piano		38.50	46.20
<b>Projection</b>					
29.17	35.00	LCD Projector & Screen		29.17	35.00
<b>Public Address System</b>					
42.55	51.06	Portable PA Unit		75.00	90.00
30.00	36.00	Lapel Mic		13.33	16.00
30.00	36.00	Hand Radio Mic		15.83	19.00
<b>Cinema Prices</b>					
5.42	6.50	Adults		5.83	7.00
3.75	4.50	Concessions		4.17	5.00

## CUSTOMER & COMMUNITY SERVICES

2013/14		DETAILS	UNIT OF	2014/15	
Exc. VAT £	Inc. VAT 20% £		CHARGE	Exc. VAT £	Inc. VAT 20% £
<b>CAR PARKS</b>					
<b>Off Street Resident Season Ticket</b>					
229.17	275.00	Port Vale		229.17	275.00
1,026.00	1,231.20	Crown Terrace		1,026.00	1,231.20
<b>On Street Resident Season Ticket</b>					
36.00	n/a	1st Permit		36.00	n/a
72.00	n/a	2nd Permit		72.00	n/a
19.00	n/a	Motorcycle permit		19.00	n/a
21.00	n/a	Contractor permit	per week	21.00	n/a
315.00	n/a	Business permit	per annum	315.00	n/a
36.00	n/a	Carers/ Special permits	admin charge (discretionary)	36.00	n/a
0.10	n/a	Visitors Vouchers	per hour	0.10	n/a
0.05	n/a		per hour pensioners	0.05	n/a
15.00	n/a	Charge for Temporary Dispensation from Parking Restrictions		15.00	n/a
<b>On Street Residents Parking Permits</b>					
55.00	n/a	Folly Island - 2nd Permit		55.00	n/a
<b>Penalty Charges issued under Regulation 9 of the General Regulations.</b>					
<b>Higher Level Penalty Charge</b>					
35.00	n/a	Paid within 21 days		35.00	n/a
70.00	n/a	Paid after 21 days		70.00	n/a
105.00	n/a	Paid after service of charge certificate		105.00	n/a
<b>Lower Level Penalty Charge</b>					
25.00	n/a	Paid within 21 days		25.00	n/a
50.00	n/a	Paid after 21 days		50.00	n/a
75.00	n/a	Paid after service of charge certificate		75.00	n/a
<b>Penalty Charges issued under Regulation 10 of the General Regulations.</b>					
<b>Higher Level Penalty Charge</b>					
35.00	n/a	Paid within 21 days		35.00	n/a
70.00	n/a	Paid after 21 days		70.00	n/a
105.00	n/a	Paid after service of charge certificate		105.00	n/a



## CUSTOMER & COMMUNITY SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>PARKING</b>					
<b>Penalty Charges issued under Regulation 10 of the General Regulations</b>					
<b>Lower Level Penalty Charge</b>					
25.00	n/a	Paid within 21 days		25.00	n/a
50.00	n/a	Paid after 21 days		50.00	n/a
75.00	n/a	Paid after service of charge certificate		75.00	n/a
<b>Bishop's Stortford market traders' tariff</b>					
3.00	3.60	Link Road	Thurs & Sat	2.32	2.90
3.00	3.60	Northgate End	Thurs & Sat	2.32	2.90
3.00	3.60	Apton Road	Thurs & Sat	2.32	2.90
<b>Old London Road - Hertford</b>					
12.50	15.00	Coach / Lorry tarriff	per visit	12.50	15.00

## CUSTOMER & COMMUNITY SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>ANIMAL CONTROL</b>					
25.00	n/a	Stray dog with ID chip	**	25.00	n/a
25.00	n/a	Stray dog without ID chip	set by statute	25.00	n/a
21.00	n/a	Stray dog collected	admin charge	21.00	n/a
15.00	n/a	Kennel Charges	per night	15.00	n/a
17.50	21.00	ID chipping dogs (Ind)	per dog	17.50	21.00
9.17	11.00	ID chipping dogs (Campaign)	per dog	9.17	11.00
33.33	40.00	Small dead animal removal	per animal	33.33	40.00
28.33	34.00	Assistance to third party organisations	per hour	28.33	34.00
28.33	34.00	Provision of dog waste bag	per box 5000	28.33	34.00
8.00	8.20	Dog Fouling Sign	per sign	12.50	15.00
** unless first offence and dog is collected the same day					
<b>Allotments</b>					
3.30	n/a	Allotments	(per year) per 25.3m <sup>2</sup>	3.40	n/a
<b>Outdoor Exercise Group Activities *</b>					
1,200.00	n/a	Organisations - per site		1,200.00	n/a
450.00	n/a	Personal Trainers - per trainer		450.00	n/a

\* Charges for personal trainers and organisations are levied to commercial organisations and individuals using EHC owned land for organised group activities where a charge is levied to participants either directly or through a membership scheme. These are ceiling prices and may be reduced at the discretion of the Head of Environmental Services for shorter time periods or where activities are undertaken in partnership with the Council in pursuit of corporate objectives relating to health and well being. These charges do not apply to the Council's own Leisure Services contractor.

## CUSTOMER & COMMUNITY SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>REFUSE COLLECTION</b>					
<b>Commercial Refuse Collection</b>					
71.00	85.20	Paid Collections	medium	72.50	87.00
146.50	175.80	" (Plus HCC disposal costs)	large	150.00	180.00
<b>Mixed Heriditaments</b> charged according to the proportion of trade waste collected					
<b>Domestic Refuse Collection</b>					
23.00	n/a	Bulky Waste Collection	1 Item	23.50	n/a
33.50	n/a	"	2 Items	33.50	n/a
43.50	n/a	"	3 Items	44.50	n/a
54.00	n/a	"	4 Items	54.50	n/a
64.00	n/a	Bulky Waste Collection - Load	small	65.00	n/a
92.50	n/a	"	medium	94.50	n/a
138.50	n/a	"	large	141.00	n/a
10.00	n/a	Bulky Collection Cancellation Fee	per collection	10.00	n/a
<b>Commercial Events</b>					
71.75	86.10	Cleansing / Refuse Collection	per hour	73.20	87.84
<b>Cleansing Private Land</b>					
22.55	27.06	Cleansing private land (Performance area - regular schedule)	per linear metre per annum	23.00	27.60
70.73	84.87	Ad - hoc litter picking	per hour	72.15	86.58
<b>Abandoned Vehicles</b> (end of life vehicles) surrendered and removed by LA					
40.00	48.00	Vehicle	per vehicle	40.00	47.00
60.66	72.79	Caravan	per caravan	61.90	71.00
<b>Clinical Waste</b>					
13.66	16.39	Charge per site	per visit (max 26)	13.93	16.72
8.00	9.60	Sharps containers	per container	8.15	9.78
4.80	5.76	Sacks - trade (infectious waste)	per sack	4.90	5.88
0.65	n/a	Sacks - domestic (infectious waste)	per sack	0.66	n/a
2.90	3.48	Sacks - trade (Offensive waste)	per sack	2.95	3.54
0.65	n/a	Sacks - domestic (Offensive waste)	per sack	0.66	n/a
25.00	n/a	Extra Sacks delivery charge	per occasion	25.00	n/a

## CUSTOMER & COMMUNITY SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>REFUSE COLLECTION</b>					
<b>Graffiti Removal</b>					
51.25	n/a	Cleaning graffiti on private land*	per sqm	52.25	n/a
30.75	n/a	Cleaning graffiti - small items (single tag)	per item	31.50	n/a
<p>*chemical cleaning only. Subject to damage waiver from land owner and site survey. Graffiti removal from private land is at the discretion of the Head of Environmental Services and will not be undertaken where there is a risk of damaging surfaces, traffic management requirements or significant health and safety implications. Individual charges may be waived at the discretion of the Head of Environmental Services as part of campaigns or in the interests of preventing or discouraging significant levels of crime and disorder.</p>					
<b>COMMERCIAL WASTE</b>					
<b>Commercial Waste Collection Services</b>					
82.00	n/a	sacks	per 50	85.00	n/a
366.00	n/a	240 litres	per bin p.a.	381.50	n/a
422.00	n/a	340 litres	per bin p.a.	439.00	n/a
716.00	n/a	660 litres	per bin p.a.	746.00	n/a
892.50	n/a	1,100 litres	per bin p.a.	937.00	n/a
<b>Prescribed Waste Collection Service</b>					
48.00	n/a	Sacks	per 50	49.00	n/a
285.00	n/a	240 litres	per bin p.a.	290.50	n/a
304.00	n/a	340 litres	per bin p.a.	309.50	n/a
510.00	n/a	660 litres	per bin p.a.	520.00	n/a
550.00	n/a	1,100 litres	per bin p.a.	562.50	n/a
<b>Prescribed Waste for Educational Establishments</b>					
48.00	n/a	Sacks	per 50	49.00	n/a
259.00	n/a	240 litres	per bin p.a.	263.50	n/a
289.00	n/a	340 litres	per bin p.a.	295.00	n/a
472.00	n/a	660 litres	per bin p.a.	481.00	n/a
510.00	n/a	1,100 litres	per bin p.a.	520.00	n/a
25.00	n/a	Bin removal & re-delivery charge following non-payment	per occasion	25.00	n/a
25.00	n/a	Extra sacks delivery charge	per occasion	25.00	n/a

- 1) Note: The above are 'ceiling' prices and subject to the discretion of the Head of Environmental Services
- 2) For these commercial waste collection services the minimum contract period is 3 months. A minimum of 3 months notice must be given by the customer to cancel the contract. In the event of the customer cancelling the contract or the Council terminating the contract for non-payment, no refund will be given for the service not supplied during the notice period

## CUSTOMER & COMMUNITY SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>PEST CONTROL</b>					
<b>Commercial Premises</b>					
59.00	70.80	Rats & Mice	per hour or part hour	60.50	72.60
		<b>OR</b>			
		Contract service available	per annum		
48.20	57.84	Wasps	one nest job	49.50	59.40
48.20	57.84	Ants	one nest job	49.50	59.40
16.80	20.16	Additional nests	per add. nest	17.25	20.70
58.60	70.32	Bed Bugs	per hour or part hour	60.00	72.00
58.60	70.32	Fleas	per hour or part hour	60.00	72.00
58.60	70.32	Cockroaches	per hour or part hour	60.00	72.00
58.60	70.32	Squirrels	per hour or part hour	60.00	72.00
58.60	70.32	Cluster Fly Infestation	per hour or part hour	60.00	72.00
58.60	70.32	Visit for Advice ONLY	per hour or part hour	60.00	72.00
-	-	Servicing of electronic fly killers	per annum	price on application	
-	-	Sale of electronic fly killers	per unit	price on application	
-	-	Pigeon / Bird Proofing	per job	price subject to survey	
-	-	Installation of air vent covers, proofing small holes	per job	price subject to survey	
-	-	Installation of bristle strips	per job	price subject to survey	
-	-	Supply and fit insect screens	per job	price subject to survey	
<b>Domestic Premises *</b>					
19.17	23.00	Rats	# call out charge	20.83	25.00
44.58	53.50	Mice	per job	45.83	55.00
41.67	50.00	Wasps	one nest job	41.67	50.00
44.58	53.50	Ants	one nest job	45.83	55.00
16.67	20.00	Additional nests	per add. nest	17.09	20.50
57.50	69.00	Cluster Fly Infestation	one job (up to 3 visits)	58.96	70.75
162.50	195.00	Bed Bugs	one job (up to 3 visits)	166.67	200.00
59.17	71.00	Bed Bugs	additional visits	60.42	72.50
75.00	90.00	Squirrels	per job	77.50	93.00
47.50	57.00	Fleas	per hour	48.75	58.50
47.50	57.00	Cockroaches	per hour	48.75	58.50
19.17	23.00	Visit for Advice ONLY	per half hour	20.83	25.00
59.17	71.00	Return Visit Charge (rats & mice)	per job	60.42	72.50

## CUSTOMER & COMMUNITY SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>PEST CONTROL</b>					
<b>Domestic Premises *</b>					
-	-	Additional charge for a smoke test in drain (rodents)	per occasion	29.17	35.00
-	-	Installation of air vent covers, proofing small holes	per job	price subject to survey	
-	-	Installation of bristle strips	per job	price subject to survey	

\* Concession for residents in receipt of income related benefit - £15 per job, waived in cases of hardship at the discretion of the Head of Environmental Services

# A call out charge of £25 per job will be levied irrespective of whether rats are found. A 'job' can include up to 3 visits included in the call out price. Customers in receipt of income related benefits will pay £15. This may be waived in cases of hardship at the discretion of the Head of Environmental Services. No charge is recoverable where rats are reported in public places.

Payment is to be made by card at the time of booking. Cash/cheque payments are only to be offered if resident is unable to pay by card. Payment at the time of treatment is to be discouraged. This is due to the high cost of handling cash and cheque payments.

## CUSTOMER & COMMUNITY SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>Markets - Hertford &amp; Bishop's Stortford</b>					
21.80	n/a	Standard pitch 3m x 2.1m (10' x 7')	per pitch	21.80	n/a
		Incentive for above (Bishop's Stortford only)	5 consecutive weeks - 5th week free		
26.00	n/a	Casual Trader pitch 3m x 2.1m (10' x 7')	per pitch	26.00	n/a
1.20	n/a	Additional space	per 0.3m (per sq ft)	1.20	n/a
<b>Markets - Ware</b>					
14.00	n/a	Standard pitch 3m x 2.1m (10' x 7')	per pitch	14.00	n/a
		Incentive for above	5 consecutive weeks - 5th week free		
15.60	n/a	Casual Trader pitch 3m x 2.1m (10' x 7')	per pitch	15.60	n/a
1.20	n/a	Additional space	per 0.3m (per sq ft)	1.20	n/a
10.90	n/a	Charity Stall - Any Market		10.90	n/a
-	-	Electricity Fee Charges	per stall per day	3.00	n/a
<b>Market Licence</b>					
31.50	n/a	Commercial - up to 10 stalls		32.10	n/a
52.50	n/a	Commercial - up to 11 - 30 stalls		53.55	n/a
109.25	n/a	Commercial - up to 31 plus stalls		111.45	n/a
22.10	n/a	Charity		22.10	n/a
<b>Farmers Markets</b>					
23.00	n/a	Hertford (own stall)		23.00	n/a
27.00	n/a	Hertford (East Herts stall)		27.00	n/a
1,365.80	n/a	<b>Jackson Square</b>	per quarter	1,475.06	n/a

## CUSTOMER & COMMUNITY SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>Freedom of Information Act 2000 / Environmental Information Regulations 2004 / Reuse of Public Sector Information Regulations 2005 / Data Protection Act 1998</b>					
<b>Freedom of Information / Data Protection</b>					
		First 2.5 days free			
450.21	540.25	After 2.5 days		450.21	540.25
25.00	30.00		+ per hour	25.00	30.00
<b>Environmental Information Regulations 2004</b>					
25.00	30.00	Staff time	per hour	25.00	30.00
<b>Reuse of Public Sector Information Regulations 2005</b>					
25.00	30.00	Staff time	per hour	25.00	30.00
Information that has a commercial value - a charge will be determined on a case-by-case basis					
<b>Freedom of Information / Environmental Information Regulations / Reuse of Public Sector Information Regulations</b>					
Charges for materials -					
0.10	0.12	Photocopying (black & white)	A4 sheet	0.10	0.12
0.20	0.24		A3 sheet	0.20	0.24
1.10	1.32		A0 sheet	1.10	1.32
0.20	0.24	Photocopying (colour)	A4 sheet	0.20	0.24
0.50	0.60		A3 sheet	0.50	0.60
1.70	2.04		A0 sheet	1.70	2.04
45.11	54.13	Printing (black & white)	per hour	45.11	54.13
45.11	54.13	Printing (colour)	per hour	45.11	54.13
24.68	29.62	CD's	per hour	24.68	29.62
(if information is held electronically)					
actual cost		Converting to electronic or microfiche		actual cost	
actual cost		Postage		actual cost	
-	-	Subject Access Requests (discretionary)		10.00	n/a
<b>REVENUES</b>					
70.00	n/a	Council Tax penalty for failure to promptly notify or provide information	1st offence	70.00	n/a
280.00	n/a		subsequent offences	280.00	n/a
80.00	n/a	Summons and Liability Order		80.00	n/a
<b>Letting of Council Offices</b>					
30.00	n/a	Council Chamber - Hertford	per hour	30.00	n/a
20.00	n/a	Other Rooms - Hertford	per hour	20.00	n/a



## INTERNAL SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>LAND CHARGES</b>					
<b>Local Land Charges</b>					
<b>Statutory Charges</b>					
67.00	n/a	Registration of a charge in Part II of the register	per charge	67.00	n/a
2.50	n/a	Filing a definite certificate of the Lands Tribunal under rule 10 (3)	per certificate	2.50	n/a
7.00	n/a	Filing a judgement or order, or written request for the variation or cancellation of any entry in Part 11 of the register	per item	7.00	n/a
2.50	n/a	Inspection of documents filed in the register under rule 10, in respect of each parcel of land	per parcel of land	2.50	n/a
Various	n/a	Office copy of any plan or other document filed pursuant to the rules	per copy	Various	n/a
<b>Non Statutory Charges</b>					
5.00	n/a	Personal Search inclusive of printout	for print out	5.00	n/a
21.00	n/a	Official search (including issue of official certificate of search) in: the whole of the register	per search	21.00	n/a
5.00	n/a	And in addition, in respect of each parcel of land above one, where under rule 11 (3) more than one parcel is included in the same requisition (for a search in the whole or part of the register), subject to a maximum of £16.00	per additional search	5.00	n/a
<b>Answering form of enquiry</b>					
<b>Part I Enquiries -</b>					
One parcel of land					
66.00	n/a	- Residential / Commercial	per enquiry	66.00	n/a
20.00	n/a	- Commercial	per enquiry	20.00	n/a
20.00	n/a	each additional parcel	per enquiry	20.00	n/a

## INTERNAL SERVICES

2013/14		DETAILS	UNIT OF CHARGE	2014/15	
Exc. VAT £	Inc. VAT 20% £			Exc. VAT £	Inc. VAT 20% £
<b>Non Statutory Charges</b>					
<b>Part II Enquiries</b>					
Where relating to one parcel of land only or to several parcels and delivered on a single form -					
Each printed enquiry					
12.00	n/a	numbered in the form 4 - 21	per enquiry	12.00	n/a
20.00	n/a	numbered in the form 22	per enquiry	20.00	n/a
25.00	n/a	Any and each further enquiry added by solicitors	per enquiry	25.00	n/a
15.40+	n/a	Abstract of Title		15.40+	n/a
21p	n/a			21p	n/a
per sheet copied				per sheet copied	
<b>LEGAL CHARGES</b>					
105.00	126.00	Notice of Transfer	per hour	110.00	132.00
105.00	126.00	Deed of Variation	per hour	110.00	132.00
105.00	126.00	Deed of Covenant Copy	per hour	110.00	132.00
105.00	126.00	" Engrossment	per hour	110.00	132.00
105.00	126.00	Postponement of Charge	per hour	110.00	132.00
105.00	126.00	Litigation, Conveyancing and Planning matters	per hour	110.00	132.00
105.00	n/a	Sale of Council Minutes	per civic year	110.00	n/a
Extract of Electoral Register					
20.50 + 1.50	n/a	Fee for sale of the Register	data	20.50 + 1.50	n/a
per thousand entries or part				per thousand entries or part	
10.00 + 5.00	n/a		printed	10.00 + 5.00	n/a
per thousand entries or part				per thousand entries or part	
Fee for sale of the list of Overseas Electors					
20.50 + 1.50	n/a		data	20.50 + 1.50	n/a
per hundred entries or part				per hundred entries or part	
10.00 + 5.00	n/a		printed	10.00 + 5.00	n/a
entries or part				entries or part	

## EAST HERTS COUNCIL

### JOINT MEETING OF SCRUTINY COMMITTEES – 14 JANUARY 2014

### EXECUTIVE – 4 FEBRUARY 2014

### REPORT BY THE EXECUTIVE MEMBER FOR FINANCE

## 8. SERVICE ESTIMATES – REVENUE BUDGET REVISED 2013/14 AND ESTIMATES 2014/15

WARD(S) AFFECTED: ALL

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### Purpose/Summary of Report:

- The report sets out proposals for the Council's Service estimates for 2013/14 (Revised) and the 2014/15 Estimates.

<b><u>RECOMMENDATIONS FOR JOINT MEETING OF SCRUTINY COMMITTEES:</u></b>	
(A)	<b>The proposals for the Council's Service Estimates be scrutinised; and</b>
(B)	<b>The Executive be advised of any recommendations.</b>
<b><u>RECOMMENDATIONS FOR THE EXECUTIVE: that</u></b>	
(A)	<b>Any comments made by Joint Scrutiny Committee on the 14 January 2014 be considered; and</b>
(B)	<b>The Probable Revenue Estimates for 2013/14 and the draft Revenue Estimates for 2014/15 be recommended to Council.</b>

### 1.0 Background

1.1 The process and timetable for the preparation and presentation of the Council's Revenue Estimates aims to ensure:

- appropriate consultation with Officers and Members, and
- linkages with the Council's service planning and corporate strategies process.

- 1.2 The Strategy to be adopted in preparing the 2014/15 Estimates was set out by the Executive at its meeting on 3 September 2013.
- 1.3 The budget process links service demand with the Council's Priorities and the Community Strategy using an integrated service planning and financial management framework. The process allows for separate consideration of service enhancements and proposals for efficiency savings which are not included within the base budgets presented within this report. These are set out within the consolidated budget report.

## 2.0 Report

- 2.1 The summarised estimates in respect of all General Fund Services are attached at **Essential Reference Paper B**. The Director of Finance and Support Services and the Accountancy team have been available to advise and support Directors/Heads of Service on the contents of their budgets.

### Price Levels

- 2.3 The Revised Estimates for 2013/14 are based on actual payments to date plus anticipated expenditure to the end of the financial year.
- 2.4 The Estimates for 2014/15 are the projected outturns including anticipated inflation.
- 2.5 The Salary estimates for 2014/15 include the following:
- An assumption for a national pay award of 1%.
  - An assumption that vacancies arising from turnover will produce savings equating to 2% of the total pay bill across virtually all cost centres. The turnover factor for 2013/14 was 3%.
  - Increments and local award as appropriate;
  - The financial impact of any job evaluations, redundancies and restructures.
  - Pensions contributions at a rate of 16.6%.
  - The assumption for Pensions Auto Enrolment, that staff currently not in the council's pension scheme will join under the arrangements coming into force on 1<sup>st</sup> April 2014.
- 2.6 Income Estimates contained in this report do not yet reflect proposed increases in fees and charges, as detailed elsewhere on the Agenda.

## Recharges of Divisional and Support Costs

- 2.7 In line with the strategy and to assist inter year comparisons the estimates presented in this report do not show recharges of Divisional and Support costs.

## Capital Financing Charges

- 2.8 To facilitate year on year comparisons the estimates presented do not include Capital Costs at this stage. These charges, based on the Capital Programme included later on the agenda, are summarised separately at **Essential Reference Paper C.**

## 3 Comments on the Estimates presented

### 3.1 2013/14 Revised Budgets (excluding Capital Financing Costs)

Overall the 2013/14 Revised Estimate for services show a £832,760 favourable variance compared to the Original 2013/14 Estimate as summarised below:

<b>Service</b>	<b>2012/13 Actual</b>	<b>2013/14 Estimate</b>	<b>2013/14 Revised Estimate</b>	<b>Variance – Estimate to Revised. (-) Favourable</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Customer and Community	5,292,064	6,635,630	6,341,510	294,120 (-)
Neighbourhood Services	3,270,065	3,497,800	2,945,880	551,920 (-)
Finance and Support Services	4,395,490	4,419,650	4,432,930	13,280
<b>Total Net Cost of Services</b>	<b>12,957,619</b>	<b>14,553,080</b>	<b>13,720,320</b>	<b>832,760(-)</b>

Note: the Estimate for 2013/14 of £14.553 million includes Council Tax Support (£255k) which was previously accounted for below the 'Net Cost of Services' line to facilitate comparison and the gross revenue cost of implementing SPARC of £686k, partially financed for savings within the Domestic Refuse Collection contract £200K.

3.2 This favourable service position is in line with the Healthcheck financial position for the reporting period to 30 November 2013 of circa £740k (excluding the adverse variance on Investment interest of £150K, this is because the variance will be funded from the Interest Equalisation Reserve, and the balance on the Planning Contingency of £467k) reported later on the agenda.

3.3 The key service variations for 2013/14 are summarised as follows:

3.3.1 An adverse summarised salaries variance of £121k has been identified in preparing the Revised Estimates.

3.3.2 *Customer and Community Services:*

- Welfare Reform – the cost of implementing the new arrangements was lower than anticipated - £97k favourable.
- Refuse Collection Domestic – Reduction in contract cost used to finance the implementation of SPARC - £200k favourable.
- Recycling – the decline in the market price for comingled recycling has reduced recycling receipts - £110k unfavourable. This is offset by locally agreed landfill diversion receipts of £80k (favourable).
- Off Street Parking – reduction in income in line with economic trends- £183k unfavourable.
- Off street Parking – reduced contract price - £99k favourable.
- Parking – Supermarket Reimbursement realigned - £46k favourable.

3.3.3 *Neighbourhood Services:*

- Planning and Building Control –Development Plans Service - Local Development Plan Upkeep reduced costs - £30k favourable.
- Planning and Building Control –Development Control Service – increase in planning income due to significant developments and underlying increased income trend continuing. - favourable income variance of £476k. This is countered by the expectation of increased Planning Appeals. - adverse variance of £160K.
- Community Safety Service increased Income - £38K favourable.
- Housing Options – Additional grant from central government to 2015 - £50K favourable.

3.3.4 *Finance and Support Services:*

- Land Charges income higher than expected due to economic improvement in district - £20K favourable.
- Revenues and Benefits Service – income from Summons Costs Recovery lower than anticipated - £25k unfavourable.

#### 4.0 2014/15 Estimated Budgets excluding Capital Financing Costs

4.1 The 2014/15 Estimate shows a decrease of £639,700 approximately over the 'adjusted' 2013/14 Estimate as summarised below:

Service	2012/13 Actual	2013/14 Estimate	Adjustment for Material One off Items in 2013/14 Estimate	Adjusted 2013/14 Estimate	2014/15 Estimate	Variance – Estimate to Estimate .(-) Favourable
	£	£	£	£	£	£
Customer and Community	5,292,064	6,635,630	830,230 (-)	5,805,400	5,774,780	30,620
Neighbourhood Services	3,270,065	3,497,800	0	3,497,800	3,289,590	208,210
Finance and Support Services	4,395,490	4,419,650	0	4,419,650	3,954,780	464,870
<b>Total Net Cost of Services</b>	<b>12,957,619</b>	<b>14,553,080</b>	<b>830,230</b>	<b>13,722,820</b>	<b>13,019,150</b>	<b>703,670</b>

Note: the Estimate for 2013/14 of £14.553 million includes Council Tax Support which was previously accounted for below the 'Net Cost of Services' line to facilitate comparison.

4.2 The 2013/14 Estimate contained the following One Off budgets in the customer and Community service area:

- Purchase of remaining lease arrangements for Refuse Vehicles - £660,230.
- Welfare Reform - £170,000.

To improve clarity of financial comparison the 2013/14 Estimate has been adjusted by the above sums. A proposed special item for Welfare Reform in 2014/15 of £170k was included in the MTFP approved by Council in February 2013. The budget continues to be included in the updated MTFP reported elsewhere on the agenda.

4.3 One off savings, growth and special items identified in the Medium Term Financial Plan have yet to be built into the 2014/15 estimate reported at paragraph 4.1. Ongoing Base Budget service reductions of

approximately £350K identified as part of the budget challenge process are included.

### Service Estimates

4.4 The following comments aim to provide Members with an insight into the significant underlying movements within the service budgets that support the Estimates presented. Members should note that commentaries exclude the impact of variances to salary budgets which are reported corporately.

#### 4.4.1 *Corporate Salary Costs*

The overall increase in the corporate salaries budget based on the assumptions detailed at paragraph 2.5 have been partially offset by restructures, resulting in a net adverse variance on corporate salaries of £191k approximately.

#### 4.4.2 *Customer and Community Services*

- *Refuse Collection – Domestic* - The budget includes the ongoing full year impact of the reduced cost of the refuse collection contract resulting in a favourable budget variance of £184k.
- *Recycling* – The local agreement for diversion of waste from landfill is estimated to provide additional income of £81k, however the estimate is vulnerable to the performance of all 9 District Council within the scheme. The full year impact of recycling receipts is included in the estimates giving an unfavourable variance of £166k approximately and reflects the reduced market price for comingled materials. Recycling costs under the contract arrangements are estimated to result in a favourable variance of £127k. In view of the extensive advertising for the scheme in 2013/14 the budget is expected to reduce back to the base budget level, resulting in a favourable variance of £18K in 2014/15.
- *Leisure Provision* - The impact of inflation and tender implications for the leisure contract is estimated to be £133k for the year.
- *Parking Income* - The impact of the economic downturn is expected to reduce parking income by £264k (adverse variance).
- *Hertford Theatre* - Increased income is forecast of £46K (favourable variance).



#### 4.4.3 Neighbourhood Services

- Local Development Plan - Reduced requirement from reserves £50k favourable variance.
- Community Safety and Health - £50k budget included for Housing Condition Survey.
- Community Safety - Reduction in costs of running CCTV service resulting in a favourable variance of £24K. Increase income forecast of £15k (favourable).
- Housing Options - Additional Income from DCLG to 2015 - £50K favourable

#### 4.4.4 Finance and Support Services

- New Homes Bonus –In line with the Government’s Provisional allocation 588 additional properties have been added to the Council Tax base which qualifies for New Homes Bonus grant. In addition the council has received £36k for additional affordable housing units within the district. The financial impact of the additional income and the impact on the Parish Grants and Priority Spend budgets is detailed below. It should be noted that the estimate is provisional pending publication of the Local Government Funding Settlement, due in February 2014.

	<b>2013/14 Estimate</b>	<b>2014/15 Estimate</b>	<b>Variance (-) Favourable Variance, '+' adverse Variance)</b>	<b>Comments</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>	
<b>New Homes Bonus Income</b>	(1,416)	(2,190)	774(-)	Forecast is based on 588 properties added to Tax Base and 104 Affordable Units, for the period October 2012 to October 2013.

<b>Parish Grant</b>	349	548	199 +	Additional income allocated 25% to Parish Grant.
<b>Priority Spend</b>	210	548	338 +	2013/14 budget allocation 25% limited to £210,000. 2014/15 budget based on 25% of New Homes Bonus.
<b>Net Total</b>	<b>(857)</b>	<b>(1,094)</b>	<b>(237)</b>	

- Council Tax Support Scheme (Grant to Parishes) - Budget reduced in line with recommendation from the Executive £127k favourable. The MTFP agreed by Council in February 2013 included a nil award of grant.
- Rent Allowances - £154k adverse variance due to increases cost of scheme in relation to rent increases (£125k adverse) and reduction in administration subsidy (£29k adverse). Additional income is forecast for Rent Allowance debtors - £85K favourable.
- ICT/Printing and Graphic Design Shared Service – the business plan for the shared service identified savings for the first full year of operation of £208k. These savings have now been factored into the 2014/15 Estimate.

## 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.

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## ESSENTIAL REFERENCE PAPER 'A'

### IMPLICATIONS/CONSULTATIONS:

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p><b>People</b> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p><b>Place</b> 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><b>Prosperity</b> This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	
Legal:	None
Financial:	See body of report
Human Resource:	None
Risk Management:	As outlined in the report

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## ALL DIVISIONS

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
<b>SUMMARY OF ESTIMATES</b>				<b>Essential Reference Paper B1</b>
SERVICE				
CUSTOMER & COMMUNITY SERVICES	5,292,064	6,635,630	6,341,510	5,774,780
NEIGHBOURHOOD SERVICES	3,270,065	3,497,800	2,945,880	3,289,590
FINANCE & SUPPORT SERVICES	4,395,490	4,164,650	4,432,930	3,954,780
NET EXPENDITURE	<u>12,957,619</u>	<u>14,298,080</u>	<u>13,720,320</u>	<u>13,019,150</u>

## CUSTOMER & COMMUNITY SERVICES

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
<b>SUMMARY OF ESTIMATES</b>				
SERVICE				
Chief Executive and Director of				
CC1 Customer & Community Services	142,158	134,010	164,670	150,370
CC2 Welfare Reform	1,522	170,000	73,360	0
CC3 Environmental Services	4,792,062	6,318,670	5,996,150	5,457,440
CC4 Customer Services & Parking	-706,117	-1,041,290	-990,810	-865,110
CC5 Communications, Engagement & Cultural Services	947,088	961,620	985,150	948,640
CC6 Economic Development	115,351	92,620	112,990	83,440
NET EXPENDITURE	<u>5,292,064</u>	<u>6,635,630</u>	<u>6,341,510</u>	<u>5,774,780</u>



## CUSTOMER & COMMUNITY SERVICES

CC3

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £	
<b>SUMMARY OF ENVIRONMENTAL SERVICES ESTIMATES</b>					
SERVICE					
CCE1	Environmental Services	1,015,035	1,030,110	1,029,790	985,770
CCE2	Allotments	-568	100	150	100
CCE3	Playgrounds	124,039	133,950	122,450	136,250
CCE4	Public Conveniences	82,037	98,290	95,170	100,270
CCE5	Refuse Collection - Domestic	950,811	1,871,880	1,608,950	971,150
CCE6	Refuse Collection - Commerical	-109,307	-92,350	-156,850	-143,480
CCE7	Clinical Waste	-49,601	-40,600	-60,400	-60,100
CCE8	Street Cleansing & Litter Control	834,042	923,010	893,570	913,420
CCE9	Recycling	684,263	919,530	796,750	736,500
CCE10	Parks & Open Spaces	1,040,119	1,137,860	1,126,770	1,137,760
CCE11	Buntingford Service Centre	16,506	23,470	226,160	235,050
CCE12	Animal Control	27,631	30,940	29,610	27,410
CCE13	Pest Control	61,175	52,730	51,830	50,850
CCE14	Environmental Co-Ordination Section	31,587	29,390	30,580	25,850
CCE15	Herts Environmental Forum	-780	0	-100	-4,310
CCE16	Environmental Co-Ordination Service	26,300	39,550	30,350	30,350
CCE17	Leisure Services	50,893	48,540	49,390	48,750
CCE18	Leisure Development	1,386	2,220	2,220	2,220
CCE19	Leisure Provision	-10,131	85,950	97,610	241,480
CCE20	Customer & Community Admin	16,625	24,100	22,150	22,150
	<b>NET EXPENDITURE</b>	<b>4,792,062</b>	<b>6,318,670</b>	<b>5,996,150</b>	<b>5,457,440</b>

**CUSTOMER & COMMUNITY SERVICES**

CC4

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF CUSTOMER SERVICES & PARKING ESTIMATES**

## SERVICE

CCS1	Head of Customer Relations	130,860	131,610	124,580	121,210
CCS2	External Customer Services	352,926	348,060	339,840	346,260
CCS3	Web Team	106,911	140,250	166,470	102,630
CCS4	Information Management	32,177	23,890	24,840	35,170
CCS5	Car Parking	384,897	362,010	339,080	371,770
CCS6/12	Car Parks	-1,713,888	-2,047,110	-1,985,620	-1,842,150
	<b>NET EXPENDITURE</b>	<u>-706,117</u>	<u>-1,041,290</u>	<u>-990,810</u>	<u>-865,110</u>

**CUSTOMER & COMMUNITY SERVICES**

CC5

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £	
<b>SUMMARY OF COMMUNICATIONS, ENGAGEMENT &amp; CULTURAL SERVICES ESTIMATES</b>					
SERVICE					
CCC1	Head of Communications, Engagement & Cultural Services	83,551	77,550	77,950	74,120
CCC2	Communications	148,255	153,800	151,360	149,980
CCC3	Engagement & Partnership Team	145,837	134,720	137,140	139,360
CCC4	MOWs	15,056	0	0	0
CCC4	CABs	129,000	129,000	129,000	129,000
CCC5	Community Planning	33,525	70,700	57,070	64,170
CCC6	Transportation	84,371	86,650	86,650	86,650
CCC7	Community Projects	85,100	73,510	73,460	67,960
CCC8	Revenue Contributions & Grants to Voluntary Bodies	21,633	20,040	20,040	16,390
CCC9	Hertford Theatre & Café	200,760	215,650	252,480	221,010
	<b>NET EXPENDITURE</b>	<u>947,088</u>	<u>961,620</u>	<u>985,150</u>	<u>948,640</u>

**CUSTOMER & COMMUNITY SERVICES**

CC6

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF ECONOMIC DEVELOPMENT ESTIMATES**

## SERVICE

CCD1	Economic Development Section	113,684	89,710	98,260	91,340
CCD2	Markets	-23,164	-32,760	-19,390	-32,710
CCD3	Tourism	3,046	3,290	3,240	3,460
CCD4	Economic Development	21,785	32,380	30,880	21,350
CCD5	Town Centre Enhancements	0	0	0	0
CCD6	Rural Development	0	0	0	0
	<b>NET EXPENDITURE</b>	<u>115,351</u>	<u>92,620</u>	<u>112,990</u>	<u>83,440</u>

## NEIGHBOURHOOD SERVICES

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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### SUMMARY OF ESTIMATES

#### SERVICE

NS1	Director of Neighbourhood Services	125,755	119,540	119,930	116,300
NS2	Corporate Support Team	98,539	103,620	95,260	107,630
NS3	Planning & Building Control	1,261,762	1,185,480	835,850	1,136,120
NS4	Community Safety & Health	1,360,674	1,550,290	1,388,560	1,452,930
NS5	Housing Services	423,335	538,870	506,280	476,610
	<b>NET EXPENDITURE</b>	<u>3,270,065</u>	<u>3,497,800</u>	<u>2,945,880</u>	<u>3,289,590</u>

**NEIGHBOURHOOD SERVICES**

NS3

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF PLANNING & BUILDING CONTROL ESTIMATES**

## SERVICE

NSP1	Development Plans	277,236	255,410	272,060	241,970
NSP2	Building Control Section	710,949	635,650	650,790	666,910
NSP3	Development Control Section	1,341,410	1,385,720	1,363,200	1,363,440
NSP4	Development Plans Service	83,478	131,600	96,600	81,600
NSP5	Building Control Service	-490,332	-573,900	-579,800	-576,800
NSP6	Development Control Service	-660,979	-651,000	-967,000	-641,000
NSP7	Conservation Service	0	2,000	0	0
	<b>NET EXPENDITURE</b>	<u>1,261,762</u>	<u>1,185,480</u>	<u>835,850</u>	<u>1,136,120</u>

# NEIGHBOURHOOD SERVICES

NS4

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £	
<b>SUMMARY OF COMMUNITY SAFETY &amp; HEALTH ESTIMATES</b>					
SERVICE					
NSS1	Community Protection	293,221	301,520	300,250	302,960
NSS2	Hackney Carriages	-134,414	-130,100	-136,800	-131,600
NSS3	Gambling & Other Licensing	-15,316	-16,000	-13,500	-16,000
NSS4	Alcohol & Entertainment Licensing	-109,553	-108,000	-108,000	-108,000
NSS5	Emergency Planning	23,978	31,460	26,710	31,710
NSS6	Community Safety Section	40,348	40,890	29,990	26,010
NSS7	Community Safety Projects	46	0	0	0
NSS8	Community Safety Service	167,379	204,390	167,580	137,340
NSS9	Engineering & Drainage	132,574	128,250	73,280	70,250
NSS10	Engineering & Transport	56,375	61,640	61,470	62,620
NSS11	Environmental Health	888,513	940,600	905,030	937,220
NSS12	Private Sector Housing Grants	-28,715	0	-5,700	0
NSS12	Other Private Sector Housing	0	0	0	50,000
NSS12	Houses in Multiple Occupation	-4,226	0	-4,260	-1,000
NSS12	Landlord Forum	445	500	500	500
NSS13	Env Health Licences	-15,410	-14,950	-14,000	-14,950
NSS13	Sampling	-3,046	920	-1,080	-1,080
NSS14	Food & Health Safety	2,619	3,840	2,340	3,340
NSS15	Environmental Health Promotions	50,204	53,050	53,090	52,540
NSS16	Environmental Pollution	15,652	52,280	51,660	51,070
NSS17	Env Health Work	0	0	0	0
	<b>NET EXPENDITURE</b>	<b>1,360,674</b>	<b>1,550,290</b>	<b>1,388,560</b>	<b>1,452,930</b>

**NEIGHBOURHOOD SERVICES**

NS5

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £	
<b>SUMMARY OF HOUSING ESTIMATES</b>					
SERVICE					
NSH1	Housing Section	384,143	398,960	409,030	400,270
NSH2	Private Sector Housing	70	100	0	0
NSH2	Other Housing	-63	1,560	-290	-170
NSH3	Enabling	37,500	27,500	27,500	27,500
NSH4	Housing Options	45,935	166,090	103,090	101,090
NSH5	Hillcrest Hostel	-44,250	-55,340	-33,050	-52,080
	<b>NET EXPENDITURE</b>	<u>423,335</u>	<u>538,870</u>	<u>506,280</u>	<u>476,610</u>



## FINANCE & SUPPORT SERVICES

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £	
<b>SUMMARY OF ESTIMATES</b>					
SERVICE					
IS1	Director of Finance & Support Services	142,076	131,800	130,750	130,860
IS2	People & Property Services	986,153	1,017,300	1,075,480	1,044,690
IS3	ICT, Printing & DTP Services	1,495,139	1,407,910	1,420,100	1,280,470
IS4	Financial Services & Performance	554,799	568,890	582,550	551,740
IS5	Corporate Risk	337,874	352,880	336,020	335,940
IS6	Governance Support	350,767	604,860	550,280	558,550
IS7	Revenues & Benefits Shared Service	202,094	167,680	196,070	245,350
IS8	Other	326,588	-86,670	141,680	-192,820
	<b>NET EXPENDITURE</b>	<u>4,395,490</u>	<u>4,164,650</u>	<u>4,432,930</u>	<u>3,954,780</u>

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF PEOPLE, ICT AND PROPERTY SERVICES ESTIMATES**

## SERVICE

ISP1	People & Organisational Services	323,206	324,780	359,520	325,700
ISP2	Facilities Management	272,749	275,330	270,220	258,650
ISP3	Courier	29,171	25,120	25,220	26,380
ISP4	Asset Management	134,921	102,250	114,510	119,040
ISP5	Miscellaneous Properties	-505,817	-495,830	-491,740	-459,850
ISP6	Footpath Lighting	9,619	0	1,800	2,000
ISP7	Document Management	77,742	76,160	71,620	77,490
ISP8	Wallfields - Hertford	453,517	515,230	526,320	493,800
ISP9	Charrington House (Part)	191,045	194,260	198,010	201,480
	<b>NET EXPENDITURE</b>	<u>986,153</u>	<u>1,017,300</u>	<u>1,075,480</u>	<u>1,044,690</u>

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
<b>SUMMARY OF ICT, PRINT AND GRAPHIC DESIGN ESTIMATES SERVICE</b>				
ISS1 Shared ICT Service	0	0	614,930	683,060
ISS2 Shared Print & Graphic Design Service	0	0	61,930	102,420
ISS3 IT Services	1,332,849	1,269,100	674,680	489,620
ISS4 Corporate Resource Unit	130,868	112,410	58,900	5,320
ISS5 Desk Top Publishing	31,422	26,400	9,660	50
<b>NET EXPENDITURE</b>	<u>1,495,139</u>	<u>1,407,910</u>	<u>1,420,100</u>	<u>1,280,470</u>

**FINANCE & SUPPORT SERVICES**

IS4

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF FINANCIAL SERVICES & PERFORMANCE ESTIMATES**

## SERVICE

ISF1	Financial Services	479,935	482,050	510,300	467,390
ISF2	Performance	74,864	86,840	72,250	84,350
	<b>NET EXPENDITURE</b>	<u>554,799</u>	<u>568,890</u>	<u>582,550</u>	<u>551,740</u>

**FINANCE & SUPPORT SERVICES**

IS5

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF CORPORATE RISK**

## SERVICE

ISA1	Corporate Risk & Insurance	177,301	170,440	174,210	166,310
ISA2	Shared Internal Audit Services	116,280	122,800	113,100	115,300
ISA3	Procurement	44,293	59,640	48,710	54,330
	<b>NET EXPENDITURE</b>	<u>337,874</u>	<u>352,880</u>	<u>336,020</u>	<u>335,940</u>

**FINANCE & SUPPORT SERVICES**

IS6

	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF GOVERNANCE SUPPORT ESTIMATES**

## SERVICE

ISG1	Democratic Services	311,815	307,070	295,020	301,880
ISG2	Land Charges & LLPG	111,464	127,510	121,100	128,230
ISG3	Legal	61,677	274,520	258,150	254,880
ISG4	Burials	4,616	1,000	1,000	1,000
ISG5	Elections	64,895	75,000	75,000	75,000
ISG6	Land Charges Service	-197,050	-180,240	-199,990	-202,440
ISG6	Street Naming	-6,650	0	0	0
	<b>NET EXPENDITURE</b>	<u>350,767</u>	<u>604,860</u>	<u>550,280</u>	<u>558,550</u>

**FINANCE & SUPPORT SERVICES**

IS7

Service	2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
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**SUMMARY OF REVENUES & BENEFITS ESTIMATES**

## SERVICE

ISR1	Revenues & HB Section	-91,283	-346,550	-286,510	-268,590
ISR2	Revenues & HB Section - Transitional	0	0	0	0
ISR3	Revenues & HB - Shared Service	1,436,490	1,370,690	1,326,440	1,301,230
ISR4	Benefits Service	-1,143,113	-856,460	-843,860	-787,290
ISR4	Revenues Service	0	0	0	0
	<b>NET EXPENDITURE</b>	<u>202,094</u>	<u>167,680</u>	<u>196,070</u>	<u>245,350</u>

		2012/13 ACTUAL £	2013/14 ESTIMATE £	2013/14 PROBABLE £	2014/15 ESTIMATE £
<b>SUMMARY OF OTHER ESTIMATES</b>					
SERVICE					
ISO1	Corporate & Democratic Core	622,956	672,510	667,780	676,060
ISO2	Other Expenses	-296,368	-759,180	-526,100	-868,880
	<b>NET EXPENDITURE</b>	<u>326,588</u>	<u>-86,670</u>	<u>141,680</u>	<u>-192,820</u>